FEDERAL TRANSIT ADMINISTRATION (FTA)

# NON-URBANIZED AREA FORMULA PROGRAM | SECTION 5311

SUB-RECIPIENT FOUR (4) YEAR GRANT APPLICATION

JULY 1, 2020 - JUNE 30, 2024



MARCH 2020

### CONNECTICUT DEPARTMENT OF TRANSPORTATION

OFFICE OF TRANSIT AND RIDE SHARING

ROOM 1137 NE, P.O. BOX 317546

NEWINGTON, CT 06131-7546

www.ct.gov/dot

Made by the

Northeastern Connecticut Transit District



nectd.org



# 1.0 | Applicant Information

Organization Name	Northeastern Connecticut Transit District
Mailing Address	PO Box 759 (125 Putnam Pike)
City, State, Zip	Dayville, CT. 06241
Phone Number	860-779-3902
Fax Number	860-779-2056
Website	nectd.org
Contact Person, Title	John Filchak, Executive Director
Contact E-mail Address	john.filchak@neccog.org
FEIN Number	

Applicant Status (check one)	New			
(Crieck Orie)	Current	X		
Funds Applying For	Operating	X		
(check all that are applicable)	Capital	X		
	Technical Assistance (RTAP)	X		
Years of Experience	No Experience			
Providing Public Transportation	Less than 5			
(check one)	Between 5 and 10			
	More than 10	X		

# 2.0 | Description Of Organization

1. Please describe the structure and staffing of your organization. Please list all key personnel (names and titles) along with their assigned responsibilities for your organization's transportation related activities. Please attach your organizational chart.

The Northeastern Connecticut Transit District (NECTD), established in 1978, is an authorized Public Transit District in accordance with applicable State Statutes (Chapter 103a of the Connecticut General Statutes) and in conformance with the Federal Transit Administration. The District serves all persons in northeastern Connecticut. The towns covered by the District's services are: Brooklyn, Canterbury, Eastford, Killingly, Plainfield, Pomfret, Putnam, Thompson, and Woodstock. The District's headquarters are located in the Dayville section of the Town of Killingly at 125 Putnam Pike.

The District is considered a single-program governmental organization for financial reporting purposes. NECTD is governed by a board of directors, each of which are those towns respective chief-elected official, from the member towns. On a day-to-day basis, NECTD is operated by an Executive Director. The District has in-house staff to address fiscal matters, passenger scheduling/service, repair and maintenance of vehicles and the facility. The District has outside legal counsel, an outside audit firm, an outside fiscal consultant, and insurance provider. The District owns and operates a facility that houses its offices, garage storage for buses and a fully equipped two-bay maintenance garage.

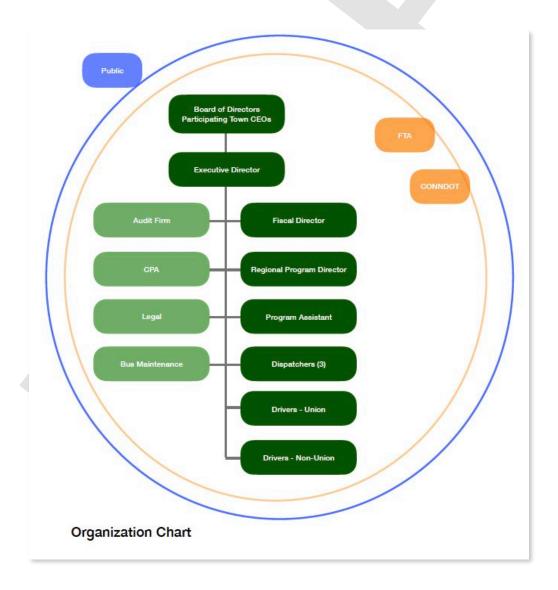
NECTD is administered by the Northeastern Connecticut Council of Governments (NECCOG). Similar to NECTD, NECCOG (which is one of nine regional councils of governments) is statutorily authorized. Under Connecticut law, NECCOG has the authority to provide any service that a town currently does individually and can enter into contracts with participating towns to conduct their needed functions. Section 8-31b of the General Statutes provides this authority - which states, in part:

(b) ... Notwithstanding the provisions of any special or public act, any political subdivision of the state may enter into an agreement with a regional council of governments to perform jointly or to provide, alone or in cooperation with any other entity, any service, activity or undertaking that the political subdivision is authorized by law to perform. A regional council of governments established pursuant to this section may administer and provide regional services to municipalities and may delegate such authority to subregional groups of such municipalities. Regional services provided to member municipalities shall be determined by each regional council of governments ...(emphasis added)

NECCOG has provided administrative services to NECTD since the founding of the District in 1978. The partnership has worked well for both organizations given the fact that each serve the same communities - making the sharing of staff and thus the ability of realizing economies of scale work for both.

The Executive Director for NECCOG provides overall management leadership for NECTD and is considered its Executive Director. NECCOG's fiscal Director provides the day-to-day financial services as well as budgeting for NECTD. There is also an administrative assistant from NECCOG that assist both the Executive Director in day-to-day activities - including payroll, rider reservations and website maintenance. This person also takes a lead role in developing driver training, drug and alcohol testing, driver recruitment, route planning, dispatching and vehicle maintenance. NECCOG employs two additional persons with the primary responsibility for transit dispatching. Other NECCOG staff employed in assisting the District are its Associate Director who assists with general issues, routing and GIS and the Senior Regional Services Program Director who provides training assistance for drivers, route planning and public outreach.

NECTD itself only employs drivers. Currently the District employs ten (10) unionized drivers and has between three and five on-call non-unionized drivers - depending on the needs of the



organization. NECTD has, since 1998, a collective bargaining agreement in place with Municipal Employees Union Independent Local 506, SEIU, AFL-CIO. Key personnel include:

- Executive Director
- Finance Director
- Associate Director
- Regional Planner
- Regional Program Associate (Training, Dispatch and Finance)
- Dispatchers (2)
- Drivers (10 unionized and 4-5 on-call non-union)
- Please give a detailed description of your organization's fiscal capabilities in such financial management areas as budgeting, forecasting, cash management, cost allocation, and fiscal analysis.

The District adheres to generally accepted auditing standards, the standards set forth for financial audits in the General Accounting Office's (GAO) Government Auditing Standards, the provisions of the Federal Single Audit Act as amended, and U.S. Office of Management and Budget (OMB) Circular A-133, Audits of State and Local Governments, and Non-Profit Organizations and the provisions of Sections 4-230 through 4-236 of the Connecticut General Statutes concerning the State Single Audit Act, and sections 4-236-1 through 4-236-17 of the Regulations of Connecticut State Agencies with the primary purpose of such audits to express an opinion on the general purpose financial statements of the organization.

NECTD, in concert with NECCOG, maintains a rigorous fiscal policy/practice standard - including a Procurement Policy with the most currently required Federal Clauses.

3. Please give a detailed description of your organization's managerial capabilities in such matters as human resources (i.e., development of personnel policies, employee supervision), operations (i.e., transit service policies, customer service), and grants management (i.e., procurement processes).

NECTD has significant, adequate and experienced managerial capacity to operate the District in accordance with State, Federal and Generally Accepted business standards (GAAP for example) and procedures.

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The Executive Director for NECCOG provides overall management leadership for NECTD and is considered its Executive Director. The Director has more than thirty years experience in organizational management - with a strong emphasis on fiscal and human resources. Personnel policies are developed in accordance with FTA, State of Connecticut and legal guidance from the District's labor attorney. Personnel policies are monitored on an ongoing

basis to ensure that such policies are fully consistent with current law and court decisions. Employees are kept updated on any changes and are routinely trained not only as to the specifics of any given policy or law - but to the spirit and intent of such rules. NECTD uses resources from both R-TAP and CIRMA (the districts insurance carrier which has multiple online tradings related to HR, Safety and other issues). Employees are supervised on an ongoing basis - with routine interactions both formal and informal. There is also an administrative assistant from NECCOG that assist both the Executive Director in day-to-day activities - including payroll, rider reservations and website maintenance. This person also takes a lead role in developing driver training, drug and alcohol testing, driver recruitment, route planning, dispatching and vehicle maintenance. NECCOG employs two additional persons with the primary responsibility for transit dispatching. Other NECCOG staff employed in assisting the District are its Associate Director who assists with general issues, routing and GIS and the Senior Regional Services Program Director who provides training assistance for drivers, route planning and public outreach.

Customer service is fundamental to the operation and we try to be as responsive as possible to all inquiries, suggestions, complaints, etc. Through NECCOG our customers are surveyed to ensure that we are meeting their needs and expectations. We also utilize surveys to determine route adjustments are made in accordance with Title VI standards. Overall, our policies are annually endorsed by the board at a public meeting with the opportunity for public comment in full accordance with our Public Participation Policy and CT FOIA requirements.

NECCOG's fiscal Director provides the day-to-day financial services, budgeting and grants management for NECTD. All procurement is conducted in accordance with the District's Procurement Policy - which is in accordance with state and federal rules.

4. Please describe the management steps your organization has taken to minimize transportation-related costs during the past twelve months.

NECTD, acting as NECTD's, administrative/fiscal agent held steady its management fee for the past twelve (12) months. In fact, those costs have on risen \$5,000 during the past five years - a four (4) percent increase. Labor costs are governed by the collective bargaining contract - which is a nominal amount in the total of NECTD's budget.

NECTD is committed to monitoring operating costs on an ongoing basis - making any adjustments that will further reduce costs without compromising the quality of our services. We seek out the lowest possible cost to meet the needs of the District's operational needs. A key component (because it is a major cost) of this is to maintain the District's bus fleet in accordance with our Fleet Maintenance Policy. Additionally, routes and related passenger deviations are closely monitored to ensure that additional mileage is minimized. It must also be noted that because the District and NECCOG are jointly administered - overhead costs are lower than would be the case if the District were independently managed.

Ongoing training is another component to keeping costs in check. Our drivers and other personnel are routinely updated on safety and procedural matters in an effort negative issue avoidance.

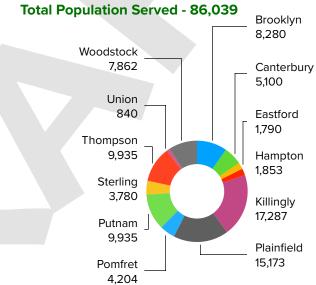
#### 5. Please give a description of your organization's legal capabilities.

NECTD retains the services of Suisman and Shapiro (based in New London) which provides the District with our primary legal needs (most notably all personnel matters). This law firm (currently with 21 attorneys) is the largest such firm in southeastern Connecticut and offers a full range of specialties for the District's needs. The provides the District with a "one-stop" approach for our legal needs.

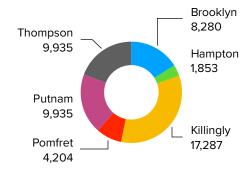
#### **6.** Please give a description of your organization's jurisdiction.

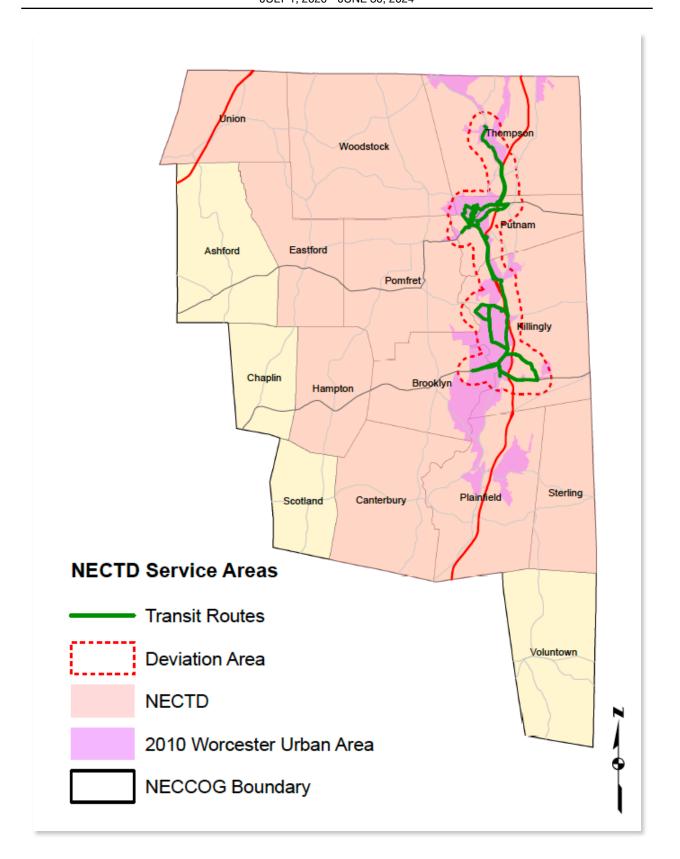
The Northeastern Connecticut Transit District serves a 12 town area in northeastern Connecticut. Currently NECTD serves the towns of **Brooklyn**, Canterbury, Eastford, Hampton, Killingly, Plainfield, Pomfret, Putnam, Sterling, Thompson, Union, and **Woodstock**. Each of the participating towns receives services throughout Elderly/Disabled Program and six of the 12 towns receives services through the District's Deviated-Fixed Route Service. As demonstrated by the two population charts, the NECTD service region is made up of small towns - the largest being just Over 17,000 residents. With the exception of the area served by the Deviated-Fixed Route - people are spread out over a large geography making efficient passenger service very challenging. The District estimates that approximately 50 percent of the service areas population lies within the service area covered by the Deviated-Fixed Route service. A large portion of the area is designated federally as an "urbanized area" - primarily the Worcester Urban Area.

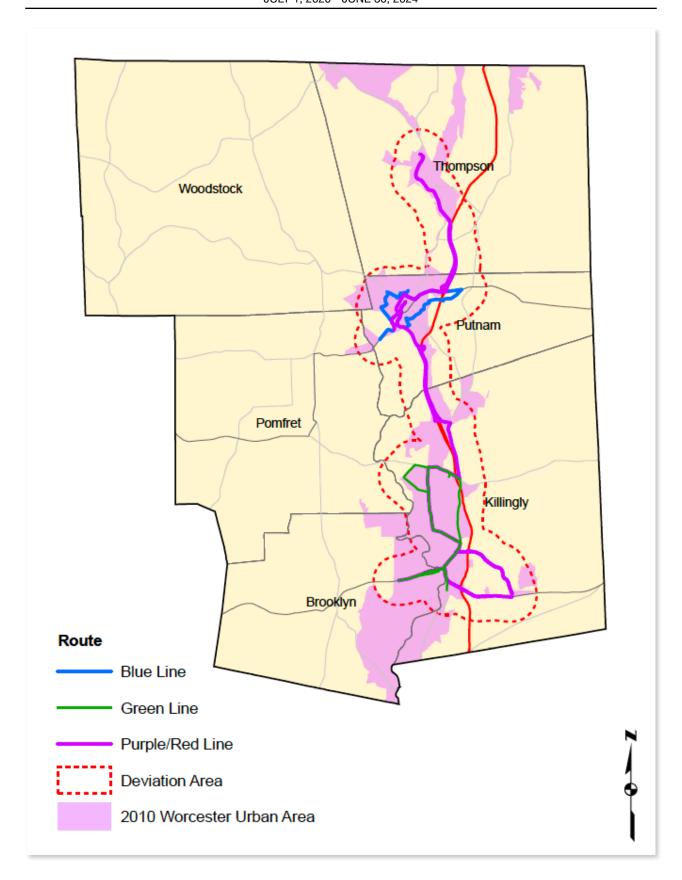
The NECTD service area borders the states of Rhode Island and Massachusetts - which means that the District is in close proximity to New England's

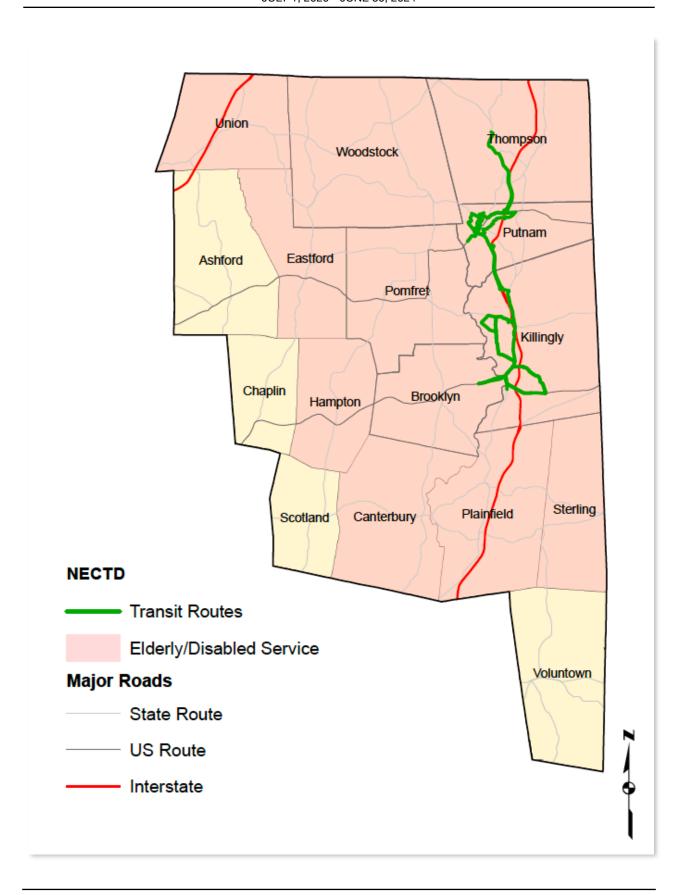


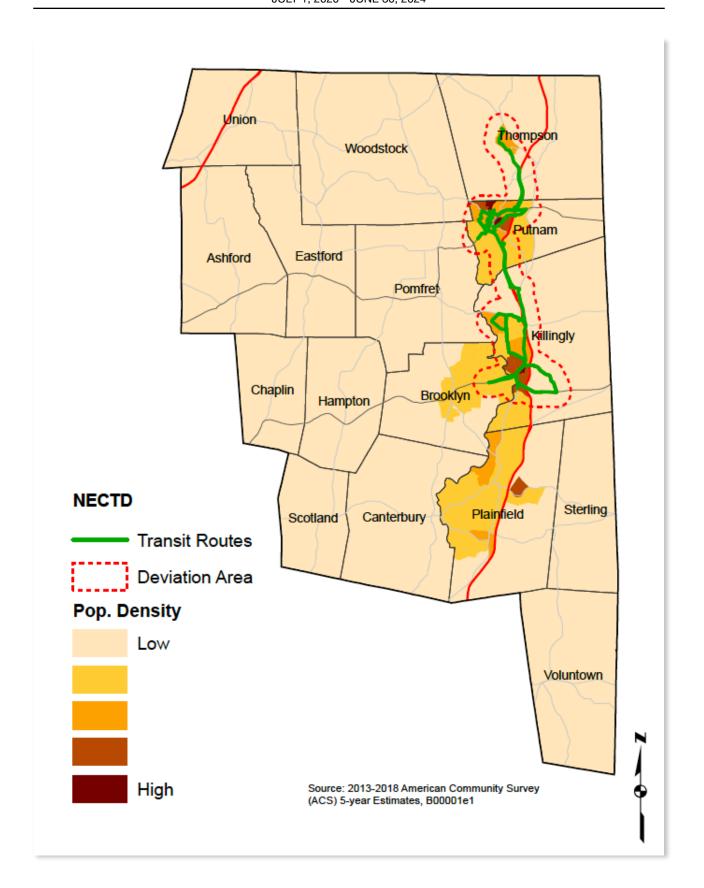
#### **Deviated Fixed Route - 45,437**

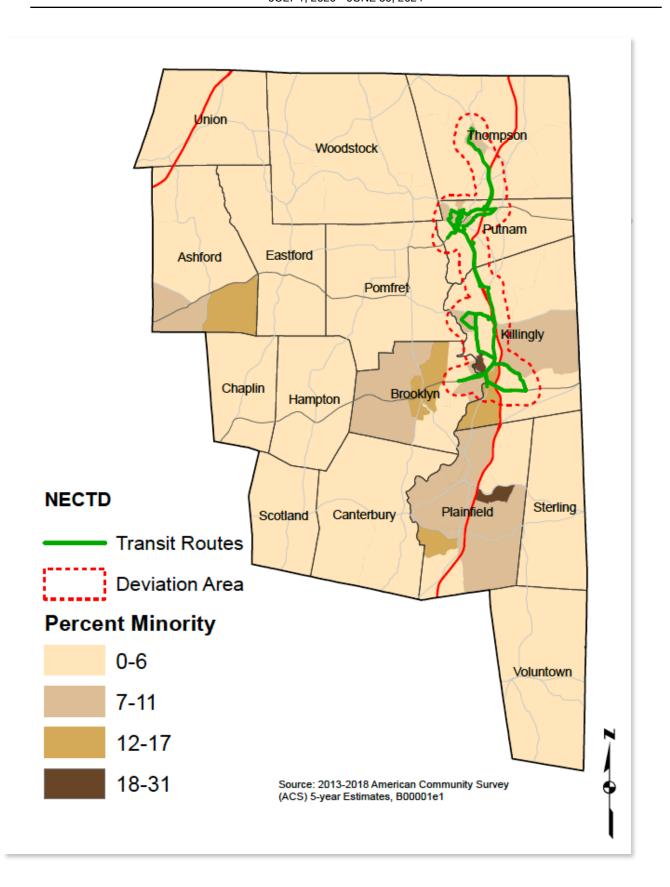












largest metropolitan areas: Providence, Rhode Island, and Worcester and Boston, Massachusetts. These urban areas are more often the connection for work, culture, and commerce than any location within Connecticut. Boston and its suburbs can be reached in one hour and Providence and Worcester are less than a thirty minute drive from much of the Region. The 2010 Census designated much of Interstate-395 corridor (parts of, Woodstock, Putnam, Pomfret, Killingly, Brooklyn and Plainfield) as part of the Worcester Urban Area. Currently, there is no public or commercial bus service from the NECTD region to these metropolitan places.

7. Please describe your organization's hiring practices for drivers. Please explain the steps (i.e., reviewing application, conducting background check(s), interview(s), and training) involved in the process.

Driver hiring is conducted on an ongoing basis. Job openings are posted on our website (nectd.org) and are routinely posted with the Norwich Bulletin and multiple local "shoppers" type publications that are sent to each household in the service area.

Applications are reviewed on an ongoing basis. Potential drivers are provided with an application form as a requirement.

8. Please describe the process (steps) that your organization follows in order to monitor, evaluate, and improve aspects of your organization's transportation program. Please include efforts (i.e., advisory groups, monthly meetings, public hearings) made by organizational personnel to inform its board members and the general public of this process.

NECTD's board is composed of chief-elected officials from the participating towns. Meetings of the board are held not less than monthly or as needed. At these meetings - which a noticed in full compliance with Connecticut FOIA rules and regulations - public participation is included and welcome. Additionally, the Executive Director provides updates regarding ridership, ongoing projects and any issues of note that the Board should be made aware.

Routes are evaluated by NECCOG staff on an ongoing basis. Daily ridership numbers broken down by individual route are reviewed by the Executive Director. NECCOG has in place a Regional Hunan Services Advisory Committee made up of a cross section of human/social services providers, public officials and others that, among other topics routinely discusses public transportation. Additionally, NECOG has a staff person who is the region's Human Services Coordinator. This person assists residents from participating towns navigate the social service system - including transportation.

All meetings, documents and agendas are posted on our website: necked.org.

9. Please list, in the table below, all training your organization's employees (i.e., administrative staff, drivers, supervisors) have received during the last three (3) years (January 2017 through December 2019). Please list the dates and locations of these workshops, conferences, and seminars attended along with the names of the employees that attended.

Type of Training (i.e., workshop, conference, seminar)	Date(s)	Location	Employee Name	Employee Title
Anti Drug & Alcohol Policy	Initial Hire & As Needed	125 Putnam Pike Dayville	All Drivers	Driver
LEP Plan Packet	Initial Hire & As Needed	125 Putnam Pike Dayville	All Drivers	Driver
Reasonable Modification Policy	Initial Hire & As Needed	125 Putnam Pike Dayville	All Drivers	Driver
ADA Policy Packet	Initial Hire & As Needed	125 Putnam Pike Dayville	All Drivers	Driver
Preventative Maint.	Initial Hire & As Needed	125 Putnam Pike Dayville	All Drivers	Driver
Title VI Policy & Complaint	Initial Hire & As Needed	125 Putnam Pike Dayville	All Drivers	Driver
Workplace Harassment & Violence Policy	Initial Hire & As Needed	125 Putnam Pike Dayville	All Drivers	Driver
E-Learning Drug & Alcohol RTAP	Initial Hire & As Needed	125 Putnam Pike Dayville	All Drivers	Driver
CIRMA Distracted Driving	Initial Hire & As Needed	125 Putnam Pike Dayville	All Drivers	Driver
Q-Straint Wheelchair Tutorial & Securement	Initial Hire & As Needed	125 Putnam Pike Dayville	All Drivers	Driver
D&A Testing Procedures	Initial Hire & As Needed	125 Putnam Pike Dayville	All Drivers	Driver
Blood-borne & Airborne Pathogens	Initial Hire & As Needed	125 Putnam Pike Dayville	All Drivers	Driver
Railroad Crossing Protocol	Initial Hire & As Needed	125 Putnam Pike Dayville	All Drivers	Driver
Dealing with Difficult Customers	Initial Hire & As Needed	125 Putnam Pike Dayville	All Drivers	Driver
Drug & Alcohol			Mickey Mounsombath	Dispatcher
Drug & Alcohol			Debra Flagg	Dispatcher Administrative Assistant Fiscal Director Regional Program Specialist

10. Training and educational programs are vital components in an organization's ability to administer its transportation services to the general public. It is imperative that an organization take a proactive approach in continually identifying, promoting, and developing its employees' skills. Please list, in the table below, the types of training courses, workshops, conferences, and seminars that your organization's employees anticipate to attend in the next four (4) fiscal years (July 2020 through June 2024). Also, please indicate whether the training will be a refresher course for the employee attending.

Type of Training	Targeted Audience	Estimated cost (\$)	Refresher Course
Drug and Alcohol	Drivers and Administrators		
Safe Vehicle Operation	Drivers		
Blood Bourne Pathogens	Drivers		
Wheel Chair Operations	Drivers and Administrators		
Dealing with Customers/Public	Drivers and Administrators		
ADA	ALL		
Title VI	ALL		
Fleet Safety Management	ALL		
Preventing Sexual Harassment	ALL		
CIRMA's Defensive Driving Course	Drivers		
National Safety Council Defensive Driving Course	Drivers		
Customer Driven Service	ALL	Nominal	Both
Emergency Procedures for Rural Transit Drivers	Drivers		
Fundamental Financial Management for Rural Transit Agencies	Administration		
Reasonable Suspicion Training for Supervisors	Administration		
Risk Management for Rural Transit Managers	Administration		
Problem Passengers: Managing Difficult Passengers & Situations	ALL		
Scheduling & Dispatching for Rural Transit Systems	Administration		
CDC COVID-19 Guidance	ALL		
FTA COVID-19 Guidance	ALL		
OSHA COVID-19 Guidance	ALL		

# 3.0 | Description Of Transportation Services

1. Please give a description of all the transportation services (i.e., fixed route, shuttle, dial-a-ride) by program (i.e., Section 5311, Job Access and Reverse Commute) your organization currently provides to the general public.

Route Designation (Name) Origin/Destination	Type of Service	Program	Days	Hours
Southern Loop - am/pm Brooklyn - Killingly	Deviated/Fixed	5,311	Monday - Friday	
Northern Loop - am/pm Thompson - Putnam	Deviated/Fixed	5,311	Monday - Friday	
Connector One - am Both Loops	Deviated/Fixed	5,311	Monday - Friday	
Connector One - am/pm Both Loops	Deviated/Fixed	5,311	Monday - Friday	
Connector One - pm Both Loops	Deviated/Fixed	5,311	Monday - Friday	
Weekender	Deviated/Fixed	5,311	Saturday and Sunday	
Elderly/Disabled 1- varies	door-to-door	MGP	Monday - Friday	varies
Elderly/Disabled 2- varies	door-to-door	MGP	Monday - Friday	varies
Elderly/Disabled 3- varies	door-to-door	MGP	Monday - Friday	varies

2. Please list the name, address and contact information for any third party contractors providing transit services on your organization's behalf indicating the type of contract in place.

None utilized to provide transit services.

3. Please complete the following tables showing your organization's current fare structure.

All rides are \$1.00. Discounts are available for purchase at \$10 for 15 rides.

4. Please complete the following table(s) showing your organization's annual operating statistics (i.e., expenses, revenues, passengers) for each of the projects (services) subsidized with Section 5311 funds covering the period of State Fiscal Year (SFY) 2018 through SFY 2020 (July 1, 2017 through June 30, 2020).

Transit Service 1 - Description								
	SFY 2018	SFY 2019	SFY 2020					
EXPENSES								
Operation	\$361,037	\$334,956	\$241,548					
Administration	\$232,708	\$258,674	\$250,548					
TOTAL	\$593,744	\$593,630	\$492,096					
REVENUES								
Fare box	\$29,455	\$28,687	\$21,000					
Other	\$3,025	\$1,800	\$2,700					
TOTAL	\$32,480	\$30,487	\$23,700					
DEFICIT								
TOTAL	\$561,264	\$563,143	\$468,396					
Federal Share	\$280,632	\$281,572	\$234,198					
State Share	\$185,218	\$185,838	\$154,571					
Local Share	\$95,414	\$95,733	\$79,627					
TOTAL	\$561,264	\$563,143	\$468,396					
Linked Passengers	41238	42253	36540					
Transfers								
Unlinked								
Miles	167,489	176,811	167,502					
Hours	8,179	9,150	8,304					
Days of Operation	267	306	312					

5. Please complete the following table showing your organization's current vehicle fleet inventory. Please include all types of vehicles (i.e., bus, supervisory, truck) in your fleet.

	Vehicle Model	VIN (last 5 digits)	Year	Passenger Capacity	Service Type (i.e., fixed route, paratransit)	Vehicle Use (i.e., peak, spare)	Current Mileage	Replacement Schedule (year)
23	Ford	53,020	2010	14	paratransit	peak	204,818	2021
25	Ford	53,026	2010	22	paratransit	peak	213,759	2021
28	STAO	38,220	2019	20	Deviated Fixed	peak	13468	2025
29	STAO	38,221	2019	20	Deviated Fixed	peak	11194	2025
30	STAO	33,060	2019	12	Deviated Fixed	spare	10,296	2025
31	STAO	33,061	2019	12	Deviated Fixed	peak	13958	2025
32	STAO	33062	2019	12	Deviated Fixed	peak	12137	2025
33	STAO	33063	2019	12	Deviated Fixed	peak	12815	2025
34	STAO	33064	2019	12	Deviated Fixed	peak	6604	2025
35	STAO	33065	2019	12	Deviated Fixed	peak	15005	2025

6. Please describe the personnel and activities (i.e., meetings) involved in your organization's attempts to maintain its transit vehicles. Please summarize your organization's preventative maintenance plan.

NECTD subscribes to a philosophy of continuous improvement. The Preventive Maintenance Plan and the procedures detailed in this plan will be subject to constant review and improvement. Our goal is to ensure that assets of the Northeastern Connecticut Transit District are protected and maintained so that they reach their maximum useful life. To that end, the facility (located at 125 Putnam Pike, Dayville, CT), vehicles, and equipment used in support of public transit at NECTD are maintained at or above the specifications provided with the facility operations and equipment manuals. NECTD vehicle maintenance includes:

- Safety "first" in all actions concerning maintenance
- Maintain vehicles, at a minimum, in accordance with their manufactures maintenance guidelines for service
- · Ensure each vehicle is operating at peak efficiency maximize vehicle life
- Manage Preventive Maintenance and repair activities to promote the reliability of the service by minimizing service interruptions due to vehicle or equipment failure
- No loss of accessibility due to equipment failure
- Maintain vehicle exterior and interior appearance in a clean condition
- · Maintain a readily accessible system of permanent vehicle maintenance records
- Preserve taxpayers' investments in the Transit facility by sustaining buildings' value by keeping the facility and its components in good repair and structurally sound
- Conduct vehicle operations, repairs, and cleaning in compliance with applicable local, state and federal regulations

# 4.0 | Description Of Service Area

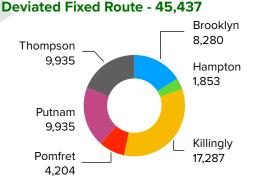
Please list all the towns in the geographical service area including the population total(s) in which your organization provides public transportation. Please describe the characteristics of your service area which might have an impact on the necessity of providing public transportation (e.g., population, terrain, tourism, economy and/or business climate, etc.).

Northeastern Connecticut is rural, containing less than 3 percent of the State's population with just over 10 percent of its land area.. The region is home to a range of natural and historic New England landscapes, making it visually quintessential New England. The landscape is characterized by rolling hills, forests, classic New England villages, former mill towns and farms. The region, for more than forty years and especially during the past 20 years, has grown in population, housing and businesses. The reasons for this growth are tied to the strategic location of the region; relative low costs for land and housing; and affordable labor.

With the exception of the eleven mill villages located along the Route 12 corridor, where most of the region's economic activity takes place, the landscape is rural and characterized by rolling hills, forests, farms, and single-family homes. The population concentrations that resulted from the Industrial Revolution and the region's mill villages were developed in the 19th and 20th centuries in association with water-powered manufacturing and are still reflected today in population distribution. The Region is located close to New England's largest metropolitan areas: Providence, Rhode Island, and Worcester and Boston, Massachusetts - which collectively have a workforce of more than 3 million persons. The

#### **Total Population Served - 86,039** Brooklyn 8,280 Woodstock 7,862 Canterbury 5,100 Union 840 Eastford 1,790 Thompson 9,935 Hampton 1,853 Sterling 3,780 Killingly 17,287 Putnam 9,935 Plainfield 15,173 Pomfret

4.204



region is also close to the Hartford metro area as well as the New London metro area (which includes the Groton/New London Submarine Base and two of the largest Native American gaming casinos in the world). While the Hartford metro area has in recent years been in economic decline, the New London Area, because of new defense contracts, is seeing a surge in employment. They also form a ready made audience for the many destinations located in the region. The 2010 Census designated much of the Interstate-395 corridor, including the areas of Woodstock, Thompson, Putnam, Pomfret, Killingly, Brooklyn and Plainfield, as part of the Worcester Urbanized

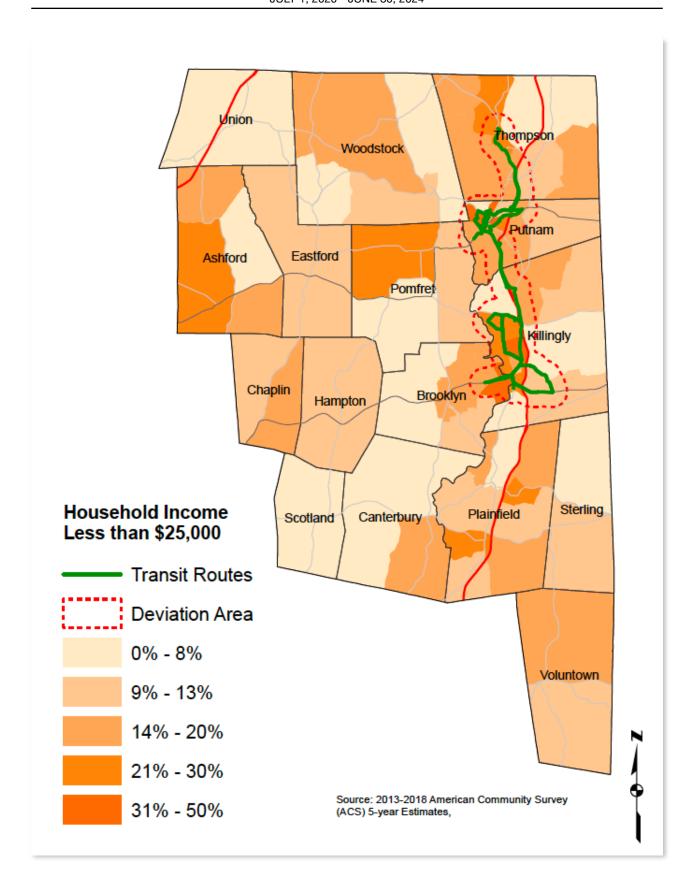
	Brooklyn	Killingly	Putnam	Thompson
American Indian	0.00%	0.00%	0.00%	0.10%
Asian	2.40%	1.50%	0.80%	0.70%
Black or African American Alone	2.10%	1.80%	0.30%	0.10%
Hispanic or Latino (of any race)	2.20%	3.60%	2.80%	1.40%
White Alone	91.40%	88.40%	93.40%	96.20%

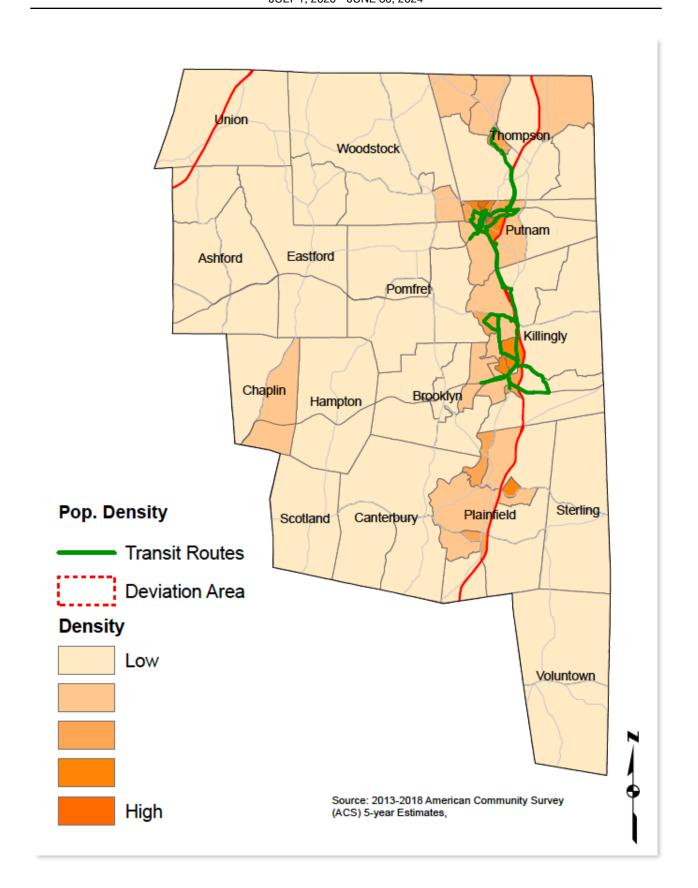
	Brooklyn	Canterbury	Eastford	Hampton	Killingly	Plainfield	Pomfret	Putnam	Sterling	Thompson	Union	Woodstock
American Indian	0.00%	0.00%	0.00%	0.30%	0.00%	0.30%	0.00%	0.00%	0.00%	0.10%	0.00%	0.00%
Asian	2.40%	1.80%	2.40%	0.40%	1.50%	2.20%	0.20%	0.80%	0.00%	0.70%	1.60%	0.50%
Black or African American Alone	2.10%	1.20%	2.10%	0.30%	1.80%	1.70%	0.60%	0.30%	2.70%	0.10%	0.60%	0.00%
Hispanic or Latino (of any race)	2.20%	0.60%	2.20%	3.00%	3.60%	6.00%	2.80%	2.80%	2.40%	1.40%	1.10%	2.40%
White Alone	91.40%	95.40%	94.90%	93.30%	88.40%	88.00%	94.80%	93.40%	93.70%	96.20%	94.40%	95.80%

Area. Regional growth in population, housing, and business are tied to the strategic location; relative low costs for land and housing; an affordable labor. Many newer residents to the Region have located here because of its access to these metro areas while having a rural lifestyle and a choice of more affordable housing options.

The towns of northeastern Connecticut are relatively homogenous, racially, and ethnically and not in balance when compared to Connecticut. The 2015 Census reveals that approximately 95.6% of the Region's population were "White", compared with 77.6% in the State, only 1.25% were "Black/ African American" compared with 10.1% in the State. The Asian populations represents less than 1.1% of the Region's population, compared with 3.8% in the State. "American Indian or Alaskan Native" made up less than 1% of the Region's population, less than the State's average and similarly, the Region's Hispanic population was also less than 1%, much less than the 13.4% for Connecticut.

The average size of the Region's towns was 5,942 persons in 2017. This is down slightly from 2015 and 2010. The largest population is found in Killingly (17,172) and the smallest in the Town of Union (the State's smallest population) 839 residents. From 1970 to 2017 the region gained 28,404 persons - a 42.4 percent gain. Most of this growth occurred in previously undeveloped locations with single family homes. Population projections indicate that the region will grow to more than 104,000 persons by 2025. Based on real growth from 2010 to 2017, these projections are highly questionable. The Connecticut Plan of Conservation and Development Locational Guide Map categorizes the region as predominantly rural featuring many lands that have either been preserved or should have protections from development. There are significant concentrations of prime and important agricultural soils, and significant non-fragmented forest lands. More intensively developed lands (commercial, industrial and residential) are generally confined to the





I-395/Route 12 corridor. This corridor contains a series of former mill villages concentrations of housing, retail and commercial/industrial development.

The Region's business profile is diverse. It includes plastics, photonics, food processing, electronics, and distribution centers, antiques dealers, retailers, agriculture, and more. During the last half of the 1990's, the I-395/Route 12 Corridor realized significant commercial and industrial growth from existing and new businesses. Like much of New England, northeastern Connecticut's industrial and commercial past was firmly anchored in manufacturing and its river mills in particular. Today, the original mill businesses are gone. Some of the mills house new businesses and at least one (Central Village) has been converted to housing. Others are in various states of decline. However, manufacturing of both durable and non-durable goods still constitutes a significant share of the local employment profile. Income levels, on average, (per capita, household, or family) are below those for the rest of the state. This is especially true for the village areas of the region.

The economy of the Region has historically lagged that of the nation, state, and New England for at least 30 years, in terms of critical economic indicators; median household income, percentage of income spent on housing, poverty rates and families utilizing assistance programs. Killingly, Brooklyn, Plainfield, Putnam, Sterling, and Thompson each aggressively seek economic development. They have a long history of industrial and commercial use and have designated areas for growth in each of their towns. Interstate 395, the Providence and Worcester Railroad and an extensive network of water, sewer, gas, and other utilities make these towns desirable for this kind of development.

The economic elements of the Region have drastically changed over the last 30 years. There has been a significant decrease in the manufacturing sector, which experienced a 30% decrease between 1985 and 2015. Manufacturing made up 43.5% of the occupations in the region in 1985 versus only 13.5% in 2015. In contrast to the major reduction in manufacturing positions, the education, health, leisure, and hospitality industries saw a considerable boom and almost doubled over the same 30-year period.

The lasting impacts of the change in employment composition and the recession of 2008, include high unemployment numbers, particularly with the long-term unemployed population. Some of this is attributed to a large disconnect between workers' skills and employer needs and has created a quandary for both groups. It has caused many employers to lose confidence in our workforce triggering them to look outside the region for suitable employees. This issue has permeated much of the region, especially in towns along the I-395 corridor and remains a persistent issue. Industrial mills, which provided the economic engine for much of the region's modern history, are no longer in operation. The largest of these complexes in the region, American Standard in Plainfield, Anchor Glass, and Kaman Aerospace Corporation in Plainfield, have closed their operations. Over the past few decades, non-farm employment opportunities in the Region have been increasing in the health care, service industries (retail) and warehousing.

Retail is centered mostly along the north-south corridor of the region, that follows the Quinebaug River, State Route 12, and Interstate 395. Smaller pockets of commercial zones, typically in village centers exist, away from the river valley. However, trade in this sector is densest in areas like Danielson, Dayville, Putnam and Plainfield. Per the US Census 5-year survey retail trade employment in the region was 13.4%, compared to 10.9% in the State. "Box stores," such a Lowes, Wal-Mart, and Target, have moved to the Region in newer, highway-adjacent clusters. Smaller retail businesses still have a strong presence in the Region, both along the Quinebaug River corridor, and in upland village centers. Antique businesses are a significant share of downtown Putnam's economy and attract buyers to the Region and their village center, has a densely developed, historic area adjacent to the towns mill buildings and the Quinebaug River. It has enjoyed a recent revival of small businesses and restaurants. Unique events in the region also draw in visitors, summer concerts, First Fridays, River Fire to name a few. The villages of South Woodstock, home to the Woodstock Fairgrounds, Roseland Cottage, and Pomfret Center, are examples of a smaller, upland centers that have retained many niche, local retailers, and restauranteurs. Others include Martha's Herbary, Woodstock's Thimble Cottage, and The Vanilla Bean Cafe. Ashford is home to the Midway, Wooden Spoon, Ashford Dairy Bar and Iron Mine Valley Preserve. The region is also home to the Route 169 National Scenic By-Way, which runs through Canterbury, Brooklyn, Pomfret and Woodstock. Community events draw in visitors both inside and outside the region and continuing to promote and advertise them will continue to support our local businesses and economy. All of these unique traits and events help foster community identity and a sense of place.

The region has towns that are defined as "distressed" either under state criteria or federal (EDA) criteria. Five towns (Windham, Plainfield, Killingly, Brooklyn, and Putnam) are designated distressed by Connecticut. The federal definition requires that a municipality have either a lower per capita income than the national average or an unemployment rate lower than the national average for the past 24 months.

The towns of Killingly, Plainfield and Windham meet the federal definition of "distressed" based on unemployment data. Killingly and Plainfield were also defined as Labor Surplus Areas (LSAs), for the years of 2014-2015, by the United States Department of Labor. Labor Surplus Areas are areas whose average unemployment rates were at least 20 percent above the average rate for all states (including the District of Columbia and Puerto Rico) during the previous two calendar years. Employers located in designated labor surplus areas are eligible for preference in bidding on federal procurement contracts. The purpose of providing such preference is to direct federal funds toward businesses and jobless individuals in areas with the most severe economic need. At a municipal level, income and employment may only appear to be a minor issue in the Region None of the Region's towns qualify, federally, as a "distressed community", by the United States Economic Development Administration, and only three towns, Killingly, Plainfield, and Putnam, meet Connecticut Department of Economic and Community Development criteria as distressed communities.

Killingly and Plainfield were also defined as Labor Surplus Areas (LSAs), for the years of 2014-2015, by the United States Department of Labor. However, when looking below the municipal level, at

villages and boroughs within each town, labor, poverty, and income statistics become more divided and spatial clusters are apparent.

At the municipal level, income and employment may only appear to be a minor issue in the Region, but when examined at a smaller level, by village area or block group the deficiencies become more apparent. The most recent census data (2014) shows that the Region had a lower median household income (\$66,225) then the State average of \$69,461. The income for the villages areas of the Region was even lower at \$49,303. Median incomes for the Region range from \$22,267, in Putnam to \$108,125 in Pomfret - an \$86,000 gap. In many cases, income earned in the region is significantly below that that would be considered a living wage. "A living wage is one that allows families to meet their basic needs, without public assistance, and that provides them some ability to deal with emergencies and plan ahead. It is not a poverty or survival wage. In this report, living wages are calculated on the basis of family budgets for several household types. Family budgets include basic necessities, such as food, housing, utilities, transportation, health care, child care, clothing and other personal items, savings, state and federal taxes - this assumes full-time work on a year-round basis.

The income gap disparity between our region and the rest of state has been longstanding. In 1977, the average annual earnings for a resident in the northeast corner was \$9,304 versus \$11,715 for the state, a \$2,411 gap. The gap grew even wider in the decades to follow growing to a \$4,000 gap in 1988 and now sits at \$3,200 less than the state average. The Connecticut Department of Labor market statistics have historically ranked our LMA (Labor Market Area) at or near the bottom since the 1970's. Many recommendations have been presented, reviewed, and adopted over the last four decades, but have yet to actualize a closing of the income earnings gap.

One statistic that is not reported is the number of persons who are no longer eligible for unemployment benefits. Data Haven surveyed 500 people in 2014 to assess the needs of individuals in the region seeking full-time employment. The survey results revealed that many residents have already exhausted their benefits. Many have been unemployed longer than the 26 weeks of benefits that were available during this period. Poverty rates in northeastern Connecticut follow a similar trend. US Census estimates for the years 2009-2013, projected poverty rates reached as high as 27.7% in a census block group in Putnam, 26.4% in East Brooklyn, and 24.6% in a census block group that includes the villages of Grosvenordale and North Grosvenordale in Thompson. The villages of Danielson, Plainfield Village, Wauregan, and Moosup also had block groups with projected poverty rates above 20%. 13 census block groups had projected poverty rates above the national average of 15.4%, all of which included former mill villages along the Quinebaug River or one of its tributaries. For this time, the State of Connecticut was projected to have an overall poverty rate of 10.2%. In the Region, the poverty rates far exceed those of our towns and the state.

Tourism in northeastern Connecticut is currently limited but has opportunities to grow and strengthen the Region's marketability as a destination location. As a rural region, agriculture and outdoor recreation play important roles in the Region's tourism economy. Two large agricultural fairs, the Brooklyn Fair—the longest running agricultural fair in the country—and the Woodstock

Fair, occur annually, each lasting four days attracting large crowds from Connecticut, New England, and beyond. Several of the Region's farms, vineyards, and orchards have also exhibited how agriculture may drive future tourism to northeastern Connecticut. "Agritourism" is a burgeoning sector of the tourism economy which offers visitors an opportunity to interact with, sample, and learn about, farm production and a region's agricultural history.

Northeastern Connecticut is a special place, having tremendous natural resources and a location that makes it accessible to some of the finest cultural and recreation destinations in New England. The region, economically, is home to many successes. The region also has many economic challenges, most of which have been longstanding and unresolved. Unemployment, underemployment, inadequate wages, unacceptable drop-out rates, poverty, and lack of affordable housing continue to challenge the region, as they have for more than forty years.

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# 5.0 | TITLE VI

Please describe your understanding of Title VI of the Civil Rights Act of 1964 as it pertains to your organization providing public transportation.

Title VI of the Civil Rights Act of 1964 prohibits federal agencies and sub-recipients of federal funds from discriminating on the basis of race, color or national origin, against participants or clients of programs that receive federal funding. Succeeding laws and Presidential Executive Orders added sex, age, income status and disability to the criteria for which discrimination is prohibited. In addition to nondiscrimination, this plan provides information relative to Presidential Executive Order 13166 which mandates that federal agencies ensure that people with Limited English Proficiency (LEP) have meaningful access to federally conducted and/or funded programs and activities. Additionally, Presidential Executive Order (Order 12898) mandates that federal agencies address equity and fairness through consideration of Environmental Justice toward low-income and minority populations.

NECTD is committed to compliance with Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, and all related regulations and statutes. Section 601 of Title VI of the Civil Rights Act of 1964 declares it to be the policy of the United States that "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". Consistent with this policy, and in accordance with section 602 of Title VI, codified as amended at 42 U.S.C. § 2000d-1, the Department of Justice promulgated regulations prohibiting recipients of federal funds from "utilizing criteria or methods of administration which have the effect of subjecting individuals to discrimination because of their race, color, or national origin, or have the effect of defeating or substantially impairing accomplishment of the objectives of the program as respects individuals of a particular race, color, or national origin." 28 C.F.R. § 42.104(b)(2). The United States Department of Transportation later promulgated nearly identical regulations - See 49 C.F.R. § 21.5(b) (vii) (2). Since the Civil Rights Act of 1964, other nondiscrimination laws have been enacted to expand the range and scope of Title VI coverage and applicability:

- THE UNIFORM RELOCATION ASSISTANCE AND REAL PROPERTY ACQUISITION POLICIES ACT OF 1970 which prohibits unfair and inequitable treatment of persons displaced or whose property will be acquired as a result of federal and federal–aid programs and projects.
- THE FEDERAL AID HIGHWAY ACT OF 1973 which states that no person shall, on the grounds
  of sex be excluded from participation in, be denied the benefits of, or be subjected to
  discrimination under any program or activity receiving federal assistance under this title or
  carried on under this title.
- SECTION 504 OF THE REHABILITATION ACT OF 1973 which states that no qualified disabled person shall, solely by reason of his disability, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity that receives or

benefits from federal financial assistance. This Act protects qualified individuals from discrimination based on their disability.

- THE AGE DISCRIMINATION ACT OF 1975 which states that no person shall, on the basis of age, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance. This act prohibits age discrimination in Federally Assisted Programs.
- THE CIVIL RIGHTS RESTORATION ACT OF 1987, P.L.100–209 amends Title VI of the 1964 Civil Rights Act which made it clear that discrimination is prohibited throughout an entire agency if any part of the agency receives federal assistance.
- THE AMERICAN DISABILITIES ACT (ADA) OF 1990 which prohibits discrimination against people with disabilities in employment, transportation, public accommodation, communications, and governmental activities.
- Executive Order 13166, Improving Access to Services for Persons with Limited English
  Proficiency which requires each federal agency to examine its programs and activities and to
  develop and to implement plans by which LEP persons can meaningfully access those
  programs and activities.
- 23 CFR PART 200 Federal Highway Administration regulations Title VI Program and Related Statutes – which address Implementation and Review Procedures.

NECTD assures that no person or groups(s) of persons shall, on the grounds of race, color, sex, age, national origin, disability/ handicap, and income status, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any and all programs, services, or activities administered by the NECTD, regardless of whether those programs and activities are federally funded or not.

NECTD also assures that every effort will be made to prevent discrimination through the impacts of its programs, policies, and activities on minority and low-income populations. In addition, NECTD will provide meaningful access to services for persons with Limited English Proficiency. In the event NECCOG distributes federal-aid funds to a sub-recipient, NECCOG will include Title VI language in all written agreements and will monitor for compliance.

Who would be responsible for coordinating and ensuring that future Title VI Program requirements, Equal Employment Opportunity (EEO) requirements and Disadvantaged Business Enterprise Program (DBE) requirements are fulfilled by your organization?

The Executive Director is the primary person responsible - but all staff and board members are bound, as employees and representative of NECTD to uphold Title VI Program requirements, Equal Employment Opportunity (EEO) requirements and Disadvantaged Business Enterprise Program (DBE) and each's underlying principles and purpose.

Does your organization have a Title VI Plan in place which includes the following documents;

- a) Title VI Policy Statement? Yes
- b) Limited English Proficiency (LEP) Plan? Yes

What steps has your organization taken to ensure meaningful access to the benefits, services, information, and other important portions of your programs and activities for individuals who are limited English proficient?

NECTD has in place a Limited English Proficiency Plan to address responsibilities as a recipient of federal financial assistance as they relate to the needs of individuals with limited English proficiency language skills. The plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, et seq, and its implementing regulations, which state that no person shall be subjected to discrimination on the basis of race, color or national origin. Executive Order 13166, titled Improving Access to Services for Persons with Limited English Proficiency, indicates that differing treatment based upon a person's inability to speak, read, write or understand English is a type of national origin discrimination. It directs each agency to publish guidance for its respective recipients clarifying their obligation to ensure that such discrimination does not take place. This order applies to all state and local agencies which receive federal funds, including NECTD which receives and administers federal grant funds.

The District has developed this Limited English Proficiency Plan to help identify reasonable steps for providing language assistance to persons with limited English proficiency (LEP) who wish to access services provided. As defined Executive Order 13166, LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write or understand English. This plan outlines how to identify a person who may need language assistance, the ways in which assistance may be provided, staff training that may be required, and how to notify LEP persons that assistance is available. In order to prepare this plan, NECCOG used the four-factor LEP analysis which considers the following factors:

- 1. The number or proportion of LEP persons in the service area who may be served by the NECCOG.
- 2. The frequency with which LEP persons come in contact with NECCOG services.
- 3. The nature and importance of services provided by NECCOG to the LEP population.
- 4. The interpretation services available to NECCOG and overall cost to provide LEP assistance.

#### How does your organization notify the public of their rights under Title VI?

Posters are placed on all vehicles and within the District's facility

#### How does your organization identify, investigate and track Title VI complaints?

The District has a formal complaint procedure outlined in our Tile VI Plan. Complaints can originate from individuals or firms alleging inability to bid upon or obtain a contract with NECTD for the furnishing of goods and/or services. Examples include advertising for bid proposals; prequalification or qualification; bid proposals and awards; selection of contractors, subcontractors, material and equipment suppliers, lessors, vendors, consultants, fee appraisers, universities, etc. Complaints can originate as a result of project impacts on individuals or groups. For example, social and economic, traffic, noise, air quality, access, accidents, and failure to maintain facilities.

NECTD Title VI Complaint Procedures are written to specify the process employed by the NECTD to investigate complaints, while ensuring due process for Complainants and Respondents. The process does not preclude the NECTD from attempting to informally resolve complaints.

These procedures apply to all external complaints about discrimination on the basis of race, color, national origin (including limited English proficiency), age, sex, or disability related to any program or activity administered by the NECTD and/or its sub-recipients, consultants and contractors, filed under Title VI of the Civil Rights Act of 1964 as amended, (including Disadvantaged Business Enterprise and Equal Employment Opportunity components); or other related laws including, but not limited to, Section 504 of the Rehabilitation Act of 1973, the Civil Rights Restoration Act of 1987, and the Americans with Disability Act of 1990.

The District will also use these procedures to document external complaints about discrimination or disproportionate impacts relative to sexual orientation (including lesbian, gay, bisexual, transgender), or low income status.

These procedures are part of an administrative process that does not provide for remedies that include punitive damages or compensatory remuneration for the Complainant. Intimidation or retaliation of any kind is prohibited by law.

A Complaint Log is maintained by NECTD listing any of the following that allege discrimination on the basis of race, color, or national origin:

- Active investigations conducted by FTA, FHWA, CONNDOT, NECCOG and other entities;
- Lawsuits; and
- Complaints naming NECTD

This list will include the date that a Title VI investigation, lawsuit, or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit, or complaint; and actions taken by NECCOG in response, or final findings related to the investigation, lawsuit, or complaint.

#### Do these procedures afford the public due process for resolving complaints?

Yes.

Any person who believes that he or she has been subjected to discrimination under Title VI on the basis of race, color or national origin may file a Title VI complaint with NECTD within 180 days from the date of the alleged discrimination. These procedures apply to all complaints filed under Title VI of the Civil Rights Act of 1964, relating to any program or activity administered by NECTD. 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. These procedures are part of an administrative process that does not provide for remedies that include punitive damages or compensatory remuneration for the complainant. NECTD uses the following detailed, internal procedures for prompt processing of all Title VI complaints received directly by it. These procedures include but are not limited to:

- 1. Any person or groups of persons who believe they have been aggrieved by an unlawful discriminatory practice under Title VI may individually, or through a legally authorized representative, make and sign a complaint and file the complaint with NECTD. Allegations received do not have to use the key words "complaint," "civil rights," "discrimination," or their near equivalents. It is sufficient if such allegations imply any form of unequal treatment in one or more of the NECCOGs programs for it to be considered and processed as an allegation of a discriminatory practice.
- 2. The complaint must be filed, in writing, no later than 180 calendar days after the date of the alleged discrimination. Person filing a Title VI complaint are encouraged, but not required, to use the NECTD Title VI Complaint Form.
- 3. Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by NECTD may file a Title VI complaint by completing and submitting the NECTD Title VI Complaint Form. NECTD investigates complaints received no more than 180 days after the alleged incident. NECTD will process complaints that are complete.

Once the complaint is received, the NECTD will review it to determine if our office has jurisdiction. Within fourteen (14) business days, the NECTD shall confirm receipt of the complaint and inform the Complainant of the investigation process. NECTD will notify the Connecticut Department of Transportation's Title VI Coordinator of any Title VI complaints filed, within 10 business days of receipt. In some cases, NECTD is required to forward complaints to either the Federal Highway Administration (FHWA) or Federal Transit Administration (FTA), or the Connecticut Department of Transportation (CONNDOT for investigation. If your complaint is forwarded to one of these agencies, you will be provided the name and contact information of the federal employee handling your complaint.

NECTD has sixty (60) days to investigate the complaint. If more information is needed to resolve the case, NECTD may contact the complainant. The complainant has fourteen (14) business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within fourteen (14) business days, NECTD can administratively close the case. A case can also be administratively closed if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or any other action will occur. If the complainant wishes to appeal the decision, she/he has [XX] days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the Connecticut Department of Transportation, Office of Contract Compliance, Attn: Title VI Coordinator, 2800 Berlin Turnpike, Newington, CT 06111; or directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington,

4. The NECTD Title VI Compliance Officer will maintain a log of all complaints received by the District.

Please describe how the transportation services currently provided by your organization meet the needs of the Elderly and Disabled, Minorities, and Low Income Individuals?

- All routes have been designed to cover medical facilities, elder congregate housing and wellness locations (drug stores, food centers)
- The deviated-fixed route approach enables the District the flexibility to go to the customer to best meet their individual access needs
- We survey riders and others to try to best understand their needs
- Working with NECCOG and its Human Resources Coordinating Committee, the District is in touch with frontline providers

Please provide a concise description of any lawsuits or complaints alleging discrimination in service delivery filed against your organization within the past three (3) years (January 2013 through December 2015) and describe the status or outcome of each lawsuit or complaint.

None.

Please describe the process (steps) that your organization follows in order to evaluate the impact of (1) proposed major service changes and (2) proposed fare changes on minority and low-income populations. Please specify what your organization considers a "major service change."

NECTD has in place a policy "Service and Fare Equity Analysis Policy." The purpose of the NECTD Service and Fare Equity Analysis Policy is to: (1) define what constitutes a "major service change"; (2) determine what constitutes a "disparate impact" on minority riders and a "disproportionate burden" on low-income riders, based on FTA Circular 4702.1B and Environmental Justice in accordance with FTA Circular 4703.1; (3) specify the steps that NECTD will take to notify and solicit comments from the public regarding proposed fare changes and major service changes; and (4) explain how NECTD will analyze such changes to determine whether a disparate impact or disproportionate burden would be created under Title VI of the Civil Rights Act of 1964 and Executive Order 12898. The following types of service changes shall be considered "major" service changes:

- The addition of a new route;
- The elimination of a route without alternative service or a replacement route within one-quarter of a mile of the existing service;
- A reduction of 25 percent or more in total vehicle revenue miles in service on any specific route;
- An increase of 25 percent or more in total vehicle revenue miles in service on any specific route:
- A change in the daily span of service or frequency affecting 25 percent or more of route's vehicle hours;
- A system-wide change concurrently affecting five percent or more of the total system revenue hours

The following types of modifications are not classified as "major" service changes:

- Temporary route detours caused by road construction, maintenance, closures, emergencies, labor strikes, fuels shortages or safety concerns;
- Route number designation changes;
- The introduction or discontinuation of short or limited-term service (e.g., promotional, demonstration, seasonal or emergency service, or service provided as mitigation or diversions for construction or other similar activities), as long as the service will be/has been operated for no more than 12 months;
- Seasonal service changes conditional on a year-to-year n analysis of such seasonal changes to ensure that no disparity occurs;
- Any service change that does not meet the conditions of a major service changes as defined above.

For all routes with proposed changes that fall within the definition of a "major service change," NECTD staff will analyze anticipated travel time changes for low income and minority populations to determine whether a disparate impact or disproportionate burden will likely result. In

conducting the analysis, NECTD will (1) Use demographic data from on-board passenger survey to complete the analysis, (2) will not adopt fare or major service change with disparate impact if there is no "substantial legitimate justification," (3) If there is no alternative with lesser effects, NECTD must seek to mitigate any adverse impacts and (4) the NECTD Board must approve any mitigations before or at the time fare or service changes are adopted. This analysis will be conducted for each of the routes as follows:

- Peak hour, peak direction travel times will be compared from the two bus stops with the highest boarding activity to the end point of the route.
- If the increase in travel time from the proposed "major service change" is more than fifteen
  minutes, and that travel time change would disproportionally affect minority riders, then the
  proposed route change would lead to a disparate impact. If the travel time change would
  disproportionately affect low-income riders, then the proposed route change would lead to a
  disproportionate burden.
- If a particular local route or service is discontinued and there is no alternative service within one-quarter mile of the two bus stops noted above, then the route elimination would lead to a disparate impact if the route's riders are disproportionally minorities. If the route's riders are disproportionately low-income, then the route elimination would lead to a disproportionate burden.
- For all routes where a disparate impact is identified, NECTD staff will analyze reasonable
  alternatives to mitigate the anticipated impact to minority riders. However, if these alternatives
  have a greater negative impact than the recommended change, and NECTD has demonstrated
  a legitimate business need in the public's interest, then the recommended change can still be
  implemented. Otherwise, NECTD will implement one of the reasonable alternatives identified
  or withdraw that route change from consideration.
- For all routes where a disproportionate burden is identified, NECTD will take steps to avoid, minimize, or mitigate the burden on low-income riders where practicable. NECTD will describe alternatives available to those low-income riders affected by the route change to avoid or mitigate the anticipated burden.

#### Fare Changes:

For all proposed increases and decreases in the cost of fares that are intended to be
permanent, NECTD staff will analyze the usage of the fares or fare media to determine whether
a disparate impact or disproportionate burden could occur. Usage of the fare media will be
examined by analysis of data from ridership surveys, and the potential impacts to minority and
low-income riders will be calculated and compared to the potential impacts to non-minority and
non-low-income riders.

- If a proposed fare change would require minority riders to bear adverse effects that are more than 20 percent greater than the adverse effects borne by non-minority riders, then the fare change would lead to a disparate impact.
- If a proposed fare change would require low-income riders to bear adverse effects that are more than 20 percent greater than the adverse effects borne by non-low-income riders, then the fare change would lead to a disproportionate burden
- If a disparate impact is identified, NECTD staff will analyze reasonable alternatives to determine
  whether an alternative would serve the same objectives but with a lesser impact on minority
  riders. However, if the analysis shows that the alternatives have a greater negative impact than
  the proposed fare change, and if NECTD has demonstrated a legitimate business need that is
  in the public's interest, the recommended change can still be implemented. Otherwise, NECTD
  will implement one of the reasonable alternatives identified or withdraw the fare change from
  consideration.
- If a disproportionate burden is identified, NECTD will take steps to avoid, minimize, or mitigate the burdens on low-income riders where practicable. NECTD will describe alternatives available to those low-income riders affected by the fare change

Service change proposals that do not meet the criteria for "major" service changes are still subject to an appropriate level of public review and comment. NECTD requires itself to consider the degree of adverse effects and analyze those effects when planning major service changes. This policy goes on to discuss/define "Disparate Impact" to establish a threshold for determining if a given service or fare change would result in a fair distribution of positive and negative effects on minority customers (as defined by the FTA Title VI Circular 4702.1B) Disparate impact refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient's policy or practice lacks a substantial legitimate justification and where there exists one or more alternatives that would service the same legitimate objectives but with less disproportionate effect on the basis of race, color or national origin.

The policy establishes a threshold for determining when adverse effects of fare/service changes are borne disproportionately by minority populations. The disparate impact threshold defines statistically significant disparity and may be presented as a statistical percentage of impacts borne by minority populations compared to impacts borne by non-minority populations. The disparate impact threshold must be applied uniformly...and cannot be altered until the next Title VI Program submission.

For "major" service changes in which a Service or Fare Equity Analysis is conducted by NECTD, a disparate impact threshold of 20 percent shall be used to determine if minority populations are more negatively affected. This disparate impact is calculated when a proposed major service or fare change would have a negative impact of 20% or more on minority populations as compared to the NECTD's total service area.

In order to identify a potential impact, NECTD will follow the process from FTA Circular 4702, 1B, Title VI Requirements and Guidelines for Federal Transit Administration Recipients, October 1, 2012.

If NECTD finds that a disparate impact exists, it shall analyze alternatives to determine if another alternative could serve the same legitimate objective with less of a disparate impact. If a less discriminatory alternative does not exist and NECTD has substantial legitimate justification that cannot otherwise be accomplished, NECTD shall mitigate the impact of the change on affected minority customers.

This policy also contains requirements regarding "Disproportionate Burden." The purpose of this policy is to establish a threshold for determining if a given service or fare change would result in a fair distribution of positive and negative effects on low-income customers (as defined by the FTA Title VI Circular 4702.1B)

The policy establishes a threshold for determining when adverse effects of fare/service changes are borne disproportionately by low-income populations. The disproportionate burden threshold defines statistically significant disparity and may be presented as a statistical percentage of impacts borne by low-income populations as compared to impacts borne by non-low-income populations. The disproportionate burden threshold must be applied uniformly...and cannot be altered until the next Title VI Program submission.

For "major" service changes in which a Service or Fare Equity Analysis is conducted by NECTD, a disproportionate burden threshold of 20 percent shall be used to determine if low-income populations are more negatively affected. This threshold applies to the difference of the impacts borne by low-income populations compared to the same impacts borne by non-low-income populations.

To identify a potential impact, NECTD follows the process adapted from FTA Circular 4702, 1B, Title VI Requirements and Guidelines for Federal Transit Administration Recipients, October 1, 2012.

If NECTD finds that low-income populations will incur a disproportionate burden from a proposed service or fare change, NECTD shall identify alternatives available to affected low-income customers and take steps to avoid, minimize or mitigate impacts where practicable.

Please describe what service monitoring activities are undertaken by your organization to compare the level and quality of service provided to predominantly minority areas with service provided in other areas to ensure so that the end result of policies and decision making is equitable service. Please explain how often these activities are conducted by your organization.

The area does not, at this time, have defined "predominantly minority areas"

#### 6.0 | JUSTIFICATION

Please provide an explanation supporting your organization's request for funding. Please explain why these services including any capital funding and/or technical assistance are necessary.

NECTD is not the biggest public transit system in Connecticut - in fact, it may be the smallest. The District provides approximately 50,000 rides per year. The region served, as demonstrated in this proposal, is isolated geographically - with only one limited link (twice daily) outside the region, contains multiple pockets of poverty that are as high or higher than any place in Connecticut, is older than the rest of the state and is a region with limited access to motor vehicles. People in the region, since 1978 when NECTD was founded, depend on the District to meet their daily access needs. This may be a trip to the doctor, visiting a friend, buying food, employment or just getting out of the house.

The Sierra Club in a July 25, 2017 article titled "**5 Major Reasons Public Transportation is Worth the Investment"** (<a href="https://www.sierraclub.org/5reasonsforbettertransit">https://www.sierraclub.org/5reasonsforbettertransit</a>) stated the following points or reasons for public transit and systems such as NECTD and we believe they have captured our justification quite well:

- 1. **Public transportation has a strong return on investment and stimulates the economy.**Especially in comparison to other transportation priorities (i.e. highway projects), transit is a phenomenal economic stimulator.
- 2. Public transportation connects people to otherwise unreachable job opportunities. For many people, a barrier to success is location. Jobs are often too far away to feasibly approach, making it difficult to support a family or even themselves. Higher connectivity to different areas through public transportation relieves this issue on a grand scale, as shown by passenger surveys on public transportation.
- 3. Public transportation provides support for people with disabilities. There are many people that are unable to operate a motor vehicle due to a disability. Providing transportation solutions that benefit all people, regardless of ability, should be a priority of our society. The option to take public transit can completely change lives and make connections that wouldn't otherwise exist.
- 4. **Public transportation systems are environmentally sound.** More people using public transportation means less emissions per person. Many public transit systems provide energy efficient alternatives to personal vehicles, and studies have shown that biking and walking are deeply connected to transit. In fact, 90% of public transit riders must walk a short distance to board, and many bicyclists use transit to begin or finish their trips. Transit, bike and pedestrian infrastructure are all important components to getting people out of their cars.
- 5. **Public transportation gets people places safe and effectively**. What might be the most obvious reason to vouch for public transportation is often overlooked due to its simplicity. Public transportation, by its very nature, exists to safely connect people to the places they'd like to go.

Please describe the benefits that the public would receive from the transportation services your organization would provide in the next four (4) fiscal years (July 1, 2020 through June 30, 2024).

Northeastern Connecticut Transit District has a legacy of service that dates back to 1978. The community has trust that we will be there to provide them with reliable, affordable transit services. For the very reasons articulated in the previous answer people in the region will continue to need rides to work, access for persons with disabilities, alternatives to motor vehicles and to better respond to climate change.

The people go the region that take more than 50,000 trips with us each year - in many cases have no other means to get to their destination. NECTD fills that gap and it is the Districts strong desire to continue that role.

#### 7.0 | FOUR (4) YEAR BUDGET

For Operating Assistance please complete the Operating Budget Form (Attachment E) for each project (service) in which your organization is seeking Section 5311 operating funds during the period of July 1, 2020 through June 30, 2024.

See Attached

Please provide the breakdown of local subsidies (i.e., towns, in-kind, Title III) for each of the transit services to be received by your organization in SFY 2021. The total amount should be reflected in the Operating Budget Form (Attachment E) in the Local Subsidy line item under the "Subsidies" section.

Each town participating town, as reflected in the budget contributes a per capita fee that is annually reviewed to ensure that it maximizes state and federal funds available for the operations of the District.

For Capital Assistance please complete the Federal Assistance Form 424 (Attachment F) and Capital Project Description Sheets (Attachment G) for each year in which your organization is seeking capital funds during the period of July 1, 2020 through June 30, 2024.

See Attached:

Four (4) Year Operating Budget Form. Please complete the form for each fiscal year.

Federal Assistance Forms 424. Please use a separate form for each fiscal year.

Capital Project Description Sheet. Please use a separate form for each capital project (i.e. purchase of vehicles, installation of bus stops, etc.)

#### **8.0** | Public Notification Process

**Public Involvement** - A public notice notifying the general public of the applicant's intent to apply for federal assistance under the Section 5311 program must be issued. An applicant is required to publish a **public notice at least fifteen (15) days prior to the date of the public hearing** regarding its application, and it should be published in a newspaper of general circulation in the geographic area the project will serve. To assist the applicant in completing this task, a sample Public Notice (Attachment A) is included in this application. Copy(ies) of the public notice, minutes of the public hearing, and any comments received from the public must be included in this application.

#### Completed

**Private Enterprise Involvement** - All private transportation providers (private, public, for profit and non-profit) in the applicant's service area must be notified of the applicant's intent to apply for federal assistance under the Section 5311 program. To assist the applicant in completing this task, a sample Notification Letter (Attachment B) is included in this application. The notification letter(s) must be prepared on the applicant's letterhead and sent by certified mail.

#### Completed

All transit providers must be given thirty (30) calendar days to respond. Copies of your letters, certified mail receipts, and all comments received from other providers as a result of the letters must be included in this application. Please be aware that any conflicts arising between the applicant and another transit operator in the service area as a result of the applicant's grant request must be addressed.

In Process

#### 9.0 | Coordination

Please describe your organization's efforts during the last three (3) years (January 2017 through December 2019) to coordinate its system with other public and private transportation providers and users, including social service agencies capable of purchasing service. Identify the providers and social agencies your organization initiated coordination with, describe their response and the type of agreement (written/oral) and explain general provisions contained in each agreement such as service area, ridership, etc. If your organization did not initiate any coordination activities please provide justification.

The District, through its relationship with NECCOG is linked to the Regional Human Services Advisory Council. This council is made up of the human service providers in the region. We additionally have longstanding relationships with individual providers in terms of ticket provision and ride coordination. Organizations to which NECTD coordinates includes, but is not limited to:

- Access
- EASTCONN
- IHSP
- Friends of Assisi
- United Services
- Generations
- TVCCA
- CONNTAC, Inc.
- TEEG
- Windham No Freeze
- Norwich Human Services
- Senator Murphy

- Congressman Courtney
- NDDH
- Community Foundation of Eastern
   Connecticut
- ECTC
- EWIB
- QVCC
- Dept of Labor
- Dept of Corrections
- Day Kimball Hospital
- NE Chamber of Commerce

There is no commercial bus line for the region.

The only public transit connection comes from the Windham Region Transit District. However, in 2019 that service stopped its direct connections with NECTD.

The other local carrier is Putnam Taxi which provides a range of rides intra and inter-regionally. Riders that cannot be served by NECTD are often referred to this service.

Has your organization been approached by any other public or private non-profit agencies during the last three (3) years (January 2017 through December 2019) to coordinate services? If so, please describe the coordination request(s) and your organization's response(s).

As previously noted, NECTD utilizes coordination through the NECCOG Regional Human Services Advisory Council.

#### **10.0** | Private Enterprise Involvement

Describe the existing private mass transportation companies (e.g. Intercity Bus Companies, charter and taxi companies) in the service area covered by your services. If the project to be funded by Section 5311 provides service in competition with, or supplementary to, service provided by an existing mass transportation company, the description must outline how the financially assisted service is essential and how the recipient, to the maximum extent feasible, provides for the participation of the private mass transportation companies. This description should include efforts made to include private transportation providers and other forms of private enterprise in the mass transit program.

There are two existing private mass transportation companies (e.g. Intercity Bus Companies, charter and taxi companies) in the service area covered by our services. The first is RUKSTELA CHARTER SERVICE - located in Eastford, CT. They provide both motor coach services with capacities ranging from 46 to 56 passengers and mini-bus services for groups from 20 to 24 passengers. The second is Putnam Taxi - located in the Town of Putnam. They are a licensed taxi company provides transportation services to Windham County on a 24/7 basis.

A list of names and addresses of other surface transportation providers in your service area, along with the names and addresses of the unions representing its employees must also be included.

#### **Rukstela Charter Service**

23 Eastford Rd (Route 198) Eastford, CT 06242 - PO Box 390, Eastford, CT 06242 860-974-7068 860-974-2582, fax
Charlie Rukstela charlie@rukstelacharters.com

#### **Putnam Taxi**

860-928-7433 <u>info@putnamtaxi.net</u> http://www.putnamtaxi.net/contact/

#### 11.0 | Marketing

An organization must demonstrate that its service(s) has/have been marketed as a public transportation service (e.g. vehicles operated by your organization must be open to the general public at all times and be clearly marked for public use). Marketing may include but is not limited to the use of schedules, social media, newspaper and web ads, radio spots, and notices at area town offices.

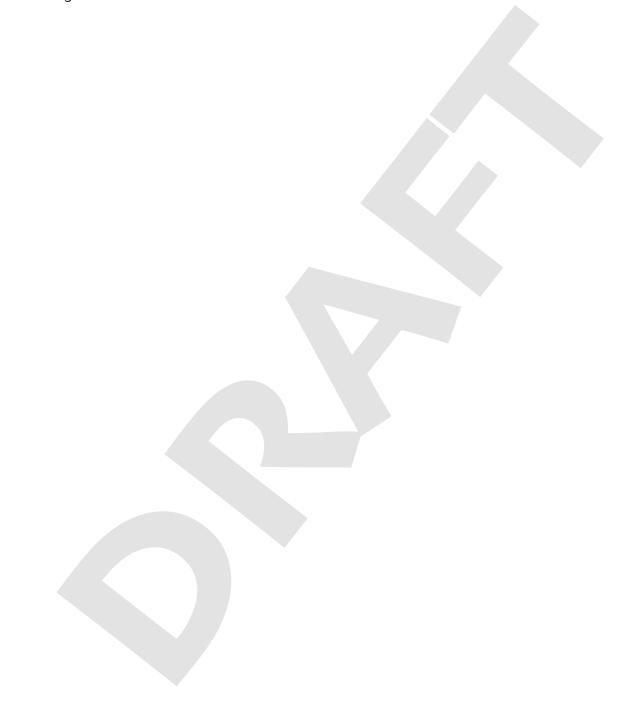
Please describe all marketing efforts during the last three (3) years (January 2017 through December 2019) showing how your organization has made its transportation services known and available to the general public. Please cite dates of public notices, radio and television interviews/ ads, public speaking engagements, frequency of newspaper articles/advertisements, public service announcements made, etc. Please include locations of flyers that were placed making the general public aware of these services. Please also include efforts made by your organization to market its services to disabled and Limited English Proficiency (LEP) individuals. Please include samples.

- NECTD has, on each bus the words: "Public Transportation for Everyone"
- Adds are taken out routinely in the Local Shoppers Guide which goes to every household
- Schedules are printed and distributed includes an explanation of our service
- In return for advertising on the buses, the local radio station (WINY) does daily/multiple adds on air for the District
- Interviews are provided local media on request

Please describe any customer surveys conducted by your organization during the last three (3) years (January 2017 through December 2019). Please describe the results and attach samples of these surveys.

#### 12.0 | Authorizing Resolution

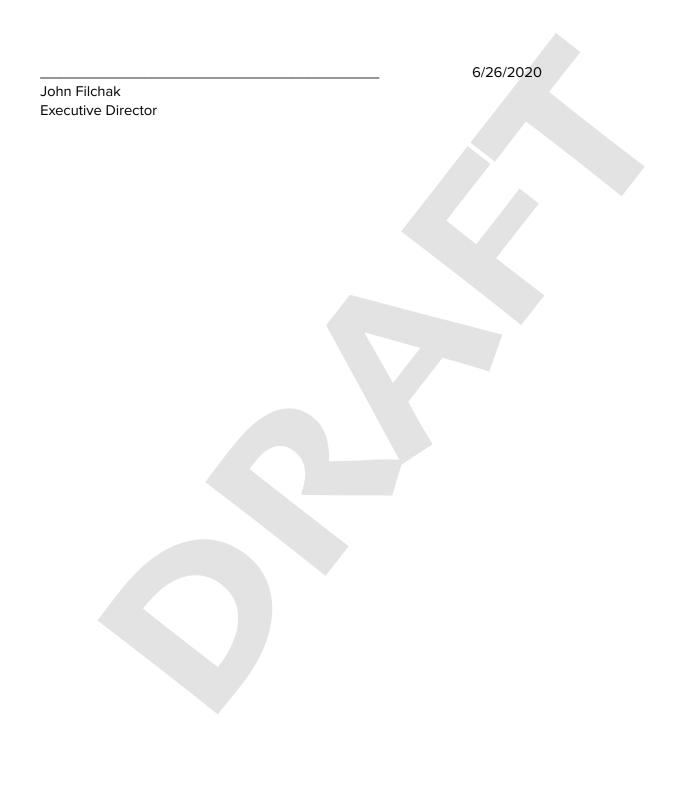
Authorizing Resolution - See Attached



#### 13.0 | Opinion Of Counsel

Opinion of Counsel - See Attached





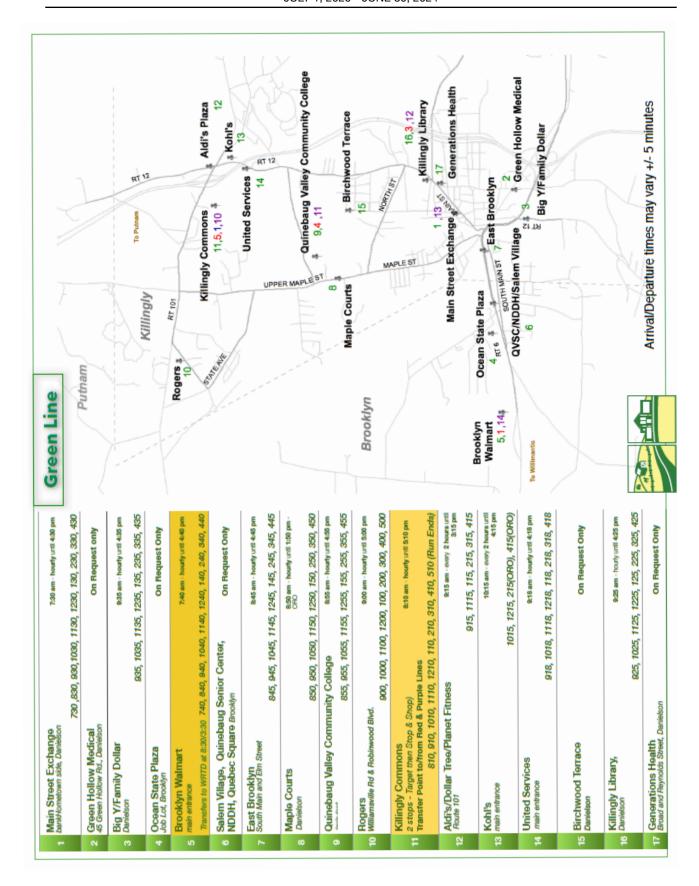
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			SFY 2021	W DC ISIBI	IIIIIII SEIME I - DESCRIDINI	FR	liked Alea Foll	2022	SFY 2023			SFY 2024	
		Operations/ Maintenance	General	Total	Operations/ Maintenance	General	Total	Operations/ Maintenance	General	Total	Operations/ Maintenance	General	Total
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201	Labor	\$197,000.00		\$197,000.00	\$202,910.00		\$202,910.00	\$208,997.00		\$208,997.00	\$215,266.00		\$215,266.00
205	Fringe Benefits	\$62,000.00		\$62,000.00	\$63,860.00	The second second	\$63,860.00	\$65,775.00		\$65,775.00	\$67,727.00		\$67,727.00
203	Services	\$52,000.00	\$189,000	\$241,000.00	\$53,560.00	\$189,000.00	\$242,560.00	\$55,166.00	\$189,000.00	\$244,166.00	\$56,820.00	\$189,000.00	\$245,820.00
204	Materials and Supplies	\$109,000.00	\$11,000	\$120,000.00	\$109,000.00	\$11,000.00	\$120,000.00	\$109,000.00	\$11,000.00	\$120,000.00	\$109,000.00	\$11,000.00	\$120,000.00
202	Utilities		\$39,140.00	\$39,140.00		\$40,300.00	\$40,300.00		\$41,509.00	\$41,509.00		\$42,754.00	\$42,754.00
909	Casualty and Liability Costs		\$15,500.00	\$15,500.00		\$16,000.00	\$16,000.00		\$16,480.00	\$16,480.00		\$16,974.00	\$16,974.00
200	Taxes			\$0.00			\$0.00			\$0.00			\$0.00
208	Purchased Transportation			\$0.00		20	\$0.00			\$0.00			\$0.00
609	Miscellaneous Expenses		\$4,150.00	\$4,150.00		\$4,275.00	\$4,275.00		\$4,403.00	\$4,403.00		\$4,535.00	\$4,535.00
210	Expense Transfer			\$0.00			\$0.00			\$0.00			\$0.00
211	Interest Expense			\$0.00			\$0.00			\$0.00			\$0.00
512	Leases and Rentals			\$0.00			\$0.00			\$0.00			\$0.00
	Other (please specify)			\$0.00			\$0.00			\$0.00			\$0.00
	Other (please specify)			\$0.00			\$0.00			\$0.00			\$0.00
æ	Other (please specify)			\$0.00			\$0.00			\$0.00			\$0.00
	EXPENSES - TOTAL	\$420,000.00	\$258,790.00	\$678,790.00	\$429,330.00	\$260,575.00	\$689,905.00	\$438,938.00	\$262,392.00	\$701,330.00	\$448,813.00	\$264,263.00	\$713,076.00
Revenue													
401	Passenger Fares for Transit			\$31,000.00			\$32,000.00		100	33,000.00			34.000.00
402	Special Transit Fares												
406	Auxiliary Transportation Revenues												
407	Nontransportation Revenues			\$1,800.00			\$2,000.00			2,200.00			2,400.00
્	Other (please spedfy)												
3	Other (please specify)												
,	Other (please specify)												
	REVENUES - TOTAL			\$32,800.00			\$34,000.00			35,200.00			36,400.00
	DEHCIT -TOTAL			\$645,990.00		2.0	\$655,905.00			666,130.00			676,676.00
	Federal Subsidy			\$322,995.00			\$327,953.00			\$333,065.00			\$338.338.00
	State Subsidy			\$213,176.00			\$216,449.00			\$219,823.00			\$223.303.00
	Local Subsidy			\$109,819.00			\$11,503.00			\$113,242.00			\$115,035.00
	SUBSIDIES - TOTAL			\$645,990.00			\$655,905.00			666,130.00			676,676.00
	SERVICE STATISTICS												
	Linked Passengers			42000			43000			44000			45000
	Transfers												
	Unlinked Passengers												
	Miles			176000			176000			176000			176000
	Hours			9200			9200			9200			9200
	Days of Operation			275			326			200			-

OMB Number: 4040-0004 expiration Date: 10/31/2019

			Expliation date. Two fizons
Application for	Federal Assista	ance SF-424	
* 1. Type of Submiss	sion:	* 2. Type of Application:	* If Revision, select appropriate letter(s):
Preapplication		New	
X Application		Continuation	* Other (Specify):
	ected Application	Revision	
	ected Application	Revision	
* 3. Date Received:		Applicant Identifier:	
6/1/2020			
5a. Federal Entity Ide	entifier:		5b. Federal Award Identifier:
State Use Only:			
6. Date Received by	State:	7. State Application	n Identifier:
8. APPLICANT INF	ORMATION:	This is a second	
*a. Legal Name: N	ortheastern Co	onnecticut Transit Di	strict
* b. Employer/Taxpa	ver Identification Nu	mber (EIN/TIN):	* c. Organizational DUNS:
06-1022534		The fame of the fa	033187816
d Address.			
d. Address:			
* Street1:	125 Putnam Pi	ke, P.O. Box 759	
Street2:			
* City:	Dayville		
County/Parish:			
* State:	CT: Connectio	eut	▼
Province:			
* Country:	USA: UNITED S	STATES	
* Zip / Postal Code:	06241		
e. Organizational L	Jnit:		
Department Name:			Division Name:
f. Name and conta	ct information of p	person to be contacted on n	natters involving this application:
Prefix:		* First Nam	ne: John
Middle Name:	- las		
* Last Name: F1	lchak		
Suffice		3	
Title:			
Organizational Affilia	ation:		
* Telephone Number	n 860-774-3902	2	Fax Number:
*Email: john.fi			
Jonn's Land			

Application for Federal Assistance SF-424
* 9. Type of Applicant 1: Select Applicant Type:
A: State Government
Type of Applicant 2: Select Applicant Type:
▼
Type of Applicant 3: Select Applicant Type:
₹
* Other (specify):
* 10. Name of Federal Agency:
Northeastern Connecticut Transit District
11. Catalog of Federal Domestic Assistance Number:
CFDA Title:
* 12. Funding Opportunity Number:
* Title:
Non-Urbanized Area Formula Program Section 5311 Northeastern Connecticut Transit District
Sub-Recipient Four (4) Year Grant Application
July 1, 2020-June 30, 2024
13. Competition Identification Number:
Title:
14. Areas Affected by Project (Cities, Counties, States, etc.):
Add Attachment Delete Attachment View Attachment
* 15. Descriptive Title of Applicant's Project:
Attach supporting documents as specified in agency instructions.
Add Attachments   Delste Attachments   View Attachments

				_					
Application for Fe		ce SF-424							
16. Congressional Di	stricts Of:								
* a. Applicant					* b. Pro	gram/Proje	ct	* 41 -	
Attach an additional list	of Program/Project	Congressional Distric	cts if needed	d.					
			Add Att	tachment	Celete	Altachmes	nt Vie	aw Attachment	
17. Proposed Project	:								
	1/2020					b. End Da	te: 06/30	0/2024	
18. Estimated Fundin	g (\$):								
* a. Federal		1,322,351.00							
* b. Applicant			ĺ						
* c. State		872,751.00							
* d. Local		449,599.00							
* e. Other		117,055.00							
<u></u>									
* f. Program Income		138,400.00							
* g. TOTAL									
* 19. Is Application Su	bject to Review B	y State Under Exe	cutive Orde	er 12372	Process?				
a. This application	was made availab	le to the State und	er the Exec	cutive On	der 12372 Pro	cess for re	view on		
		but has not been s							
c. Program is not o				oro oraco	Tot Tovious.				
* 20. Is the Applicant I		Federal Debt? (If	"Yes," pro	ovide exp	planation in at	tachment	.)		
Yes	No								
If "Yes", provide expla	nation and attach								
			Add Atta	achment	Delete /	Attachmen	Vie	w Attachment	
21. *By signing this a horoin are true, comp comply with any resul subject me to criminal	ting terms if I acc	to the best of months to the pot an award. I am	ny knowled aware that	dge. I als Lanv fals	so provide th	e requires	d assuran	cos** and arrea to	
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Authorized Represent	ative:								
Prefix:	-	* Firs	st Name:	John					
Middle Name:									
*Last Name: Filcha	k			***				12. 2.	I
Suffix:	-	]							I
* Title: Executiv	e Director								
* Telephone Number: (	860)774-3902				Fax Number:				
*Email: john.filcha	ak@neccog.org								
* Signature of Authorized	Representative:		-					* Date Signed:	
								Date Signed.	



### nectd

# PUBLIC RIGHTS UNDER TITLE VI

The Northeastern CT Transit District provides fixed designated stops or you may flag the bus down at a Additionally, the b us may be deviated up to 3/4 of a by 1:00 p.m. the day prior to the pick up date, or by constraints -- off route service may be limited. When route service where persons may pick up the bus at the mile from the published route by contacting the District Due to scheduling requested – the District will provide alternative format schedules and other transit related information. If you, we will help. Each of our buses is fully ADA certified and have wheel chair lifts. Additionally, our buses are viable/safe location for pick-up along its route or someone you know has limited English proficiency -Friday for weekend requests. equipped with bicycle racks

VI of the Civil Rights Act. Any person who believes she contact 860-774-3902; email: ndes@nectd.org, write VI complaint with the U.S. Department of NECTD will provide assistance to complainants who are operates its programs and services without regard to race, color, and national origin in accordance with Title or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with NECTD For more Dayville, CT 06241. A complainant may also file a Title Iransportation, Federal Transit Administration's Region I Kendall Square, 65 Broadway, Suite 920, Cambridge, MA 02142-1093 - (617)494-2055, fax (617)494-2865. The Northeastern Connecticut Transit District (NECTD) information and the procedures to file a complaint Civil Rights Officer, Transportation Systems Center or visit NECTD at 126 Putnam Pike (PO Box 769) or the Federal Transit Administration (FTA). imited in ability to communicate in English

860 - 774 - 3902

## Northeastern Connecticut



### Fransit District 2018 GREEN LINE

Serving Killingly & Brooklyn (with connections to the Red & Purple Lines & Willimantic at 8:25/3:25)

# ALL Rides are \$1.00 Discount Tickets (15 Rides - \$10)

Ask Your Driver or Call Us.

Northeastern Connecticut Transit District provides public transportation to Northeastern Connecticut and is open to ALL members of the public.

ph: 860-774-3902 monday - friday, 8:30 a.m. - 4:30 p.m. fax: 860-779-2056 email: <u>rides@nectd.org</u>

nectd.org

#### Northeastern Connecticut Transit District 125 Putnam Pike PO Box 759 18yville, CT 06241

#### Non-Urbanized Area Formula Program | SECTION 5311 **Northeastern Connecticut Transit District**

Sub-Recipient Four (4) Year Grant Application
JULY 1, 2020 - JUNE 30, 2024

Tránsito del Noreste de Connecticut	de	ပ္ပ	nec	ticu	-	S.	tran	Spor	te pú wnedo	blico p	transporte público para todos visitenos en: <u>www.nectd.org</u> o liámenos 860-774-3902	TODOS los recorridos tienen un costo de \$1.00 Boletos con descuento (15 recorridos por \$10) disponibles, solicitelos a su conductor o llamenos.	recor descu su co	rrido: vento	tiene (15 re tor o //	n un o ocomid amenc	costo fos por	<b>de \$1</b>	.00 dispo	,sejqir	
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#### Non-Urbanized Area Formula Program | SECTION 5311 **Northeastern Connecticut Transit District**

Sub-Recipient Four (4) Year Grant Application JULY 1, 2020 - JUNE 30, 2024

## del noreste de connecticut



# transporte

## nectd.org

Programación 2016 vigente a partir del 11 de enero de 2016

correo electrónico: <u>rides@nectd.org</u> página web: nectd.org fax: 860-779-2056 860-774-3902

# Para retrasos y/o cancelaciones, sintonice

sometida de otra forma a discriminación bajo cualquier programa o actividad, bien sea por discriminación o represalias con base en su Connecticut esta comprometido a garantiza persona que crea que haya sido victima de participación, se le niegue beneficios ni sea discapacidad o nivel de ingreso. Cualquier que ninguna persona quede excluida de El Distrito de Transporte del Noreste de discapacidad o nivel de ingreso, puede presentar un reclamo del Titulo VI. raza, color, gentilicio, género, edad, raza, color, gentilicio, género, edad,

Para más información acerca de esta política \$1.00 Disponibles boletos con descuentos TODOS los recomidos tienen un costo de y el proceso de reciamo, contáctenos al 880-774-1253.

(15 recomidos por \$10). Pregúntele a su conductor o llámenos.

860 - 774 - 3902

Lunes a viernes, de 8:30 a.m. a 4:30 p.m.

# nectd.org



Connecticut ofrece transporte público hacia el noveste de Connecticut y está abierto para El Distrito de Transporte del Noreste de TODO público.

dificutades de programación, el servicio fuera de la ruta puede estar limitado. autobús en las paradas designadas o pueden detenerio en una ubicación viable/segura para Adicionalmente, el autobús se puede desviar contacta al Distrito hasta la 1:00 p.m. del día El Distrito ofrece servicio de desvío en rutas fijas, donde las personas pueden tomar el hasta 3/4 de mila de la ruta publicada si anterior a su fecha de viaje. Debido a montarse a lo largo de su recorrido.

usted u otra persona que usted conozca tiene programaciones en formato attemativo y otra información relacionada con el tránsito. Si Cuando es solicitado, el Distrito ofrecerá dominio limitado del idioma inglés, le ayudaremos.

Adicionalmente, nuestros autobuses cuentan con soportes para bicicletas. sobre Estadounidenses con Discapacidade Cada autobús tiene certificación de la Ley American with Disabilities Act, ADA) y elevadores para silla de ruedas.

Dayville, CT 06241 125 Putnam Pike PO Box 759 Transit District Northeastern Connecticut