

METROPLAN  
**Title VI**  
Program and LEP Plan



2020



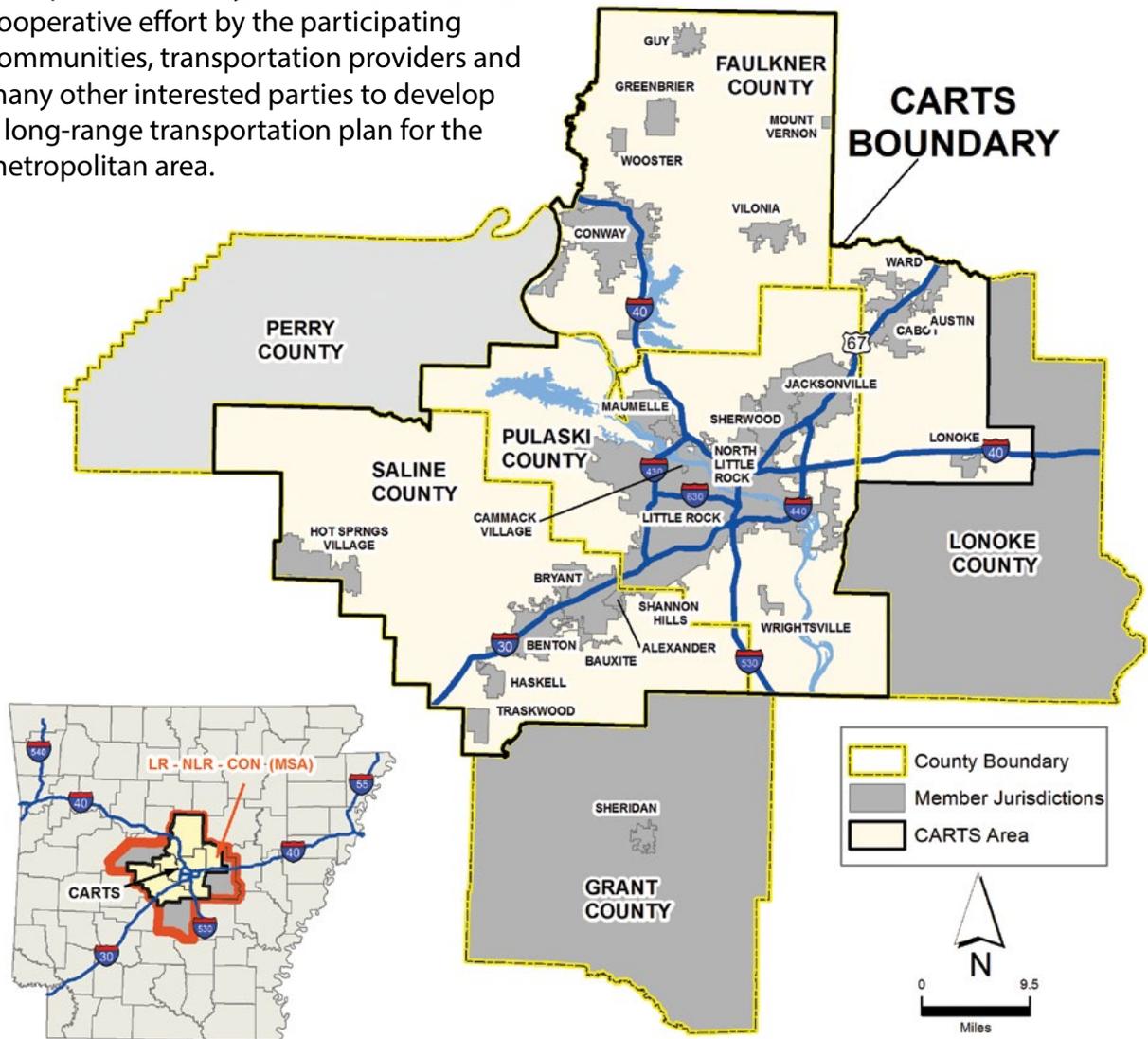
## About Metroplan

**M**etroplan 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. 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 right 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 La’Kesha Stewart, ADA/504/Title VI Coordinator, 501 West Markham Street, Suite B, Little Rock, AR 72201, (501) 372-3300, or the following e-mail address: [lstewart@metroplan.org](mailto:lstewart@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.



METROPLAN

SMART PLANNING MAKES SMART PLACES.

**RESOLUTION 20-14**

**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 28<sup>th</sup> day of October 2020.

ATTEST:

  
Jim Baker, Secretary  
Judge, Faulkner County

SIGNED:

  
Joe Smith, President  
Mayor, City of North Little Rock

## 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.

A handwritten signature in black ink, appearing to read "Tab Townsell". The signature is fluid and cursive, with a large initial "T" and "T".

Tab Townsell, 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 Plan 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 Department of Transportation (ArDOT) and Rock Region METRO are partners with Metroplan in the CARTS planning process. Metroplan membership is restricted to municipal and county governments in the MSA, plus ArDOT, Rock Region METRO, the Little Rock Port Authority and Clinton National Airport. 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

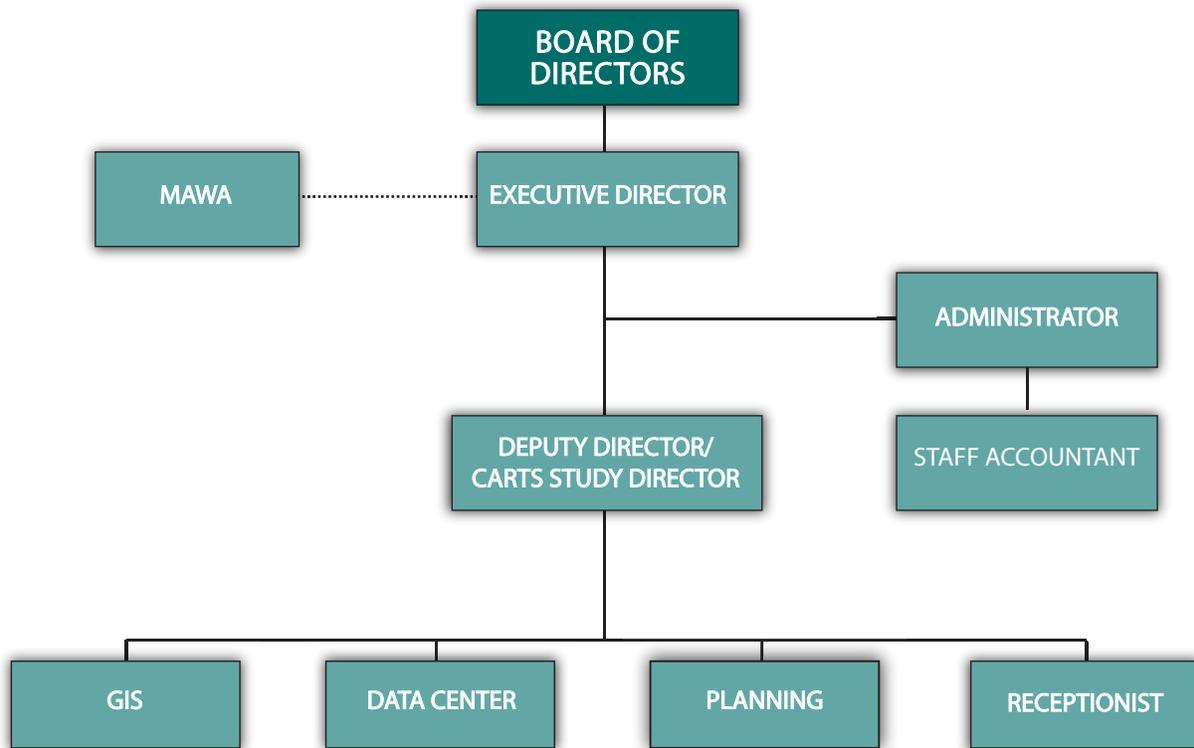
The Title VI Coordinator is responsible for ensuring that Metroplan complies with Title VI regulations. Specific responsibilities include the following.

- 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.

### Public Engagement: Adjusting to Changing Conditions

*The year of 2020 saw America adjusting to a rapidly changing “new normal” of social distancing. Metroplan remains committed to transparency in all its planning processes and Board deliberations. Thus, any form of in-person meeting or engagement has been moved to proceed in a digital capacity during these unprecedented times. Providing residents with opportunities for participating and commenting remains central to our mission as the metropolitan planning organization for central Arkansas.*

Organizational Chart



**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 ArDOT 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 Advisory Committees (RAC) is the citizen-based arm of the MPO and is charged with general oversight of the public participation process. The RAC 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 La'Kesha Stewart, ADA/504/Title VI Coordinator, 501 West Markham Street, Suite B, Little Rock, AR 72201, (501) 372-3300, or the following e-mail address: [lstewart@metroplan.org](mailto:lstewart@metroplan.org). (Hearing and speech impaired may dial 711.)

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

### 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 ([metroplan.org](http://metroplan.org)).
- 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. Complaints may be made *no more than* 180 days after the alleged incident.

- **Complaint form.** A complaint form may be obtained from the Metroplan website ([metroplan.org](http://metroplan.org)), 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 ArDOT 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.

**Title VI Complaint**

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

**METROPLAN**  
METRO PLAN. BUILT BETTER. BUILT FASTER.

**Section I:**

Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
Telephone (Home): \_\_\_\_\_ Telephone (Work): \_\_\_\_\_  
E-mail Address: \_\_\_\_\_

Accessible Format Requirements? Large Print Audio Tape \_\_\_\_\_  
TDD Other \_\_\_\_\_

**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.

page 1 of 2

1044 West Main Street, Suite 6  
Little Rock, AR 72201

## Public Participation Plan (3P)

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

Metroplan’s Public Participation Plan (3P) 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 3P and is also available on the Metroplan website as a stand-alone document.

Beginning with the development of *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. The lessons we've learned from this significant outreach effort will carry over into future endeavors.

Included in this targeted approach are the following components (excerpted from the 3P):

- **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, Speaker's 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.



Metroplan's Nelson Galeano (left) helped publicize the Community Conversations to the Latino community in an on-air interview with Jorge Luna at La Pantera radio in Little Rock.



Faces of Central Arkansas

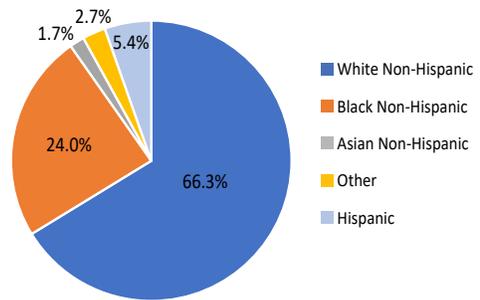
## Demographic Profile of the CARTS Area

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.<sup>1</sup> 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.

### CARTS Population by Race/Ethnicity 2014-2018

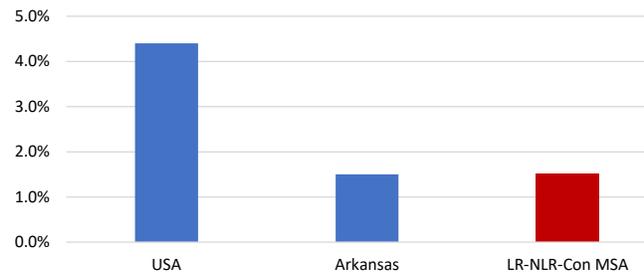
	Census 2010		ACS 2014-2018	
White Non-Hispanic	451,009	68.4%	462,298	66.3%
Black Non-Hispanic	151,723	23.0%	167,433	24.0%
Asian Non-Hispanic	10,114	1.5%	11,905	1.7%
Other	14,027	2.1%	18,563	2.7%
Hispanic	32,573	4.9%	37,515	5.4%
<b>Total</b>	<b>659,446</b>		<b>697,714</b>	



Source: decennial census 2010 and ACS 2014-2018.

Whites make up 66.3 percent, or just over two-thirds of CARTS population, according to the latest available ACS figures.<sup>2</sup> The second largest group is African American, constituting 24.0 percent of the total, or more than one-fifth and just less than one in four. The third largest group is Hispanics, who constitute 5.4 percent of CARTS population. Asians are 1.7 percent, while others (including but not limited to mixed-race populations) accounted for 2.7 percent.

### Limited English Speaking Households as Share of Total 2014–2018



Source: ACS 2014–2018.

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

<sup>1</sup>In 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.

<sup>2</sup>To 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.



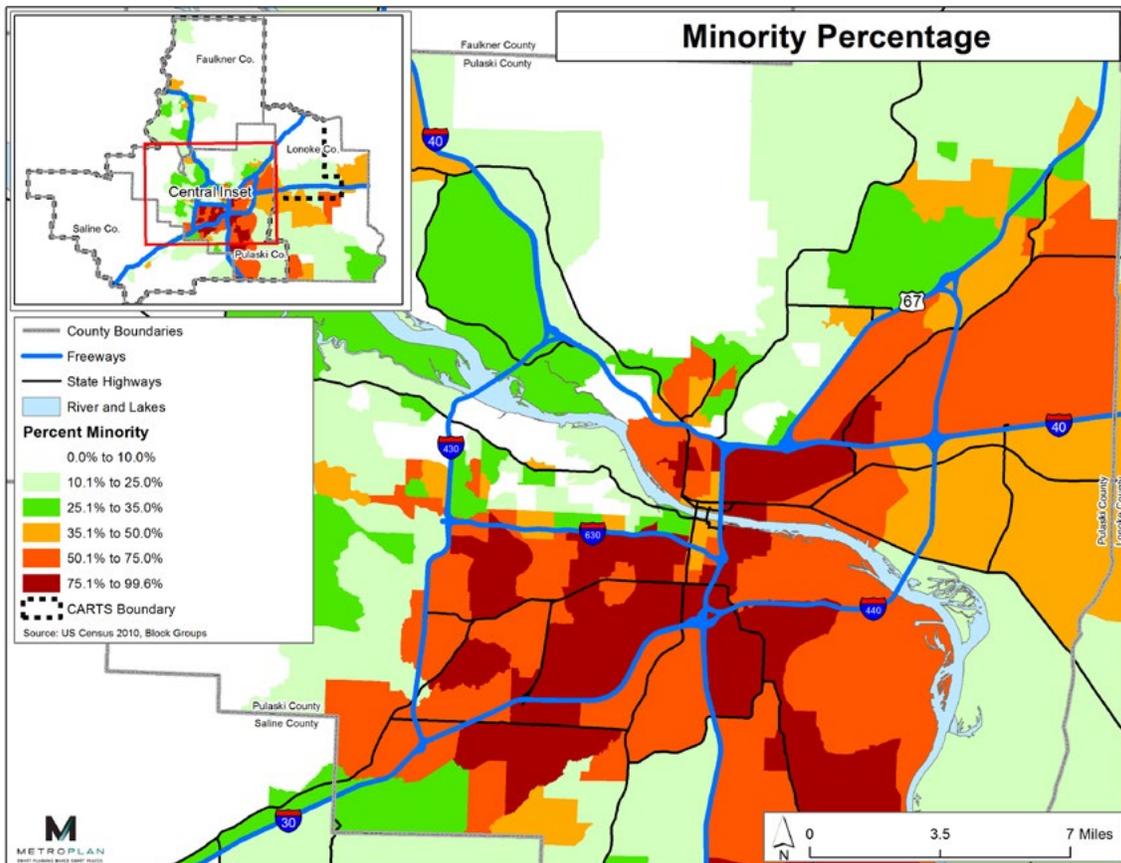
Metroplan maintains a database of people who wish to be kept informed of issues that affect their neighborhoods.

### 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.

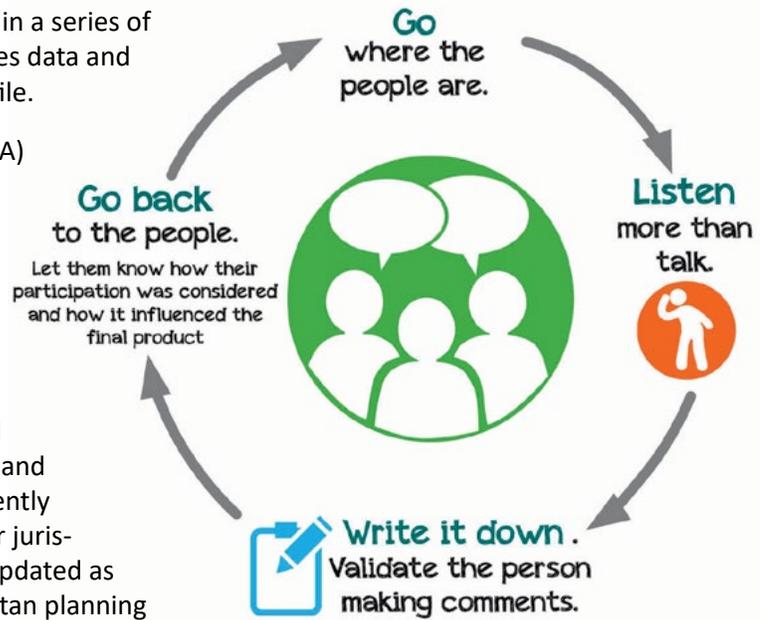


In addition to the wealth of information that was achieved through **targeted public engagement**, described above and elsewhere in this document, development of ***Imagine Central Arkansas: Blueprint for a Sustainable Region*** (central Arkansas' long-range metropolitan and sustainability plan) entailed compiling much data collection and analysis of demographic trends.

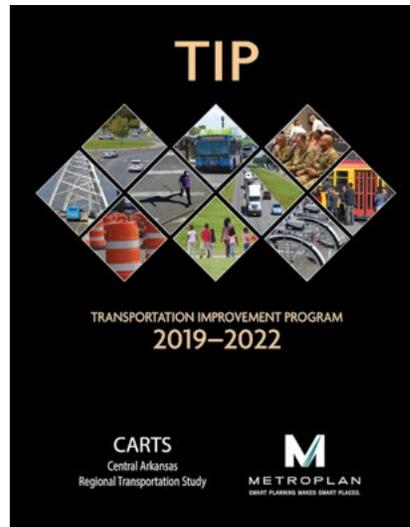
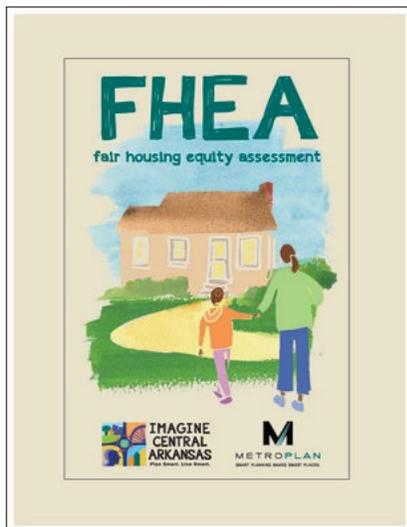


The resulting regional profile is contained in a series of working papers. Working Paper #2 provides data and analysis on the region's demographic profile.

**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.



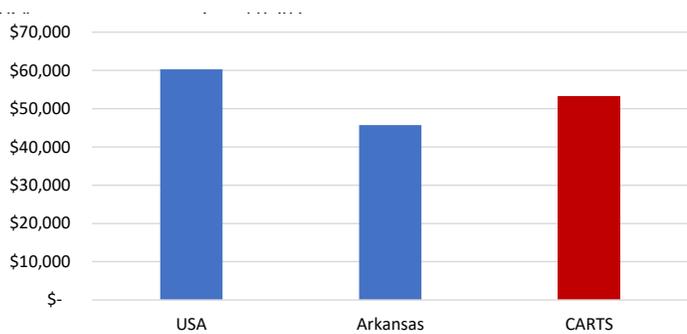
**The Transportation Improvement Program (TIP)** includes a section on Environmental Justice. Projects in the TIP—roadway, bus, bike and pedestrian—are mapped with an overlay showing where concentrations of minority and low-income populations are located.



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, the state’s income runs barely over three-quarters of the U.S. average. CARTS area income also lags the U.S. average, although not by as much: about 88 percent. Growth in regional income has run below the U.S. average for several years, however—it was 93 percent of the U.S. average in 2014. The CARTS area has slightly more poverty than the U.S. average, a reversal from previous (2014) figures that ran below the U.S. average. The state of Arkansas proportionally has nearly about one-quarter more of its population in poverty than the U.S. average.

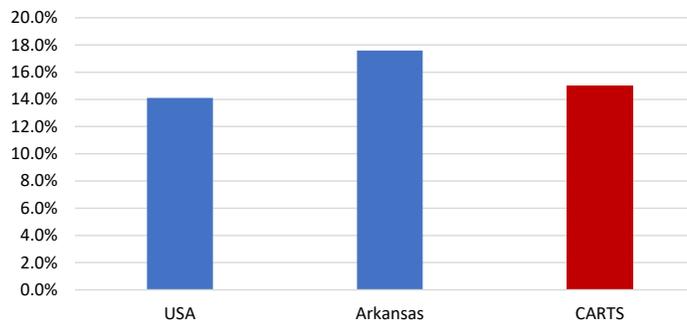
In disabilities, both CARTS and the state of Arkansas run above the U.S. average, with 15.6 percent of CARTS population reporting a disability, according to ACS sample data, compared with 17.2 percent for the state of Arkansas and a somewhat lower 12.6 percent for the U.S. average.

### Median Household Income 2014–2018



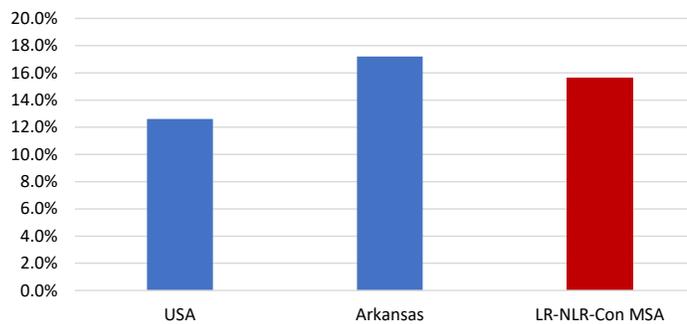
Source: ACS 2014–2018.

### Share of Population in Poverty 2014–2018



Source: ACS 2014–2018.

### Share of Population with a Disability 2014–2018



Source: ACS 2014–2018.

## 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 U.S. DOT published *Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient Persons* in the Federal Register, dated December 14, 2005. U.S. DOT recommendations explicitly identify metropolitan planning organizations as organizations required to follow the guidance.

*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

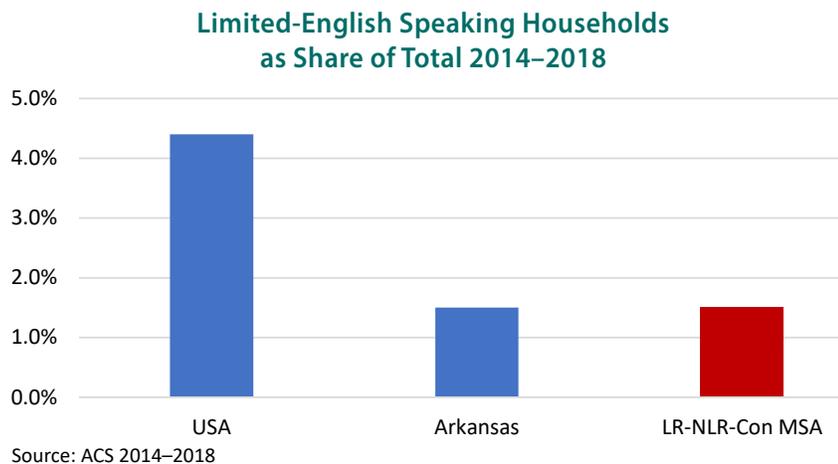
The US Department of Transportation (DOT) has adopted the Department of Justice’s (DOJ) Safe Harbor Provision, which outlines circumstances that can provide a “safe harbor” for recipients regarding translation of written materials for LEP populations. The Safe Harbor Provision stipulates that, if a recipient 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.<sup>1</sup> This runs lower than the U.S. average (about 4.4 percent) but still represents approximately 4,100 households in the area. The largest single group among these households are Spanish-speaking.

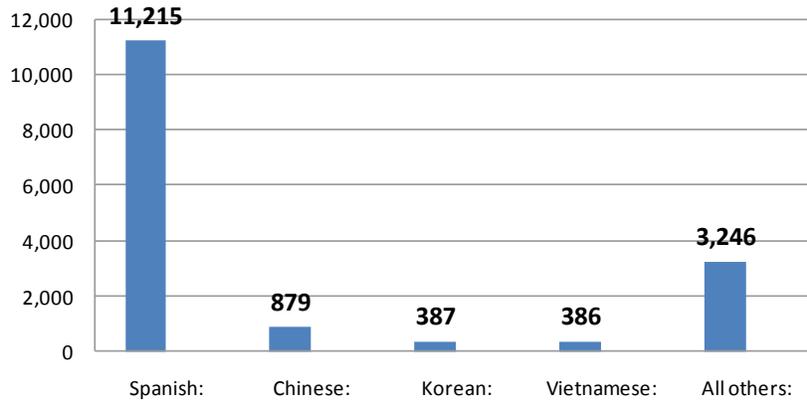


The American Community Survey (ACS) provides data about languages spoken in households. In the Little Rock region, the vast majority of households speak English only (about 93.5 percent). In about five percent of regional households, other languages are spoken but household members are proficient in English. Finally, a small number of households (about 4,362, or 1.5 percent) have only limited English proficiency or no English at all.

<sup>1</sup>American 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.

<sup>2</sup>These figures represent individuals over the age of 5, from table B 16001: Language spoken at home by ability to speak English.

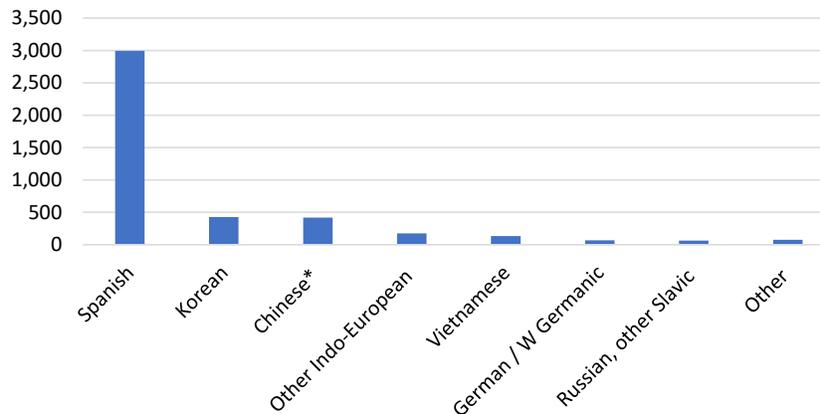
**LR-NLR-Con MSA: Language Spoken by LEP Persons Over 5 Years of Age 2014–2018**



Spanish is spoken in the majority of the region’s households with limited English proficiency. There are about 2,995 Spanish-speaking / limited English households, comprising about 68.7 percent of the region’s limited-English households. Of the region’s remaining limited-English households, the next most common language is Korean (426 households and about 9.8 percent of limited English households), followed by Chinese languages (421 households and 9.7 percent). The remaining households, with a variety of languages including Vietnamese, Germanic non-English, Slavic and other languages, account for the remaining 11.9 percent of limited-English households).

In the Little Rock region the foreign-born population is a smaller share of the population than the U.S. average. In 2018, foreign-born population accounted for about 4.2 percent of total regional population.

**LR-NLR-Con MSA Language of Limited English Households 2018**



Source: ACS 2018 (five-year)  
 \* Chinese includes Mandarin, Cantonese and related Chinese lanugages.

<sup>3</sup>The ACS uses only the term “Chinese” and does not differentiate between Mandarin and other Chinese languages.

<sup>4</sup>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.

<sup>5</sup>The figures should nonetheless be viewed with care since the figures are extrapolations from sample forms.

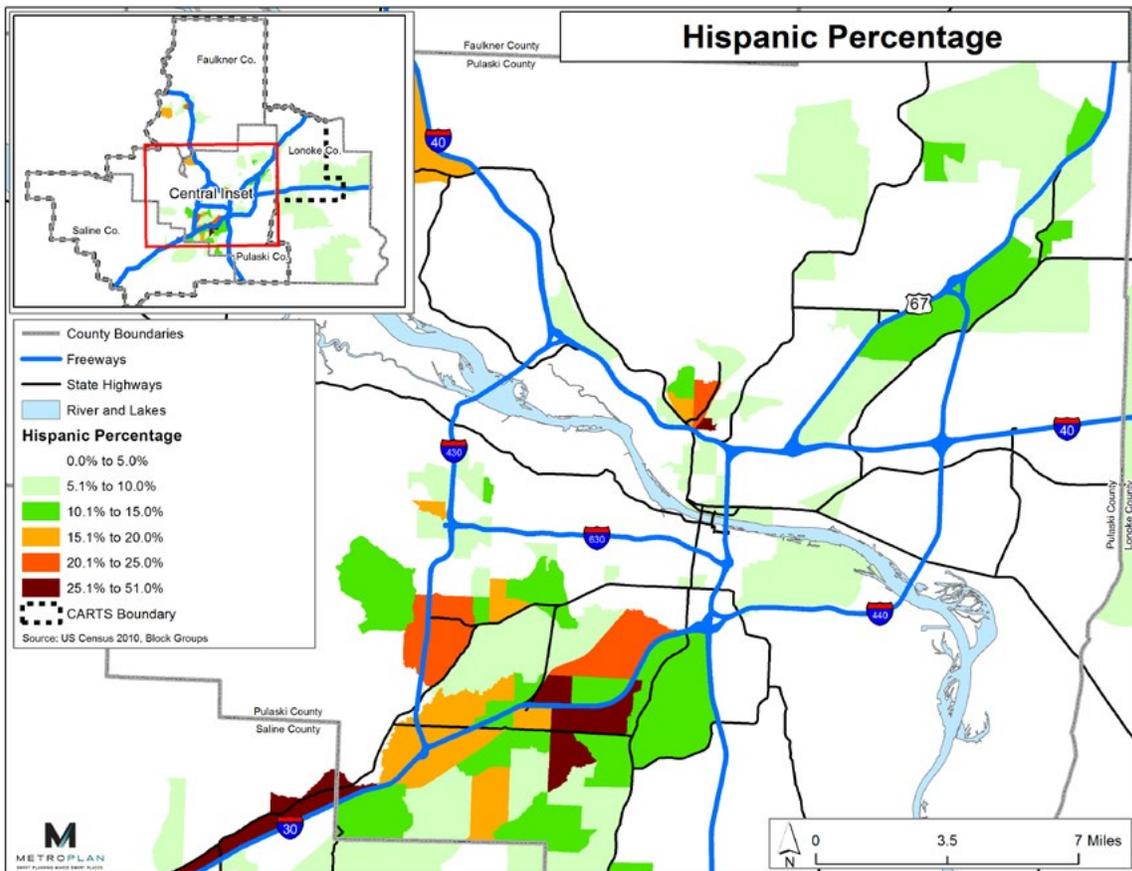
By comparison, U.S. foreign-born population amounted to 13.1 percent in 2018. Local foreign-born population has, however, grown at a faster pace, 12.3 percent from 2013 to 2018 compared with 8.2 percent growth for the U.S.

**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.

**Factor 3. Nature and Importance of Services**

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



<sup>6</sup>For nationality background: Gujarati and Hindi are spoken mainly in India, Urdu in Pakistan and India, Tagalog in the Philippines, and Persian in Iran.

The long-range plan is adopted by the Metroplan Board of Directors, comprised of member government mayors and county judges, ArDOT, Rock Region METRO, the Little Rock Port Authority and the Clinton National Airport.

#### 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 meetings, 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.

#### Providing Access through Website

The Metroplan website is a helpful source for documents, data, and other information. LEP considerations are included in posts and updates to the site. Google Translator is available to all material posted on the website.



Metroplan conducts all planning in accordance with 49 U.S.C. Section 5303.

### **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 (3P)*
- *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.

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

Document	Timeframe
<i>Long-range Metropolitan Transportation Plan</i>	
<ul style="list-style-type: none"> <li>• Overview page(s) summarizing the purpose and intent of the plan</li> <li>• Goals and Objectives</li> <li>• Project tables (Constrained List of Projects)</li> </ul>	<p>When adopted</p> <p>When adopted</p> <p>When adopted</p>
<i>Transportation Improvement Program</i>	
<ul style="list-style-type: none"> <li>• Overview page summarizing the purpose and intent of the TIP</li> <li>• TIP tables (Project lists)</li> </ul>	<p>Keep current</p> <p>Keep current</p>
<i>Annual List of Obligated Projects (ALOP) in its entirety</i>	Keep current
<i>Public Participation Plan</i>	
<ul style="list-style-type: none"> <li>• Overview page summarizing purpose and intent of plan</li> <li>• “At a Glance” page translated from English</li> </ul>	<p>Completed 2019</p> <p>Updated 2020</p>
<i>Unified Planning Work Program</i>	
<ul style="list-style-type: none"> <li>• Overview page summarizing purpose and intent of UPWP</li> <li>• Project Tasks summary pages</li> </ul>	<p>Keep current</p> <p>Keep current</p>
<i>Title VI Program</i>	
<ul style="list-style-type: none"> <li>• Overview page describing purpose and intent</li> <li>• Document in its entirety</li> </ul>	<p>Keep Current</p> <p>FFY 2021</p>

### 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

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Mr. Bryan Malinowski  
Clinton National Airport

# Title VI Complaint



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

<b>Section I:</b>				
Name:				
Address:				
Telephone (Home):			Telephone (Work):	
E-mail Address:				
Accessible Format Requirements?	Large Print	Audio Tape		
	TDD	Other		
<b>Section II:</b>				
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
<b>Section III:</b>				
I believe the discrimination I experienced was based on (check all that apply):				
<input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin				
Date of Alleged Discrimination (Month, Day, Year): _____				
<p>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.</p>				
page 1 of 2				



## Titulo 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 accesible en que formato:	<input type="checkbox"/> Letre Grande	<input type="checkbox"/> Text en cinta	
	<input type="checkbox"/> Teletipo	<input type="checkbox"/> 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 ( <i>marque todo lo que aplique</i> ): <input type="checkbox"/> Raza <input type="checkbox"/> Color <input type="checkbox"/> Origen Nacional			
Fecha de la presunta discriminación (mm/dd/aaaa): _____			
Explique lo mas claramente possible 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 las 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 esté forma.			

## Titulo VI Queja

<b>Sección IV:</b>		
¿Ha presentado anteriormente una queja del Título VI con Metroplan	Sí	No
<b>Sección V:</b>		
¿Ha presentado esta queja con alguna otra organización federal, estatal or local, or ante algún tribunal federal o estatal?		
<input type="checkbox"/> Sí <input type="checkbox"/> No Si contesto "Sí" a la pregunta anterior, marque todo lo que aplique:		
<input type="checkbox"/> Agencia Federal: _____		
<input type="checkbox"/> Tribunal Federal: _____ <input type="checkbox"/> Agencia Estatal: _____		
<input type="checkbox"/> Agencia local: _____ <input type="checkbox"/> Tribunal Estatal: _____		
Si contesto "Sí", proporcione la información de contacto de un representante de la agencia/tribunal donde se presentó la queja.		
Nombre: _____		
Titulo de contacto: _____		
Agencia/Tribunal: _____		
Contacto dirección (agencia/tribunal): _____		
Telephono de contacto (agencia/tribunal) : _____ Correo electrónico de contacto: _____		
<b>Sección VI:</b>		
Nombre de la agencia que la queja es en contra: Metroplan		
persona de contacto: Susan Sierra Dollar		
Titulo de contacto: Cordinador del Título VI		
Telefono de contacto: 501-372-3300		

**Se require su firma y la fecha para completer la forma.**

\_\_\_\_\_

Firma

\_\_\_\_\_

Fecha

Por favor envíe esta forma en persona o por correo a la siguiente dirección:  
 Metroplan Cordinador 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?  | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 2. Was the format easy to understand?  | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 3. Were procedures and time frames clearly explained?                                | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 4. Do you have any questions that the document did not answer?                       | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 5. After reading this document did you know whom to contact for further information? | <input type="checkbox"/> Yes | <input type="checkbox"/> 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](mailto:comments@metroplan.org)



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### Información opcional:

Nombre: \_\_\_\_\_ Teléfono: \_\_\_\_\_

Dirección: \_\_\_\_\_

Correo electrónico: \_\_\_\_\_

- |   |                             |                             |
|---|-----------------------------|-----------------------------|
| 1. ¿Era este documento informativo?   | <input type="checkbox"/> Sí | <input type="checkbox"/> No |
| 2. ¿Era el formato fácil de entender?   | <input type="checkbox"/> Sí | <input type="checkbox"/> No |
| 3. ¿Se plazos y procedimientos quese explican claramente?                                   | <input type="checkbox"/> Sí | <input type="checkbox"/> No |
| 4. ¿Tien alguna pregunta que este documento no respondió?                                   | <input type="checkbox"/> Sí | <input type="checkbox"/> No |
| 5. ¿Después de leer este documento, sabía usted que dirigirse para obtener más información? | <input type="checkbox"/> Sí | <input type="checkbox"/> No |

¿Como mejoraria este publicación? \_\_\_\_\_

Comentarios adicionales: \_\_\_\_\_

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**¡Gracias!**

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