About Metroplan

Metroplan is a voluntary association of local governments that has operated by interlocal agreement since 1955. Originally formed as the Metropolitan Area Planning Commission of Pulaski County, Metroplan now has members in five counties of the six-county metro area (see below). Metroplan is the designated metropolitan planning organization (MPO) under Title 23 of the United States Code.

Metroplan serves as the regional voice on issues affecting Central Arkansas, develops transportation plans required by federal law, convenes stakeholders to deal with common environmental issues, and provides information and staff resources to our member local governments, the business community and the public.

About CARTS

The Central Arkansas Regional Transportation Study, or CARTS, is the cooperative effort by the participating communities, transportation providers and many other interested parties to develop a long-range transportation plan for the metropolitan area.
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Notice of Nondiscrimination

Metroplan complies with all civil rights provisions of federal statutes and related authorities that prohibit discrimination in programs and activities receiving federal financial assistance. Therefore, Metroplan does not discriminate on the basis of race, sex, color, age, national origin, religion, disability, or income status, in admission or access to and treatment in Metroplan’s programs and activities, as well as Metroplan’s hiring or employment practices. Complaints of alleged discrimination and inquiries regarding Metroplan’s nondiscrimination policies may be directed to Susan Sierra Dollar, ADA/504/Title VI Coordinator, 501 West Markham Street, Suite B, Little Rock, AR 72201, (501) 372-3300, or the following e-mail address: sdollar@metroplan.org. (Hearing and speech impaired may dial 711.)

This notice is available from the ADA/504/Title VI Coordinator in large print, or on audiotape.

This report was funded in part through grant(s) from the Federal Highway Administration and Federal Transit Administration, U.S. Department of Transportation. The views and opinions of the authors expressed herein do not necessarily state or reflect those of the U.S. Department of Transportation.
RESOLUTION 16-11

ADOPTING THE METROPLAN TITLE VI PROGRAM AND LEP PLAN

WHEREAS, Metroplan is the officially designated Metropolitan Planning Organization (MPO) for the Little Rock-North Little Rock-Conway metropolitan area; and

WHEREAS, federal civil rights and transportation legislation require that Metroplan develop and implement a Title VI Program; and

WHEREAS, federal civil rights and transportation legislation also require that Metroplan develop and implement a Plan for assisting persons with limited English proficiency ("LEP Plan"); and

WHEREAS, that Metroplan remains committed to assuring that no person shall, on the grounds of race, color, national origin, sex, age, religion, disability or income status, as provided by Title VI of the Civil Rights Act of 1964, and subsequent nondiscrimination laws, Executive Order and related authorities, be denied benefits of or be otherwise subjected to discrimination under any program or activity;

WHEREAS, the Title VI Program and LEP Plan has undergone a 45-day public review and comment period;

NOW, THEREFORE, BE IT RESOLVED, that the Metroplan Board of Directors does hereby adopt the Metroplan Title VI Program and LEP Plan.

Duly recorded this 27th day of July 2016.

SIGNED:

Gary Fletcher, President
Mayor, City of Jacksonville

ATTEST:

Jill Dabbs, Secretary
Mayor, City of Bryant
Title VI Program Policy Statement

Metroplan, the Metropolitan Planning Organization (MPO) for the Little Rock-North Little Rock-Conway metropolitan area, assures that no person shall, on the grounds of race, color, national origin, sex, age, religion, disability or income status, as provided by Title VI of the Civil Rights Act of 1964, and subsequent nondiscrimination laws, Executive Orders, and related authorities, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity. Metroplan further assures that every effort will be made to ensure nondiscrimination in all of its programs and activities, whether or not those programs and activities are federally funded.

The Executive Director is responsible for ensuring implementation of the MPO’s Title VI Plan. The Title VI Coordinator, under supervision of the Executive Director, is responsible for coordinating the overall administration of the Title VI Plan and assurances.

Jim McKenzie, Executive Director
Introduction and Purpose

The heart of the landmark Civil Rights Act of 1964, is found in Title VI: *No person in the United States shall, on the ground of race, color, or national origin be excluded from participation in, be denied in the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.* (42 U.S.C. § 2000d)

This Title VI Program describes how Metroplan meets Title VI requirements under the Civil Rights Act of 1964, and Environmental Justice compliance; details the demographic profile and mobility needs of central Arkansans; and explains procedures for filing a Title VI discrimination complaint.

About Metroplan and CARTS

Metroplan is a council of local governments and the federally designated Metropolitan Planning Organization (MPO) for the Little Rock-North Little Rock-Conway Metropolitan Statistical Area (MSA). The Central Arkansas Regional Planning Study (CARTS) area is the portion of the MSA that is officially recognized by the US Census Bureau as the urbanized area, plus that portion of the area that is expected to urbanize with a 25-year plan period.

The Arkansas State Highway and Transportation Department (AHTD) and the Rock Region Metro Transit Authority are partners with Metroplan in the CARTS planning process. Metroplan membership is restricted to municipal and county governments in the MSA, plus the AHTD and Rock Region Metro. MPO decision-making authority resides with the Metroplan Board of Directors.

Current membership of the Metroplan Board of Directors is found in Appendix A.

Organization and Staffing

The Title VI Coordinator is responsible for ensuring that Metroplan complies with Title VI regulations. Specific responsibilities include the following.

- Continuously monitor Metroplan’s program to ensure compliance with Title VI regulations.
- Review and update Metroplan’s Title VI program every three years.
- Provide technical guidance regarding the development of Title VI policies for Metroplan.
- Disseminate information related to the Title VI program.
- Provide training in Title VI program and regulations to Metroplan staff, annually or as needed.
- Investigate and resolve Title VI complaints.
- Assist Metroplan staff in achieving public involvement goals and objectives.
Title VI Training of Staff

Staff training in Title VI is conducted annually, most often in December or January, by the Title VI Coordinator or by an approved Title VI Coordinator from the AHTD or FHWA. Training is also given to new employees as part of the orientation process and is coordinated through the Human Resources Director.

Program Review Procedures

The Title VI Coordinator prepares an annual report that details accomplishments and challenges encountered during the previous fiscal year, evaluates effectiveness of outreach and Program objectives, and sets forth a work program for the next year. The report is submitted to the State Metropolitan Planning Office and is due by the second Friday of October.

In addition to annual reporting, the Title VI Program is formally reviewed every three years and updated in coordination with the long-range regional plan update, and the Program may be reviewed and amended at other times as circumstances warrant.

The Regional Planning Advisory Council (RPAC) is the citizen-based arm of the MPO and is charged with general oversight of the public participation process. The RPAC reviews and recommends the Title VI Program, as it pertains to the public participation process.
Title VI Notice

Following is the Title VI/Nondiscrimination notice that Metroplan has adopted for agency-wide use.

Notice of Nondiscrimination

Metroplan complies with all civil rights provisions of federal statutes and related authorities that prohibit discrimination in programs and activities receiving federal financial assistance. Therefore, Metroplan does not discriminate on the basis of race, sex, color, age, national origin, religion, disability, or income status, in admission or access to and treatment in Metroplan’s programs and activities, as well as Metroplan’s hiring or employment practices. Complaints of alleged discrimination and inquiries regarding Metroplan’s nondiscrimination policies may be directed to Susan Sierra Dollar, ADA/504/Title VI Coordinator, 501 West Markham Street, Suite B, Little Rock, AR 72201, (501) 372-3300, or the following e-mail address: sdollar@metroplan.org. (Hearing and speech impaired may dial 711.)

This notice is available from the ADA/504/Title VI Coordinator in large print, or on audiotape.

List of locations where Title VI notice is placed

- Metroplan office locations: Title VI Coordinator’s office; kitchen; supply/copy room; Human Resource Director’s office.
- Metroplan website.
- All Metroplan publications, printed and online.

Filing a Title VI Discrimination Complaint

Any person who believes that he or she has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with Metroplan. Following are the procedures for handling complaints filed with Metroplan.

- **Complaint form.** A complaint form may be obtained from the Metroplan website, from Metroplan’s office, or by fax. The complaint form must be filled out completely. Metroplan will not respond to complaints without the complainant’s name and mailing address. The complainant may include additional information or material as an attachment with the submission. The Title VI Coordinator may follow up with additional questions, as necessary. Questions regarding the complaint or completing the form should be addressed to the Title VI Coordinator. Complaints may also be submitted online, in person, by fax, or by post. Follow up investigation may require in-person visit.
- **Acknowledgement.** Within three business days upon receipt of a complaint, a letter or card will be mailed to the complainant with the following information: (1) acknowledgement that the complaint has been received and is pending investigation; and (2) estimated date by which a response will be sent to the complainant.
- **Investigation and resolution of complaint.** The Title VI/ADA Coordinator will investigate the complaint and respond in writing within a reasonable time, not to exceed 30 days from the
receipt of the complaint. The response will provide information concerning resolution of the complaint.

A record of all Title VI complaints will be maintained by Metroplan for a minimum of five years. Each record will include the name and address of the complainant, nature of the complaint, problems identified, resolution of the complaint and any resulting modifications made to a Metroplan program, service or its office facility.

Complaints may also be filed directly with the AHTD Metropolitan Planning Office or the EEO/Title VI Section, or the Federal Transit Administration (FTA). To file a complaint with the FTA, contact: Office of Civil Rights, Attention Title VI Program Coordination, East Building, 5th Floor-TCR, 1200 New Jersey Avenue SE, Washington, DC 20590.

**MPO-related Title VI Investigations, Complaints or Lawsuits**

No complaints or lawsuits have been filed against Metroplan from external parties.

The complete Title VI Complaint Form is found in the Appendix.
Public Participation Plan

Engaging Minority and LEP Populations, and Summary of Efforts Since Last Title VI Submission

Metroplan’s Public Participation Plan (PPP) casts a wide net in its inclusiveness of all people residing in central Arkansas. The detailed summary of public outreach is included as an appendix in the PPP and is also available on the Metroplan website as a stand-alone document.

As part of the Imagine Central Arkansas public outreach, a targeted approach was designed to engage African Americans, Latinos, and people living with disabilities. The Design Group, a local firm specializing in minority engagement was tasked with developing and implementing a comprehensive, integrated communication plan. That plan became the blueprint for Metroplan’s continued public outreach.

Included in this targeted approach are the following components (excerpted from the PPP):

- **Grassroots outreach.** This is foundational to public engagement: If people won’t come to meetings, the meetings will go to the people. Historically underserved (and sometimes ill-served) populations are often understandably reluctant to invest the time and talent in an endeavor in which they can see little advantage for their communities. Through efforts that include Community Conversations, Speakers; Bureaus, Lifestyle Meeting Area canvassing and Hosted Visits, nearly 500 minority individuals were reached. Metroplan staff and consulting teams visited neighborhoods of majority African American and Latino residents. Locations visited include but are not limited to: St. Mark Baptist Church, Southwest Community Center, St. Edward’s Catholic Church, Pettaway Community Center, Full Counsel Metro Church, The Lonoke Community Center, Gene Moss Building (Benton), McGee Center (Conway).

  In conjunction with the Community Conversations, seven Boys and Girls Clubs within Little Rock and North Little Rock partnered with Metroplan to host Family Nights. The format for these meetings was that both parents and children were engaged with a variety of activities that included games and coloring for children. Youth also illustrated their vision for the future by drawing their ideal community. Parents were asked to respond to questions concerning their respective neighborhoods and were given prompts to complete with sticky notes. Two examples of prompts: “Getting to work would be easier if __________” and “My kids would go to the playground/play more outside if __________.”

The Boys and Girls Clubs of Central Arkansas is a member of Imagine Central Arkansas Partners. Metroplan staff held events at many centers and involved parents and students in defining goals for their communities.
• **Media.** A radio advertising campaign was coordinated to promote public awareness of issues and subsequent Community Conversation meetings. Stations were selected on the basis of listenership (African American and Latino) and included listener call-in interviews, public service announcements (PSAs) and paid spots.

• **Print advertising.** Two key Latino-targeted print publications, *Hola! Arkansas* and *El Latino*, have been utilized to inform and engage Spanish-speaking populations. Press releases, op-eds and feature stories were included in this category.

• **Transit advertising.** Panel advertising on buses that travel throughout the Little Rock metro area is both cost-effective and reaches all three niche communities, as ethnic minorities and people with disabilities comprise almost 90 percent of Rock Region Metro’s ridership.

• **Videos and posters.** Because minorities and people living with disabilities are often less represented in public meetings and therefore having their voices heard, materials were created with the aim of attracting these populations. “Faces of Central Arkansas”, a video that highlights the diversity of our region, was produced for the planning effort and can be edited for other uses. Posters were created that targeted each niche group and were designed for both print and online display. Posters and other materials were distributed in more than 450 locations.
Demographic Profile of the CARTS Area

The CARTS area constitutes the majority of the Little Rock-North Little Rock MSA. In 2010, the metro area had a total population of 699,757. Of this total, 659,498, or 94 percent, was within the CARTS area. This includes all of Pulaski, Faulkner and Saline Counties, as well as the urbanizing portion of Lonoke County.

The CARTS area has an ethnic composition fairly typical for urban areas in the American Southeast, with a majority white population, a sizeable African-American minority, and small but growing populations of Hispanics, Asians, and other ethnic groups. The region saw rapid growth in its Asian and Hispanic populations during the 2000-2010 decade. Since then, the pace of change has slowed, although minority groups continue growing. The white population also continues growing, but is slowly diminishing as a share of the total.

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>White Non-Hispanic</td>
<td>451,009</td>
<td>459,306</td>
</tr>
<tr>
<td>Black/Afr-Amer Non-Hispanic</td>
<td>151,723</td>
<td>158,473</td>
</tr>
<tr>
<td>Asian Non-Hispanic</td>
<td>10,114</td>
<td>10,710</td>
</tr>
<tr>
<td>Other</td>
<td>14,027</td>
<td>14,313</td>
</tr>
<tr>
<td>Hispanic</td>
<td>32,573</td>
<td>33,872</td>
</tr>
<tr>
<td>Total</td>
<td>659,446</td>
<td>676,674</td>
</tr>
</tbody>
</table>

Whites make up 67.9 percent, or just over two-thirds of CARTS population, according to the latest available ACS figures. The second largest group is African American, constituting 23.4 percent of the total, or more than one-fifth and just less than one in four. The third largest group is Hispanics, who constitute 2.1 percent of CARTS population. Asians are 1.6 percent, while others (including but not limited to mixed-race populations) accounted for 2.1 percent.

Limited English Speaking Households as Share of Total 2010–2014

<table>
<thead>
<tr>
<th></th>
<th>USA</th>
<th>Arkansas</th>
<th>LR-NLR-Con MSA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Limited</td>
<td>4.5%</td>
<td>1.8%</td>
<td>1.5%</td>
</tr>
</tbody>
</table>

Note: Census data from complete count SF-1 data set. ACS sample data is subject to margins of error.

1In this analysis the racial definitions for white, African American, Asian and other are non-Hispanic. The category Hispanic, by comparison, contains elements of several races.

2To determine CARTS population by race (and other categories) Metroplan had to use the five-year 2010–2014 ACS. The one-year version, which is available for 2014, does not allow the geographic parsing necessary to follow CARTS boundaries.
Identifying and Considering Mobility Needs of Minority Populations

Mobility needs are identified through early and continuing public engagement in the long range metropolitan planning process. As described elsewhere in this document, a number of community conversations were held throughout the metro area, also targeting African American, Latino and low-income people. The template that emerged from that successful effort is used in current outreach.

Metroplan maintains a database of people who wish to be kept informed of issues that affect their neighborhoods.

Data collection and analysis

Metroplan routinely collects and analyzes data. Much of our work is presented in two yearly Metrotrends publications, a Demographic Review and Outlook, which is published in the spring/summer, and an Economic Review and Outlook, typically published in the fall/winter.

In addition to the wealth of information that was achieved through targeted public engagement, described above and elsewhere in this document, development of Imagine Central Arkansas: Blueprint
for a Sustainable Region (central Arkansas’ long-range metropolitan and sustainability plan) entailed compiling much data collection and analysis of demographic trends. The resulting regional profile is contained in a series of working papers. Working Paper #2 provides data and analysis on the region’s demographic profile.

The Fair Housing Equity Assessment (FHEA) was developed as part of the long-range planning process and as one of the deliverables that satisfied a Sustainable Communities grant from the U.S. Department of Housing and Urban Development (HUD). The FHEA identifies how land use, zoning, market forces and other factors shape access to housing and other opportunities for the region’s racial and ethnic minorities. This document is frequently consulted by Metroplan staff and member jurisdictions. The FHEA will be reviewed and updated as part of the five-year long-range metropolitan planning process.

The Central Arkansas Livability Index grew out of the Imagine Central Arkansas long-range transportation and sustainability plan, and is one of the Sustainable Communities grant deliverables that satisfied the HUD. The Index is highlighted by three broad themes: Opportunity, Enterprise, and Culture, and eight more specific topic areas that address housing, transportation, health and safety, environment and energy, economy, education, interaction and diversity, and the outdoors. Forty-six indicators, identified as critical components of livability, provide the region with a snapshot of its current state, and a measure of progress toward meeting the vision and goals expressed in Imagine Central Arkansas. The Livability Indicators are evaluated and updated at least annually.

The Transportation Improvement Program (TIP) includes a section on Environmental Justice. Projects in the TIP—roadway, bus, bike and pedestrian—are mapped with an overlay showing where concentrations of minority and low-income populations are located.
The region is comparatively prosperous overall, with a median household income close to the national average in a state where living costs—especially housing—run well below the national average. The table at right compares these statistics. As you can see, while the state’s income runs barely over three-quarters of the U.S. average, the CARTS area has a median household income about 93 percent of average. With poverty the pattern is generally similar, except that CARTS outperforms the U.S. average. The CARTS area has a bit less poverty than the U.S. average, while the state of Arkansas proportionally has nearly one-third more population in poverty than the CARTS average.

In disabilities, both CARTS and the state of Arkansas run above the U.S. average, with 14.1 percent of CARTS population reporting a disability, according to ACS sample data, compared with 16.7 percent for the state of Arkansas and a somewhat lower 12.3 percent for the U.S. average.
Limited English Proficiency Plan: Providing Language Assistance to LEP Persons

Individuals who do not speak English as their primary language and who have limited ability to read, write, speak, or understand English are considered “Limited English Proficiency”, or LEP. LEP populations are entitled to language assistance under the provisions of Executive Order 13166.

Background

On August 11, 2000, President William J. Clinton signed Executive Order 13166, “Improving Access to Services for Persons with Limited English Proficiency”, to clarify Title VI of the Civil Rights Act of 1964. Its purpose is to ensure accessibility to programs and services to otherwise eligible persons who are not proficient in the English language. The Executive Order states that individuals who do not speak English well and who have a limited ability to read, write, speak or understand English are entitled to language assistance under Title VI of the Civil Rights Act 1964, with respect to a particular type of service, benefit, or encounter.

Each Federal agency shall prepare a plan to improve access to its federally conducted programs and activities by eligible LEP persons. Each plan shall be consistent with the standards set forth in the LEP Guidance, and shall include the steps the agency will take to ensure that eligible LEP persons can meaningfully access the agency’s programs and activities. — Executive Order 13166

Not only do all federal agencies have to develop LEP plans as a condition of receiving federal financial assistance, but recipients of federal funds must comply with Title VI and LEP guidelines of the federal agency from which funds are provided. Federal financial assistance include grants, training, use of equipment, donations of surplus property, and other forms of financial contributions from federal sources.


The guidance applies to all DOT funding recipients, which includes state departments of transportation, state motor vehicle administrations, airport operators, metropolitan planning organizations, and regional, state, and local transit operators, among many others. Coverage extends to a recipient’s entire program or activity, i.e., to all parts of a recipient’s operations. This is true even if only one part of the recipient receives the Federal assistance. For example, if DOT provides assistance to a state department of transportation to rehabilitate a particular highway on the National Highway System, all of the operations of the entire state department of transportation —not just the particular highway program or project - are covered by the DOT guidance.—U.S. Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient Persons

The method proscribed for this assessment is a “Four Factor Analysis”, which determines: (1) the number of LEPs eligible or likely to be encountered by programs; (2) the frequency that LEPs come into contact with agency programs, policies or plans; (3) the nature and importance of these programs and plans to LEPs; and (4) the resources available and costs to the program.
Safe Harbor and LEP Thresholds

The US Department of Transportation (DOT) has adopted the Department of Justice’s (DOJ) Safe Harbor Provision, which outlines circumstances that can provide a “safe harbor” for recipients regarding translation of written materials for LEP populations. The Safe Harbor Provision stipulates that, if a recipient provides written translation of key documents for each eligible LEP language that constitutes five percent or 1,000 persons, whichever is less, of the total population eligible to be served or likely to be affected, then such action will be considered strong evidence of compliance with the recipient’s written translation obligations.

These provisions apply to the written translation of documents only. They do not affect the requirement to provide meaningful access to LEP persons through competent oral interpreters where such services are needed and reasonable.

LEP populations in Central Arkansas: Four Factor Analysis

Factor 1 - Number of LEP Persons

About 1.5 percent of households in the central Arkansas region has limited English speaking ability.¹ This runs lower than the U.S. average (about 4.5 percent) but still represents approximately 4,100 households in the area. The largest single group among these households are Spanish-speaking.

The American Community Survey (ACS) provides a fair amount of detail about languages spoken. It provides a summary table of “language spoken at home” for the population over age 5. In that category the vast majority of persons speak only English (about 94 percent in the Little Rock-North Little Rock-Conway MSA—hereinafter central Arkansas). In the region there are about 16,100 persons over the age of 5 who speak English “less than very well.” In the 2010–2014 period, this was about 2.4 percent of the population over age 5, or about one person in forty.² From this table we can develop a profile of the relative sizes of the different language groups in question. About 70 percent of those with limited English proficiency in Central Arkansas spoke Spanish as their primary language, a total of over 11,000 persons in the region.

¹American Community Survey (ACS) 2014, table S 1602: Limited English Speaking Households. Note that the figures in this table represent the population age 14 and over within households.

²These figures represent individuals over the age of 5, from table B 16001: Language spoken at home by ability to speak English.
As the table above shows, the remainder of local persons with limited English proficiency are divided among much smaller groups. The second-largest group is Chinese, followed by Korean and Vietnamese.\(^3\) Even when all other languages are added together, they represent fewer than one-third as many persons as the Spanish-speaking group. It may be significant, however, that many of these belong to non-Indo-European groups, which may experience greater difficulty developing English proficiency.

Are there any changes going on in the non-English-speaking population? Since 2010, the share of foreign-born persons in Central Arkansas seems to have stabilized, or even fallen slightly.\(^4\) Nonetheless, ACS data suggest slight growth (about 11 percent, from the 2005-09 ACS to the 2010-2014 ACS) in the local population speaking English less than very well. The there have been some minor changes in the LEP population over this interval. The chart below gives figures for the top ten language groups for absolute growth in speakers in Central Arkansas.\(^5\)

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\(^3\)The ACS uses only the term “Chinese” and does not differentiate between Mandarin and other Chinese languages.

\(^4\)The region’s foreign-born share of population in 2014 was 4.2 percent, down from 4.6 percent in 2010 (both figures from ACS Social Characteristics profiles). The ACS is a sample product, subject to margins of error.

\(^5\)The figures should nonetheless be viewed with care since the figures are extrapolations from sample forms.
The greatest growth was in the two groups that are largest, Spanish and Chinese. The next three, however, are small groups with fewer than 400 speakers each in the 2010-2014 interval: Gujarati, Tagalog, Native American groups, and Persian. The Indian subcontinent is well-represented in the growth rankings, with three languages (Gujarati, Urdu and Hindi) on the “top-ten growth” list.6

The chart suggests that, while the foreign-born population is growing more slowly than it did during the 2000-2010 period, its diversity appears to be increasing. Migration tends to follow population outposts, representing friends or family members who have become established in a community and are followed by others. It is therefore likely that the non-English language mosaic in Central Arkansas will grow more diverse in coming years. Among those persons with limited English proficiency, Spanish speakers will nonetheless remain the most common.

**Factor 2 - LEP Persons’ Frequency of Contact**

Metroplan conducts regional transportation planning and technical assistance to member jurisdictions. Although Metroplan is not itself an implementing agency, the plans, policies, and goals that are developed have region-wide implications for affecting all residents—including, of course, LEP populations.

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6For nationality background: Gujarati and Hindi are spoken mainly in India, Urdu in Pakistan and India, Tagalog in the Philippines, and Persian in Iran.
Factor 3. Nature and Importance of Services

Metroplan is a regional planning agency, with membership that includes 27 cities, 5 counties, Rock Region Metro Transit Authority, and the Arkansas State Highway and Transportation Department (AHTD). As the region’s Metropolitan Planning Organization, Metroplan is responsible for development of the regional Long Range Metropolitan Transportation Plan (LRMTP).

The long range plan is adopted by the Metroplan Board of Directors, comprised of member government mayors and county judges, the AHTD and Rock Region Metro Transit Authority.

4. Resources Available for LEP Outreach and Costs

Money budgeted for consultant services in long-range planning includes public engagement, and specifies engaging minority and LEP populations.

Website development also includes an LEP component.

Plan for Providing Language Assistance to LEP Persons

The following plan is targeted to LEP individuals whose first language is Spanish. It is important to note, however, that populations that do not meet the Safe Harbor threshold are still entitled to the MPO’s services under Title VI.

Meetings and Dissemination of Information

Public meetings are held in locations and formats conducive to attracting Latinos interested in learning and contributing to transportation planning and projects in their region. As described elsewhere in this document, Metroplan’s philosophy is to “go where the people are” rather than expect people to leave their own neighborhoods to attend a function that may seem disconnected from their daily lives. Interpreter services are available at these meeting, and written material is provided in Spanish.

Legal notices are published in a Spanish newspaper with a central Arkansas circulation of 30,000 or more Latinos. Information is also disseminated by way of Spanish-language radio PSAs and talk show interviews, as well as in flyers, posters and other print media.

Metroplan conducts all planning in accordance with 49 U.S.C. Section 5303.
Providing Access through Website

The Metroplan website is undergoing a major update and over-haul. As part of this large project, LEP considerations are included.

Google Translator is available to all material posted on the website.

Key Documents

Ideally, all Metroplan documents would be available in Spanish. Information that is already available in Spanish include the following:

✓ Notice of Nondiscrimination
✓ Title VI complaint form
✓ List of Constrained Projects in the Long-Range Metropolitan Transportation Plan (LRMTP)
✓ Project List in the Transportation Improvement Program (TIP)
✓ Explanatory information on the LRMTP and the TIP, derived from legal notices published in Spanish and posted to the website along with the translated project lists

Given current and anticipated budget constraints, Metroplan has opted for an incremental approach to providing written translation of key documents. Following is the list of those documents considered vital to the understanding and operation of the agency:

• Imagine Central Arkansas
• Transportation Improvement Program
• Annual List of Obligated Projects (ALOP)
• Public Participation Plan (PPP)
• Unified Planning Work Program
• Title VI Program
• Self Evaluation and Transition Plan

Upon request, the above information can also be made available to persons who do not speak either English or Spanish.
Title VI

A timeframe for providing written translation (in addition to the availability Google Translator) has been developed.

<table>
<thead>
<tr>
<th>Document</th>
<th>Timeframe</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Imagine Central Arkansas: Blueprint for a Sustainable Region</strong></td>
<td></td>
</tr>
<tr>
<td>• Overview page(s) summarizing the purpose and intent of the plan</td>
<td>FFY 2017</td>
</tr>
<tr>
<td>• Goals and Objectives</td>
<td>FFY 2016</td>
</tr>
<tr>
<td>• Project tables (Constrained List of Projects)</td>
<td>Keep current</td>
</tr>
<tr>
<td>• LRMTP Summary Document in its entirety</td>
<td>FFY 2018</td>
</tr>
<tr>
<td><strong>Transportation Improvement Program</strong></td>
<td></td>
</tr>
<tr>
<td>• Overview page summarizing the purpose and intent of the TIP</td>
<td>FFY 2017</td>
</tr>
<tr>
<td>• TIP tables (Project lists)</td>
<td>Keep current</td>
</tr>
<tr>
<td><strong>Annual List of Obligated Projects (ALOP)</strong></td>
<td>Dec. 31, 2016</td>
</tr>
<tr>
<td><strong>Public Participation Plan</strong></td>
<td></td>
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<td>• Overview page summarizing purpose and intent of plan</td>
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<td>• “At a Glance” page translated from English</td>
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<td>• Document in its entirety</td>
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<td><strong>Unified Planning Work Program</strong></td>
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<td>• Overview page summarizing purpose and intent of UPWP</td>
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<td>• Project Tasks summary pages</td>
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<td><strong>Title VI Program</strong></td>
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<td>• Overview page describing purpose and intent</td>
<td>FFY 2016</td>
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<td>FFY 2017</td>
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<td><strong>Self Evaluation and Transition Plan</strong></td>
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<td>• Document in its entirety</td>
<td>FFY 2019</td>
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**Conclusion**

Latinos are not the only ethnic group to find central Arkansas a desirable place. As noted in the Four Factor Analysis, growing populations in the region also include Chinese, Indians and Middle Easterners. Although these groups do not currently meet the Safe Harbor threshold that will trigger LEP assistance, Metroplan nevertheless seeks to be inclusive in its engagement of the general public.

Metroplan is committed to complying with both the letter and spirit of Executive Order 13166 and Title VI provisions. Central Arkansas is experiencing the challenges—and benefits—that come with a diverse ethnic population. Like many others, Latinos continue to find central Arkansas a good place to live, work and play. Metroplan welcomes diversity and makes every effort to extend opportunity for engaging in the planning process.
Appendices
# 2016 Metroplan Board of Directors

**PRESIDENT**  
Mayor Gary Fletcher  
City of Jacksonville

**VICE PRESIDENT**  
Mayor Art Brooke  
City of Ward

**SECRETARY**  
Mayor Jill Dabbs  
City of Bryant

**TREASURER**  
Judge Jim Baker  
Faulkner County

<table>
<thead>
<tr>
<th>Mayor Paul Mitchell</th>
<th>Mr. Keith Keck</th>
<th>Mayor Michael Nash</th>
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<td>City of Traskwood</td>
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<th>Mayor Bernadette Chamberlain</th>
<th>Mayor Mark Stodola</th>
<th>Mayor Terry Don Robinson</th>
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<th>Mayor Randy Holland</th>
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<th>Mayor Joe Smith</th>
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<th>Mayor Joe Wise</th>
<th>Ms. Jessie Jones</th>
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<td>City of Sheridan</td>
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<th>Mayor Virginia Young</th>
<th>Mr. Jarod Varner</th>
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<tr>
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<td>City of Sherwood</td>
<td>Rock Region Metro</td>
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# Title VI Complaint

Complete all of the following. You may attach additional materials you think are relevant to your complaint.

## Section I:

<table>
<thead>
<tr>
<th>Name:</th>
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<tbody>
<tr>
<td>Address:</td>
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<tr>
<td>Telephone (Home):</td>
</tr>
<tr>
<td>Telephone (Work):</td>
</tr>
<tr>
<td>E-mail Address:</td>
</tr>
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</table>

## Accessible Format Requirements?

<table>
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<tr>
<th>Large Print</th>
<th>Audio Tape</th>
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<tbody>
<tr>
<td>TDD</td>
<td>Other</td>
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</table>

## Section II:

Are you filing this complaint on your own behalf?  Yes*  No

*If you answered “yes” to this question, go to Section III.

If not, please supply the name and relationship of the person for whom you are complaining:

Please explain why you have filed for a third party:

Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.

Yes  No

## Section III:

I believe the discrimination I experienced was based on (check all that apply):

[ ] Race  [ ] Color  [ ] National Origin

Date of Alleged Discrimination (Month, Day, Year):

Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. Use an additional sheet of paper if necessary.
Section IV:
Have you previously filed a Title VI complaint with the agency?  Yes  No

Section V:
Have you filed this complaint with any other Federal, State or local agency, or with any Federal or State court?
[ ] Yes  [ ] No
If yes, check all that apply:
[ ] Federal Agency: ____________________________
[ ] Federal Court: ____________________________  [ ] State Agency: ____________________________
[ ] State Court: ____________________________  [ ] Local Agency: ____________________________

Please provide information about a contact person at the agency/court where the complaint was filed.
Name:
Title:
Agency:
Address:
Telephone:  E-mail Address:

Section VI:
Name of Agency complaint is against: Metroplan
Contact Person: Susan Sierra Dollar
Title: Title VI Coordinator
Telephone number: 501-372-3300

Signature and date required below.

________________________________________  __________________________
Signature  Date

Please submit this form in person at the address below, or mail this form to:

Metroplan Title VI Coordinator
501 West Markham St., Suite B
Little Rock, AR 72201

page 2 of 2
Titulov VI Queja

Puede adjuntar cualquier material escrito o cualquier información que usted considere relevante a su queja.

**Section I:**

Nombre:  

Dirección:  

Teléfono:  

Teléfono secundario (opcional):  

Correo electrónico:  

Requisitos accessible en que formato:  

[ ] Letre Grande  

[ ] Text en cinta  

[ ] Teletipo  

[ ] Por otros medios  

**Sección II:**

¿Está usted presentando esta queja en su propio nombre?  

SÍ*  

No  

*Si contestó “sí” a la pregunta anterior, pase a la Sección III. 

Si contestó “no” ¿de parte de quien está usted presentando esta queja?:  

¿Que es su relación con esta persona?:  

Por favor, explique por qué está presentando esta queja a nombre de otra persona:  

Por favor, confirme que ha recibido el permiso de la persona agraviado para presentar esta queja en su nombre.  

SÍ  

No  

**Section III:**

Creo que la discriminación a que fue sometido fue a causa de (marque todo lo que aplique):  

[ ] Raza  

[ ] Color  

[ ] Origen Nacional  

Fecha de la presunta discriminación (mm/dd/aaaa):  

Explique lo mas claramente posible lo que pasó y por qué cree que fue discriminado. Incluya detalles específicos, tales como el nombre y la información de contacto de la persona(s) que lo discriminó (si se conoce), así como los nombres y la información de contacto de algún posible testigo, y cualquier otra información que nos ayudará a investigar su denuncia. Si necesita más espacio para escribir, por favor use el dorso de este forma.
### Sección IV:

¿Ha presentado anteriormente una queja del Título VI con Metroplan?

<table>
<thead>
<tr>
<th>Sí</th>
<th>No</th>
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### Sección V:

¿Ha presentado esta queja con alguna otra organización federal, estatal o local, o ante algún tribunal federal o estatal?

<table>
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<tr>
<th>Sí</th>
<th>No</th>
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Si contesto “Sí” a la pregunta anterior, marque todo lo que aplique:

- [ ] Agencia Federal:
- [ ] Tribunal Federal:
- [ ] Agencia Estatal:
- [ ] Agencia local:
- [ ] Tribunal Estatal:

Si contesto “Sí”, proporcione la información de contacto de un representante de la agencia/tribunal donde se presentó la queja.

Nombre:

Título de contacto:

Agencia/Tribunal:

Contacto dirección (agencia/tribunal):

Teléfono de contacto (agencia/tribunal):

Correo electrónico de contacto:

### Sección VI:

Nombre de la agencia que la queja es en contra: Metroplan

Persona de contacto: Susan Sierra Dollar

Título de contacto: Coordinador del Título VI

Teléfono de contacto: 501-372-3300

Se requiere su firma y la fecha para completar la forma.

__________________________  __________________________
Firma Fecha

Por favor envíe esta forma en persona o por correo a la siguiente dirección:

Metroplan Coordinador del Título VI

501 West Markham St., Suite B

Little Rock, AR 72201
Reader Feedback

Metroplan’s Title VI Program and LEP Plan was developed with you, the reader, in mind. The information will be periodically reviewed by Metroplan staff and Board, and revised and updated as warranted. In order to make this document meaningful, it is important that Metroplan receive feedback from its readers. Please write any comments, criticisms, questions or suggestions for improvement in the space provided below.

Optional Information:

Name: ___________________________________________ Phone: ____________________________

Address: _______________________________________________________________________

E-mail address: ____________________________________________

1. Was this document informative?    □ Yes □ No
2. Was the format easy to understand? □ Yes □ No
3. Were procedures and time frames clearly explained? □ Yes □ No
4. Do you have any questions that the document did not answer? □ Yes □ No
5. After reading this document did you know whom to contact for further information? □ Yes □ No

How would you improve this publication? ____________________________________________
_________________________________________________________________________________
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Additional Comments: ____________________________________________________________
_________________________________________________________________________________
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Thank You!

Return to: METROPLAN • 501 W. Markham • Suite B • Little Rock, AR 72201
Fax: 501•372•8060 e-mail: comments@metroplan.org
Reacción de los lectores

Este documento fue desarrollado para usted, el lector. La información será revisada periódicamente por Metroplan personal y la junta directiva, y revisada y actualizada según sea necesario. Por favor, escriba cualquier comentario, críticas, preguntas o sugerencias de mejora en el espacio de abajo.

Información opcional:
Nombre: ___________________________________________________ Teléfono: ________________________
Dirección: ______________________________________________________________________________________
Correo electrónico: ________________________________________________________________

1. ¿Era este documento informativo?  □ Sí   □ No
2. ¿Era el formato fácil de entender?   □ Sí   □ No
3. ¿Se plazos y procedimientos quese explican claramente? □ Sí   □ No
4. ¿Tien alguna pregunta que este documento no respondió? □ Sí   □ No
5. ¿Después de leer este documento, sabía usted que dirigirse para obtener más información? □ Sí   □ No

¿Cómo mejoraria este publicación?
____________________________________________________________________________________________

Comentarios adicionales:
____________________________________________________________________________________________
____________________________________________________________________________________________
____________________________________________________________________________________________
____________________________________________________________________________________________

¡Gracias!

Volver a: METROPLAN • 501 W. Markham • Suite B • Little Rock, AR 72201
Fax: 501•372•8060   Correo electrónico: comments@metroplan.org