

NOTE: THE NWARPC LIMITED ENGLISH PROFICIENCY PLAN (LEP) IS PART OF THE NWARPC TITLE VI PROGRAM DOCUMENT.

# APPENDIX A

## NORTHWEST ARKANSAS REGIONAL PLANNING COMMISSION

### FTA ID #1571

## LIMITED ENGLISH PROFICIENCY (LEP) PLAN

Federal Register Vol. 65, No. 159 - Wednesday, August 16, 2000  
Executive Order 13166 of August 11, 2000 Improving Access to Services for Persons with Limited English Proficiency

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EL NWARPC cumple con todas las disposiciones de derechos civiles de los estatutos federales y autoridades relacionadas que prohíben la discriminación en programas y actividades que reciben asistencia financiera federal. Por lo tanto, la NWARPC no discrimina por razones de raza, color, u origen nacional en la admisión, el acceso y el tratamiento en los programas y actividades NWARPC, así como de contratación de empleados de la NWARPC. Las quejas de supuesta discriminación y consultas sobre la política antidiscriminatoria de la NWARPC pueden ser dirigidas a Nicole Gibbs, AICP, planificador regional – EEO/DBE (ADA/504/Título Coordinador VI), 1311 Clayton, Springdale, AR 72762, (479) 751-7125, (Voz/TTY 7-1-1 o 1-800-285-1131) o en la siguiente dirección de correo electrónico: [ngibbs@nwarpc.org](mailto:ngibbs@nwarpc.org). Este aviso está disponible en el Coordinador de ADA/504/Título VI en letra grande, cinta de audio y en Braille. Si se necesita información en otro idioma, póngase en contacto con Nicole Gibbs, [ngibbs@nwarpc.org](mailto:ngibbs@nwarpc.org).

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## INTRODUCTION

Excerpted from “Implementing the Department of Transportation Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient (LEP) Persons: A Handbook for Public Transportation Providers” as prepared by the Federal Transit Administration Office of Civil Rights, dated April 13, 2007. The entire document can be found at [https://www.thedmpgroup.com/cmsdocuments/LEP\\_Handbook.pdf](https://www.thedmpgroup.com/cmsdocuments/LEP_Handbook.pdf).

“Individuals, who have a limited ability to read, write, speak, or understand English are limited English proficient, or ‘LEP.’ According to the 2000 U.S. Census, more than 10 million people reported that they do not speak English at all, or do not speak English well. The number of persons reporting that they do not speak English at all or do not speak English well grew by 65 percent from 1990 to 2000. Among limited English speakers, Spanish is the language most frequently spoken, followed by Chinese (Cantonese or Mandarin), Vietnamese, and Korean.”

“Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d et seq., and its implementing regulations provide 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 otherwise subjected to discrimination under any program or activity that receives Federal financial assistance. The Supreme Court, in *Lau v. Nichols*, 414 U.S. 563 (1974), interpreted Title VI regulations promulgated by the former Department of Health, Education, and Welfare to hold that Title VI prohibits conduct that has a disproportionate effect on LEP persons because such conduct constitutes national origin discrimination.”

“Executive Order 13166, ‘Improving Access to Services for Persons with Limited English Proficiency,’ reprinted at 65 FR 50121 (August 16, 2000), directs each Federal agency to examine the services it provides and develop and implement a system by which LEP persons can meaningfully access those services. Federal agencies were instructed to publish guidance for their respective recipients in order to assist them with their obligations to LEP persons under Title VI. The Executive Order states that recipients must take reasonable steps to ensure meaningful access to their programs and activities by LEP persons.”

“The U.S. DOT published revised guidance for its recipients on December 14, 2005. This document states that Title VI and its implementing regulations require that DOT recipients take responsible steps to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are Limited English Proficient (LEP) and that recipients should use the DOT LEP Guidance to determine how best to comply with statutory and regulatory obligations to provide meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are LEP.”

“The FTA references the DOT LEP guidance in its Circular 4702.1A, “Title VI and Title VI-Dependent Guidelines for FTA Recipients,” which was published on April 13, 2007. Chapter IV part 4 of this Circular reiterates the requirement to take responsible steps to ensure meaningful access to benefits, services, and information for LEP persons and suggests that FTA recipients and subrecipients develop a language implementation plan consistent with the provisions of Section VII of the DOT LEP guidance.”

The Northwest Arkansas Regional Transportation Commission (NWARPC) MPO is the federally designated planning organization that serves local units of governments in Benton, Madison, and Washington Counties, Arkansas and Pineville and a portion of McDonald County in Missouri. As well as being the regional planning organization, NWARPC serves as the region's Metropolitan Planning Organization (MPO). Furthermore, the NWARPC is the Designated Recipient for FTA grant programs for the Fayetteville-Springdale-Rogers Urbanized Area.

The MPO serves as a forum for cooperative transportation decision-making by state and local governments, and regional transportation and planning agencies. MPO's are charged with maintaining and conducting a "continuing, cooperative, and comprehensive" regional transportation planning and project programming process for the MPO's study area.

The Northwest Arkansas Regional Transportation Study area (NARTS) is the cooperative effort by participating governmental units, the Arkansas Department of Transportation (ARDOT), transportation and transit providers, and other interested parties to develop the long-range transportation plan for the metropolitan area.

Additionally, the region was designated as a Transportation Management Area (TMA) in 2013. The TMA includes Benton and Washington Counties and a portion of McDonald County, Missouri.

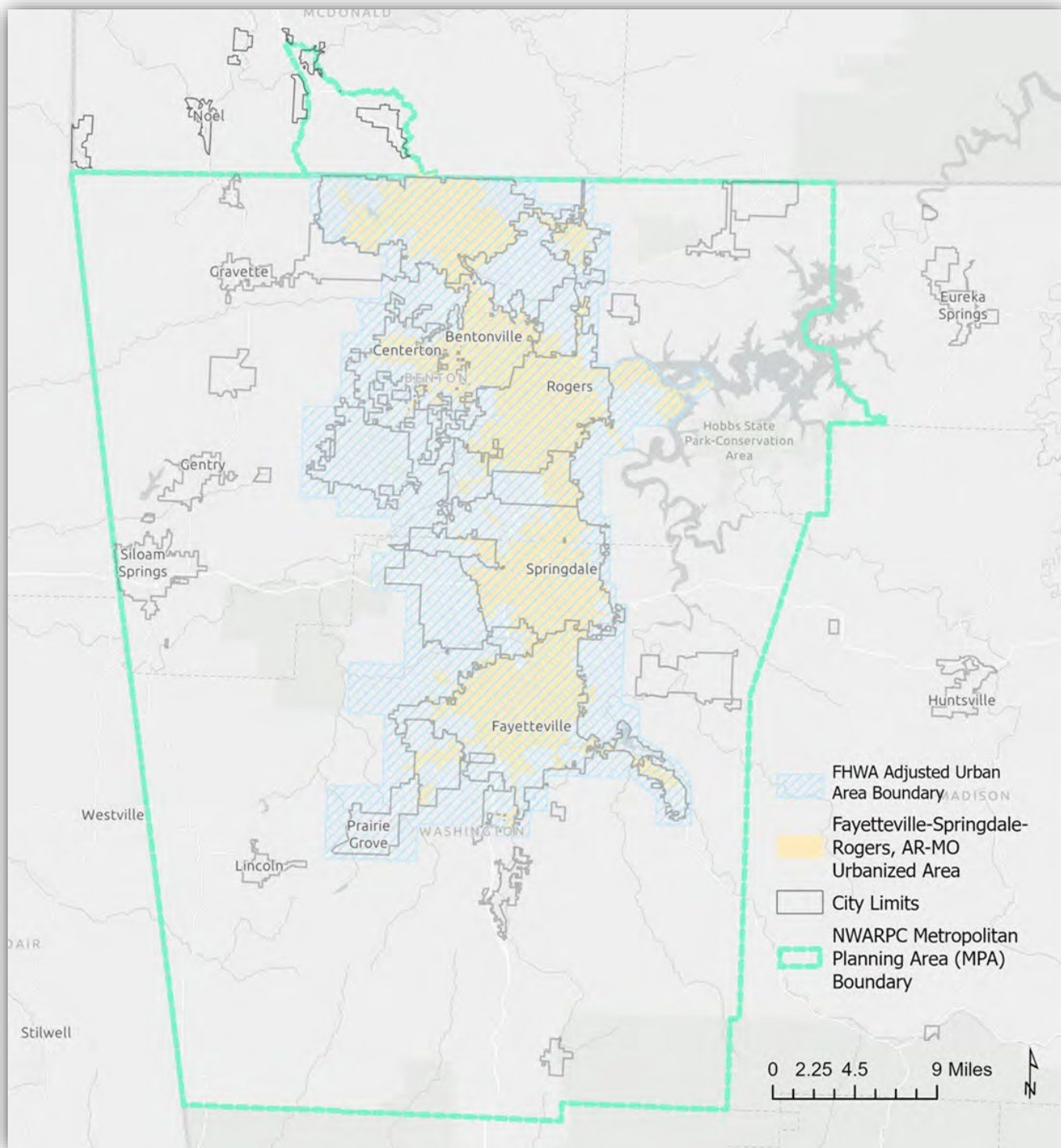
The NWARPC includes local elected and appointed officials from Benton and Washington Counties, Arkansas and McDonald County, Missouri:

NWA REGIONAL PLANNING COMMISSION MEMBER JURISDICTIONS IN ARKANSAS		
AVOCA	GENTRY	ROGERS
BELLA VISTA	GOSHEN	SILAM SPRINGS
BENTON COUNTY	GRAVETTE	SPRINGTOWN
BENTONVILLE	GREENLAND	SULPHUR SPRINGS
CAVE SPRINGS	HIGHFILL	TONTITOWN
CENTERTON	HINDSVILLE	WASHINGTON COUNTY
DECATUR	HUNTSVILLE	WEST FORK
ELKINS	JOHNSON	
ELM SPRINGS	LINCOLN	ARKANSAS DEPARTMENT OF TRANSPORTATION
FARMINGTON	LITTLE FLOCK	BEAVER WATER DISTRICT
FAYETTEVILLE	LOWELL	OZARK REGIONAL TRANSIT, INC.
GARFIELD	PEA RIDGE	RAZORBACK TRANSIT
GATEWAY	PRAIRIE GROVE	UNIVERSITY OF ARKANSAS

NWA REGIONAL PLANNING COMMISSION MEMBER JURISDICTIONS IN MISSOURI		
McDONALD COUNTY	PINEVILLE	MISSOURI DEPARTMENT OF TRANSPORTATION

IN COOPERATION WITH:

U.S. DEPARTMENT OF TRANSPORTATION, FEDERAL HIGHWAY ADMINISTRATION, and FEDERAL TRANSIT ADMINISTRATION.



Northwest Arkansas Regional Planning Commission – Metropolitan Planning Area, FHWA Adjusted Urban Area Boundary and US Census Bureau Urbanized Area Boundaries Map

## FOUR FACTOR ANALYSES

NWARPC has conducted the following analysis to address the requirements under Title VI of the Civil Rights Act of 1964. The purpose is to ensure that no person on the grounds of race, color, or national origin, be denied the benefits of, or be subject to discrimination under any program or activity receiving Federal financial assistance from the Federal Transit Administration (FTA).

NWARPC has implemented the following steps to determine if specific languages are coming into contact with NWARPC services and, if so, identify necessary steps needed to ensure meaningful access by LEP persons to its programs and services.

### FACTOR 1: THE NUMBER OR PROPORTION OF LEP PERSONS ELIGIBLE TO BE SERVED OR LIKELY TO ENCOUNTER AN MPO PROGRAM, ACTIVITY, OR SERVICE.

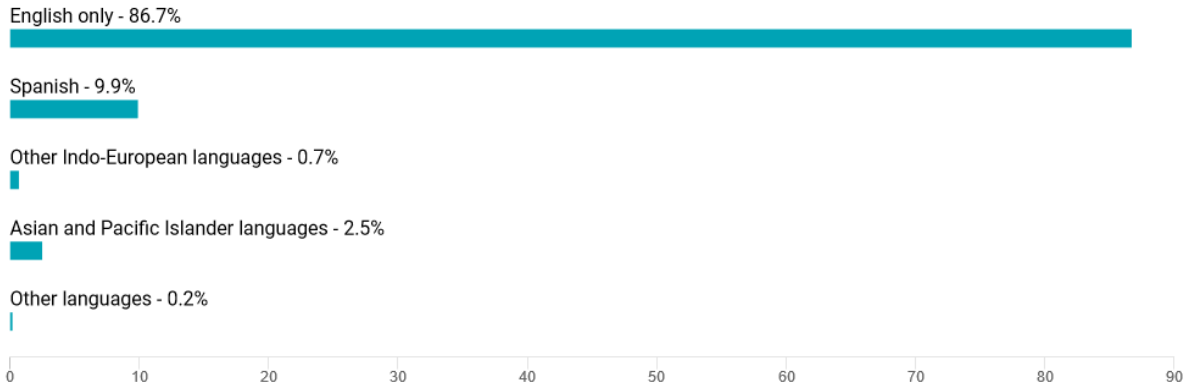
The NWARPC has had very limited contact with LEP persons. In recent history, there has been no contact at meetings, through Commission or committee members, through phone contact, or by personal visit. Website access is unknown. Based upon the historical evidence of no language assistance requests, it is determined that NWARPC's programs and services directly serve very few LEP populations.

"SAFE HARBOR" – The FTA has established a "safe harbor" regarding the responsibility to provide translation of vital documents for LEP populations. This safe harbor is based upon the number and percentages of the service area-eligible population that are LEP. According to the safe harbor rule, FTA expects translation of vital documents to be provided when the eligible LEP population in the service area exceeds 1,000 people or if it exceeds 5 percent of the eligible population. Vital documents include complaint procedures and forms, notice of a person's rights under Title VI, public notification of meetings and events. The Spanish speaking population is the largest LEP population in Benton County (9.9%), Washington County (12.8%), in Arkansas and in McDonald County, Missouri (8.8%).

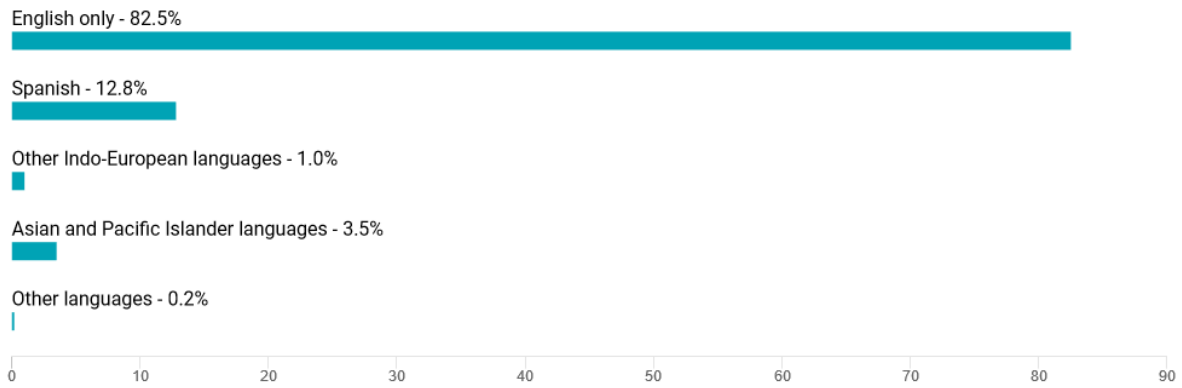
**Oral language and translation of vital information/documents will be provided at no cost to any one that requests translation.**

Note: The U.S. Census Bureau information from American Community Survey 2018 5-Year Estimates American Community Survey (ACS) was used in the analysis of NWARPC area LEP persons.

### Types of Language Spoken at Home in Benton County, Arkansas



### Types of Language Spoken at Home in Washington County, Arkansas



### Types of Language Spoken at Home in McDonald County, Missouri

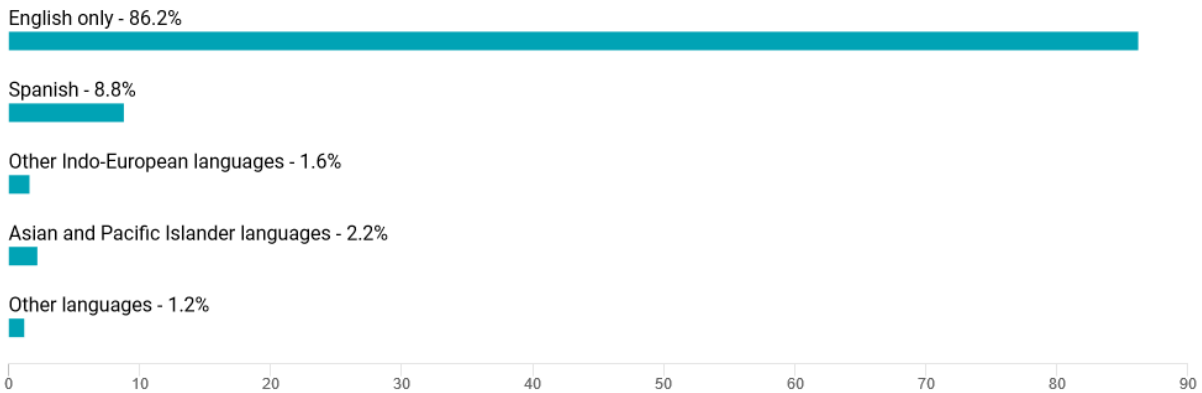




Table 1 and Figure 1 below illustrate the language spoken by ability to speak English for the population 5 years and over by ACS estimates for the 2014-2018 5-year periods. The data summarizes totals from Washington and Benton County, Arkansas and McDonald County, Missouri. The entire population of McDonald County, Missouri was utilized for the following tables and graphics as being the best available data for the portion of McDonald County in the NARTS MPA since other population data was not available at this geography level.

Population	Benton County, Arkansas	Washington County, Arkansas	McDonald County, Missouri
Estimate; Total population (5 yrs. & over)	240,601	212,436	21,265
Estimate; Total: - Speak English or speak English "very well"	225,850	193,736	19,697
Estimate; Percent speak English only or speak English "very well"	93.9%	91.2%	92.6%
Estimate; Total: - Speak English less than "very well"	16,512	20,442	1,568
Estimate; Percent speak English less than "very well"	6.3%	9.2%	7.4%

Table 1: Language spoken at home for population 5 years and over

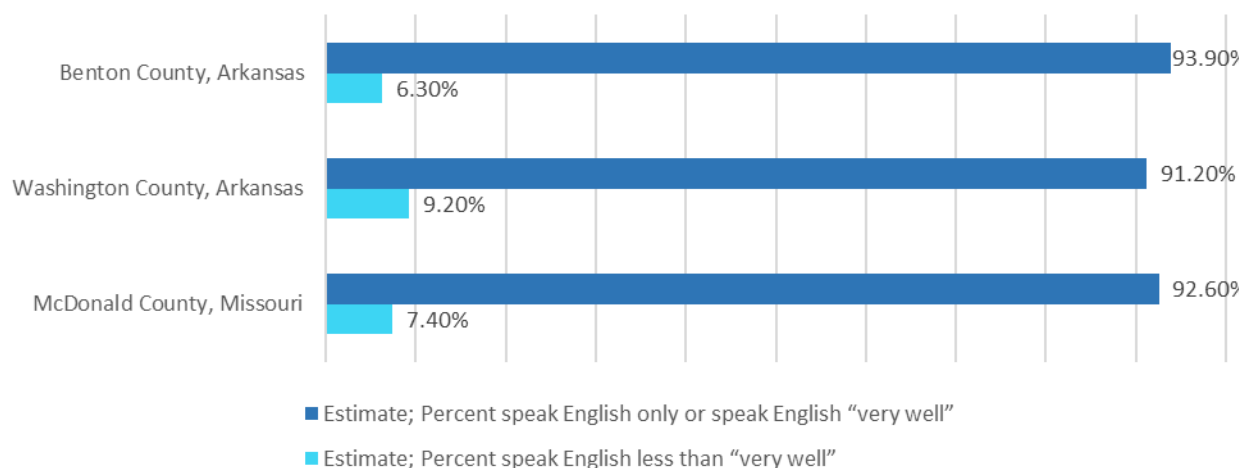


Figure 1: Language spoken at home for population 5 years and over



Table 2 shows the percent of population 5 years and over who are language speakers who speak a language other than English at home from the ACS 2014-2018 5- year estimates. This table identifies population 5 years and older that speak another language than English at home and the level of English skills and it also provides data to infer the level of potential language needs in these populations. The percentages of these language speakers are also illustrated in Figure 2.

Population	Benton County, Arkansas	Washington County, Arkansas	McDonald County, Missouri
% Speak a Language other than English: Spanish	9.9%	12.8%	8.8%
% Spanish speakers who speak English only or speak English "very well"	51.2%	50.3%	40.2%
% Spanish speakers who speak English less than "very well"	48.8%	49.7%	59.8%
% Speak a language other than English: Other Indo-European languages	0.7%	1.0%	1.6%
% Speak Other Indo-European languages who speak English only or speak English "very well"	84.4%	66.4%	76.7%
% Speak Other Indo-European languages who speak English less than "very well"	15.6%	33.6%	23.3%
% Speak a language other than English: Asian and Pacific Island languages	2.5%	3.5%	2.2%
% Asian and Pacific Island languages speakers who speak English only or speak English "very well"	54%	42.0%	47.5%
% Asian and Pacific Island languages speakers who speak English less than "very well"	46%	58.0%	52.5%
% Speak a language other than English: Other languages	0.2%	0.2%	1.2%
% Other languages speakers who speak English only or speak English "very well"	82.7%	64.6%	54.3%
% Other languages speakers who speak English less than "very well"	17.3%	35.4%	45.7%

Table 2: Percent of specified language speakers (Population 5 years and over)

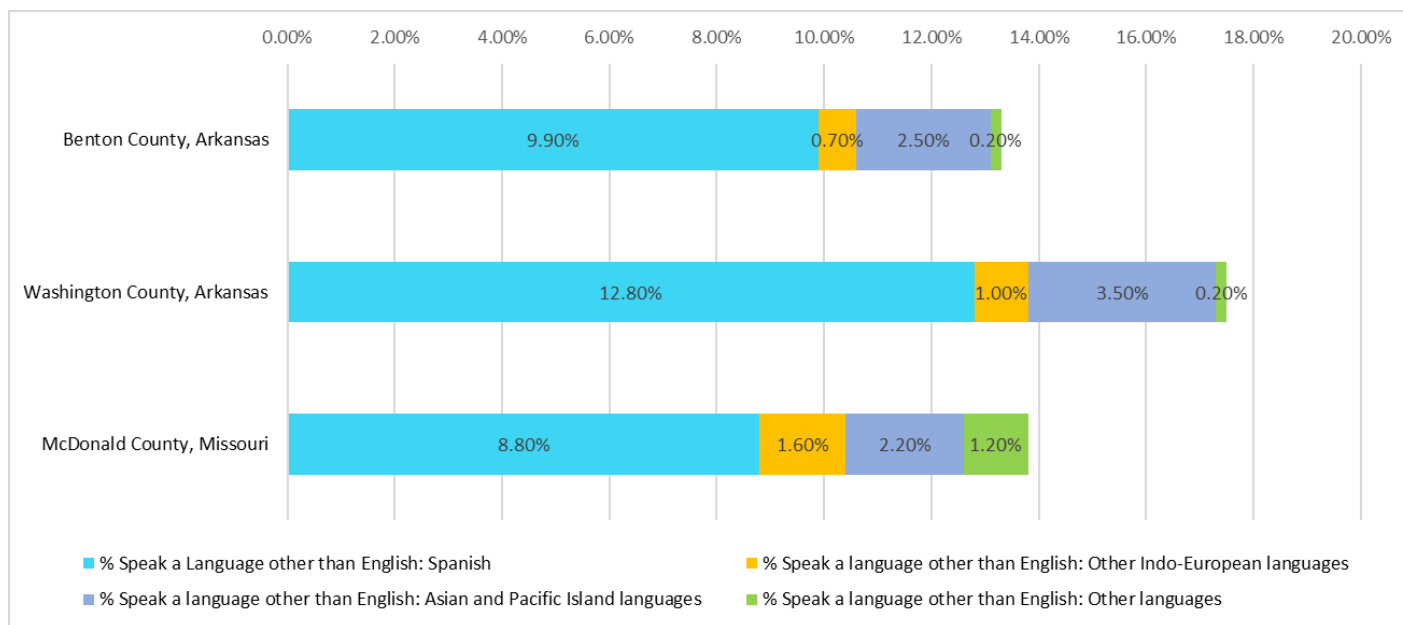


Figure 2: Percent of specified language speakers for population 5 years and over

Table 3 and Figure 3, on the following page, illustrate the household language by household limited English speaking status from the ACS 2014-2018 5- year estimates. A "limited English-speaking household" is one in which no member 14 years old and over (1) speaks only English or (2) speaks a non-English language and speaks English "very well." In other words, all members 14 years old and over have at least some difficulty with English. By definition, English-only households cannot belong to this group. Previous Census Bureau data products have referred to these households as "linguistically isolated" and "Households in which no one 14 and over speaks English only or speaks a language other than English at home and speaks English 'very well'". The data also identifies the languages spoken in the household. The total limited English-speaking households' percentage are at highest (4.6%) in Washington County and at around 3.3% for Benton and 3.9% in McDonald County. Out of these households, Spanish, and Asian and Pacific languages are the most spoken languages in all three counties.

Population	Benton County	Washington County	McDonald County
Total households	94,333	85,891	8,110
Limited English-speaking households-- Total	3,118	3,970	313
Percent limited English-speaking households	3.3%	4.6%	3.9%
Total Households speaking -- - Spanish	8,423	9,684	591
Percent Households speaking -- - Spanish	8.9%	11.3%	7.3%
Limited English-speaking households- - Spanish	2433	3040	249
Percent limited English-speaking households- - Spanish	28.9%	31.4%	42.1%
Total Households speaking -- Other Indo-European languages	984	1420	127
Percent Households speaking -- - Other Indo-European languages	1%	1.7%	1.6%
Limited English-speaking households- - Other Indo-European languages	27	151	0
Percent limited English-speaking households- - Other Indo-European languages	2.7%	10.6%	0%
Total Households speaking -- - Asian and Pacific Island languages	2495	2561	136
Percent Households speaking -- - Asian and Pacific Island languages	2.6%	3%	1.7%
Limited English-speaking households-- - Asian and Pacific Island languages	650	740	21
Percent limited English-speaking households- - Asian and Pacific Island languages	26.1%	28.9%	15.4%
Total Households speaking -- - Other languages	217	168	85
Percent Households speaking -- - Other languages	0.2%	0.2%	1%
Limited English-speaking households -- - Other languages	8	39	43
Percent limited English-speaking households-- - Other languages	3.7%	23.2%	50.6%

Table 3: Total and Percent of households of limited English-speaking status  
(Population 14 years and over)

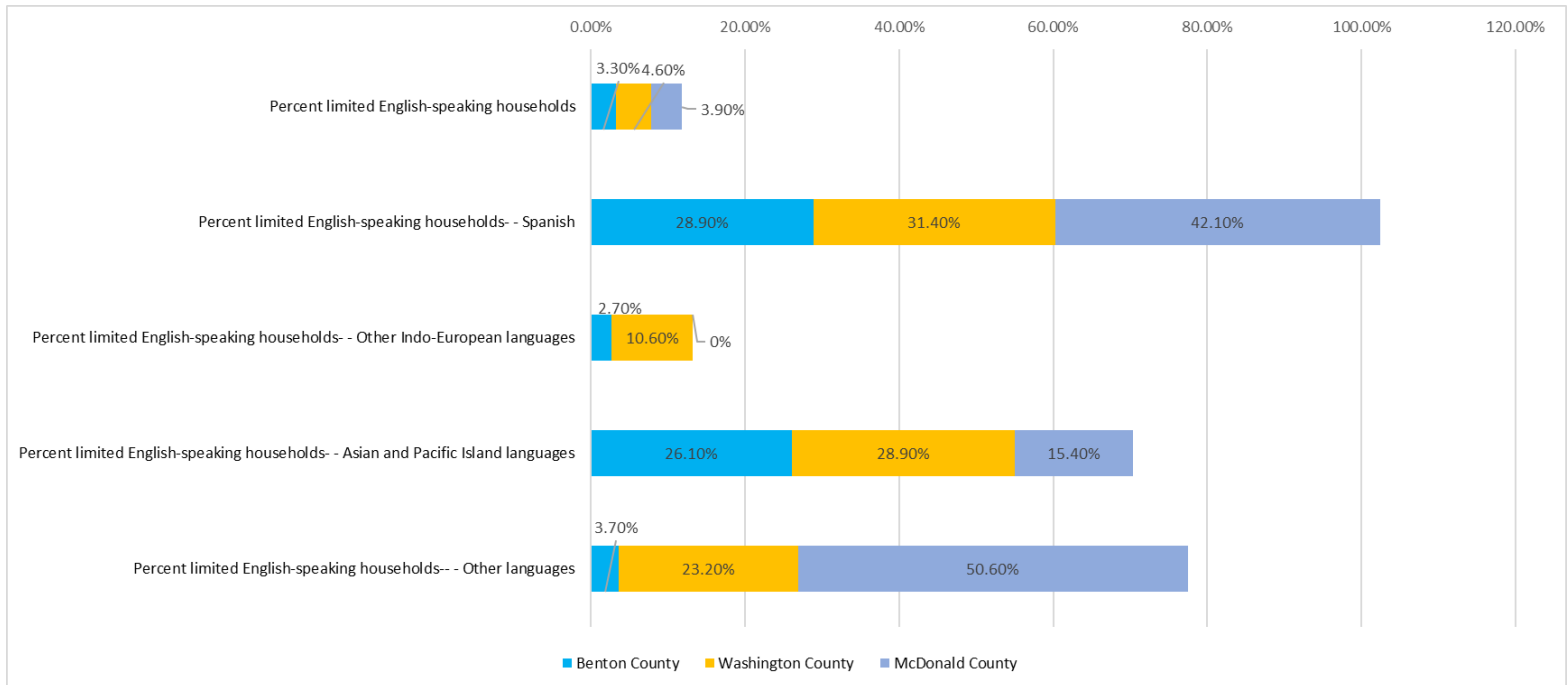


Figure 3: Number of households of limited English-speaking status speaking selected languages (Population 14 and over)

## FACTOR 2: THE FREQUENCY WITH WHICH LEP INDIVIDUALS COME INTO CONTACT WITH AN MPO PROGRAM, ACTIVITY, OR SERVICE.

NWARPC does not have any knowledge, documented or otherwise, of LEP persons coming into contact with a NWARPC program, activity, or service, outside of the 2040 and 2045 Metropolitan Transportation Plans (MTP) public opinion surveys which were printed in Spanish, and the Connect NWA-Transit Development Plan (TDP) public opinion surveys which printed in Spanish and Marshallese.

The surveys were made available on the NWARPC webpage and as hard copies distributed throughout the region via public libraries, city halls, health care clinics, civic centers and at all public input meetings. A summary and analysis on community input through public opinion surveys are available at:

<https://www.nwarpc.org/transit/connect-northwest-arkansas/>  
<https://www.nwarpc.org/transportation/metropolitan-transportation-plan/>  
<https://www.nwarpc.org/transit/transit-system-origin-destination-survey/>

## FACTOR 3: THE NATURE AND IMPORTANCE OF THE PROGRAM, ACTIVITY, OR SERVICE PROVIDED BY THE MPO TO LEP COMMUNITY.

NWARPC has three main planning documents which identify and direct NWARPC's transportation activities in the region:

- The Metropolitan Transportation Plan (MTP), which provides direction for transportation investments twenty years in the future.
  - While NWARPC has not directly solicited LEP community input on the nature and importance of the program, activity or service provided by the MPO to the LEP community, completed Spanish language public opinion surveys aid in identifying which types of transportation alternatives recommended in the MTP have value to the LEP community.

- The Transportation Improvement Program (TIP) is a schedule of short-range transportation investments and activities intended to be implemented through a combination of state, federal, and local funding.
- The Unified Planning Work Program (UPWP) outlines planning tasks and the budget for each fiscal year.

## FACTOR 4: THE RESOURCES AVAILABLE TO THE MPO AND OVERALL COSTS

NWARPC has assessed its available resources that could be used for providing LEP assistance. This includes identifying what staff and volunteer language interpreters are readily available, which documents should be translated, taking an inventory of available organizations that NWARPC could partner with for outreach and translation efforts, examining which financial and in-kind sources could be used to provide assistance, and what level of staff training is needed.

### PLAN FOR ASSISTING PERSONS OF LIMITED ENGLISH PROFICIENCY

NWARPC developed the Plan for Assisting Persons of Limited English Proficiency as a resource for assisting persons of limited English proficiency. **Oral language and translation of vital information/documents will be provided at no cost to any one that requests translation. NWARPC will assist any persons with language translation free of charge, given a reasonable amount of time.**

#### A. HOW TO IDENTIFY A LEP PERSON WHO NEEDS LANGUAGE ASSISTANCE

Tools to help identify persons who may need language assistance:

- Staff will have on hand the “I speak” card printed from the following website:  
<https://www.lep.gov/translation#toc-language-identification-and-i-speak-cards>
- Examine records requests for language assistance from past meetings and events to anticipate the possible need for assistance at upcoming meetings;
- When NWARPC sponsored workshops or conferences are held, set up an attendance sheet table, have a staff member greet and briefly speak to each attendee. To informally gauge the attendee’s ability to speak and understand English, staff will ask a question that requires a full sentence reply;
- Though language needs may not be met at the current meeting or event, an inventory of those needs will help staff plan for language needs at a future meeting;
- Post a notice of available language assistance in the NWARPC reception area.

#### B. LANGUAGE ASSISTANCE MEASURES/STAFF TRAINING

NWARPC:

- Currently, no substantive documents are available in a language other than English; the NWARPC website may be translated into a number of different languages using Google Translate.
- Has translated the following into Spanish –
  - Title VI Notice to the Public.
  - Title VI Complaint Procedures and Form.
  - Notice in every document that interpretation is available.
  - No staff member speaks Spanish; other resources for interpreters includes a list of interpreters that staff has on hand and can be used (see APPENDIX C).
  - ORT has several Spanish interpreters and Pacific Islanders (Marshallese interpreters) that are available for NWARPC use.
  - There are a number of Universities and Colleges in the area that have foreign language departments. These can be used as a resource if need be.
  - Arkansas Relay, a telephone connection service, offers a Spanish Relay service. Relay users can type in Spanish and the conversations will be relayed in Spanish.
    - Para llamadas en español, marque el 866-656-1842.
    - Para llamadas en inglés, marque el 711 o directamente al 800-285-1131.

- Training – All NWARPC staff will be provided with the LEP plan and will be educated on procedures and services available. Annual training will take place in the first two months of every new fiscal year. This information will also be part of the new hire orientation process. Training topics may include –
  - Understanding the Title VI LEP responsibilities.
  - What language assistance NWARPC offers.
  - How to access an interpreter.
  - Documentation of language assistance requests.
  - How to handle a complaint.
  - The importance of educating subrecipients on NWARPC’s LEP program responsibilities and their obligation to provide language assistance.
- Outside these measures, NWARPC has limited resources and will, to the extent possible, ensure LEP individuals have the opportunity to participate in transportation planning. **All translation is free.**

#### C. PROVIDING NOTICE OF AVAILABLE LANGUAGE SERVICE TO LEP PERSONS

NWARPC will post signs that language assistance is available in public areas such as the reception area or public notice bulletin board, as well as the web site (see the LEP Resources at the end of this section).

#### D. OUTREACH TECHNIQUES

- If staff knows that they will be presenting a topic that could be of potential importance to an LEP person or if staff will be hosting a meeting or a workshop in a geographic location with a known concentration of LEP person, staff will have meeting notices, fliers, advertisements, and agendas contain a notice, in Spanish, of language service availability with notification in advance of the meeting.
- When running a general public meeting notice, use the phrase “Si necesita informacion en otro idioma, comuniquese Nicole Gibbs, [ngibbs@nwarpc.org](mailto:ngibbs@nwarpc.org) or 479-751-7125, cuando menos 48 horas antes de la junta”, which asks persons if information is needed in another language to make arrangements with NWARPC within two days of the meeting date.

#### E. MONITORING AND UPDATING THE LEP PLAN

This plan is designed to be flexible and is one that can be easily updated. At a minimum, NWARPC MPO will follow the Title VI program update schedule for the LEP plan.

Updates should examine plan components such as:

- How many LEP persons were encountered?
- Were their needs met?
- What is the current LEP population in the region?
- Has there been a change in the types of languages where translation services are needed?
- Is there still a need for continued language assistance for previously identified NWARPC programs?
- Are there other programs that should be included?
- Has NWARPC’s available resources, such as technology, staff, and financial cost, changed?
- Has NWARPC fulfilled the goals of the LEP plan?
- Were there any complaints received?
- Were any comments or requests from the public participation process made that would impact the LEP plan?

#### F. DISSEMINATION OF THE NWARPC LIMITED ENGLISH PROFICIENCY PLAN

NWARPC will post the LEP plan, as part of the full Title VI Plan, on its website <http://nwarpc.org>. Anyone with internet access will be able to access the plan. For those without personal internet access, all area libraries offer free internet access. Copies of the LEP plan, as part of the full Title VI Plan, will be provided to the Arkansas Department of Transportation, the Missouri Department of Transportation, the Federal Highway Administration,

the Federal Transit Administration, and any person or agency requesting a copy. NWARPC members will be provided a copy of the LEP plan. A hard copy of the plan will be available in the office. An LEP person may obtain copies of the plan upon request.

Any questions or comments regarding this plan should be directed to:

Nicole Gibbs, AICP, NWARPC Title VI Coordinator

Phone: 479-751-7125

Fax: 479-751-7150

Northwest Arkansas Regional Planning Commission,  
1311 Clayton Street, Springdale, AR 72762

Email: [ngibbs@nwarpc.org](mailto:ngibbs@nwarpc.org)

<http://nwarpc.org>

#### NWARPC Notice of Nondiscrimination

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## APPENDIX C

### LIMITED ENGLISH PROFICIENCY RESOURCES

- NOTIFYING THE PUBLIC OF RIGHTS UNDER TITLE VI
- LANGUAGE ASSISTANCE IS AVAILABLE FREE OF CHARGE NOTICE
- LANGUAGE IDENTIFICATION CARDS – Please visit:  
<https://www.lep.gov/translation#toc-language-identification-and-i-speak-cards>
- LIST OF CERTIFIED TRANSLATORS – For a list of certified translators please visit: AMERICAN ASSOCIATION OF LANGUAGE SPECIALISTS  
<https://www.taals.net/en/member-directory/>
- REGISTRY OF CERTIFIED COURT INTERPRETERS – For a list of certified court interpreters please visit:  
<https://www.arcourts.gov/sites/default/files/2020%200630%20Registry%20of%20Court%20Interpreters.pdf>
- BRAILLE TRANSCRIPTION SIGN LANGUAGE

## NOTIFYING THE PUBLIC OF RIGHTS UNDER TITLE VI

**“Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d et seq., and its implementing regulations provide that no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participating in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity that receives federal assistance”.**

**“Título VI de la Ley de Derechos Civiles de 1964, 42 U.S.C. 2000d y ss., y su reglamentaciones implementadas establecen que ninguna persona en los Estados Unidos será, por motivos de raza, color o origen nacional, excluida de participar en, negado los beneficios de, o de otra manera sujeto a”.**

The Northwest Arkansas Regional Planning Commission operates its programs and services without regard to race, color, or national origin in accordance with the Title VI Act of the Civil Rights Act of 1964. Therefore, the NWARPC does not discriminate on the basis of race, color, or national origin, in the admission, access to and treatment in NWARPC's programs and activities, as well as the NWARPC's hiring or employment practices. Any person or group who feels that he or she, individually, or as a member of any class of persons, on the basis of race, color, national origin, age, sex, disability, religion, or low-income status has been unfairly deprived of benefit, or unduly burdened by the transportation planning process, or denied the benefits of, or subjected to discrimination caused by the MPO may file a written complaint with the ADA/504/Title VI Coordinator.

### AVISO DE NO DISCRIMINACION DE LA COMISION DE PLANIFICACION DEL NOROESTE DE ARKANSAS

EL NWARPC cumple con todas las disposiciones de derechos civiles de los estatutos federales y autoridades relacionadas que prohíben la discriminación en programas y actividades que reciben asistencia financiera federal. Por lo tanto, la NWARPC no discrimina por razones de raza, color, u origen nacional en la admisión, el acceso y el tratamiento en los programas y actividades NWARPC, así como de contratación de empleados de la NWARPC. Las quejas de supuesta discriminación y consultas sobre la política antidiscriminatoria de la NWARPC pueden ser dirigidas a Nicole Gibbs, AICP, planificador regional – EEO/DBE (ADA/504/Título Coordinador VI), 1311 Clayton, Springdale, AR 72762, (479) 751-7125, (Voz/TTY 7-1-1 o 1-800-285-1131) o en la siguiente dirección de correo electrónico: [ngibbs@nwarpc.org](mailto:ngibbs@nwarpc.org). Este aviso está disponible en el Coordinador de ADA/504/Título VI en letra grande, cinta de audio y en Braille. Si se necesita información en otro idioma, póngase en contacto con Nicole Gibbs, [ngibbs@nwarpc.org](mailto:ngibbs@nwarpc.org).

For information on the NWARPC Civil Rights program, or the procedure to file a Title VI complaint, contact the Nicole Gibbs, AICP, Regional Planner – EEO/DBE (ADA/504/Title VI Coordinator), 1311 Clayton, Springdale, AR 72762, (479-751-7125, (Voice/TTY 7-1-1 or 1-800-285-1131, Para llamadas en español, marque el 866-656-1842; para llamadas en inglés, marque el 711 o directamente al 800-285-1131) or the following email address: [ngibbs@nwarpc.org](mailto:ngibbs@nwarpc.org). Si necesita información en otro idioma, comuníquese con 479-751-7125.

**IF INFORMATION IS NEEDED IN ANOTHER LANGUAGE, CONTACT NWARPC AT 479-751-7125. LANGUAGE ASSISTANCE IS AVAILABLE FREE OF CHARGE TO ALL PERSONS. AVISO DE DISPONIBLE IDIOMA SERVICIO A LAS PERSONAS LEP: AYUDA CON EL IDIOMA ESTÁ DISPONIBLE DE FORMA GRATUITA A TODAS LAS PERSONAS.**

## LANGUAGE ASSISTANCE IS AVAILABLE FREE OF CHARGE

IF INFORMATION IS NEEDED IN ANOTHER LANGUAGE, CONTACT 479-751-7125.

**LANGUAGE ASSISTANCE IS AVAILABLE FREE OF CHARGE TO ALL PERSONS.**

AVISO DE DISPONIBLE IDIOMA SERVICIO A LAS PERSONAS LEP: AYUDA CON EL IDIOMA ESTÁ DISPONIBLE DE FORMA GRATUITA A TODAS LAS PERSONAS.

## BRAILLE TRANSCRIPTION AND SIGN LANGUAGE

### American Printing House for the Blind (APH)

P.O. Box 6085 1839 Frankfort Avenue  
Louisville, Kentucky 40206-0085  
Phone: (502) 895-2405  
Toll Free Customer Service: (800) 223-1839  
Email: [cs@aph.org](mailto:cs@aph.org)  
Website: [www.aph.org](http://www.aph.org)

### Associated Services for the Blind and Visually Impaired

919 Walnut Street  
Philadelphia, Pennsylvania 19107  
Telephone: (267) 551-0561.  
Email: [asbinfo@asb.org](mailto:asbinfo@asb.org)  
Website: [www.asb.org](http://www.asb.org)

### Braille It

Maureen Pranghofer  
4910 Dawnview Terrace  
Golden Valley, Minnesota 55422  
Phone: (763) 522-2501  
Email: [maureen@brailleit.com](mailto:maureen@brailleit.com)  
Website: [www.brailleit.com](http://www.brailleit.com)

### Carolyn's Braille Services

P.O. Box 704  
Edmonds, WA 98020  
Phone: (425) 778-8428  
Email: [carolynsbraille@gmail.com](mailto:carolynsbraille@gmail.com)  
Website: [www.cmbrailleservices.com](http://www.cmbrailleservices.com)

### Cat's Meow Braille Transcription

P.O. Box 8289  
Wichita, Kansas 67208-0289  
Phone: (316) 619-4750  
Email: [info@catsmeowbraille.com](mailto:info@catsmeowbraille.com)  
Website: [www.catsmeowbraille.com](http://www.catsmeowbraille.com)

### Kansas Braille Transcription Institute, Inc.

Post Office Box 48091  
Wichita, Kansas, 67201-8091  
Telephone: (316) 265-9692  
Email: [info@kbt.org](mailto:info@kbt.org)  
Website: [www.kbt.org](http://www.kbt.org)

### Volunteer Braille Services, Incorporated

1710 Douglas Drive  
Golden Valley, Minnesota 55422  
Telephone: (763) 544-2880  
Email: [vbsmn@comcast.net](mailto:vbsmn@comcast.net)  
Website: [www.vbsmn.org](http://www.vbsmn.org)

### Sign Language Services

TranslationPerfect  
7007 College Blvd., #460 Overland Park, KS 66211  
Phone: (913) 491-1444  
Email: [info@translationp.com](mailto:info@translationp.com)  
Web: <https://translationp.com>  
Services include: Interpreting, translation, and sign language

