

Limited English Proficiency Plan



Arkansas Department of Transportation

NOTICE OF NONDISCRIMINATION

The Arkansas Department of Transportation (ARDOT) complies with all civil rights provisions of federal statutes and related authorities that prohibit discrimination in programs and activities receiving federal financial assistance. Therefore, ARDOT does not discriminate on the basis of race, sex, color, age, national origin, religion (not applicable as a protected group under the FMCSA Title VI Program), disability, Limited English Proficiency (LEP), or low-income status in the admission, access to and treatment in ARDOT's programs and activities, as well as ARDOT's hiring or employment practices. Complaints of alleged discrimination and inquiries regarding ARDOT's nondiscrimination policies may be directed to Civil Rights Officer Joanna P. McFadden (ADA/504/Title VI Coordinator), P. O. Box 2261, Little Rock, AR 72203, (501) 569-2298, (Voice/TTY 711), or the following email address: joanna.mcfadden@ardot.gov

Free language assistance for LEP individuals is available upon request.

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

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WHAT IS LIMITED ENGLISH PROFICIENCY

LEP refers to individuals who do not speak English as their primary language and who have a limited ability to read, write, speak or understand English and, therefore, are entitled to language assistance under Title VI of the Civil Rights Act of 1964 with respect to a particular type of service, benefit or encounter.

AUTHORITY

Title VI of the Civil Rights Act of 1964 (Title VI) states that no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.

Executive Order (EO) 13166 - *Improving Access to Services for Persons with LEP* set forth the compliance standards that recipients must follow to ensure that the program and activities they normally provide in English are accessible to LEP persons and thus do not discriminate on the basis of national origin in violation of Title VI of the Civil Rights Act of 1964, as amended, and its implementing regulations. Recipients must take reasonable steps to ensure meaningful access to their programs and activities by LEP persons.

ARDOT RESPONSIBILITY

The following chart explains ARDOT's responsibility under Title VI and the EO13166.

Title VI of the Civil Rights Act of 1964	Limited English Proficiency Executive Order 13166
Federal law	Federal policy
Enacted July 2, 1964	Signed August 11, 2000
Considers all persons	Considers eligible population
Contains monitoring and oversight compliance review requirements	Contains monitoring and oversight requirements
Factor criteria is required, no numerical or percentage thresholds	Factor criteria is required, no numerical or percentage thresholds
Provides protection on the basis of race, color, and national origin	Provides protection on the basis of national origin
Focuses on eliminating discrimination in federally funded programs	Focuses on providing LEP persons' federally-funded programs with meaningful access to services using factor criteria
Annual Accomplishment and Upcoming Goals Report to FHWA	Annual Accomplishment and Upcoming Goals Report to FHWA

Since Arkansas' diverse population is ever evolving, it is important that ARDOT be innovative and proactive in engaging individuals from different cultures, backgrounds and businesses in planning, project development and other program areas.

The U.S. Department of Commerce, Bureau of the Census, conducts the American Community Survey (ACS). The ACS replaced the decennial census long form in 2010 and thereafter by collecting long form type information throughout the decade rather than only once every 10 years.

Questionnaires are mailed to a sample of addresses to obtain information about households -- that is, about each person and the housing unit itself. The American Community Survey produces demographic, social, housing and economic estimates in the form of 1-year, 3-year and 5-year estimates based on population thresholds. The strength of the ACS is in estimating population and housing characteristics.

The 2019 American Community Survey 5-Year Estimates (Table DP05-ACS Demographic and Housing Estimates) is the source of the population information included in this program. In the ACS, respondents may identify as a single race or as a combination of races. People who identify their origin as Hispanic, Latino, or Spanish may be of any race. LEP is a subset of National or Hispanic Origin.

HISPANIC OR LATINO AND RACE

	Population	Percent
Total population	2,999,370	2,999,370
Hispanic or Latino (of any race)	224,130	7.50%
Mexican	161,614	5.40%
Puerto Rican	7,446	0.20%
Cuban	2,163	0.10%
Other Hispanic or Latino	52,907	1.80%
Not Hispanic or Latino	2,775,240	92.50%
White alone	2,172,240	72.40%
Black or African American alone	456,899	15.20%
American Indian and Alaska Native alone	17,652	0.60%
Asian alone	44,927	1.50%
Native Hawaiian and Other Pacific Islander alone	8,614	0.30%
Some other race alone	4,858	0.20%
Two or more races	69,837	2.30%
Two races including Some other race	1,376	0.00%
Two races excluding Some other race, and Three or more races	68,461	2.30%

**Number of people 5 years and over speaking English less than "very well" by language*
Arkansas by County, 2019**

Geography	Total	Spanish or Spanish Creole	Chinese (incl. Mandarin, Cantonese)	Vietnamese	Tagalog (incl. Filipino)	Other Asian and Pacific Island languages
Arkansas	90,768	67,825	2,425	3,145	1,332	8,783
Benton County, Arkansas	15,015	11,913	152	317	49	1,940
Carroll County, Arkansas	1,853	1,511	0	20	150	138
Craighead County, Arkansas	2,373	1,433	102	63	17	152
Crawford County, Arkansas	2,052	1,318	0	277	96	194
Faulkner County, Arkansas	1,810	1,053	151	106	14	82
Garland County, Arkansas	2,377	1,655	41	131	36	35
Hempstead County, Arkansas	944	928	5	0	0	0
Johnson County, Arkansas	1,498	1,260	0	0	0	177
Pope County, Arkansas	2,768	2,377	145	37	5	32
Pulaski County, Arkansas	12,468	8,682	867	310	232	469
Saline County, Arkansas	2,095	1,441	59	317	15	15
Sebastian County, Arkansas	7,927	5,766	38	848	91	1,018
Sevier County, Arkansas	2,469	2,405	0	27	22	15
Washington County, Arkansas	18,793	13,310	362	84	183	3,552
White County, Arkansas	1,290	940	204	0	79	0
Yell County, Arkansas	1,302	1,477	0	0	0	118

According to the U.S. Department of Commerce, Bureau of the Census, there are 90,768 Arkansans who speak a language other than English and speak English less than well.

FOUR FACTOR ANALYSIS

The key to providing meaningful access for LEP persons is to ensure that effective communication exists between ARDOT and the LEP person. To accomplish effective communication, the following actions and/or discussions will be performed:

- A needs assessment to determine the extent of ARDOT 's obligation to provide LEP services. The assessment includes the following four factors: (1) the number or proportion of LEP persons eligible to be served or likely to be encountered by a program, activity, or service of ARDOT or grantee; (2) the frequency with which LEP individuals come in contact with the program; (3) the nature and importance of the program, activity, or service provided by ARDOT to people's lives; and (4) the resources available to ARDOT and costs.
- Provide language assistance services (oral or written).
- Develop an effective implementation plan on language assistance for LEP persons. This plan will include: (1) identifying LEP individuals who need language assistance; (2) language assistance measures; (3) training staff; (4) providing notice to LEP persons; and (5) monitoring and updating the LEP plan.

NEEDS ASSESSMENT

The U.S. Census reports that of the 90,768 persons in Arkansas, who could be considered LEP, 67,825, speak Spanish or Spanish Creole.

ARDOT evaluated its programs and/or service areas utilizing the four-factor analysis and determined that ARDOT meets the criteria to have a LEP program for the Hispanic community. Project related LEP data for appropriate program areas are supplied in ARDOT's Annual Goals and Accomplishments Report.

1) There are twelve additional counties, primarily, in the western part of the State, with a higher percentage share of LEP persons than the overall State average (3.3%), although no county meets the LEP Safe Harbor population percentage threshold (5%).

The number of LEP persons exceeds the LEP population threshold (1,000) in sixteen counties: thirteen through Spanish/Spanish Creole speakers and one each in Vietnamese and Other Pacific Island language. One county's LEP population is a composed of a combination of languages that do not individually meet the LEP threshold. Therefore, ARDOT and its sub-recipients will provide language assistance in thirteen counties in the languages indicated above, as needed.

LEP persons interact with ARDOT's public transportation programs primarily in two ways. The first is through the development and review of planning documents – Annual Grants' Program of Projects, Transit Coordination Plans, State Management Plans, STIP/TIPs, UPWPs, etc. The second is through the delivery of transit service.

ARDOT is a Primary Recipient under FTA funding and is responsible for program oversight of sub-recipient transit providers. ARDOT is not a Direct Recipient under FTA funding and does not provide transit service. Therefore, ARDOT ensures that schedules, route/fare changes and policies are adequately conveyed to LEP persons in

the aforementioned counties through oversight and monitoring of its sub-recipients who consult census block and tract level data in their LEP analysis.

For planning documents and Notices of Federal Transit Funding Availability, ARDOT provides notices to the statewide Hispanic paper to inform this group of transit activities. There has been no reporting of communications problems.

2) ARDOT staff rarely comes in contact with Hispanic or LEP persons. Even at public meetings for ARDOT or MPO planning documents, although always informed of the meeting, these groups rarely attend. ARDOT has not performed any bus ridership or operator surveys to ascertain the frequency of LEP person use.

3) The more frequently ARDOT 's program and/or service come in contact with LEP persons, the more language assistance services will be provided. The 5311

Rural Transit programs have translators on staff or available to their program on an as needed basis.

4) ARDOT maintains a database on LEP interpreters and translators. These persons are available to public transportation staff and to transit agencies for public and other meetings as needed. Costs incurred by ARDOT's public transportation staff or by public transit agencies may be reimbursed by the FTA through the various transit programs.

LANGUAGE ASSISTANCE (ORAL AND WRITTEN)

If individuals need oral language assistance, the Arkansas Spanish Interpreters and Translators (ASIT) will be utilized.

Information for free language assistance will also be posted in public areas, such as welcome centers and rest areas.

Based on three of the four-factor analysis, ARDOT identified written documents and/or materials that were translated into Spanish, which comprises 77% of the state's LEP community.

ARDOT will continue to review documents and/or materials to determine if translation is necessary, utilizing the "safe harbor" approach. ARDOT, on a case-by-case basis, will determine if ASIT will translate the written documents/materials or if it would be more cost effective for the sub-recipient to translate the documents.

NOTIFICATION OF LANGUAGE ASSISTANCE

ARDOT will notify the identified LEP communities that they have a right to free language assistance that includes documents and/or materials printed in their language.

Notification regarding the availability of the services will be provided through

neighborhood community meetings, brochures, minority radio stations and newspapers, and information disseminated to the public by ARDOT. Detailed information on how a community was notified of the right to free language assistance is provided in ARDOT's Nondiscrimination Statement.

STAFF TRAINING

Training will be provided to staff members on policies and procedures concerning language assistance and ways to determine whether an individual needs assistance services. ARDOT and sub-recipients will provide training to employees who are most likely to come in contact with LEP individuals who need language assistance.

MONITORING AND UPDATING THE LEP PLAN

ARDOT will provide notice of any changes in services to the LEP public and employees and develop a process for determining, on an ongoing basis, whether new documents, program services and activities need to be made accessible to LEP individuals. ARDOT will periodically evaluate the plan to determine if changes have occurred in:

1. Current LEP populations in the service area or population affected or encountered.
2. Frequency of encounters with LEP language groups.
3. Nature and importance of activities to LEP persons.
4. Available resources, including technological advances and sources of additional resources, and the cost imposed.
5. The needs of LEP persons.
6. The staff's knowledge and understanding of the LEP plan and how it is implemented.
7. The identified sources for assistance, to ensure they are still available and viable.

The data collected will be from various sources, such as ARDOT 's staff, including members of the Title VI Multi-Disciplinary team, meetings with the State Director of the League of the United Latin American Citizens and the Arkansas Department of Education, among others.

LANGUAGE FLASHCARDS

2004 Census Test **United States Census 2010**
LANGUAGE IDENTIFICATION FLASHCARD

ضع علامة في هذا المربع إذا كنت تقرأ أو تتحدث العربية.

1. Arabic

Խոսողո՞ւմ ե՞սք նշո՞ւմ կատարե՞ք այս քարտկուսում, եթե խոսում կամ կարդում եք հայերեն:

2. Armenian

যদি আপনি বাংলা পড়েন বা বলেন তা হলে এই বাক্সে দাগ দিন।

3. Bengali

ល្អប្រសើរណាស់ប្រសិនបើល្អៗនេះ បើអ្នកអាន ឬនិយាយភាសា ខ្មែរ ។

4. Cambodian

Motka i kakhon ya yangin ûntûngnu' manaitai pat ûntûngnu' kumentos Chamorro.

5. Chamorro

如果你能读中文或讲中文，请选择此框。

6. Simplified Chinese

如果你能讀中文或講中文，請選擇此框。

7. Traditional Chinese

Označite ovaj kvadratić ako čitate ili govorite hrvatski jezik.

8. Croatian

<input type="checkbox"/>	Zaškrtněte tuto kolonku, pokud čtete a hovoříte česky.	9. Czech
<input type="checkbox"/>	Kruis dit vakje aan als u Nederlands kunt lezen of spreken.	10. Dutch
<input type="checkbox"/>	Mark this box if you read or speak English.	11. English
<input type="checkbox"/>	اگر خواندن و نوشتن فارسي بلد هستيد، اين مربع را علامت بنيد.	12. Farsi

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<input type="checkbox"/>	Cocher ici si vous lisez ou parlez le français.	13. French
<input type="checkbox"/>	Kreuzen Sie dieses Kästchen an, wenn Sie Deutsch lesen oder sprechen.	14. German
<input type="checkbox"/>	Σημειώστε αυτό το πλαίσιο αν διαβάζετε ή μιλάτε Ελληνικά.	15. Greek
<input type="checkbox"/>	Make kazyè sa a si ou li oswa ou pale kreyòl ayisyen.	16. Haitian Creole

- अगर आप हिन्दी बोलते या पढ़ सकते हों तो इस बक्स पर चिह्न लगाएँ। 17. Hindi
- Kos lub voj no yog koj paub twm thiab hais lus Hmoob. 18. Hmong
- Jelölje meg ezt a kockát, ha megérti vagy beszél a magyar nyelvet. 19. Hungarian
- Markaam daytoy nga kahon no makabasa wenno makasaoka iti Ilocano. 20. Ilocano
- Marchi questa casella se legge o parla italiano. 21. Italian
- 日本語を読んだり、話せる場合はここに印を付けてください。 22. Japanese
- 한국어를 읽거나 말할 수 있으면 이 칸에 표시하십시오. 23. Korean
- ໃຫ້ໝາຍໃສ່ຊ່ອງນີ້ ຖ້າທ່ານອ່ານຫຼືປາກພາສາລາວ. 24. Laotian
- Prosimy o zaznaczenie tego kwadratu, jeżeli posługuje się Pan/Pani językiem polskim. 25. Polish

- | | | |
|--------------------------|--|----------------|
| <input type="checkbox"/> | Assinale este quadrado se você lê ou fala português. | 26. Portuguese |
| <input type="checkbox"/> | Însemnați această căsuță dacă citiți sau vorbiți românește. | 27. Romanian |
| <input type="checkbox"/> | Пометьте этот квадратик, если вы читаете или говорите по-русски. | 28. Russian |
| <input type="checkbox"/> | Обележите овај квадратик уколико читате или говорите српски језик. | 29. Serbian |
| <input type="checkbox"/> | Označte tento štvorček, ak viete čítať alebo hovoriť po slovensky. | 30. Slovak |
| <input type="checkbox"/> | Marque esta casilla si lee o habla español. | 31. Spanish |
| <input type="checkbox"/> | Markahan itong kuwadrado kung kayo ay marunong magbasa o magsalita ng Tagalog. | 32. Tagalog |
| <input type="checkbox"/> | ให้กาเครื่องหมายลงในช่องถ้าผ่านอ่านหรือพูดภาษาไทย. | 33. Thai |
| <input type="checkbox"/> | Maaka 'i he puha ni kapau 'oku ke lau pe lea fakatonga. | 34. Tongan |

<input type="checkbox"/> Відмітьте цю клітинку, якщо ви читаете або говорите українською мовою.	35. Ukrainian
<input type="checkbox"/> اگر آپ اردو پڑھتے یا بولتے ہیں تو اس خانے میں نشان لگائیں۔	36. Urdu
<input type="checkbox"/> Xin đánh dấu vào ô này nếu quý vị biết đọc và nói được Việt Ngữ.	37. Vietnamese
<input type="checkbox"/> באצייכנט דעם קעסטל אויב איר לייענט אדער רעדט אידיש.	38. Yiddish

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The Civil Rights Division is available to provide you with technical assistance, resources, guidance, and any other information pertaining to Title VI.