

Background

In 2022, the Town of Natick, Town of Ashland, City of Framingham, and the Metropolitan Area Planning Council partnered to conduct the [MetroWest Climate Equity Project](#), funded by a Municipal Vulnerability Preparedness (MVP) Action Grant. The project aims were to:

1. Build lasting relationships with MetroWest Environmental Justice (EJ) communities¹ to facilitate long-term engagement on climate change resilience and action;
2. Learn from the community about how they experience climate change and what their climate priorities are and update local plans and direct funding to reflect findings; and
3. Increase city and town officials' knowledge of climate equity through training and build capacity to support and engage EJ communities.

Climate Conversations

As part of the project, a team of resident researchers, called **Community Climate Liaisons**, came together to connect with residents living in Environmental Justice neighborhoods about climate change and the challenges they face. These neighborhoods are on the frontlines of climate change, yet often experience barriers to participating in municipal processes. Through the Climate Conversations, the Liaisons met with residents in their own neighborhoods at mutually convenient times in order to ensure their voices were heard. The team led two phases of Climate Conversations:

Climate Conversations Survey – This survey was co-designed by the Community Climate Liaisons and municipal staff and explored how climate change is impacting residents and their preferences for local climate action. Approximately 900 residents responded to the survey, which Liaisons shared in-person and online. Ultimately, respondents identified four priority areas for local climate action:

- 1) **Emergency planning,**
- 2) **Equitable clean energy & energy efficiency programs,**
- 3) **Making it easier to get around without a car, and**
- 4) **Improving access to lakes/ponds to cool off.**

Climate Action Conversations – Liaisons gathered friends, families, and colleagues to talk about local climate action and resilience. Conversations identified potential solutions within the four priority climate action areas. Climate Action Conversation solutions were shared with MetroWest stakeholders and informed or provided updates to the following town/city plans:

- Ashland Net Neutral Plan

- Ashland Municipal Vulnerability Preparedness (MVP) Plan
- Natick Net Zero Action Plan
- Natick 2020 Open Space & Recreation Plan
- Natick MVP Plan
- Framingham Climate Action Plan
- Framingham MVP Plan
- Framingham 2023 Hazard Mitigation Plan

Emergency Planning

Emergency Preparedness

Extreme temperatures, flooding, and drought are only a few examples of emergencies that MetroWest may face due to climate change. While Natick, Framingham, and Ashland offer opt-in emergency alert systems, many residents who participated in the Climate Action Conversations were unaware about these services. Residents suggested streamlining how to sign up for emergency alerts, as well as other ways municipalities could support residents during emergencies.

Many residents across the MetroWest Region did not know where to find information from their municipality about emergency planning; this was particularly true for residents whose first language was not English. While some individuals had signed up for emergency alerts (such as Reverse 911), several residents first heard about those services during the Climate Action Conversations. They suggested making it more streamlined to sign up for alerts from the municipality, such as one landing page on the Town/City websites where they can sign up for multiple municipal alerts at once. A Natick resident also mentioned that Natick Public Schools automatically enrolls caregivers into text alerts, which they enjoyed.

In addition to emergency alerts, residents suggested ways the municipality could support them, particularly in the face of extreme heat and drought. One resident in Framingham suggested that the municipality subsidize or provide air conditioners to low-income households.

Communications

Many residents who spoke a first language other than English discussed a lack of translated, culturally competent, and easily accessible materials. Residents had many suggestions for how the municipalities could bridge the information gap (see Table below); while these recommendations were made in reference to emergency planning, they could benefit from any municipal communication campaign.

English:

| Communications Suggestions | Details |
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| 1. Streamline the process for signing up for emergency alerts | <ul style="list-style-type: none"> - Translate sign-up form for emergency alert systems into multiple languages - Create a template for frequently used text alerts and translate it into multiple languages |
| 2. Clearly display climate and emergency planning information on municipal website | <ul style="list-style-type: none"> - Create or update landing pages with all climate-readiness related information and staff on the municipal websites |

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| 3. Translate materials into multiple languages | <ul style="list-style-type: none"> - Translate key climate readiness materials into multiple languages spoken in the municipality - Include translation of materials in the budget of projects |
| 4. Send important materials in the mail | <ul style="list-style-type: none"> - Send important climate-related materials, such as resources for emergency planning or information on heating/cooling centers, in the mail, in multiple languages |
| 5. Create welcome packets for new residents that list available resources | <ul style="list-style-type: none"> - Create a welcome packet for new residents that lists services provided by the municipality; packet could initially be digital and then available by request in hard copy - Mail the welcome packets to new residents' homes - Share welcome packet at civic, community events, and in lobbies and common spaces at multi-family housing complexes in neighborhoods meeting Environmental Justice criteria |
| 6. Go to in-person events to connect residents about climate readiness | <ul style="list-style-type: none"> - Municipal officials should go to town festivals, soccer games, schools, churches, cultural centers, English to Speakers of Other Languages (ESOL) programs, and other locations to connect with residents about climate readiness |

Español:

| Sugerencias de comunicación | Detalles |
|---|--|
| 1. Agilizar el proceso de suscripción a las alertas de emergencia | <ul style="list-style-type: none"> - Traducir a varios idiomas el formulario de inscripción para los sistemas de alerta de emergencia - Crear una plantilla para las alertas de texto de uso frecuente y traducirla a varios idiomas |
| 2. Presentar claramente en el sitio web municipal la información de planificación climática y de emergencia | <ul style="list-style-type: none"> - Crear o actualizar las páginas de destino en los sitios web municipales con toda la información y el personal relacionados con la preparación climática |
| 3. Traducir los materiales a múltiples idiomas | <ul style="list-style-type: none"> - Traducir materiales clave de preparación climática a varios de los idiomas que se hablan en el municipio - Incluir la traducción de materiales en el presupuesto de los proyectos |

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| 4. Enviar materiales importantes por correo postal | - Enviar por correo y en varios idiomas los materiales importantes relacionados con el clima, tal como recursos para la planificación de emergencias o información sobre los centros de calefacción/refrescamiento |
| 5. Crear paquetes de bienvenida para los nuevos residentes, indicando qué recursos hay disponibles | - Crear un paquete de bienvenida para los nuevos residentes que indique los servicios proporcionados por el municipio; el paquete podría ser inicialmente de tipo digital y luego estar disponible a pedido en copia impresa - Enviar los paquetes de bienvenida a los hogares de los nuevos residentes - Compartir el paquete de bienvenida en los eventos cívicos y comunitarios, y en los vestíbulos y espacios comunes en los complejos de viviendas multifamiliares en los vecindarios que cumplan con los criterios de Justicia Ambiental (EJ) |
| 6. Acudir a los eventos en persona para establecer una mejor conexión con los residentes | - Los funcionarios municipales deberían acudir a los festivales de la ciudad, los partidos de fútbol, las escuelas, las iglesias, los centros culturales, los programas de inglés para Hablantes de otros Idiomas (ESOL) y otros lugares, a fin de establecer una mejor conexión con los residentes |

Português:

| Sugestões de comunicação | Detalhes |
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| 1. Simplificar o processo de cadastro para receber alertas de emergência | - Traduzir para vários idiomas o formulário de inscrição dos sistemas de alerta de emergência - Criar um modelo para emissão de alertas por mensagem de texto usado com frequência e traduzi-lo para vários idiomas |
| 2. Exibir claramente informações sobre clima e planejamento de emergência no site do município | - Criar ou atualizar páginas de destino (landing pages) com todas as informações e equipes relacionadas aos serviços de alerta climático nos sites do município |
| 3. Traduzir materiais para vários idiomas | - Traduzir os principais materiais de prontidão climática para vários idiomas falados no município - Incluir tradução de materiais no orçamento dos projetos |
| 4. Enviar materiais importantes pelo correio | - Enviar pelo correio, em vários idiomas, materiais importantes relacionados ao clima, como recursos para planejamento de emergência ou informações sobre centros de aquecimento/resfriamento |

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| <p>5. Criar pacotes de boas-vindas para novos moradores, que informem os recursos disponíveis</p> | <ul style="list-style-type: none"> - Elaborar um pacote de boas-vindas para os novos moradores, que enumera os serviços prestados pelo município; o pacote pode inicialmente ser digital e, em seguida, mediante solicitação, disponibilizado em cópia impressa - Enviar os pacotes de boas-vindas para as casas dos novos moradores - Compartilhar o pacote de boas-vindas em eventos cívicos e comunitários e em saguões e espaços comuns em complexos habitacionais multifamiliares em bairros que atendem aos critérios de Environmental Justice (justiça ambiental). |
| <p>6. Ir a eventos presenciais para interagir com os moradores</p> | <ul style="list-style-type: none"> - Os funcionários municipais devem ir a festivais da cidade, jogos de futebol, escolas, igrejas, centros culturais, programas de Inglês para Falantes de Outras Línguas (English to Speakers of Other Languages, ou ESOL, pela sigla em inglês) e outros locais para interagir com os moradores |

Many residents who spoke a first language other than English described learning about services through word-of-mouth or organizations to which they're connected, such as churches. As one resident said, *"Most of the immigrants only get services through their organizations [in their network]. They feel more comfortable than talking to town hall."* Natick residents wished Town Hall offered interpreter services and pointed to the City of Framingham, as well as the Natick Public Schools, as entities that provided useful translation and interpretation services. They also noted that the municipal websites were confusing to navigate and did not have climate-related information all in one place.

Residents in Spanish-speaking Climate Action Conversations described a need for their municipality to translate climate readiness materials and proactively inform residents about available services. They said their community was receptive to mailed materials (such as flyers and pamphlets), billboards, bus signs, and radio public service announcements (PSAs). When describing print material, one resident said *"make them colorful to attract attention. The ESOL school uses the color red to attract Spanish speakers and green for Portuguese speakers."* Many residents endorsed the idea of municipalities sending a welcome packet to new residents to make them aware of all the available services offered.

Finally, residents in Spanish-speaking Climate Action Conversations spoke to the benefit of municipal officials going to in-person events to connect with residents about climate readiness and share related resources. They noted that churches, libraries, soccer games, ESOL programs, and municipal festivals were good places to connect to the Spanish-speaking population. Residents in multiple Climate Action Conversations also discussed the importance of engaging youth about climate readiness; they suggested that municipal officials do presentations in the schools or create a Youth Advisory Committee to work on climate issues.

Getting around without a car

Public Transit

Taking public transit is one action that residents can take to reduce carbon emissions. The MetroWest Regional Transit Authority (MWRTA) operates the public transit system in Natick, Framingham, and Ashland, offering buses, commuter shuttles, paratransit, and a curb-to-curb service known as Catch Connect. Many residents in the Climate Action Conversations relied on buses or shuttles, but wished for improved infrastructure and expanded hours to make it an easier and faster option. Residents without cars viewed taxi or ride-shares (Uber/Lyft) services as a last resort when public transit did not meet their needs, but shared concerns about cost.

English:

| MWCEP Public Transit Action Areas | Implementation Details |
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| 1. Improve user experience of MWRTA website and app for Limited English Proficiency (LEP) residents | <ul style="list-style-type: none"> - Make the MWRTA website mobile-friendly - Highlight the GoogleTranslate option more clearly on the MWRTA website - Prominently advertise the provided interpreter services under the descriptions of the MetroWest Ride, Dial-a-Ride, and Grocery Program - Translate the Catch Connect app into multiple languages |
| 2. Make public transit easier to use by increasing language accessibility of MWRTA services | <ul style="list-style-type: none"> - Translate fixed-route bus and commuter shuttle signs and maps into multiple languages. - Prioritize translation of fixed-route bus and commuter shuttle signs in Environmental Justice neighborhoods - Provide regular cultural competency training to bus and shuttle drivers, call center employees, and other frontline staff |
| 3. Promote existing MWRTA services, such as Catch Connect and MetroWest Ride, to Environmental Justice communities | <ul style="list-style-type: none"> - Mail translated flyers about the Catch Connect, MetroWest Ride, Dial-a-Ride, and Grocery Program to homes in Environmental Justice neighborhoods - Promote Catch Connect as a service available to all residents - Distribute flyers about the services at cultural centers, churches, English for Speakers of Other Languages (ESOL) programs, town festivals, and other events - Expand outreach to Spanish- and Portuguese-language radio stations |

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| | <ul style="list-style-type: none"> - Continue to conduct outreach at Councils on Aging, senior centers, libraries, South Middlesex Opportunity Council, and hospitals - Continue to host Travel Training sessions at public housing authorities, senior centers, health fairs, disability advocacy organizations, ESOL programs, as well as remotely |
| 4. Add benches and shelters to fixed-route bus and commuter shuttle stops | <ul style="list-style-type: none"> - Add benches and shelters to bus and shuttle stops - Prioritize placement of benches and shelters based on Environmental Justice and heat vulnerability data in the region |
| 5. Add clearer fixed-route bus signs | <ul style="list-style-type: none"> - Add bus signs that make bus stop locations clearer |
| 6. Increase frequency of fixed-route buses | <ul style="list-style-type: none"> - Have popular lines come closer to every 15 minutes instead of once an hour - In Framingham, residents want more frequent or direct service to: <ul style="list-style-type: none"> o Framingham State University o Framingham Station o Farmer’s market (seasonal) o Hospitals o Supermarkets o Natick Mall |
| 7. Increase the hours of the fixed-route bus and commuter shuttles | <ul style="list-style-type: none"> - Extend hours of the Saturday bus service beyond 5pm - Introduce Saturday service to bus routes that do not currently offer it - Introduce Sunday services to all fixed-route buses - Extend the PM hours of the commuter shuttles |
| 8. Add more fixed-route buses | <ul style="list-style-type: none"> - In Ashland, residents want: <ul style="list-style-type: none"> o Direct bus service from Ashland to Natick Center o Bus service to Ashland Community Gardens, Stone Park, Ashland Reservoir, Ashland State Park, Mill Pond, and Ashland Community Center |

Español:

| Sugerencias de transporte público | Detalles |
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| <p>1. Mejorar la experiencia de los usuarios con el sitio web y la aplicación de MWRTA para los residentes con dominio limitado del inglés (Limited English Proficiency, o LEP, es un término para las personas cuyo idioma principal no es el inglés y que tienen dificultades para comunicarse de manera efectiva en inglés).</p> | <ul style="list-style-type: none"> - Hacer que el sitio web de MWRTA sea compatible con dispositivos móviles - Resaltar la opción de Google Translate más claramente en el sitio web de la MWRTA - Destacar bien los servicios de interpretación provistos bajo las descripciones de MetroWest Ride, Dial-a-Ride y el Programa de Compra de Comestibles (“Grocery Program”) - Traducir la aplicación Catch Connect a varios idiomas |
| <p>2. Hacer que el transporte público sea más fácil de usar aumentando la accesibilidad lingüística de los servicios de la MWRTA</p> | <ul style="list-style-type: none"> - Traducir a varios idiomas las señales y los mapas de autobuses de ruta fija y de transporte de cercanías - Priorizar la traducción de los letreros de los autobuses de ruta fija y los servicios de transporte de cercanías para los vecindarios de Justicia Ambiental (EJ) - Brindar capacitación regular sobre aptitudes culturales a los conductores de autobuses y busetas (“shuttles”), empleados del centro de llamadas y demás personal de primera línea |
| <p>3. Promover los servicios existentes de la MWRTA, como Catch Connect y Dial-a-ride, en las comunidades de Justicia Ambiental (EJ)</p> | <ul style="list-style-type: none"> - Enviar volantes traducidos sobre Catch Connect, MetroWest Ride, Dial-a-Ride y el Programa de Compra de Comestibles (“Grocery Program”) a los hogares en los vecindarios de Justicia Ambiental (EJ) - Promover Catch Connect como un servicio disponible para todos los residentes - Distribuir volantes sobre los servicios en centros culturales, iglesias, programas de Inglés para Hablantes de otros Idiomas (ESOL), festivales de la ciudad y otros eventos. - Ampliar el alcance a las estaciones de radio en español y portugués - Continuar realizando actividades de divulgación en los Concejos sobre el Envejecimiento, los centros para personas mayores, las bibliotecas, South Middlesex Opportunity Council y los hospitales - Continuar organizando sesiones de Capacitación sobre Desplazamiento en las autoridades de vivienda pública, los centros para personas mayores, las ferias de salud, las organizaciones de representación de las personas con discapacidades y los programas de ESOL, así como de forma remota |

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| 4. Agregar bancos y refugios en las paradas de autobuses de ruta fija y transporte de cercanías | <ul style="list-style-type: none"> - Agregar bancos y refugios en las paradas de autobuses y busetas (“shuttles”) - Priorizar la colocación de bancos y refugios según los datos de Justicia Ambiental (EJ) y de vulnerabilidad al calor en la región |
| 5. Agregar señales más claras para los autobuses de ruta fija | <ul style="list-style-type: none"> - Agregar señales de autobús que aclaren las ubicaciones de las paradas de autobús |
| 6. Aumentar la frecuencia de los autobuses de ruta fija | <ul style="list-style-type: none"> - Hacer que las líneas más frecuentadas pasen cada 15 minutos en lugar de una vez por hora - En Framingham, los residentes desean contar con un servicio más frecuente o directo a: <ul style="list-style-type: none"> o Framingham State University o Estación de Framingham (Framingham Station) o Mercado de agricultores (estacional) o Hospitales o Supermercados o Centro Comercial de Natick (Natick Mall) |
| 7. Aumentar las horas de los autobuses de ruta fija y los servicios de transporte de cercanías | <ul style="list-style-type: none"> - Extender el horario del servicio de autobús de los sábados más allá de las 5:00 p.m. - Introducir el servicio de los sábados en las rutas de autobús que actualmente no lo ofrecen - Introducir los servicios dominicales en todos los autobuses de ruta fija - Ampliar el horario nocturno de las busetas (“shuttles”) de transporte de cercanías |
| 8. Agregar más autobuses de ruta fija | <p>En Ashland, los residentes desean contar con:</p> <ul style="list-style-type: none"> - Servicio directo de autobús de Ashland a Natick Center - Servicio de autobús a los jardines comunitarios de Ashland (Ashland Community Gardens), Stone Park, el embalse de Ashland (Ashland Reservoir), el parque estatal de Ashland (Ashland State Park), Mill Pond y el centro comunitario de Ashland (Ashland Community Center) |

Português:

| Sugestões de transporte público | Detalhes |
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| <p>1. Melhorar a experiência do usuário do site e do aplicativo da MWRTA para moradores que tem proficiência limitada em inglês (Limited English Proficiency, ou LEP, pela sigla em inglês). LEP é um termo para pessoas que não falam inglês como sua língua principal e têm dificuldade em se comunicar efetivamente em inglês.</p> | <ul style="list-style-type: none"> - Tornar o site da MWRTA compatível com dispositivos móveis - Destacar a opção Google Translate (Google Tradutor) com mais clareza no site da MWRTA - Anunciar com destaque os serviços de intérprete disponíveis nas descrições dos programas MetroWest Ride, Dial-a-Ride e Supermercado (Grocery). - Traduzir o aplicativo Catch Connect para vários idiomas |
| <p>2. Tornar o transporte público mais fácil de usar, aumentando a diversidade de idiomas dos serviços da MWRTA</p> | <ul style="list-style-type: none"> - Traduzir placas e mapas de ônibus de rota fixa e transporte regional para vários idiomas - Priorizar a tradução de placas de ônibus de linha fixa e de transporte regional em bairros de justiça ambiental - Oferecer treinamento regular de competência cultural para motoristas de ônibus, funcionários de call center e outros funcionários da linha de frente |
| <p>3. Promover serviços atuais da MWRTA, como Catch Connect e Dial-a-ride, para comunidades de justiça ambiental</p> | <ul style="list-style-type: none"> - Enviar pelo correio panfletos traduzidos sobre os programas Catch Connect, MetroWest Ride, Dial-a-Ride e Supermercado (Grocery) para as residências dos bairros de justiça ambiental - Promover o Catch Connect como um serviço disponível para todos os moradores - Distribuir panfletos sobre os serviços em centros culturais, igrejas, programas de Inglês para Pessoas que Falam Outras Línguas (ESOL, pela sigla em inglês), festivais da cidade e outros eventos - Ampliar os esforços de comunicação e divulgação a estações de rádio em espanhol e português - Continuar divulgando nos Conselhos da Terceira Idade (Councils on Aging), centros para pessoas da terceira idade, bibliotecas, no South Middlesex Opportunity Council e nos hospitais - Continuar oferecendo sessões de treinamento para usuários do transporte público com necessidades especiais em autoridades habitacionais públicas, centros para idosos, feiras de saúde, organizações de defesa de pessoas com deficiências, programas ESOL, e pela internet |
| <p>4. Instalar bancos e abrigos nos pontos de ônibus de rota fixa e ônibus de transporte regional</p> | <ul style="list-style-type: none"> - Instalar bancos e abrigos nos pontos de ônibus - Priorizar a instalação de bancos e abrigos com base em dados de justiça ambiental e de vulnerabilidade ao calor na região |

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| 5. Instalar placas de ônibus de rota fixa mais claras | Instalar placas que identificam melhor os pontos de ônibus |
| 6. Aumentar a frequência de ônibus de rota fixa | <p>Fazer com que as linhas mais movimentadas passem a cada 15 minutos, e não de hora em hora</p> <p>Em Framingham, moradores querem serviço direto ou mais frequente para:</p> <ul style="list-style-type: none"> o Framingham State University o Estação de Framingham (Framingham Station) o Feira de agricultores (Farmer's market) (periódica) o Hospitais o Supermercados o Shopping de Natick (Natick Mall) |
| 7. Aumentar os horários do ônibus de rota fixa e dos ônibus suburbanos | <p>Estender o horário do serviço de ônibus aos sábados além das 17h</p> <p>Introduzir o serviço aos sábados nas rotas de ônibus que atualmente não o oferecem</p> <p>Introduzir serviço aos domingos para todos os ônibus de rota fixa</p> <p>Prolongar o horário noturno dos ônibus suburbanos</p> |
| 8. Oferecer mais ônibus de rota fixa | <p>Em Ashland, os moradores querem:</p> <ul style="list-style-type: none"> - Serviço de ônibus direto de Ashland para o Natick Center (Centro de Natick) - Serviço de ônibus para o Jardim Comunitário de Ashland (Ashland Community Gardens), Stone Park, Reservatório de Ashland (Ashland Reservoir) Parque Estadual de Ashland (Ashland State Park), Mill Pond e Centro Comunitário de Ashland (Ashland Community Center) |

MetroWest Regional Transit Authority (MWRTA) service was a frequent topic for Climate Conversation participants interested in getting around town without a car. Many Climate Conversation participants spoke a first language other than English and described the fixed-route bus system as complex to navigate when they first arrived in the MetroWest region. They noted that 1) the fixed-route bus stops are not clearly indicated, 2) many fixed-route buses do not announce the stops (and if they do, it is in English), and 3) route information is not translated into multiple languages. These residents called for translated signage and route information to ease their public transit experience.

Language was also a challenge for accessing the MetroWest Ride, Dial-a-ride, and Catch Connect services. One resident asked a relative to schedule a MetroWest Ride for her; another said that they were unable to navigate the paperwork for MetroWest Ride and so did not use the service. In terms of Catch Connect, most residents in the Climate Action Conversations did not know about the service.

After learning about it during the Conversation, one resident tried to download the app, but had trouble navigating it since it was not translated into Spanish. Promoting interpreter services clearly on the website and translating the Catch Connect app into multiple languages could help bridge this gap.

Regular transit riders also found that the fixed-route bus system does not always meet their needs and expressed a desire for better infrastructure, particularly clearer bus signs & more benches and shelters at stops. As one resident shared, *“I was amazed when I discovered the bus stop was just a sticker on a sidewalk. The first time I looked for [the bus stop], I could not find it.”* Other residents described how *“having to wait for so long standing or with no shelter at all in bad weather conditions is awful.”* Some residents took Ubers in the winter, rather than navigating slippery sidewalks or bus stops blocked with snow.

Many residents in the Climate Action Conversations also wished for expanded hours to the fixed-route bus and commuter shuttle systems to make them more reliable and faster options. One resident noted, *“There is no [fixed-route bus] service on Sundays and Saturday service is only until 5pm. When I work on Sundays I have to try and find a ride or call an Uber. That isn’t free like the bus so it’s another expense to consider.”* This comment aligns with the MWRTA plans to pilot the Route Equity Project and Sunday Service Feasibility Study along popular routes, as described in the Comprehensive Regional Transit Plan and Title VI Program. Residents also wished that the buses came more frequently, such as every 15 minutes. One Natick resident shared a story about how it once took her two hours to get to her workplace in Framingham because she narrowly missed a bus. This and other negative experiences with the bus led her to get rides from her sister and buy a car when she was able. This story demonstrates the importance of piloting programs, such as the Enhanced Frequency Project, to assess feasibility of increasing frequency of certain routes.

Biking and Walking

Biking and walking are the most environmentally friendly modes of transportation. Many residents indicated that they currently bike or walk, but do not always feel safe while doing so. They requested additional infrastructure that would make it safer to bike or walk, including bike lanes and sidewalks, streetlights, and signage. Residents were also enthusiastic about the idea of MetroWest bringing a bike share program to the area.

English:

| Biking Suggestions | Details |
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| 1. Build capacity for biking and walking improvements through grant funding and increased staffing | Natick - Hire a transportation planner to increase Natick’s capacity to make biking and walking improvements. |

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| | <p>Regional Work</p> <ul style="list-style-type: none"> - Work with residents to identify Complete Street investment priorities around schools and Environmental Justice neighborhoods |
| 2. Add bike lanes | <p>Natick</p> <ul style="list-style-type: none"> - Add bike lanes to Pond, Mill, and East/West Central Streets <p>Ashland</p> <ul style="list-style-type: none"> - Add a bike lane on East Union Street to improve transportation to the high school - Add dedicated space for bikes along major routes <p>Framingham</p> <ul style="list-style-type: none"> - Add bike lanes on roads feeding into the anticipated Framingham section of the Bruce Freeman Trail (Grove St. and Belknap Rd) - Protected bike lanes along Rt 9 from apartments near Foss Reservoir to Natick Mall |
| 3. Add lights on the Cochituate Rail Trail (CRT) and wayfinding to the trail | <p>Natick</p> <ul style="list-style-type: none"> - Add lighting to the bike path - Add signage directing bikers and walkers to CRT Route 9 bridge |
| 4. Develop a bike, e-bike and/or scooter share program | <ul style="list-style-type: none"> - Develop a bike share program, such as BlueBikes in MetroBoston, to make biking more accessible to residents - Promote existing shared micro-transit options, such as MWTRA Catch Connect |
| 5. Install streetlights | <p>Ashland</p> <ul style="list-style-type: none"> - Add streetlights to make Ashland more walkable and bikeable <p>Framingham</p> <ul style="list-style-type: none"> - Add a pedestrian crossing flashing light on Dudley Road to allow safe crossing from Cushing Memorial Park to Farm Pond Park |
| 6. Install sidewalks, pedestrian bridges, and walking paths | <p>Ashland</p> <ul style="list-style-type: none"> - Install sidewalks on Rt. 135 so residents can walk to the train station |

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| | <ul style="list-style-type: none"> - Install sidewalks that lead to Ashland State Park <p>Framingham</p> <ul style="list-style-type: none"> - Extend sidewalks to the section of Edgell road north of Harrington Road - Install sidewalks on Grove St. and Belknap Road, in anticipation of the Framingham Section of the Bruce Freeman Trail - Install pedestrian crossings over Rt. 9 and Worcester Rd. prioritizing connections between residential developments, commercial centers, and grocery stores - Improve pedestrian connections between downtown Framingham and Farm Pond, Cushing Memorial Park. |
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Español:

| Sugerencias de ciclismo | Detalles |
|--|--|
| 1. Desarrollar la capacidad para mejorar el uso peatonal y de los ciclistas, a través de subvenciones y una mayor dotación de personal | <p>Natick</p> <ul style="list-style-type: none"> - Contratar un(a) planificador(a) de transporte, a fin de aumentar la capacidad de Natick para realizar mejoras para peatones y ciclistas. <p>Trabajo Regional</p> <ul style="list-style-type: none"> - Trabajar con los residentes para identificar las prioridades de inversión de Complete Streets alrededor de las escuelas y los vecindarios de Justicia Ambiental (EJ) (Complete Streets es un término para las carreteras que priorizan la seguridad y la movilidad de todos los usuarios, en lugar de la velocidad de los automóviles y el flujo del tráfico; Justicia Ambiental (EJ) es un término para los vecindarios que tienen más probabilidades de ser el hogar de personas negras, indígenas y personas de color, hogares de bajos ingresos y personas cuyo idioma nativo no es el inglés). |
| 2. Agregar carriles para bicicletas | <p>Natick</p> <ul style="list-style-type: none"> - Agregar ciclovías en las calles Pond, Mill y East/West Central <p>Ashland</p> <ul style="list-style-type: none"> - Agregar una ciclovía en la calle East Union para mejorar el transporte al bachillerato ("high school") |

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| | <ul style="list-style-type: none"> - Agregar espacio dedicado para las bicicletas a lo largo de las rutas principales <p>Framingham</p> <ul style="list-style-type: none"> - Agregar ciclovías en las carreteras que desembocan en la sección anticipada del sendero Bruce Freeman Trail (Grove Street y Belknap Road) correspondiente a Framingham - Ciclovías protegidas a lo largo de la Route 9 (Ruta 9) desde los apartamentos cerca del embalse de Foss (Foss Reservoir) hasta el Centro Comercial de Natick (Natick Mall) |
| 3. Agregar luces en el Cochituate Rail Trail (CRT) y más señalización en el sendero. | <p>Natick</p> <ul style="list-style-type: none"> - Añadir iluminación al carril para bicicletas - Agregar señalización que dirija a ciclistas y peatones al puente de la Route 9 en el CRT |
| 4. Desarrollar un programa para compartir bicicletas, bicicletas eléctricas y/o patinetas | <ul style="list-style-type: none"> - Desarrollar un programa de bicicletas compartidas, como BlueBikes, en Boston y en las comunidades aledañas, para que montar bicicleta sea más accesible para los residentes - Promover las opciones existentes de micro tránsito compartido, como MWTRA Catch Connect |
| 5. Instalar alumbrado público en las calles | <p>Ashland</p> <ul style="list-style-type: none"> - Agregar alumbrado público para que Ashland sea más transitable a pie y en bicicleta <p>Framingham</p> <ul style="list-style-type: none"> - Agregar una luz intermitente en el cruce peatonal en Dudley Road para permitir cruzar con seguridad desde Cushing Memorial Park hasta Farm Pond Park |
| 6. Instalar aceras, puentes peatonales y senderos para caminar | <p>Ashland</p> <ul style="list-style-type: none"> - Instalar aceras en la Route 135 (Ruta 135) para que los residentes puedan caminar hasta la estación del tren - Instalar aceras que conduzcan al parque estatal de Ashland (Ashland State Park) <p>Framingham</p> |

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| | <ul style="list-style-type: none"> - Estender las aceras a la sección de Edgell Road al norte de Harrington Road - Instalar aceras en Grove Street y Belknap Road, en previsión de la sección del sendero Bruce Freeman Trail correspondiente a Framingham - Instalar cruces peatonales sobre la Route 9 (Ruta 9) y Worcester Road, dando prioridad a las conexiones entre desarrollos residenciales, centros comerciales y supermercados - Mejorar las conexiones peatonales entre el centro urbano de Framingham y Farm Pond, Cushing Memorial Park. |
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Português:

| Sugestões de ciclismo | Detalhes |
|---|---|
| 1. Desenvolver capacidade para melhorias para ciclistas e pedestres por meio de subsídios e aumento de funcionários | <p>Natick</p> <ul style="list-style-type: none"> - Contratar um planejador de transportes para aumentar a capacidade de Natick de implementar melhorias para ciclistas e pedestres. <p>Trabalho regional</p> <ul style="list-style-type: none"> - Trabalhar com os moradores para identificar as prioridades de investimento das Complete Streets em torno de escolas e bairros de justiça ambiental (EJ, pela sigla em inglês) (Complete Streets, ou ruas completas, é um termo para ruas que priorizam a segurança e a mobilidade de todos os usuários, em vez da velocidade dos carros e do fluxo de tráfego; Justiça Ambiental - EJ, pela sigla em inglês-, é um termo para bairros com maior probabilidade de abrigar negros, indígenas e pessoas não brancas; famílias de baixa renda; e pessoas que não são falantes nativas do inglês). |
| 2. Instalar ciclovias | <p>Natick</p> <ul style="list-style-type: none"> - Instalar uma ciclovia até as ruas Pond, Mill e East/West Central <p>Ashland</p> <ul style="list-style-type: none"> - Instalar uma ciclovia na East Union Street para melhorar o transporte até a escola (high school) - Instalar espaço para bicicletas ao longo de rotas principais |

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| | <p>Framingham</p> <ul style="list-style-type: none"> - Instalar ciclovias nas ruas que chegam à parte de Framingham da Bruce Freeman Trail, a ser construída (Grove St. e Belknap Rd) - Ciclovias protegidas ao longo da Route 9 (Rota 9), de apartamentos próximos ao Reservatório Foss (Foss Reservoir) até o Shopping de Natick (Natick Mall) |
| 3. Instalar luzes e sinalização na Trilha Ferroviária de Cochituate (Cochituate Rail Trail, ou CRT, pela sigla em inglês) | <p>Natick</p> <ul style="list-style-type: none"> - Instalar iluminação na ciclovia - Instalar sinalização orientando ciclistas e pedestres para a ponte do CRT, Route 9 (Rota 9) |
| 4. Desenvolver um programa de compartilhamento de bicicletas, e-bikes e/ou scooters | <ul style="list-style-type: none"> - Desenvolver um programa de compartilhamento de bicicletas, como o BlueBikes em Boston e nas comunidades vizinhas, para tornar o ciclismo mais acessível aos moradores - Promover as opções atuais de microtransporte compartilhado, como o MWTRA Catch Connect |
| 5. Instalar postes de iluminação | <p>Ashland</p> <ul style="list-style-type: none"> - Instalar postes de iluminação para tornar Ashland mais acessível a pé e de bicicleta <p>Framingham</p> <ul style="list-style-type: none"> - Instalar uma luz intermitente de passagem para pedestres na Dudley Road para permitir a travessia segura do Cushing Memorial Park para o Farm Pond Park |
| 6. Instalar calçadas, passarelas e trilhas para caminhada | <p>Ashland</p> <ul style="list-style-type: none"> - Instalar calçadas na Route 135 (Rota 135) para que os moradores possam caminhar até a estação de trem - Instalar calçadas que levam ao Parque Estadual de Ashland (Ashland State Park) <p>Framingham</p> <ul style="list-style-type: none"> - Estender as calçadas até a seção da Edgell Road ao norte da Harrington Road - Instalar calçadas na Grove St. e Belknap Road, na parte a ser construída em Framingham da Bruce Freeman Trail - Instalar faixas de pedestres na Route 9 (Rota 9) e na Worcester Rd., priorizando as conexões entre empreendimentos residenciais, centros comerciais e supermercados |

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| | - Melhorar as conexões de pedestres entre o centro de Framingham e Farm Pond, Cushing Memorial Park. |
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Many residents enjoyed biking and walking in the warmer months of the year. Natick residents, in particular, valued having the Cochituate Rail Trail nearby. However, individuals noted that they do not always feel safe biking or walking in their community. Bikers in all three municipalities felt like the roads were too busy to be bike friendly and wished there were more bike lanes; as one resident said, *“Right now, car speeds are prioritized. There is an excessive number of trips by car... and lack of care for bikers/pedestrians.”*

Residents in Natick shared the difficulty of living in Natick without a car, *“I don’t move much. I discover a new place I would like to go with my family, but I cannot. I wanted to go to the State Park for the day, I called and they weren’t available, called around and found someone who wanted to go with you. It’s very difficult.”* These residents relied on biking and walking for daily activities, such as going to school/afterschool activities, doing errands, or visiting friends.

For families with children, traffic safety was a top concern, *“where I live, I’m between two highways, I cannot let my kid cross these alone.”* Residents planned their routes to avoid roads they perceived as unsafe *“from our location to downtown you can go straight. But we take the trail because it’s much safer even if longer... The bridge is very dangerous. If I’m alone I bike it, but not with the family.”* Ashland residents wanted to see more bike lanes and sidewalks along major routes in town, so they could avoid biking/walking in the shoulders of busy roads. Residents from all municipalities also said that better lighting on streets and the Cochituate Rail Trail would make routes feel safer and encourage more use.

When asked about bike share programs, residents were universally excited about the idea of having a bike share program in MetroWest. Many residents live in apartments and do not own a bike/have room to store one. They thought that a bike share program would increase accessibility to bikes for Environmental Justice communities.

School Transportation

Natick and Framingham residents experience difficulty with transportation to school and to after-school activities. They provided suggestions for improving the after-school bus program and ways their Town/City could support low-income families with transportation to school.

English:

| School Transportation Suggestions | Details |
|---|---|
| 1. Make school buses a more efficient, affordable and attractive option | - Consider reducing or eliminating the school bus transportation fee - Provide more buses with fewer stops per route to make rides shorter |

| | |
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| | <ul style="list-style-type: none"> - Develop plan to electrify school buses and improve air quality for students who take the bus |
| 2. Provide transportation to school activities that occur outside the regular school day | <p>Natick</p> <ul style="list-style-type: none"> - Explore opportunities for collaboration with MetroWest Regional Transit Authority - Provide more after-school buses with fewer stops per route to make rides shorter - Provide direct transportation to after-school, weekend or summer activities, such as sports practice and matches, especially those that do not occur on school campuses |
| 3. Create a subsidized ride-share or taxi program | <ul style="list-style-type: none"> - Create a subsidized ride-share or taxi program to help caregivers without cars transport their kids to school or after-school programs |

Español:

| Sugerencias para el transporte escolar | Detalles |
|--|--|
| 4. Hacer de los autobuses escolares una opción más eficiente, asequible y atractiva | <ul style="list-style-type: none"> - Considerar reducir o eliminar la tarifa de transporte en los autobuses escolares - Proporcionar más autobuses con menos paradas por ruta, para acortar los viajes - Desarrollar un plan para electrificar los autobuses escolares y mejorar la calidad del aire para los estudiantes que toman el autobús |
| 5. Proporcionar transporte a las actividades escolares que ocurren fuera de la jornada escolar regular | <p>Natick</p> <ul style="list-style-type: none"> - Explorar oportunidades de colaboración con MetroWest Regional Transit Authority (MWRTA) - Proporcionar más autobuses después de clases con menos paradas por ruta, para acortar los viajes - Proporcionar transporte directo a las actividades después de clases, durante el fin de semana o de verano, como prácticas deportivas y partidos, especialmente aquellas que no se realizan en los campus escolares |
| 6. Crear un programa de viajes compartidos o taxis subvencionados | <ul style="list-style-type: none"> - Crear un programa de viajes compartidos o taxis subvencionados para ayudar a los cuidadores que no tienen automóvil a llevar a sus hijos, tanto a la escuela como a los programas después de clases |

Português:

| Sugestões de transporte escolar | Detalhes |
|---|--|
| 1. Tornar os ônibus escolares uma opção mais eficiente, acessível e atraente | <ul style="list-style-type: none"> - Estudar como reduzir ou eliminar a tarifa de transporte de ônibus escolar - Oferecer mais ônibus com menos paradas por rota para encurtar as viagens - Desenvolver um plano para tornar os ônibus escolares elétricos e melhorar a qualidade do ar para os alunos que usam o ônibus |
| 2. Oferecer transporte para as atividades escolares que ocorrem fora do horário escolar regular | <p>Natick</p> <ul style="list-style-type: none"> - Estudar as oportunidades de colaboração com a Autoridade de Trânsito da Região de MetroWest (MetroWest Regional Transit Authority, ou MWRTA, pela sigla em inglês) - Oferecer mais ônibus depois do horário escolar, com menos paradas por rota para encurtar as viagens - Oferecer transporte direto para as atividades extracurriculares, de fim de semana ou de verão, como treinos e torneios esportivos, especialmente aqueles que não ocorrem nos campi das escolas |
| 3. Criar um programa subsidiado de compartilhamento de carona ou táxi | <ul style="list-style-type: none"> - Criar um programa subsidiado de compartilhamento de carona ou táxi para ajudar pais/responsáveis que não possuem carros a transportar seus filhos para a escola ou para programas extracurriculares |

Residents in Natick and Framingham raised concerns about transportation to school and to after-school programs. In terms of transportation to school, buses are not available for free to students who live within two miles of the school in Framingham and Natick. For after-school programs in Natick, one resident shared *“the after-school bus doesn’t go everywhere and it’s combined with other schools, making the routes very long and making students walk far from the drop-off sites”* and other parents agreed. Residents noted that these policies pose an issue because a) they assume that parents have a car and are available to drive their students to school and after-school, weekend or summer activities, and b) the streets or sidewalks are not safe for their kids to walk or bike. In Natick, residents suggested having a different after-school bus for each school or having the school provide direct transportation to an after-school activity, such as a sports game. Framingham and Natick residents also supported the City/Town or MWRTA subsidizing a ride-share or taxi program that could help them transport their kids to school and other activities.

Accessing Water to Cool Off

Residents wanted to swim in fresh water bodies and pools as a way to cool off during hot days, but often could not access them. Nearby lakes and ponds have frequent cyanobacterial contamination and private pools are expensive to join. As an alternative, residents suggested places where the municipality could install splash pads or pools.

English:

| Accessing Water to Cool Off Suggestions | Details |
|---|---|
| 1. Install splash pads or pools in recreational spaces | <p>Natick</p> <ul style="list-style-type: none"> - Install splash pads in parks - Include pool in design of future recreation facility (should Natick seek to rebuild the Cole Recreation Center or new recreation center elsewhere) <p>Ashland</p> <ul style="list-style-type: none"> - Install splash pad in Stone Park <p>Framingham</p> <ul style="list-style-type: none"> - Install splash pad in Cushing Memorial Park |
| 2. Subsidize private pool or beach memberships | <ul style="list-style-type: none"> - Subsidize memberships or provide free access to municipally managed public beaches, such as Memorial Beach in Natick |
| 3. Add multi-lingual educational signage about algal blooms in Doug Pond, Ashland, and Cochituate State Parks | <ul style="list-style-type: none"> - Add signs in multiple languages that explain what algal blooms are, how to identify them, and water safety behaviors during algal blooms occurrences |
| 4. Address local conditions that can degrade water quality at Lake Cochituate and Dug Pond | <ul style="list-style-type: none"> - Develop behavioral change campaigns with residents and property owners neighboring water bodies to shift behaviors around pet waste and fertilizer use - Develop communication and instructional materials for the installation of rain gardens and permeable surfaces - Prioritize nature-based solutions that could improve the water quality of swimming beaches |

Commented [GU1]: Shawn - I'm thinking this is referring to Cushing Memorial Park and have edited with that understanding.

Español:

| Sugerencias del acceso a lagos/estanques para refrescarse. | Detalles |
|--|--|
| <p>1. Instalar zonas de diversión con chorros de agua (conocidas como splash pads) o piscinas en los espacios recreativos</p> | <p>Natick</p> <ul style="list-style-type: none"> - Instalar splash pads en los parques - Incluir una piscina en el diseño de la futura instalación recreativa (en caso de que Natick decida reconstruir el centro recreativo de Cole [Cole Recreation Center] o construir un nuevo centro recreativo en otro lugar) <p>Ashland</p> <ul style="list-style-type: none"> - Instalar un splash pad en el parque Stone Park <p>Framingham</p> <ul style="list-style-type: none"> - Instalar un splash pad en el parque Cushing Memorial Park |
| <p>2. Subvencionar membresías en piscinas privadas o playas</p> | <ul style="list-style-type: none"> - Subvencionar membresías a Memorial Beach en Natick para los hogares cuyos ingresos califican |
| <p>3. Agregar señalización educativa multilingüe sobre la proliferación de algas en los parques estatales Dug Pond, Ashland y Cochituate</p> | <ul style="list-style-type: none"> - Agregar letreros en varios idiomas que expliquen qué son las floraciones de algas, cómo identificarlas y los comportamientos de seguridad en el agua cuando ocurren estas floraciones |
| <p>4. Abordar las condiciones locales que pueden degradar la calidad del agua en el lago Cochituate y en Dug Pond</p> | <ul style="list-style-type: none"> - Desarrollar campañas de cambio de comportamiento con los residentes y dueños de propiedades que tienen cuerpos de agua cerca, para cambiar la conducta en torno al uso de fertilizantes y el manejo de los desechos de las mascotas - Desarrollar materiales de comunicación e instrucciones para la instalación de superficies permeables - Priorizar Nature-Based Solutions que podrían mejorar la calidad del agua de las playas para nadar (Nature-Based Solutions es un término para las acciones que usan recursos naturales para abordar los desafíos sociales, económicos y ambientales). |

Português:

| Sugestões de acesso a lagos/lagoas para se refrescar | Detalhes |
|---|---|
| 1. Instalar esguichos (“splash pads”) ou piscinas em espaços recreativos | <p>Natick</p> <ul style="list-style-type: none"> - Instalar esguichos (“splash pads”) em parques - Incluir piscina no projeto da futura instalação de recreação (caso Natick tente reconstruir o Centro de Recreação de Cole - Cole Recreation Center - ou um novo centro de recreação em outro lugar) <p>Ashland</p> <ul style="list-style-type: none"> - Instalar esguichos (“splash pads”) no Stone Park <p>Framingham</p> <ul style="list-style-type: none"> - Instalar esguichos (“splash pads”) no Cushing Memorial Park |
| 2. Subsidiar o uso de piscinas ou praias particulares | <ul style="list-style-type: none"> - Subsidiar inscrições ou oferecer acesso gratuito a praias públicas administradas pelo município, como a Memorial Beach em Natick |
| 3. Providenciar sinalização educacional multilíngue sobre a proliferação de algas em Dug Pond e nos parques estaduais de Ashland e Cochituate | <ul style="list-style-type: none"> - Instalar placas em vários idiomas que explicam o que é a proliferação de algas, como identificá-las e quais são os comportamentos de segurança durante as ocorrências de proliferação de algas |
| 4. Identificar e lidar com as condições locais que podem degradar a qualidade da água no Lake Cochituate e em Dug Pond | <ul style="list-style-type: none"> - Desenvolver campanhas de mudança comportamental com moradores e proprietários próximos a cursos d'água para alterar os comportamentos quanto aos dejetos de animais e o uso de fertilizantes - Desenvolver materiais de comunicação e instruções para a instalação de jardins de chuva e superfícies permeáveis - Priorizar Nature-Based Solutions que possam melhorar a qualidade da água das praias (Nature-Based Solutions, ou soluções naturais, é um termo para ações que usam recursos naturais para enfrentar desafios sociais, econômicos e ambientais) |

In Climate Action Conversations that took place in Natick and Ashland, residents discussed wanting to swim in blue spaces, such as lakes and pools, to cool off during the summer. However, these places were often inaccessible because lakes, such as Lake Cochituate, are

often closed for swimming due to algae blooms and/or are expensive to access. As one resident in Natick said, talking about Dug Pond, “There’s a small beach behind [Natick] high school—it’s expensive for residents to register [to use it]. This summer, it was closed most of the summer. I also go to Cochituate, but it was closed the whole year.” Residents called for signs at local water bodies to explain what algae blooms are, how to identify them, and whether it is safe to swim after the blooms dissipate.

In Ashland and Natick, residents noted there are private pools in their towns, which are cost-prohibitive, and no public pools. They also noted that even public beach costs could be prohibitive to low-income families. As an alternative to lakes and ponds, facilitators asked participants if they or their children would use splash pads. Some had positive experiences using splash pads in other cities or towns; for others, it was a new concept. They all liked the idea, however, and had suggestions for where to install them (see Table above).

Clean Energy

Clean energy and energy efficiency programs can help residents move away from or reduce the use of fossil fuels. Many residents were interested in participating in clean energy or energy efficiency options, but did not know where to find trustworthy information about available programs. Some residents also noted that utility costs are rising and wished for lower eligibility requirements for the Low Income Home Energy Assistance Program (LIHEAP).

English:

| Clean Energy Suggestions | Details |
|---|--|
| 1. Create easily accessible information about clean energy or energy efficiency options | <ul style="list-style-type: none"> - Create and mail materials to residents in Environmental Justice neighborhoods to help navigate locally available clean energy or energy efficiency programs - Translate materials into multiple languages, beginning with Spanish and Portuguese - Partner with Mass Save and other organizations on providing tailored outreach and technical support to residents on ways to save energy, get affordable renewables, and navigate predatory practices and utility bills. |
| 2. Explore options to expand affordable solar programs for residents | <ul style="list-style-type: none"> - Explore the possibility of selecting trusted solar companies to put on the municipal website. This would allow residents to view vetted solar companies and make informed decisions about solar options. - Explore opportunities to select a company to start a community shared solar program; coordinate with electricity aggregation, as possible. |
| 3. Assist residents with navigating utility bills | <ul style="list-style-type: none"> - Publicize information about different programs that help reduce energy use and assist with utility bills via mail and in neighborhood and community events. This |

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| | <p>includes the Income-Eligible Electricity Rate Application, Low Income Home Energy Assistance Program (LIHEAP), and the Good Neighbor Fund.</p> <ul style="list-style-type: none"> - Explore feasibility and funding for standalone municipal energy assistance programs or to supplement state programs. - Partner with Eversource and community groups to provide navigation about how to apply to energy assistance programs. |
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Español:

| Sugerencia de energía limpia | Detalles |
|--|--|
| 1. Crear información de fácil acceso sobre la energía limpia o acerca de las opciones de eficiencia energética | <ul style="list-style-type: none"> - Crear y enviar materiales a los residentes de los vecindarios de Justicia Ambiental (EJ) para ayudar a navegar los programas de energía limpia o eficiencia energética disponibles localmente - Traducir materiales a múltiples idiomas, comenzando con español y portugués - Asociarse con Mass Save y otras organizaciones para brindar asistencia técnica e información personalizada a los residentes sobre las diversas maneras de ahorrar energía, obtener energías renovables asequibles, y navegar las prácticas depredadoras y las facturas de servicios públicos |
| 2. Explorar opciones para ampliar los programas solares asequibles para los residentes | <ul style="list-style-type: none"> - Explorar la posibilidad de seleccionar empresas solares de confianza para colocarlas en el sitio web municipal. Esto permitiría a los residentes ver compañías solares debidamente calificadas y tomar decisiones informadas sobre las opciones de energía solar. - Explorar oportunidades para seleccionar una empresa para iniciar un programa de energía solar compartida por la comunidad; dentro de lo posible, coordinar con la electricidad agregada. |
| 3. Ayudar a los residentes a navegar las facturas de servicios públicos | <ul style="list-style-type: none"> - Publicar información sobre los diversos programas que ayudan a reducir el uso de energía y ayudan con las facturas de servicios públicos, tanto por correo como en los eventos comunitarios y del vecindario. Esto incluye la solicitud de tarifa de electricidad para personas con ingresos que califiquen, el Programa de Asistencia de Energía para Hogares de Bajos Ingresos (LIHEAP) y el fondo Good Neighbor Fund. - Explorar la viabilidad y la financiación de los programas de asistencia energética municipales independientes o de complementar los programas estatales. |

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| | - Associarse con Eversource y con grupos comunitarios para proporcionar navegación sobre cómo solicitar programas de asistencia energética. |
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Português:

| Sugestão de energia limpa | Detalhes |
|--|---|
| 1. Providenciar informações de fácil acesso sobre opções de energia limpa ou eficiência energética | <ul style="list-style-type: none"> - Criar e enviar materiais para moradores de bairros de justiça ambiental (EJ, pela sigla em inglês) para ajudá-los a se orientar pelos programas locais de energia limpa ou eficiência energética disponíveis - Traduzir materiais para vários idiomas, começando com espanhol e português - Fazer parcerias com o Mass Save e outras organizações para oferecer assistência personalizada e suporte técnico aos moradores sobre maneiras de economizar energia, como obter energia renovável acessível e como lidar com práticas predatórias e contas de serviços públicos de consumo. |
| 2. Investigar opções para expandir programas acessíveis de energia solar para moradores | <ul style="list-style-type: none"> - Investigar a possibilidade de selecionar empresas de energia solar confiáveis para colocar no site do município. Isso permitiria que os moradores visualisassem as empresas validadas de energia solar e tomassem decisões informadas sobre as opções de energia solar. - Investigar oportunidades para selecionar uma empresa para iniciar um programa de energia solar compartilhada na comunidade; coordenar opções de agregação de geração de energia elétrica, sempre que possível. |
| 3. Auxiliar os moradores com contas de serviços públicos de consumo | <ul style="list-style-type: none"> - Divulgar pelo correio e em eventos comunitários informações sobre diferentes programas que ajudam a reduzir o uso de energia e auxiliam nas contas de serviços públicos de consumo. Isso inclui a aplicação da tarifa de eletricidade com base na renda, o Programa de Assistência Energética para Residências de Baixa Renda (LIHEAP) e o Fundo da Boa Vizinhaça (Good Neighbor Fund). - Investigar a viabilidade e o financiamento de programas municipais autônomos de assistência energética ou para complementar programas estaduais. - Fazer parceria com a Eversource e grupos comunitários para orientar os moradores sobre como se inscrever em programas de assistência energética. |

Across the MetroWest region, residents wished for trustworthy information about energy efficiency and/or clean energy programs. Many residents described how private companies oftentimes reached out to them about energy efficiency or clean energy options, such

as solar panels, but they were unsure if companies were legitimate or scams. In contrast, residents knew of, utilized, and trusted MassSave. They also trusted their municipality to provide good guidance and resources. They expressed a desire for MassSave or their municipality to create easily accessible information about energy efficiency or clean energy programs. Specifically, one resident noted she would like more information about solar panels' *"impact on resale value to house, options [to receive solar energy] beyond your own roof,"* and how renters can participate in solar panel options.

Finally, multiple residents noted that utility costs are rising and becoming unaffordable. When asked about the Low Income Home Energy Assistance Program (LIHEAP), one resident noted that her household relies on shift work and seasonal work, which makes their household income difficult to track. Their eligibility for LIHEAP varied each year, although they always felt they needed the assistance; this resident's experience speaks to a need to provide navigation for applying to the program.