

**NORTHWEST ARKANSAS REGIONAL PLANNING COMMISSION
METROPOLITAN PLANNING ORGANIZATION
NORTHWEST ARKANSAS REGIONAL TRANSPORTATION STUDY**

FTA ID 1571

TITLE VI OF THE CIVIL RIGHTS ACT OF 1964

Approved on December 2, 2020

Northwest Arkansas Regional Planning Commission
1311 Clayton St., Springdale, AR, 72762
<http://nwarpc.org>

NWARPC NOTICE OF NONDISCRIMINATION: The NWARPC complies with all civil rights provisions of federal statutes and related authorities that prohibit discrimination in programs and activities receiving federal financial assistance. 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. Complaints of alleged discrimination and inquiries regarding the NWARPC's nondiscrimination policies may be directed to 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. This notice is available from the ADA/504/Title VI Coordinator in large print, on audiotape and in Braille. If information is needed in another language, contact Nicole Gibbs. Si necesita información en otro idioma, comuníquese Nicole Gibbs, 479-751-7125, cuando menos 48 horas antes de la junta.

RESOLUTION #2020-08

**A RESOLUTION OF THE NORTHWEST ARKANSAS REGIONAL PLANNING COMMISSION
ADOPTING THE TITLE VI PROGRAM**

WHEREAS, the Northwest Arkansas Regional Planning Commission is the designated Metropolitan Planning Organization for the metropolitan region and is responsible for the urbanized transportation planning process; and

WHEREAS, the development of a Title VI Program is required for compliance with federal FAST Act legislation; and

WHEREAS, the Title VI Program has been developed in accordance with Federal Transit Administration and Federal Highway Administration standards; and

WHEREAS, the Title VI Program includes the documents Limited English Proficiency Program and the Language Assistance Plan;

NOW, THEREFORE, BE IT RESOLVED, by the Northwest Arkansas Regional Planning Commission, that the Title VI Program for the MPO area is hereby approved and adopted.

The above resolution is hereby adopted on this 2ND day of December 2020.



NWARCP Chair Mayor Bill Edwards

Attest: _____



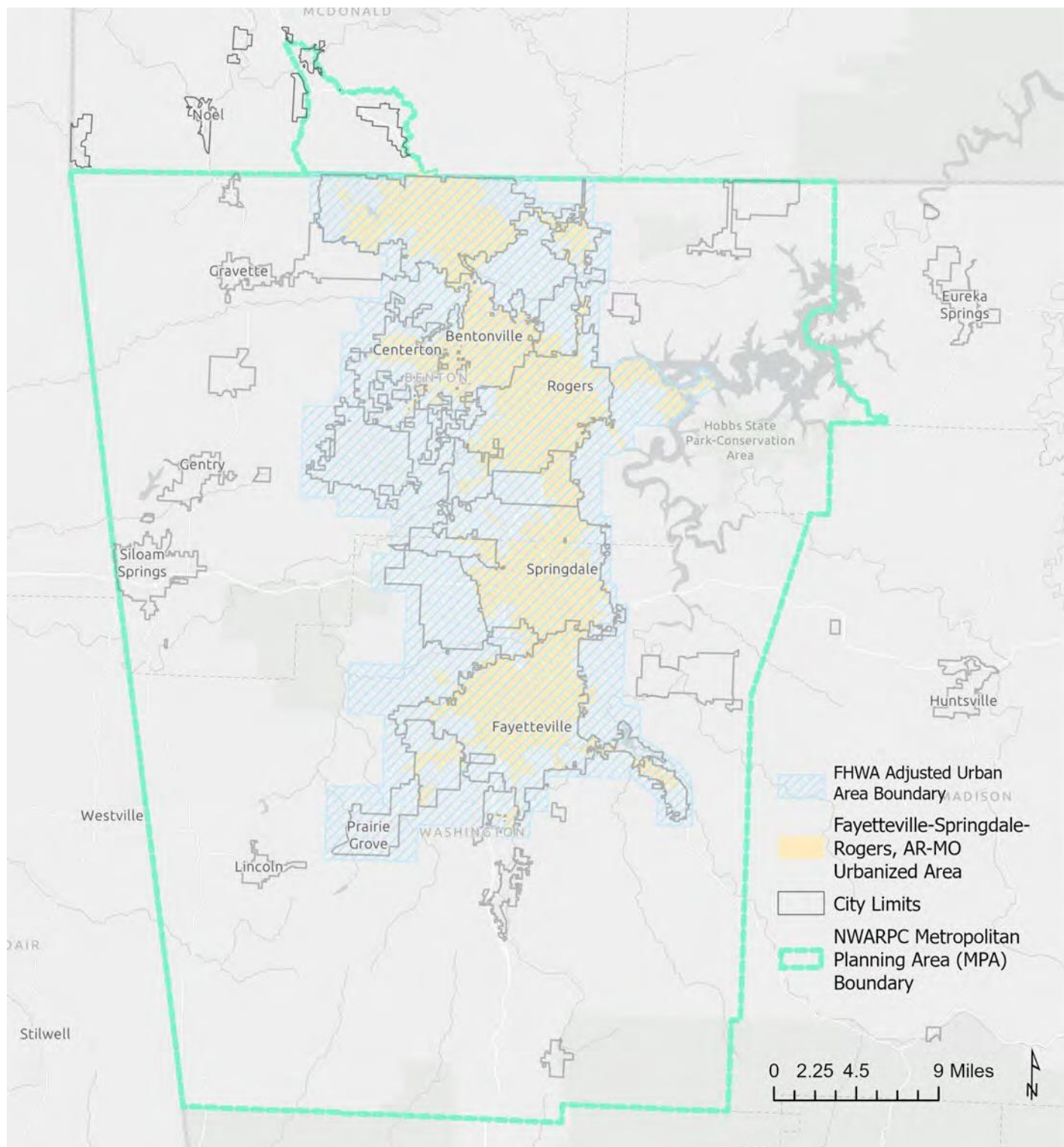
NWARPC TITLE VI PROGRAM POLICY STATEMENT

The NWARPC Metropolitan Planning Organization (MPO) assures that no person shall on the ground 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.

The NWARPC further agrees to the following responsibilities with respect to its programs and activities:

1. Designate a Title VI Liaison that has a responsible position within the organization and access to the Recipient's Executive Director.
2. Issue a policy statement signed by the Executive Director, which expresses its commitment to the nondiscrimination provisions of Title VI. The policy statement shall be circulated throughout the Recipient's organization and to the general public. Such information shall be published where appropriate in languages other than English.
3. Include a Statement of Non-Discrimination on plans, studies, legal notices and other documents disseminated by the NWARPC.
4. Develop a complaint process and attempt to resolve complaints of discrimination.
5. Participate in training offered on Title VI and other nondiscrimination requirements.
6. If reviewed by ARDOT, MoDOT or the U.S. Department of Transportation (USDOT), take affirmative action to correct any deficiencies found within a reasonable time period, not to exceed ninety (90) calendar days.
7. Have a process to collect racial and ethnic data on persons impacted by the NWARPC's programs.

THIS ASSURANCE is given in consideration of and for the purpose of obtaining any and all federal funds, grants, loans, contracts, properties, discounts or other federal financial assistance under all programs and activities and is binding. The person whose signature appears below is authorized to sign this assurance on behalf of the NWARPC.



The Northwest Arkansas Regional Planning Commission (NWARPC) is the federally designated Metropolitan Planning Organization (MPO) for Benton and Washington Counties, Arkansas and a portion of McDonald County, Missouri.

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I. TITLE VI PROGRAM REQUIREMENTS

The Objectives of FTA's Title VI Program, as set forth in FTA Circular 4702.1B, Title VI and Title VI-Dependent Guidelines for Federal Transit Administration Recipients, are:

- Ensure that the level and quality of transportation service is provided in a nondiscriminatory manner;
- Promote the full and fair participation in transportation decision-making without regard to race, color, or national origin;
- Ensure meaningful access to programs and activities by persons with limited English proficiency.

Below is a summary of the required contents of a Title VI Program, and the FTA Circular 4702.1B – General Requirements (Chapter III).

1. Title VI Notice to the Public, including a list of locations where the notice is posted.
2. Title VI Complaint Procedures and Complaint Form (i.e., instructions to the public regarding how to file a Title VI discrimination complaint).
3. List of transit-related Title VI investigations, complaints, and lawsuits.
4. Public Participation Plan, including information about outreach methods to engage minority and limited English proficient populations (LEP), as well as a summary of outreach efforts made since the last Title VI Program submission.
5. Language Assistance Plan for providing language assistance to persons with limited English proficiency (LEP), based on the DOT LEP Guidance.
6. A table depicting the membership of non-elected committees and councils, the membership of which is selected by the recipient, broken down by race, and a description of the process the agency uses to encourage the participation of minorities on such committees.
7. Primary recipients shall include a description of how the agency monitors its subrecipients for compliance with Title VI, and a schedule of subrecipients Title VI Program submissions.
8. A Title VI equity analysis if the recipient has constructed a facility, such as a vehicle storage facility, maintenance facility, operation center, etc.
9. Additional information as specified in chapter IV, V, VI, depending on whether the recipient is a transit provider, a State, or a Planning Entity.

FTA Circular 4702.1B – Requirements of MPOs (Chapter VI):

10. All requirements set out in Chapter III (General Requirements).
11. Demographic profile of the metropolitan area.
12. A description of the procedures by which the mobility needs of minority populations are identified and considered within the planning process.
13. Demographic maps that show the impacts of the distribution of State and Federal funds in the aggregate for public transportation projects.
14. Analysis of the MPO's transportation system investments that identifies and addresses any disparate impacts.
15. The requirements set out in Chapter IV (Transit Provider) if the MPO is a provider of fixed route public transportation.
16. Description of the procedures the agency uses to ensure nondiscriminatory pass through of FTA financial assistance (if requested).
17. Description of the procedures the agency uses to provide assistance to potential subrecipients in a nondiscriminatory manner (if requested).

Additional Requirement:

18. A copy of board meeting minutes, resolution, or other appropriate documentation showing the board of directors or appropriate governing entity or official(s) responsible for policy decisions reviewed and approved the Title VI Program.

II. INTRODUCTION TO NWARPC

TEAM ID NUMBER: 1571
EXECUTIVE OFFICIAL: Mr. Jeff Hawkins
 Executive Director
 Northwest Arkansas Regional Planning Commission
 1311 Clayton Street, Springdale, Arkansas 72762
ON-SITE CONTACTS: Tim Conklin, Cristina Scarlat, Nicole Gibbs

ABOUT NORTHWEST ARKANSAS REGIONAL PLANNING COMMISSION AND NARTS

The Northwest Arkansas Regional Planning Commission (NWARPC) is a planning organization that serves local units of governments in Benton and Washington Counties, Arkansas and a portion of McDonald County, Missouri including the City of Pineville.

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 Northwest Arkansas Regional Transportation Study area (NARTS) is the cooperative effort by participating governmental units, 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 DOES NOT provide fixed route transportation as it is a planning organization.

III. RECIPIENT REQUIREMENTS AND SUBRECIPIENT MONITORING

The NWARPC is a designated recipient, as well as a subrecipient, of Federal Transit Administration (FTA) funding assistance and is therefore subject to the Title VI compliance conditions associated with the use of these funds pursuant to the following:

- Title VI of the Civil Rights Act of 1964 (42 U.S.C. Section 2000d).
- Federal Transit Laws, as amended (49 U.S.C. Chapter 53 et seq.).
- Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, as amended (42 U.S.C. 4601, et seq.).
- Department of Justice regulation, 28 CFR part 42, Subpart F, "Coordination of Enforcement of Nondiscrimination in Federally-Assisted Programs" (December 1, 1976, unless otherwise noted).

- DOT regulation, 49 CFR part 21, “Nondiscrimination in Federally-Assisted Programs of the Department of Transportation – Effectuation of Title VI of the Civil Rights Act of 1964” (June 18, 1970, unless otherwise noted).
- Joint FTA/Federal Highway Administration (FHWA) regulation, 23 CFR part 771, “Environmental Impact and Related Procedures” (August 28, 1987).
- Joint FTA/FHWA regulation, 23 CFR part 450 and 49 CFR part 613, “Planning Assistance and Standards,” (October 28, 1993, unless otherwise noted).
- DOT Order 5610.2, “U.S. DOT Order on Environmental Justice to Address Environmental Justice in Minority Populations and Low-Income Populations,” (April 15, 1997).
- DOT Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient Person, (December 14, 2005).
- Section 12 of FTA’s Master Agreement (October 1, 2011).
- FTA Circular 4702.1A. “Title VI and Title VI-Dependent Guidelines for Federal Transit Administration Recipients”, May 17, 2007.
- FTA Circular 4702.1B. “Title VI Requirements and Guidelines for Federal Transit Administration Recipients”, October 1, 2012

THE UNITED STATES DEPARTMENT OF TRANSPORTATION (USDOT) STANDARD TITLE VI/NON-DISCRIMINATION ASSURANCES DOT ORDER NO. 1050.2A

The Northwest Arkansas Regional Planning Commission herein referred to as the "Recipient", **HEREBY AGREES THAT**, as a condition to receiving any Federal financial assistance from the U.S. Department of Transportation (DOT), through the Federal Transit Administration, is subject to and will comply with the following:

Statutory/Regulatory Authorities

- Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d et seq., 78 stat. 252), (prohibits discrimination on the basis of race, color, national origin);
- 49 C.F.R. Part 21 (entitled Non-discrimination in Federally-Assisted Programs of The Department of Transportation-Effectuation of Title VI of The Civil Rights Act Of 1964);
- 28 C.F.R. section 50.3 (U.S. Department of Justice Guidelines for Enforcement of Title VI of the Civil Rights Act of 1964);

The preceding statutory and regulatory cites hereinafter are referred to as the "Acts" and "Regulations," respectively.

General Assurances

In accordance with the Acts, the Regulations, and other pertinent directives, circulars, policy, memoranda, and/or guidance, the Recipient hereby gives assurance that it will promptly take any measures necessary to ensure 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, for which the Recipient receives Federal financial assistance from DOT, including the Federal Transit Administration."

The Civil Rights Restoration Act of 1987 clarified the original intent of Congress, with respect to Title VI and other Non-discrimination requirements (the Age Discrimination Act of 1975, and Section 504 of the Rehabilitation Act of 1973), by restoring the broad, institutional-wide scope and coverage of these non-discrimination statutes and requirements to include all programs and activities of the Recipient, so long as any portion of the program is Federally assisted.

Specific Assurances

More specifically, and without limiting the above general Assurance, the Recipient agrees with and gives the following Assurances with respect to its Federally assisted Urbanized Area Formula Grants Program.

1. The Recipient agrees that each "activity," "facility," or "program," as defined in §§ 21.23(b) and 21.23(e) of 49 C.F.R. § 21 will be (with regard to an "activity") facilitated, or will be (with regard to a "facility") operated, or will be (with regard to a "program") conducted in compliance with all requirements imposed by, or pursuant to the Acts and the Regulations.
2. The Recipient will insert the following notification in all solicitations for bids, Requests for Proposals for work, or material subject to the Acts and the Regulations made in connection with all Urbanized Area Formula Grants Program and, in adapted form, in all proposals for negotiated agreements regardless of funding source:

"The Northwest Arkansas Regional Planning Commission, in accordance with the provisions of Title VI of the Civil Rights Act of 1964 (78 Stat. 252, 42 U.S.C. §§ 2000d to 2000d-4) and the Regulations, hereby notifies all bidders that it will affirmatively ensure that any contract entered into pursuant to this advertisement, disadvantaged business enterprises will be afforded full and fair opportunity to submit bids in response to this invitation and will not be discriminated against on the grounds of race, color, or national origin in consideration for an award."

3. The Recipient will insert the clauses of Appendix A and E of this Assurance in every contract or agreement subject to the Acts and the Regulations.
4. The Recipient will insert the clauses of this Assurance, as a covenant running with the land, in any deed from the United States effecting or recording a transfer of real property, structures, use, or improvements thereon or interest therein to a Recipient.
5. That where the Recipient receives Federal financial assistance to construct a facility, or part of a facility, the Assurance will extend to the entire facility and facilities operated in connection therewith.

6. That where the Recipient receives Federal financial assistance in the form, or for the acquisition of real property or an interest in real property, the Assurance will extend to rights to space on, over, or under such property.
7. That the Recipient will include the clauses set forth in Appendix C and Appendix D of this Assurance, as a covenant running with the land, in any future deeds, leases, licenses, permits, or similar instruments entered into by the Recipient with other parties:
 - a. for the subsequent transfer of real property acquired or improved under the applicable activity, project, or program; and
 - b. for the construction or use of, or access to, space on, over, or under real property acquired or improved under the applicable activity, project, or program.
8. That this Assurance obligates the Recipient for the period during which Federal financial assistance is extended to the program, except where the Federal financial assistance is to provide, or is in the form of, personal property, or real property, or interest therein, or structures or improvements thereon, in which case the Assurance obligates the Recipient, or any transferee for the longer of the following periods:
 - a. the period during which the property is used for a purpose for which the Federal financial assistance is extended, or for another purpose involving the provision of similar services or benefits; or
 - b. the period during which the Recipient retains ownership or possession of the property.
9. The Recipient will provide for such methods of administration for the program as are found by the Secretary of Transportation or the official to whom he/she delegates specific authority to give reasonable guarantee that it, other recipients, sub-recipients, sub-grantees, contractors, subcontractors, consultants, transferees, successors in interest, and other participants of Federal financial assistance under such program will comply with all requirements imposed or pursuant to the Acts, the Regulations, and this Assurance.
10. The Recipient agrees that the United States has a right to seek judicial enforcement with regard to any matter arising under the Acts, the Regulations, and this Assurance.

By signing this ASSURANCE, the Recipient also agrees to comply (and require any sub-recipients, sub-grantees, contractors, successors, transferees, and/or assignees to comply) with all applicable provisions governing the FTA access to records, accounts, documents, information, facilities, and staff. You also recognize that you must comply with any program or compliance reviews, and/or complaint investigations conducted by the FTA. You must keep records, reports, and submit the material for review upon request to FTA, or its designee in a timely, complete, and accurate way. Additionally, you must comply with all other reporting, data collection, and evaluation requirements, as prescribed by law or detailed in program guidance.

The Recipient gives this ASSURANCE in consideration of and for obtaining any Federal grants, loans, contracts, agreements, property, and/or discounts, or other Federal-aid and Federal financial assistance extended after the date hereof to the recipients by the U.S. Department of Transportation

under the Urbanized Area Formula Grants Program. This ASSURANCE is binding on Arkansas, other recipients, sub-recipients, sub-grantees, contractors, subcontractors and their subcontractors', transferees, successors in interest, and any other participants in Urbanized Area Formula Grants Program. The person(s) signing below is authorized to sign this ASSURANCE on behalf of the Recipient.

Pertinent Non-Discrimination Authorities:

- Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d et seq., 78 stat. 252), (prohibits discrimination on the basis of race, color, national origin); and 49 CFR Part 21.
- The Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, (42 U.S.C. § 4601), (prohibits unfair treatment of persons displaced or whose property has been acquired because of Federal or Federal-aid programs and projects);
- Federal-Aid Highway Act of 1973, (23 U.S.C. § 324 et seq.), (prohibits discrimination on the basis of sex);
- Section 504 of the Rehabilitation Act of 1973, (29 U.S.C. § 794 et seq.), as amended, (prohibits discrimination on the basis of disability); and 49 CFR Part 27;
- The Age Discrimination Act of 1975, as amended, (42 U.S.C. § 6101 et seq.), (prohibits discrimination on the basis of age);
- Airport and Airway Improvement Act of 1982, (49 USC § 471, Section 47123), as amended, (prohibits discrimination based on race, creed, color, national origin, or sex);
- The Civil Rights Restoration Act of 1987, (PL 100-209), (Broadened the scope, coverage and applicability of Title VI of the Civil Rights Act of 1964, The Age Discrimination Act of 1975 and Section 504 of the Rehabilitation Act of 1973, by expanding the definition of the terms "programs or activities" to include all of the programs or activities of the Federal-aid recipients, sub-recipients and contractors, whether such programs or activities are Federally funded or not);
- Titles II and III of the Americans with Disabilities Act, which prohibit discrimination on the basis of disability in the operation of public entities, public and private transportation systems, places of public accommodation, and certain testing entities (42 U.S.C. §§ 12131-12189) as implemented by Department of Transportation regulations at 49 C.F.R. parts 37 and 38;
- The Federal Aviation Administration's Non-discrimination statute (49 U.S.C. § 47123) (prohibits discrimination on the basis of race, color, national origin, and sex);
- Executive Order 12898, Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations, which ensures Non-discrimination against minority populations by discouraging programs, policies, and activities with disproportionately high and adverse human health or environmental effects on minority and low-income populations;
- Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency, and resulting agency guidance, national origin discrimination includes discrimination because of Limited English proficiency (LEP). To ensure compliance with Title VI, you must take reasonable steps to ensure that LEP persons have meaningful access to your programs (70 Fed. Reg. at 74087 to 74100);
- Title IX of the Education Amendments of 1972, as amended, which prohibits you from discriminating because of sex in education programs or activities (20 U.S.C. 1681 et seq.).

SUBRECIPIENT MONITORING

The NWARPC operates as a pass-through of FTA funds to subrecipients. NWARPC monitors subrecipients Ozark Regional Transit, Inc. (ORT) and the University of Arkansas Razorback Transit.

In order for NWARPC to satisfy FTA subrecipient monitoring requirements, the *Northwest Arkansas Regional Planning Commission Subrecipient Monitoring Guide for FTA Section 5339 Grants* was developed in spring 2017. The Monitoring Guide can be found [at this link](#). The purpose of the Monitoring Guide is to ensure that all technical specifications and contract requirements are met by subrecipients and to monitor compliance with FTA requirements for the life of FTA Section 5339-funded projects that are maintained by subrecipients.

NWARPC began the subrecipient monitoring procedure in Summer 2017 by conducting an on-site visit at the Razorback Transit and ORT facilities, and also received from the transit agencies the requested documents to enable NWARPC to conduct a “desk review”.

Staff completed the draft Compliance Review Reports for both transit agencies and transmitted the drafts to each agency for comments. Both transit agencies reviewed and submitted comments on their individual draft Compliance Review Report.

The 2017 subrecipient monitoring process concluded with staff sending an individual 2017 Final Compliance Review Report to each agency in mid-September 2017. The Final Report was based on the findings noted in the NWARPC desk review of submitted documents and the site visit.

Staff followed the above stated subrecipient monitoring process in 2018, 2019, and 2020.

In May 2019, Section 5339 buses owned by ORT were sold at auction. ORT completed an Annual Report for 2019, and staff followed through on the subrecipient monitoring procedure, culminating in a Final Compliance Review Report.

Ongoing subrecipient monitoring activities will continue until all FTA Section 5339 buses in use by Razorback Transit have been retired.

IV. NWARPC’s COMMITMENT TO CIVIL RIGHTS

“No Person shall, on the grounds of race, color, or national origin, be excluded from participating in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal assistance.” – Civil Rights Act of 1964

Your Civil Rights:

Title VI, 42 U.S.C. §2000d et seq., was enacted as part of the landmark Civil Rights Act of 1964. It prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance. It is the full intent of the NWARPC to operate its programs without regards to race, color, and national origin.

Two Executive Orders define populations that are protected under Title VI:

- ❑ Executive Order 12898 is concerned with environmental justice for minority and low-income populations.
- ❑ Executive Order 13166 is concerned with providing equal access to services and benefits for individuals with limited English proficiency.
- ❑ Guidance for this Title VI program can be found in the FTA Circular 4702.1B, dated October 1, 2012.

The NWARPC is committed to preventing discrimination as defined in Title VI of the Civil Rights Act. This program outlines the procedures in place that help guide the NWARPC in preventing such discrimination. The NWARPC Title VI Program provides information on the various processes which are in place as well as an analysis of the populations and programs impacted by Title VI requirements.

V. TITLE VI COORDINATOR RESPONSIBILITIES

The Title VI Coordinator performs the following tasks:

- Collaborates and coordinates Title VI compliance efforts with the staff. *NWARPC currently employs eight people. The Coordinator works closely with all the staff.*
- Serves as point of contact/liaison to the public on Title VI compliance issues. *Contact information is provided on all NWARPC publications and posted on the website.*
- Establish and maintain collaborative relationships with critical external stakeholders, such as disability advocacy groups and government agencies. *All stakeholder groups and governmental agencies are notified of meetings, public input meetings, and document reviews.*
- Monitor the NWARPC policies, procedures, practices and processes with respect to Title VI compliance, identify shortcomings in compliance and develop remedies.
- Investigate and resolve complaints filed under the NWARPC's Title VI Complaint Procedures.
- Monitor and update the implementation of the NWARPC's Title VI Program.
- Provide or coordinate the provision of requested auxiliary aids and reasonable accommodations to individuals with disabilities.
- Perform Title VI program, process or compliance reviews.
- See NWARPC organizational chart on page 39.

TITLE VI TRAINING: The Title VI Coordinator distributes updated information to NWARPC staff as it becomes available. **Title VI training is administered as part of new hire orientation and as part of an annual staff training. Annual staff training is held every July at the beginning of a new fiscal year.** NWARPC staff is encouraged to participate in Title VI professional development training opportunities. Many training and educational opportunities are available through a variety of sources such as the FTA website and courses offered by the National Highway Institute (NHI) and National Transit Institute (NTI).

VI. NOTIFY BENEFICIARIES OF PROTECTION: NOTIFYING THE PUBLIC OF RIGHTS UNDER TITLE VI

In order to comply with 49 CFR Section 21.9(d), NWARPC provides information to the public regarding its Title VI obligations and appries members of the public of the protections against discrimination afforded to them by Title VI. Notices are posted in public areas of the office building, including the public conference room; at all public meetings/hearings; on the NWARPC website.

Please go to <https://www.nwarpc.org/civil-rights/> on the NWARPC website for the following notification:

Notifying the Public of Rights under Title VI

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, or national origin, 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.

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) or the following email address: ngibbs@nwarpc.org.

AVISO DE NO DISCRIMINACION DE LA COMISION DE PLANIFICACION DEL NORODSTE ME 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. Lasque jaso 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/Titulo 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. Este aviso está disponible en el Coordinador de ADA/504/Titulo 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.

If information is needed in another language, contact 479-751-7125

"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".

Si necesita información en otro idioma, comuníquese con 479-751-7125.

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

VII. COMPLAINT PROCEDURE

NWARPC has established a process for investigating and resolving complaints alleging Title VI discrimination related to MPO services, programs and its office.

NWARPC's Title VI Coordinator is responsible for overseeing investigations and responses to complaints of discrimination based on disability. A Title VI discrimination complaint may be filed within 180 days from the date of the alleged discrimination.

- Required complaint information includes:
 - ❑ Complainant's name, mailing address and daytime phone number.
 - ❑ Specific information relating to the incident in question: date, time, location, how the person was discriminated upon, and any other applicable details.

Complaints with incomplete information may result in delayed investigations and responses. NWARPC will not respond to complaints without the complainant's name and mailing address.

- Complaints may be submitted to NWARPC as follows:
 - ❑ By telephone to NWARPC, 479-751-7125. The Title VI Coordinator will speak to the complainant and obtain detailed information relating to the complaint. Information obtained from the telephone interview will be recorded in writing and read to the complainant.
 - ❑ In writing to the NWARPC Title VI Coordinator, 1311 Clayton, Springdale, AR 72762. Complaints may also be faxed to 479-521-7150 or emailed.
 - ❑ In person at NWARPC, 1311 Clayton, Springdale, AR 72762. Normal office hours are from 8:00 am until 5:00 pm, Monday through Friday. It is advisable to call the Title VI Coordinator in advance to schedule an appointment.

Within three business days upon receipt of a complaint, a letter will be mailed to the complainant with the following information:

- Acknowledgment that the complaint has been received and is pending investigation.
- Estimated date by which a response will be sent to the complainant.

The Title VI 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 the resolution of the complaint.

A record of all complaints will be maintained by NWARPC 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 modification made to a NWARPC program, service or its office facility.

The Complaint Form can be downloaded from the NWARPC website at <https://www.nwarpc.org/civil-rights/> or a copy may be obtained at the NWARPC office upon request. A complete copy of the Complaint Form may be found in APPENDIX B.

COMPLAINTS RECEIVED

It is the intent and policy of NWARPC to practice nondiscrimination, and should a formal complaint be brought to the organization's attention, it will be addressed through the complaint procedure at the

local level. A list of Complaints is kept and made available for semiannual reporting requirements. In compliance with 49 CFR Section 21.9(b), NWARPC shall prepare and maintain a list of complaints and investigations conducted. The list will consist of lawsuits, or official complaints against NWARPC that allege discrimination on the basis of race, color, or national origin.

A table that lists complaints shall include the following information:

- Date of the complaint, investigation or lawsuit was filed;
- Summary of the allegation(s);
- The status of the investigation, lawsuit, or complaint, and
- Actions taken in response to the investigation, lawsuit of complaint.

COMPLAINTS LOG – NWARPC

Complaint Date	Type		Date Received	Date Resolved	Summary	Status	Action(s) Taken
	Investigation Date	Lawsuit Date					
None	None	None			None 1/1/15 – 12/31/15	NA	None
None	None	None			None 1/1/16 – 12/31/16	NA	None
None	None	None			None 1/1/17 – 12/31/17	NA	None
None	None	None			None 1/1/18 – 12/31/18	NA	None
None	None	None			None 1/1/19 – 12/31/19	NA	None
None	None	None			None 1/1/20 – 12/31/20	NA	None

VIII.PROMOTION OF INCLUSIVE PUBLIC PARTICIPATION

NWARPC PUBLIC PARTICIPATION PLAN

NWARPC's updated Public Participation Plan (PPP) was approved in September 2020. The PPP was developed to ensure that the transportation planning process complies with federal requirements for public involvement and participation. The PPP states, "This document outlines procedures that are designed to promote and encourage public participation and involvement in the transportation planning process. These procedures will provide opportunities for citizens, employers, and transportation providers to contribute ideas and opinions early and at every stage of the planning process. Efforts will be made to assure participation by traditionally underserved individuals, including elderly, low income and minority individuals, persons with disabilities, and persons with

limited English proficiency.” Please see Appendix D for an accounting of public outreach in the Connect NWA-Transit Development Plan.

The PPP further states that, “The NARTS (NWARPC) will, to the extent reasonable and practical, ensure that the PPP will address the requirements for MPO public involvement as identified in 23 CFR 450.316 Interested parties, participation, and consultation.”

23 CFR Section 450.314 Metropolitan planning agreements.

(a) The MPO, the State(s), and the providers of **public transportation** shall cooperatively determine their mutual responsibilities in carrying out the metropolitan transportation planning process. These responsibilities shall be clearly identified in written agreements among the MPO, the State(s), and the providers of public transportation serving the MPA. To the extent possible, a single agreement between all responsible parties should be developed. The written agreement(s) shall include specific provisions for the development of financial plans that support the metropolitan transportation plan (see §450.324) and the metropolitan TIP (see §450.326), and development of the annual listing of obligated projects (see §450.334).

(b) The MPO, the State(s), and the providers of public transportation should periodically review and update the agreement, as appropriate, to reflect effective changes.

The PPP also addresses the requirements of the Moving Ahead for Progress in the 21st Century (MAP-21) and the Fixing America’s Surface Transportation (FAST) Act. Additionally, in Section III. CIVIL RIGHTS LEGISLATION/SOCIAL RESPONSIBILITY, the PPP addresses Title VI, Environmental Justice, Limited English Proficiency, and ADA/504. The entire PPP can be found at https://www.nwarpc.org/wp-content/uploads/2020/09/NWARPC-2020-PUBLIC-PARTICIPATION-PLAN_9-23-2020.pdf.

1) THE NWARPC PUBLIC PARTICIPATION AND INVOLVEMENT POLICIES ENDEAVOR TO:

Provide ongoing and timely information about transportation issues and processes to NWA citizens, affected public agencies, representatives of transportation agencies, private providers of transportation, other interested parties and segments of the community affected by transportation plans, program and projects.

Provide reasonable public access to technical and policy information used in the development of the MTP, the TIP, and other appropriate transportation plans and projects.

Conduct open public meetings where matters related to the Federal-aid highway and transit programs are being considered.

- When warranted, the NWARPC may decide to hold a **virtual meeting** in place of an in-person meeting. Each instance will be evaluated individually. An example where a virtual meeting was warranted is the COVID-19 pandemic of 2020 that made in-person meetings dangerous. This may pertain to TAC and NWARPC/Policy Committee meetings and other subcommittee meetings, as well as public involvement/input meetings. In any case, the public will be notified by standard legal notice (see Chapters VI., VIII., IX.) and notification will be posted on the NWARPC website. Additionally, when available, public notification may be made by email and/or social media.

Go beyond traditional public meetings to engage a broader audience for public input to plan a vibrant and multimodal transportation system. As an example, staff may take meeting materials to places where the public gathers, such as various local festivals, farmer’s markets, malls, the Razorback Regional Greenway, or a Natural’s baseball game.

Give adequate public notice of public participation activities and allow time for public review and comment at key decision points, including, but not limited to, development and approval of plans and TIPs, and other appropriate transportation plans and projects. All public notification information can be found in Chapters VIII. and XI.

Provide additional opportunity for public comment if the final MTP or TIP differs significantly from the one which was made available for public comment by NWARPC and/or raises new material issues which interested parties could not have reasonably foreseen from the public involvement efforts.

Solicit the opinions of those under-served by existing transportation systems, including but not limited to, the transportation disadvantaged, minorities, elderly, low-income households, and people with disabilities.

Coordinate the public participation process with statewide public participation processes wherever possible to enhance public consideration of the issues, plans and programs, and reduce redundancies and cost.

Improve the effectiveness of the Public Participation Plan (PPP)

- With an annual staff review.
- A review by the TAC and NWARPC/Policy Committee occurring as part of the regular update cycle for the MTP.
- Consider using a Public Involvement Effectiveness Survey toward the end of a project (such as an update to the MTP) to gage the overall satisfaction of the public with the public involvement process and get an idea of the types of public involvement activities people participated in. An example of questions follows:
 1. Overall, I was satisfied with the public involvement process.
Strongly disagree, Disagree, neither agree nor disagree, Agree, strongly agree, don't know
 2. What public involvement activities have you participated in for this project? Check all that apply –
 - In-person public meetings/open houses
 - Online public meetings/open houses
 - Focus groups (usually involves 6 to 12 people meeting for 1 to 2 hours)
 - Information tables at fairs, festivals, or other such community settings
 - Community briefings
 - Stakeholder round tables
 - Door-to-door outreach
 - Outreach to special populations
 - Advisory committee meetings
 - Other (please specify)

2) PUBLIC PARTICIPATION

AN ONGOING ACTIVITY OF NWARPC PUBLIC PARTICIPATION IS AN INTEGRAL ASPECT OF ONE-TIME ACTIVITIES SUCH AS SPECIFIC CORRIDOR STUDIES, AND OF REGULARLY REPEATED ACTIVITIES SUCH AS NWARPC MEETINGS, THE MTP UPDATES AND THE TIP PROCESS. PARTICIPATION TECHNIQUES EMPLOYED BY NWARPC INCLUDE:

COMMENT FORMS – Comment forms or cards are often used to solicit public comment on specific issues being presented at a public input meeting. Comment forms can be very general in nature, or can ask for very specific feedback. NWARPC collects and tracks all comments received.

EMAIL ANNOUNCEMENTS – Meeting announcements and NWARPC information are emailed to interested persons, organizations and agencies that have submitted their email addresses to NWARPC.

LEGAL NOTICES – NWARPC publishes a legal notice in the newspaper of greatest general circulation for any public meeting where a decision could be made by the TAC or NWARPC/Policy Committee. Additionally, legal notices are published for many other meetings, public comment periods, public input meetings, etc.

Display ads are also published for certain meetings and activities. Typically, the newspapers where public notices are placed are the Arkansas Democrat Gazette (English), the McDonald County Press in Missouri (English), and the La Prensa Libre (Spanish). NWARPC strives to use ethnic media whenever possible.

MASTER DATABASE – NWARPC maintains a database of federal, state and local agencies, committee members and interested public. The database is used for maintaining up-to-date committee membership and special interest group lists, and is used to establish and maintain a list of email contacts for electronic meeting notification and announcements. NWARPC works with community organizations to help distribute information to identified target audiences when planning studies are conducted by NWARPC. To be included on the email list go to <https://www.nwarpc.org/contact/> or call the NWARPC office, 479-751-7125.

MEETING LOCATIONS – NWARPC, whenever feasible, holds public meetings, hearings or forums at a site convenient to potentially affected citizens and/or on a public transportation route.

MEETING NOTICES – Notices of all NWARPC/Policy Committee and TAC meetings, complete with date, time, location and preliminary agendas are forwarded to members, media and other interested parties, customarily, at least one week prior to the date of the meeting. Public meetings on specific issues may be held independently or at the same time as NWARPC/Policy Committee and/or TAC meetings. Notices of these public meetings are subject to legal notice requirements as stated in Sections VI, VIII, & IX.

NWARPC WEBSITE – This site was established to provide basic information about the MPO/transportation process, NWARPC members, meeting times, and contact information. The site also includes information about specific projects undertaken by NWARPC, such as the Unified Planning Work Program (UPWP), TIP, MTP, PPP, and transit studies. Other activities are also accessible on the website. All publications and work products are available electronically to the public and in hard copy at the NWARPC offices. Although internet connectivity is growing, the citizens that use the internet to find out about public participation opportunities are not necessarily representative of the public at large. Therefore, while NWARPC has expanded some of its online opportunities, it has retained the use of traditional in-person, phone, and mail comment opportunities as well.

PRESS RELEASES – Formal press releases are sent to local media (newspaper, TV, and radio) to announce upcoming meetings and activities and to provide information on specific issues being considered by NWARPC/Policy Committee, TAC or other committees.

SURVEYS – Electronic and paper surveys are used when specific input from the public is desired, or to gather technical data, such as daily travel patterns. NWARPC collects, compiles, and analyzes all survey information received and incorporates that information into the development of plans and projects.

TRANSLATIONS – Upon request and within reason, NWARPC will provide appropriate language translators for the non-English speaking, as well as translations for the hearing and visually impaired.

VISUALIZATION TECHNIQUES – NWARPC employs visualization techniques to aid in the understanding of transportation related documents. These visualization products are available on the NWARPC web page and at public forums and meetings.

- Provides on-line maps of the area that presents all appropriate information pertaining to documents such as the Metropolitan Transportation Plan elements and proposed amendments, TIP projects and proposed amendments.
- Employs maps, GIS products, charts, graphs, photo interpretation, artist renderings, physical models, and/or computer simulation.

3) PUBLIC PARTICIPATION ACTIVITIES

THE FOLLOWING ACTIVITIES MAY BE INCORPORATED INTO THE NWARPC PUBLIC PARTICIPATION AND INVOLVEMENT PROGRAMS AS WELL AS INTO THE OVERALL PLANNING PROCESS:

The NWARPC will undertake efforts to educate, inform and involve the public in area-wide transportation issues and processes. These efforts may include, but are not limited to, the following:

Annual Reports/Newsletters

Direct mailings

Explicit tailored outreach, such as attending community events, to engage the public on site

Flyers and brochures

Focus/Special Groups

Glossaries of acronyms and terms in published reports, plans and TIPs

Legal Notices/Display Ads

Media releases

Printed materials distributed to city halls, libraries, community centers, city buses

Provide materials in large-print, audio tape or Braille

Provide sign language interpreter for hearing impaired

Provide Spanish translations

Public appearances and speeches

Public meetings and hearings

Public Service Announcements (PSAs)

Social media, such as Facebook

Surveys, both paper and on-line

Telephone and website information on all printed materials

Website with calendar of events and documents

Workshops/Open-houses

The NWARPC will, to the extent reasonable and practical, maintain an up-to-date master database of contacts to be used to communicate to interested individuals and groups information concerning NWARPC meetings, MTP and TIP updates, other documents and transportation plan review. The master database may contain the following:

Area school districts

Civic groups

Elected officials

Federal, state and local agencies responsible for land use management, natural resources, environmental protection, conservation and historic preservation, economic development, tourism, natural disaster risk reduction, airport operations, freight movements, and others

Libraries (for public display)

Local government staff

Local media (print, radio, TV)

Minority groups

Parties that would have an interest in the planning and development of the transportation network including affected public agencies in the metropolitan planning area

Private transportation providers

Providers of freight transportation services

Representatives of users of bicycle transportation facilities

Representatives of users of pedestrian walkways

Representatives of users of public transportation

Representatives of the disabled

Special interest groups and other interested parties

Transportation agencies (transit, airports, rail, and/or public ports, if applicable)

A Public Comment option is available on the NWARPC website <http://nwarpc.org/contact/>, along with an email address, set up expressly for comments that are received during specific plan/project public comment periods, and for any other comments or questions the public may have. This email is monitored and comments on a specific project (such as the MTP) are included in the Public Comment Report given to the RPC/Policy Committee. All comments received via this option are answered in a timely manner.

IX. LIMITED ENGLISH PROFICIENCY (LEP) PLAN

Individuals who have limited ability to read, write, speak, or understand English are considered to be Limited English Proficient (LEP). NWARPC's LEP plan addresses the responsibilities of NWARPC to LEP persons. Through this policy, these populations are identified within the Metropolitan Planning Area.

To ensure meaningful access to NWARPC's programs and activities, the information was developed using the Four Factor Analysis. This guides NWARPC in determining specific LEP needs. The Four Factor Analysis is an assessment of local populations and considers the following factors:

Factor 1: The number or proportion of LEP persons eligible to be served or likely to encounter an MPO program, activity, or service.

This factor includes an analysis of the 2018 American Community Survey 5-year Estimates for Benton and Washington County in Arkansas and McDonald County in Missouri. Tables for Race, Hispanic or Latino, and Language Spoken at Home by Ability to Speak English were used to identify the area's LEP population. English and Spanish, respectively, are the top languages identified that are spoken at home by populations 5 years and over.

Factor 2: The frequency with which LEP persons come into contact with a MPO program, activity, or service.

NWARPC does not have any knowledge, documented or otherwise, of LEP persons coming into contact with a NWARPC program or activity.

Factor 3: The nature and importance of the program, activity, or service provided by the program to people's lives (or "service provided by the MPO to LEP community").

NWARPC has three main planning documents which identify and direct its transportation activities in the region – the Metropolitan Transportation Plan, the Transportation Improvement Program, and the Unified Planning Work Program. Each of these is publicized to the public for review and a comment period according to the Public Participation Plan.

Factor 4: The resources available to the MPO for LEP outreach, as well as the costs associated with that outreach.

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.

The complete Limited English Proficiency Plan can be found in APPENDIX A.

X. COMMISSION

NWARPC has one established commission, the Northwest Arkansas Regional Planning Commission, which also serves as the NARTS Policy Committee.

NWA REGIONAL PLANNING COMMISSION MEMBER JURISDICTIONS IN ARKANSAS		
AVOCA	GENTRY	ROGERS
BELLA VISTA	GOSHEN	SILOAM SPRINGS
BENTON COUNTY	GRAVETTE	SPRINGTOWN
BENTONVILLE	GREENLAND	SULPHUR SPRINGS
CAVE SPRINGS	HIGHFILL	TONTITOWN
CENTERTON	HINDSVILLE	WASHINGTON COUNTY
DECATUR	HUNTSVILLE	WEST FORK
ELKINS	JOHNSON	WINSLOW
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

The **membership** of the NWARPC is appointed by the elected officials of the member jurisdictions, and **is not under the control of the NWARPC staff**.

The NWARPC membership is composed of 50 men and 7 women, with 1 African American.

Table 2: Racial Composition of Commission Members					
Group	Caucasian	African American	Latin American	Asian American	Native American
NWARPC Commission	55	1	0	0	0

NWARPC uses email, USPS, and notices in the local Spanish newspaper to notify minorities of public outreach events, public comment periods, meetings, and also invites the minority community to participate in non-elected committees.

Potential subrecipients, that would serve predominantly minority populations, may request assistance from NWARPC and the agency stands ready to offer reasonable assistance to the best of its ability at any time. No potential subrecipients have requested assistance at the time of writing this document.

A Steering Committee was established to help guide the 2010 TDP update process, assist NWARPC staff and the consultants, and to report updates and other information to their respective cities and organizations. The Committee consisted of:

- four city staff members (2 white females, 2 white males)
- a staff member from ORT and a staff member from Razorback Transit (2 white males)
- one member representing human service agencies (white female)
- one member representing a philanthropic foundation (white male)
- one member representing the engineering community (white male)
- one member representing the housing/real estate industry (white male)
- A NWARPC staff member was also on the Committee (white male)

CONNECT NWA-TRANSIT DEVELOPMENT PLAN STEERING COMMITTEE	
ADAM WADDELL (RAZORBACK TRANSIT)	JOHN McCURDY (ROGERS)
CINDY ACREE (ELIZABETH RICHARDSON CENTER)	KEVIN BEAUMONT (McCLELLAND ENGINEERS)
DON MARR (FAYETTEVILLE/ORT BOARD)	LARRY KELLY (LARRY KELLY ASSOC. REALTY)
GARY SMITH (RAZORBACK TRANSIT)	PATSY CHRISTIE (SPRINGDALE)
JEREMY PATE (WALTON FAMILY FOUNDATION)	ROB SMITH (NWA COUNCIL)
JOEL GARDNER (ORT)	SHELLI KERR (BENTONVILLE)
	TIM CONKLIN (NWARPC)

The Steering Committee met in person three times throughout the process. Numerous memos were sent to members keeping them updated on the progress of the plan. The Covid-19 health emergency in early spring 2020 halted all in-person meeting.

XI. EQUITY ANALYSIS TO DETERMINE SITE OR LOCATION OF FACILITIES

NWARPC has not constructed any facilities.

XII. DEMOGRAPHIC PROFILE

NWARPC considers the impact that its programs may have on the mobility needs of Title VI population. NWARPC identifies the Title VI population using Census block data, Census Transportation Analysis Zones (TAZs), and other means, including transit agency provided data.

Basic Profile of Northwest Arkansas

The Fayetteville-Springdale-Rogers Metropolitan Statistical Area currently encompasses four counties including Benton, Madison, and Washington Counties in Arkansas and, also, McDonald County to the north in Missouri. The Northwest Arkansas Transportation Study Area (NARTS) consists of Benton and Washington County.

Geography

Benton County

- Covers 880 square miles
- Has 846 square miles of land
- Has 43 square miles of water

Washington County

- Covers 956 square miles
- Has 950 square miles of land
- Has 6 square miles of water

The two counties are divided from north to south by the Old Missouri Road/Butterfield trail that runs along a major watershed divide. On the west, most of the watershed flows into the Illinois River, which flows into Oklahoma. Eastern water flows into the White River basin, which contains the 31,700-acre Beaver Lake.

The Metropolitan Planning Area (MPA) in McDonald County, Missouri is approximately 30.7 square miles. This portion of the county is mainly traversed by US Highway 71 and is largely rural in nature.

Population

Benton County

- 153,406 in Census 2000 population.
- 221,339 in Census 2010 population.
- This represents a 43.3 percent increase and an annual growth rate of 3.73 percent.
- On average there were 6,793.3 people per year moving to Benton County since Census day, April 1, 2000.
- Contains nineteen incorporated cities.
- All or part of nine Benton County cities fell within the Census defined Urbanized Area in Census 2010, including the cities of Bella Vista, Bethel Heights, Bentonville, Cave Springs, Centerton, Little Flock, Lowell, Pea Ridge, and Rogers.
- Siloam Springs meets the Census definition of an Urban Cluster.
- Most of the population of Benton County is located along the I-49 corridor.
- The 2018 American Community Survey 5-year estimates the total population to be at 258,980.

Washington County

- 153,406 in Census 2000 population.
- 203,065 in Census 2010 population.
- This represents a 28.8 percent increase and an annual growth rate of 2.56 percent.
- On average there were 4,535 people per year moving to Washington County since Census day, April 1, 2000.
- Contains thirteen incorporated cities.
- Nine of these cities fall within the urbanized area criteria. These cities include Elkins, Elm Springs, Farmington, Fayetteville, Greenland, Johnson, Springdale, Prairie Grove, and Tontitown.
- The majority of residents live near the I-49 corridor.
- The 2018 American Community Survey 5-year estimates the total population to be at 228,529.

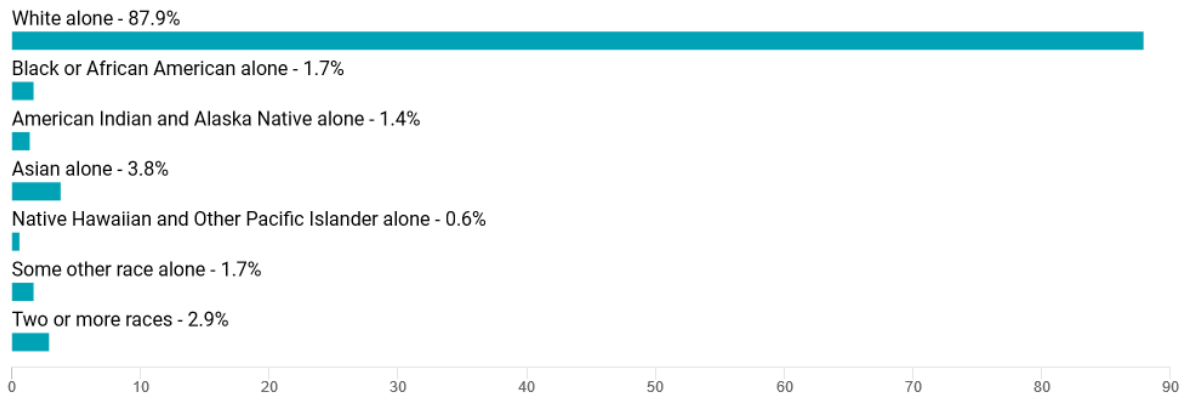
Portion of McDonald County

- The portion of the MPA in McDonald County, Missouri had approximately 2,089 people in the 2010 Census.
- Has approximately 751 housing units recorded during the 2010 Census.
- The Elk River is formed at Pineville, Missouri by the confluence of Big Sugar Creek and Little Sugar Creek.
- Pineville (the county seat for McDonald County), has a total area of 3.11 square miles and is the only incorporated city in the area. It had a recorded population of 791 and 287 households by the 2010 Census Bureau. The 2018 American Community Survey 5-year estimates the total population of Pineville City to be 811.
- Jane is a small community of 301 people in 2010 and is situated on Route 90 at the intersection with US Highway 71. The 2018 American Community Survey 5-year estimates the total population to be 445.

Demographic Distribution

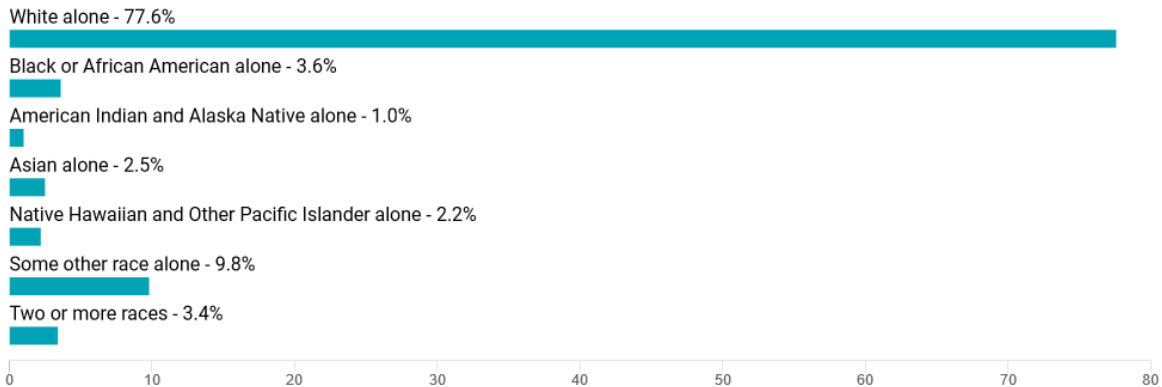
- In Benton County, 87.9 percent is white alone and about 12.2 percent other race than white; in Washington County 77.6 percent is white only and 22.4 percent other race than white; and in McDonald County 87.5 percent is white only and 12.5 percent is race other than white. The break-down demographics below show the percentage for each race and ethnic group by county.

Population by Race in Benton County, Arkansas



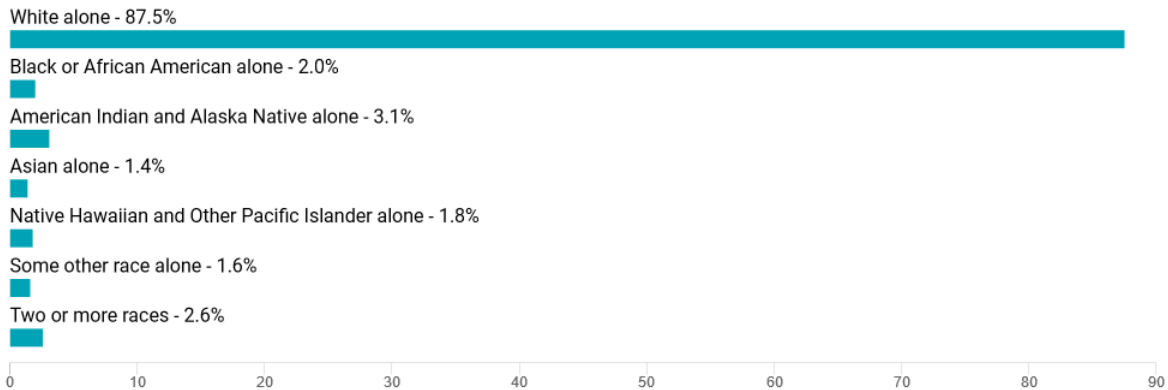
Benton County race estimates – ACS 2018 – 5-Year Estimates

Population by Race in Washington County, Arkansas



Washington County race estimates – ACS 2018 – 5-Year Estimates

Population by Race in McDonald County, Missouri



McDonald County race estimates – ACS 2018 – 5-Year Estimates

Minority Population Trends

The table below shows an in-migration of Latino or Hispanic population. Between the year 2000 and 2010 the two-county regions' (Benton and Washington) total population grew by 36.4 percent while the Hispanic population grew from 26,401 to 65,741 or by 149.0 percent. From this it can be seen that the Hispanic population continues to increase at a faster rate than the general population. The Census 2010 Hispanic population figure of 65,741 makes up 15.5 percent of the 424,404 two-county total population. This Hispanic total population ratio is higher in the cities of Northwest Arkansas with an 18.4 percent and 26.7 percent ratio for Washington and Benton County Cities respectively.

Hispanic Population Growth in Northwest Arkansas: 2000 to 2010

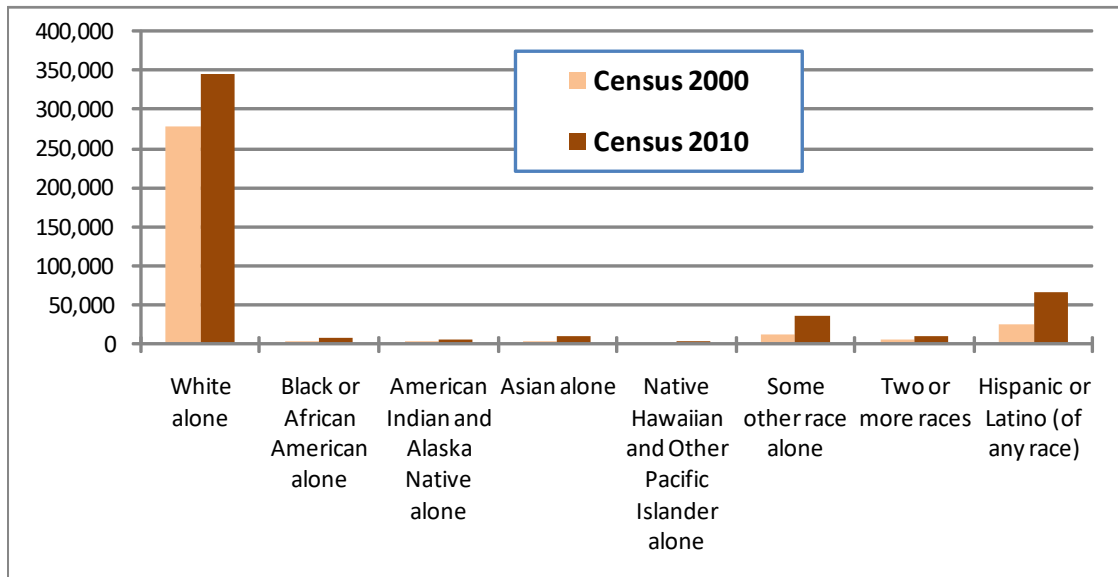
Geographic	Total Population Census 2000	Hispanic Population Census 2000	Total Population Census 2010	Hispanic Population Census 2010	Total Pop. Change 2000-2010	Hispanic Pop. Change 2000-2010	Total Population Percent Change 2000-2010	Hispanic Population Percent Change 2000-2010	Percent Hispanic to Total Population in 2010
AVOCA	423	26	488	85	65	59	15.37%	226.92%	17.4%
BELLA VISTA (CDP)	16,582	168	26,461	688	9,879	520	59.58%	309.52%	2.6%
BENTONVILLE	19,730	1,198	35,301	3,074	15,571	1,876	78.92%	156.59%	8.7%
BETHEL HEIGHTS	714	24	2,372	823	1,658	799	232.21%	3329.17%	34.7%
CAVE SPRINGS	1,103	24	1,729	77	626	53	56.75%	220.83%	4.5%
CENTERTON	2,146	87	9,515	1,161	7,369	1,074	343.38%	1234.48%	12.2%
DECATUR	1,314	217	1,699	483	385	266	29.30%	122.58%	28.4%
ELKINS	1,251	15	2,648	213	1,397	198	111.67%	1320.00%	8.0%
ELM SPRINGS	1,044	45	1,535	131	491	86	47.03%	191.11%	8.5%
FARMINGTON	3,605	79	5,974	352	2,369	273	65.71%	345.57%	5.9%
FAYETTEVILLE	58,047	2,821	73,580	4,725	15,533	1,904	26.76%	67.49%	6.4%
GARFIELD	490	7	502	5	12	-2	2.45%	-28.57%	1.0%
GATEWAY	116	0	405	32	289	32	249.14%	---	7.9%
GENTRY	2,165	121	3,158	379	993	258	45.87%	213.22%	12.0%
GOSHEN	752	6	1,071	10	319	4	42.42%	66.67%	0.9%
GRAVETTE	1,810	53	2,325	94	515	41	28.45%	77.36%	4.0%
GREENLAND	907	20	1,259	41	352	21	38.81%	105.00%	3.3%
HIGHFILL	379	4	583	19	204	15	53.83%	375.00%	3.3%
JOHNSON	2,319	74	3,354	347	1,035	273	44.63%	368.92%	10.3%
LINCOLN	1,752	89	2,249	147	497	58	28.37%	65.17%	6.5%
LITTLE FLOCK	2,585	413	2,585	318	0	-95	0.00%	-23.00%	12.3%
LOWELL	5,013	448	7,327	1,808	2,314	1,360	46.16%	303.57%	24.7%
PEA RIDGE	2,346	24	4,794	276	2,448	252	104.35%	1050.00%	5.8%
PRAIRIE GROVE	2,540	52	4,380	196	1,840	144	72.44%	276.92%	4.5%
ROGERS	38,829	7,490	55,964	17,619	17,135	10,129	44.13%	135.23%	31.5%
SILOAM SPRINGS	10,843	1,518	15,039	3,128	4,196	1,610	38.70%	106.06%	20.8%
SPRINGDALE	45,798	9,005	69,797	24,692	23,999	15,687	52.40%	174.20%	35.4%
SPRINGTOWN	114	10	87	11	-27	1	-23.68%	10.00%	12.6%
SULPHUR SPRINGS	671	112	511	22	-160	-90	-23.85%	-80.36%	4.3%
TONTITOWN	942	21	2,460	140	1,518	119	161.15%	566.67%	5.7%
WEST FORK	2,042	64	2,317	76	275	12	13.47%	18.75%	3.3%
WINSLOW	399	3	391	8	-8	5	-2.01%	166.67%	2.0%
Benton County (Cities Total)	107,373	11,944	112,547	30,102	5,174	18,158	4.82%	152.03%	26.7%
Washington County (Cities Total)	120,456	12,273	168,555	30,938	48,099	18,665	39.93%	152.08%	18.4%
Benton County Total	153,406	13,469	221,339	34,283	67,933	20,814	44.28%	154.53%	15.5%
Washington County Total	157,715	12,932	203,065	31,458	45,350	18,526	28.75%	143.26%	15.5%
NWA Regional Total	311,121	26,401	424,404	65,741	113,283	39,340	36.41%	149.01%	15.5%
Arkansas	2,673,400	86,866	2,915,918	186,050	242,518	99,184	9.07%	114.18%	6.4%

Source: U.S. Census Bureau, Census 2000. Table prepared by Northwest Arkansas Regional Planning Commission.

The following table shows that while the diversity of the region's population is increasing rapidly, the total population in absolute numerical terms is still predominantly white.

Race and Hispanic Change from 2000 to Year 2010 in Northwest Arkansas			
	Census 2000	Census 2010	Percent Change
Total Population	311,121	424,404	36.4%
White alone	278,219	345,070	24.0%
Black or African American alone	4,142	8,820	112.9%
American Indian and Alaska Native alone	4,954	6,144	24.0%
Asian alone	4,102	10,735	161.7%
Native Hawaiian and Other Pacific Islander alone	949	4,799	405.7%
Some other race alone	12,808	37,231	190.7%
Two or more races	5,947	11,605	95.1%
Hispanic or Latino (of any race)	26,323	65,741	149.7%

U.S. Census Bureau

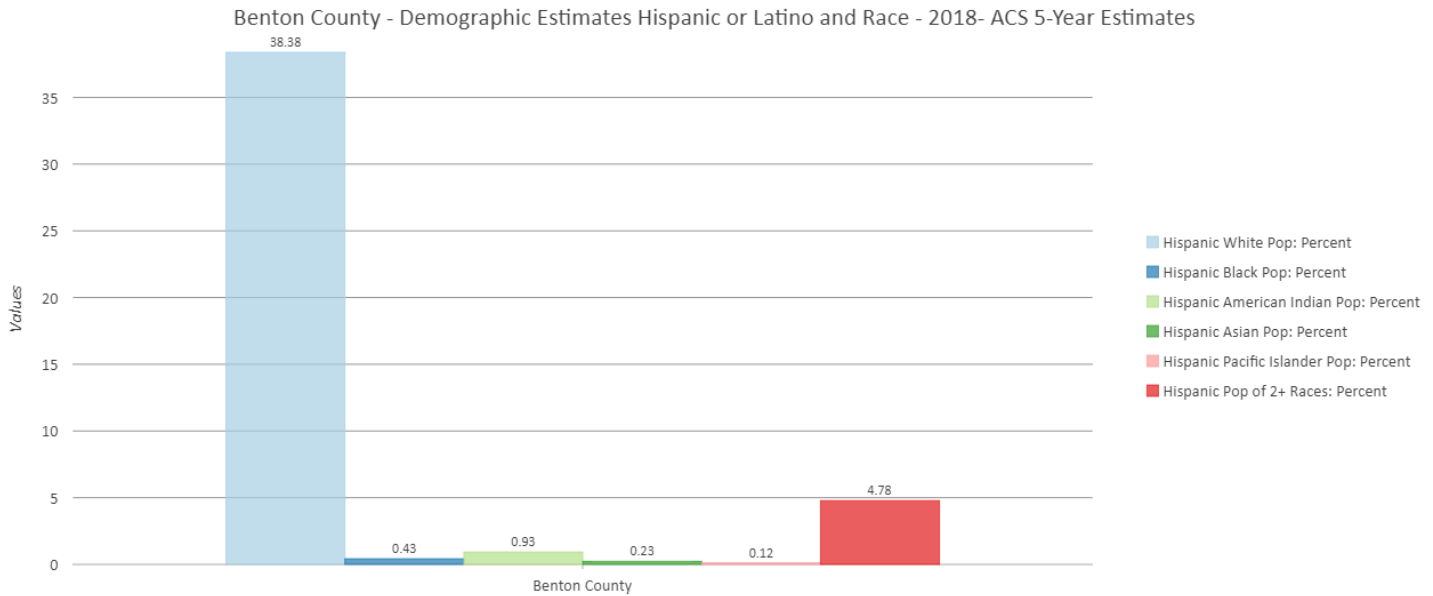


In the McDonald County portion of the MPA, the majority of the population (1,007 in 2010) is white followed by people of Hispanic origin (about 292 in 2010) and Native American (about 35 people in 2010).

Another increasing minority group in Benton and Washington Counties is the Native Hawaiian or Pacific Islanders, which would include Marshallese Island immigrants. This population grew from 969 in Census 2000 to 4,799 in 2010. This was a significant 395.25 percent increase for one decade.

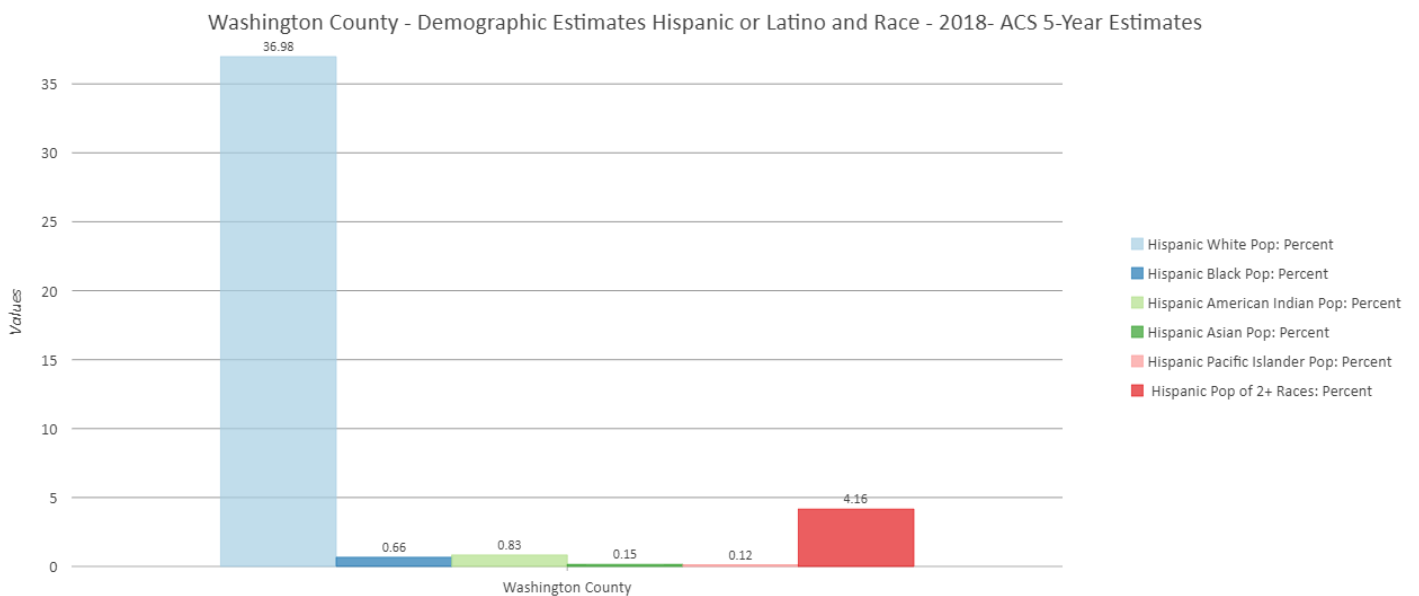
The graphics below illustrate the racial and minority population mix as estimated by the 2018 American Census Survey 5-year estimates by county.

Benton County had 49,379 Hispanic population, which represents 17.39 percent of the total county population. Of this percent the following graph illustrates the composition of the Hispanic population by race and ethnicity.



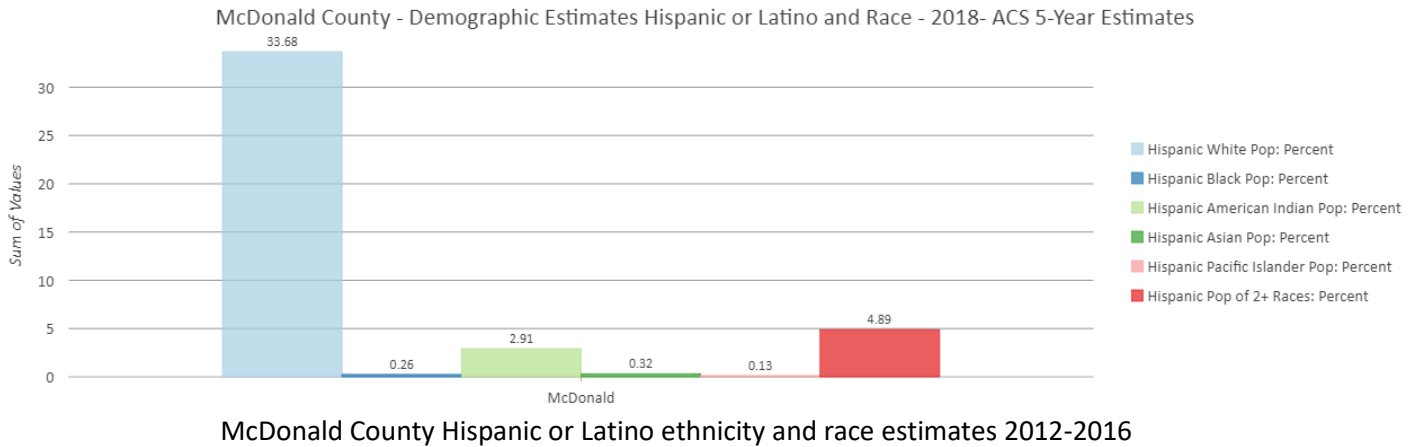
Benton County Hispanic or Latino ethnicity and race estimates 2018 5-Year Estimates

Washington County had 42,263 Hispanic population, which represents 17.79 percent of the total population. Of this percent the following graph illustrates the composition of the Hispanic population by race and ethnicity.



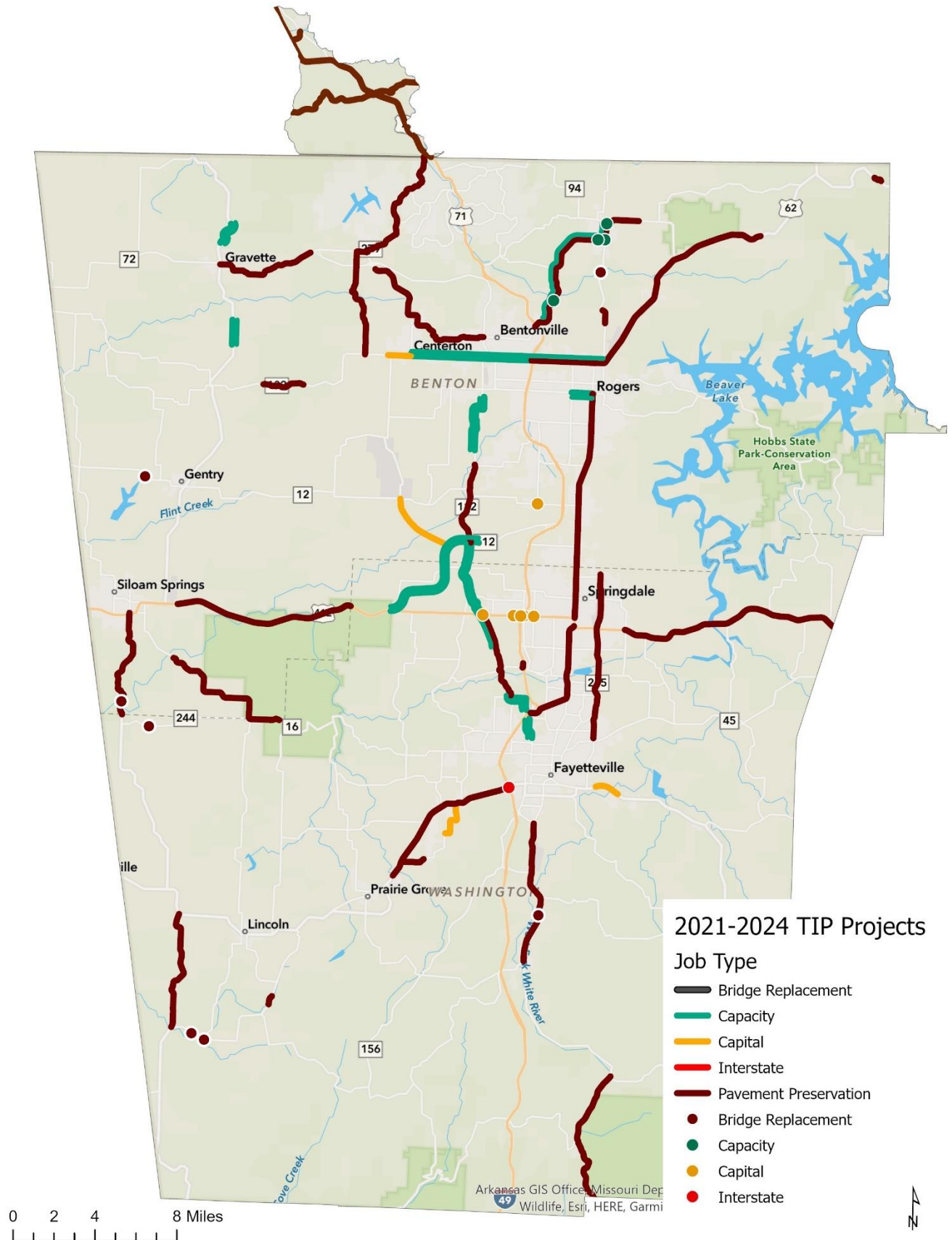
Washington County Hispanic or Latino ethnicity and race estimates 2012-2016

McDonald County had 3,091 Hispanic population, which represents 11.99 percent of the total population. Of this percent the following graph illustrates the composition of the Hispanic population by race and ethnicity.

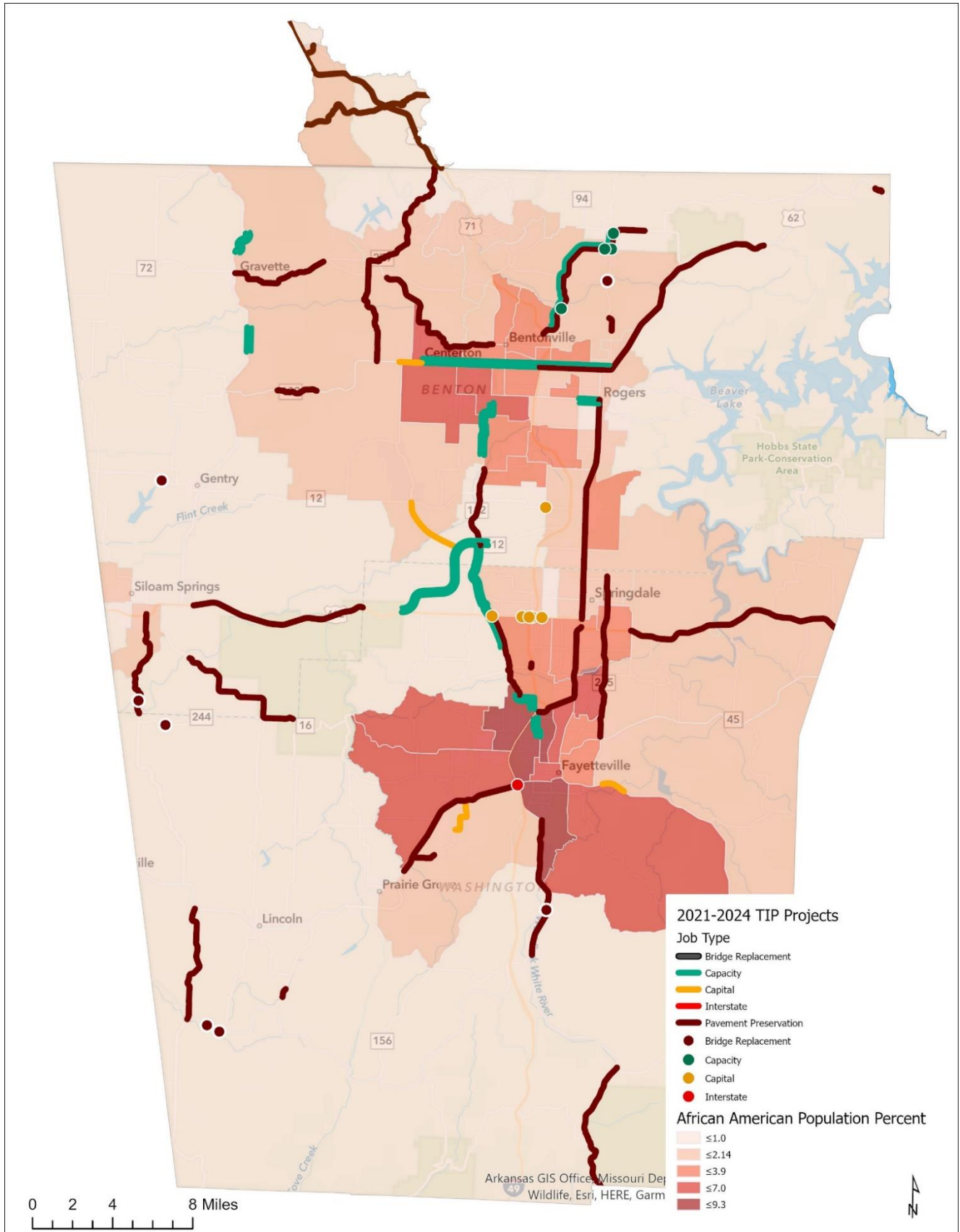


Federally Funded Projects

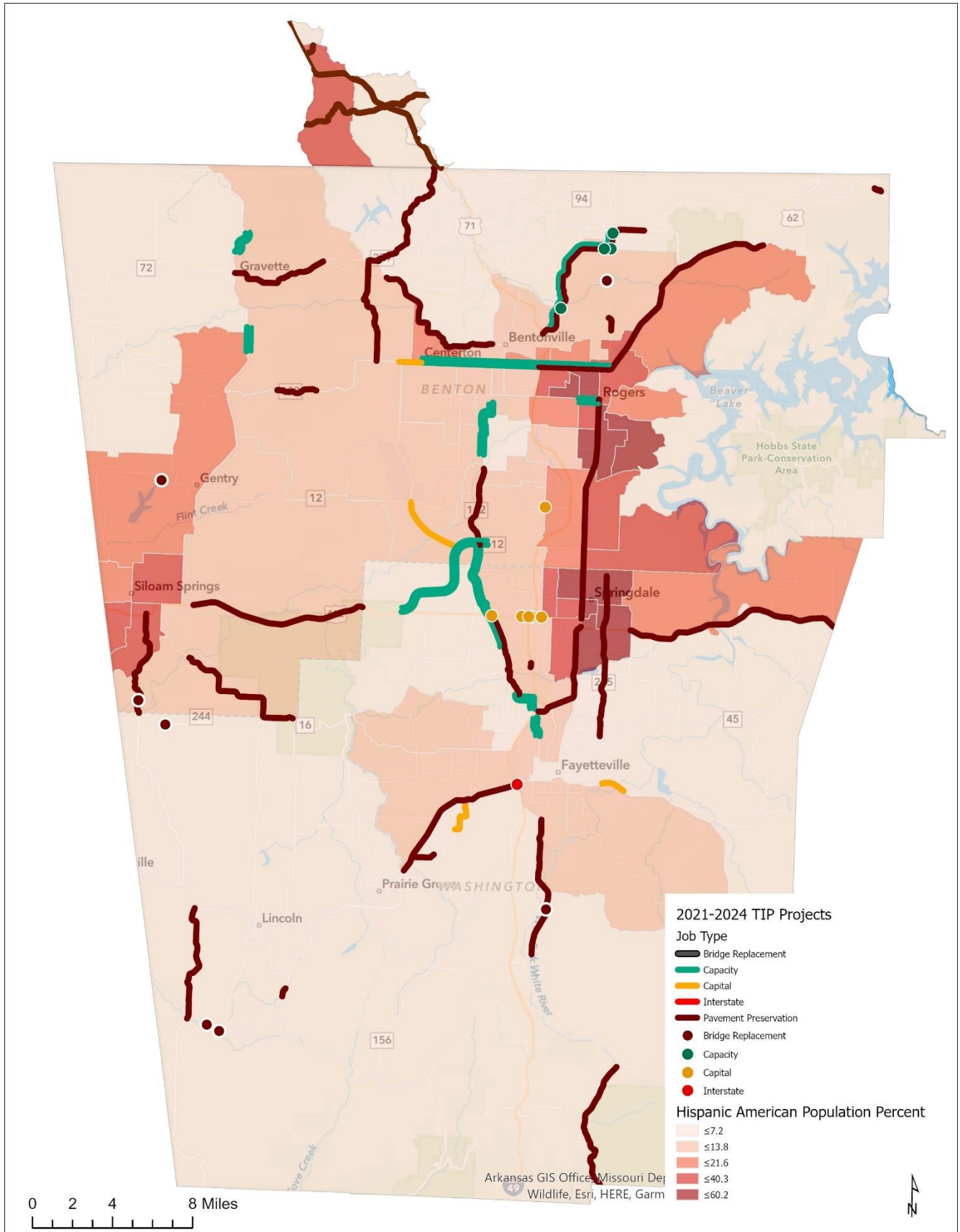
Map #1 represents project locations of **FFY 2021-2024** Transportation Improvement Program (TIP). Maps #2 through #6 represent race and ethnicity in relation to the 2021-2024 TIP projects.



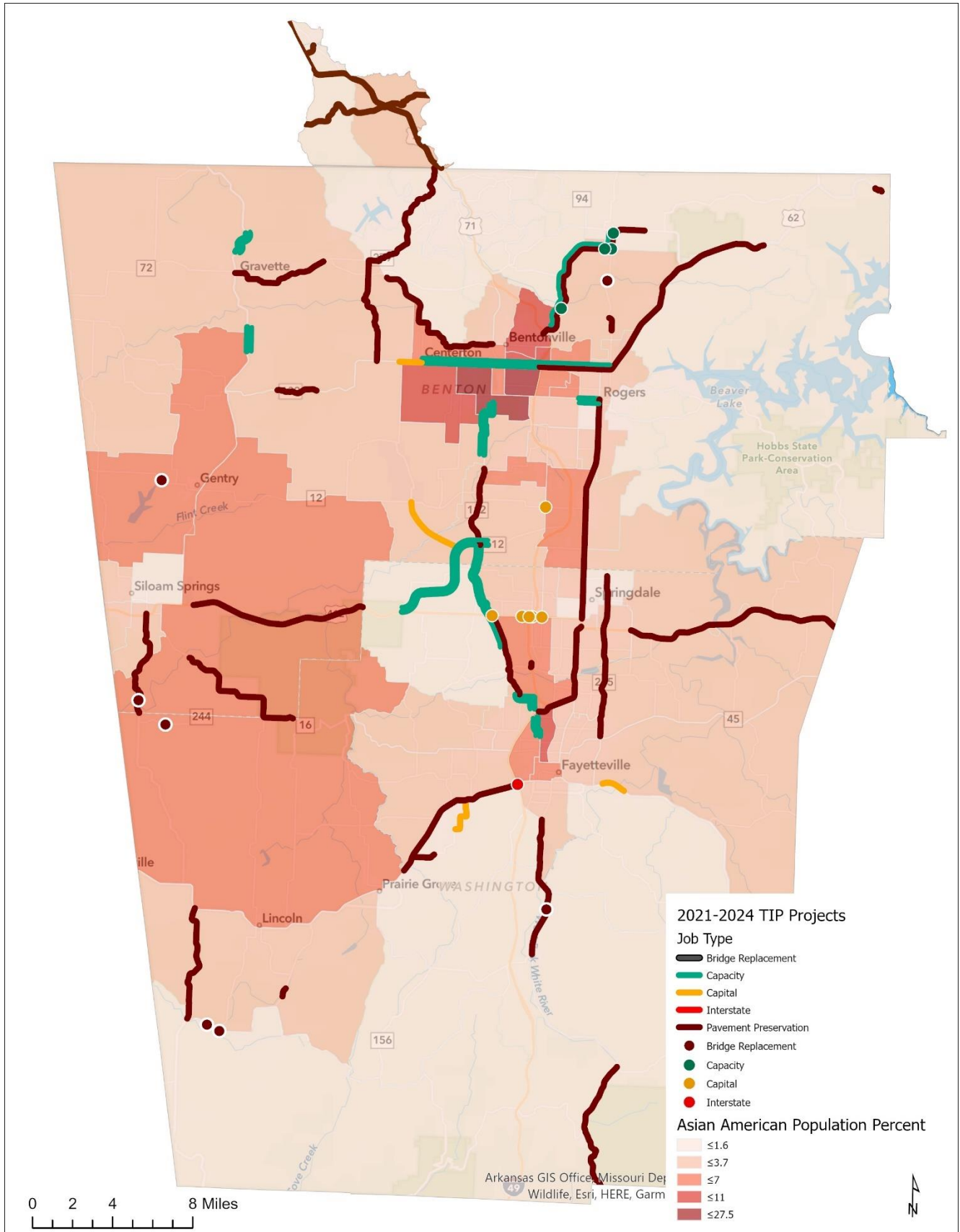
MAP #1: FY 2021-2024 TIP Projects



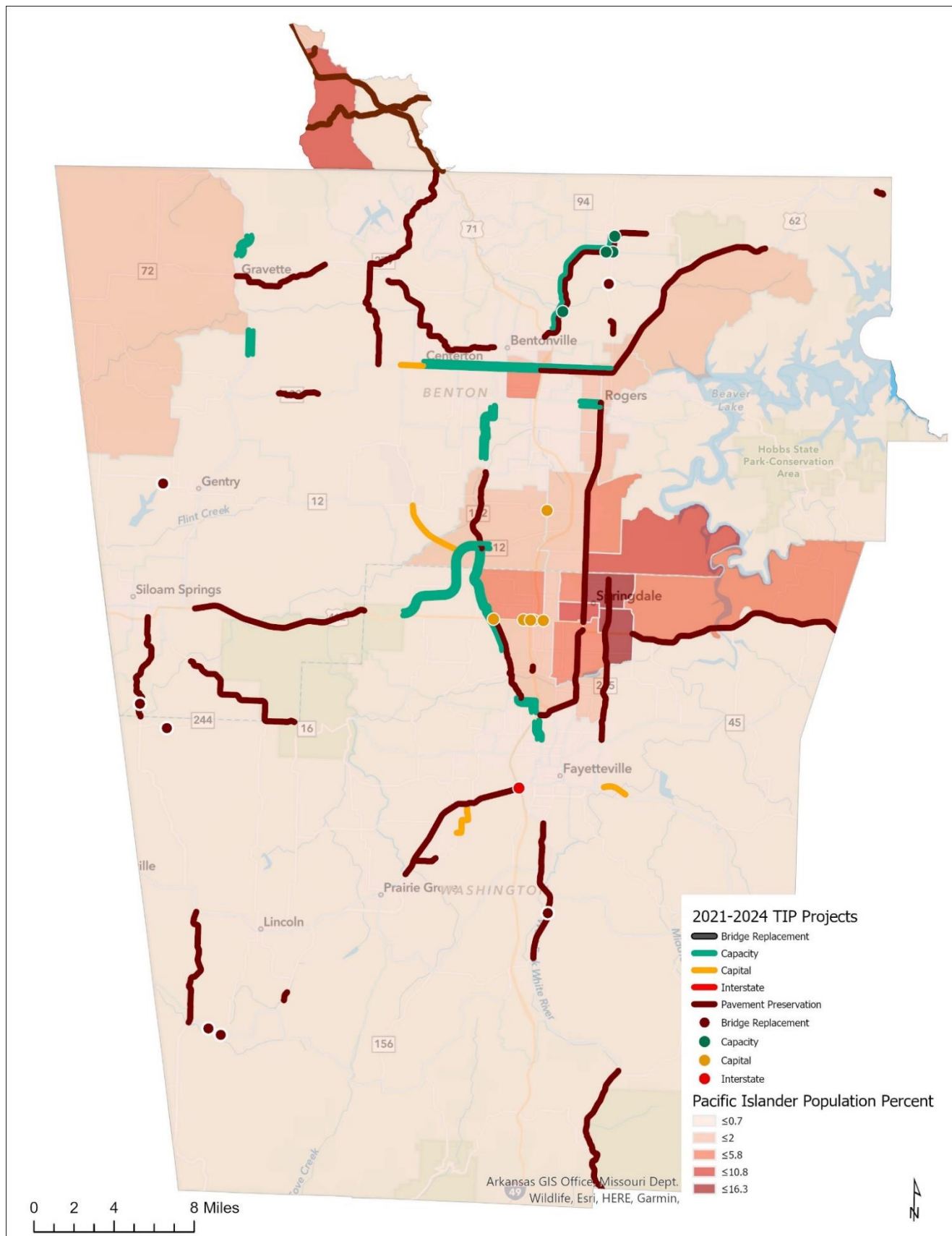
MAP #2: African American Population by Census Tracts - 2014-2018 ACS Data and TIP Projects

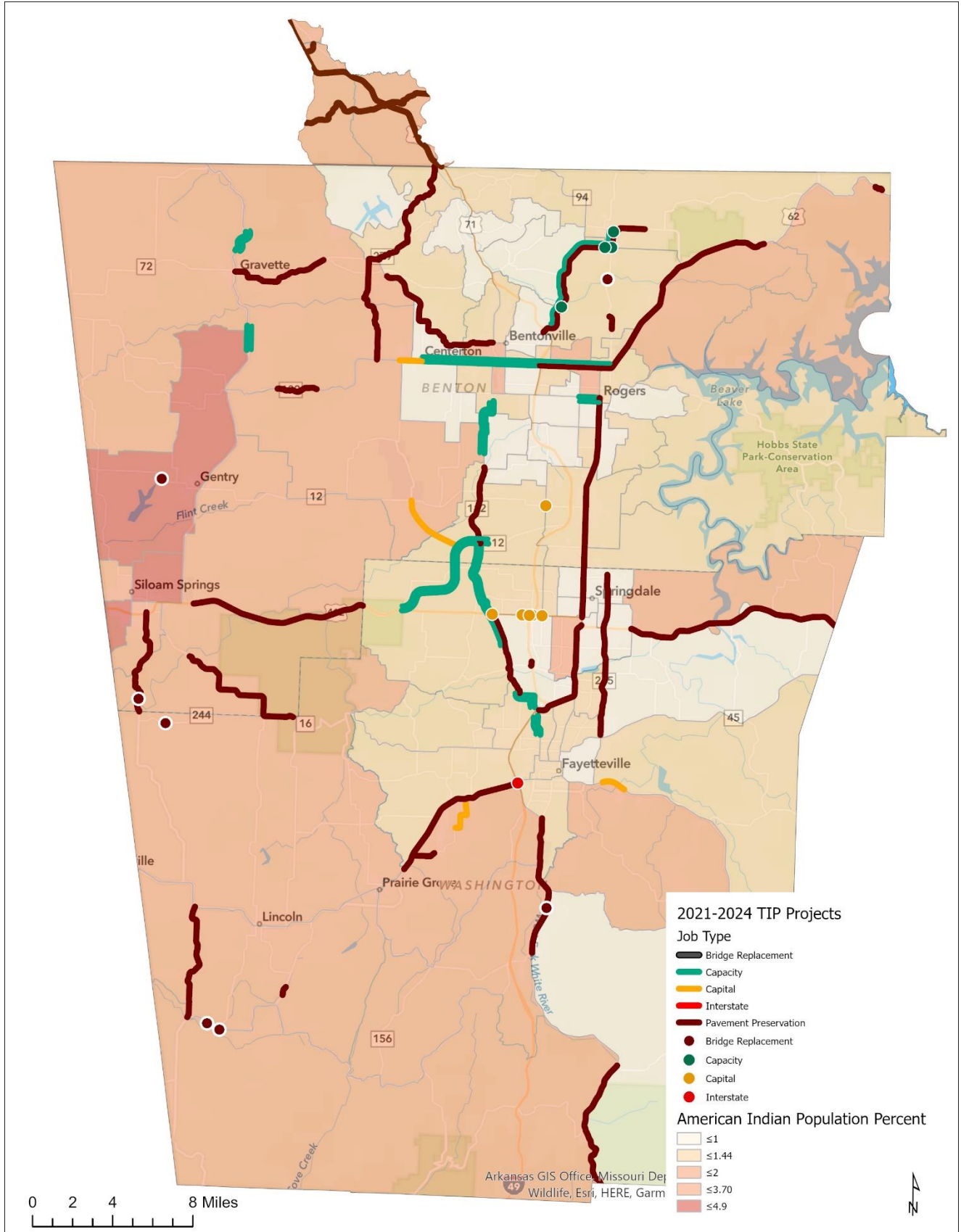


MAP #3: Hispanic Population by Census Tracts - 2014-2018 ACS Data and TIP Projects



MAP #4: Asian American Population by Census Tracts - 2014-2018 ACS Data and TIP Projects





MAP #6: Native American Population by Census Tracts - 2014-2018 ACS Data and TIP Projects

XIII.MOBILITY NEEDS OF MINORITIES

The mobility needs of minority populations are identified through engagement efforts, data collection, and analysis of available census data, public comment, and other available sources. The policy and guidance for public engagement is established in the NWARPC Public Participation Plan. NWARPC's policy for public engagement includes, but is not limited to, activities and outreach efforts such as soliciting the opinions of those under-served by existing transportation systems, including but not limited to minorities and periodically reviewing adopted public comment processes to determine their effectiveness in assuring that the process provides full and open access to all, through surveys, public meetings, open houses, public notices, website posting, emails and public comments.

Data analysis through GIS and the Northwest Arkansas Travel Demand Model are key techniques used to identify and engage under-represented populations. NWARPC utilizes data for planning products and can identify other population groups by sex, age, persons per square mile, persons over the age of 65, disabled population, zero car households, employment density and other population characteristics as needed.

The NWARPC's efforts in reaching people who have not been traditionally participating in the transportation process include translation and publication of all the public participation notices, surveys or announcements in Spanish on both the NWARPC website and the printed local media. NWARPC holds public input meetings in public/community locations that are ADA accessible and, when possible, accessible through public transit and pedestrian/bike facilities, such as public libraries or community centers.

The following measures were identified to increase minority and low-income public participation:

- Gathering and analyzing the 2010 Census Bureau's data, as well as the ACS five-year estimates to depict the concentration and distribution of the minority and low-income populations across the MPA.
- Overlaying the 2045 MTP future road network with the population distribution estimates from the ACS to help determine where resources should be directed and also recognize if environmental justice communities are adversely impacted or denied the benefits of the anticipated projects.
- Creating GIS maps and analysis of potential transit routes and stops that the two transit agencies in the region are planning in order to identify where minority and low-income population are concentrated in relation to these future routes. (See the Connect NWA-Transit Development Plan at <https://www.nwarpc.org/transit/connect-northwest-arkansas/>.)
- Coordinating with the communities that adopted the Northwest Arkansas Regional Bike and Pedestrian Master Plan and assisting them in developing pertinent data and maps to identify areas of planned trails that are accessible to minority and low-income populations.

The principles of **Environmental Justice**, as outlined by the Federal Highway Administration and Federal Transit Administration, have been used to ensure that the process of transportation planning is consistent with Executive Order 12898, *Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations*, dated February 11, 1994, and the subsequent U.S. Department of Transportation Order 5680.3, issued April 15, 1997.

Three fundamental Environmental Justice principles, which require the inclusion of traditionally underserved populations, are:

- To avoid, minimize or mitigate disproportionately high and adverse human health and environmental effects, including social and economic effects, on minority populations and low-income populations.
- To ensure the full and fair participation by all potentially affected communities in the transportation decision-making process.
- To prevent the denial of, reduction in, or significant delay in the receipt of benefits by minority or low-income population.

XIV. PUBLIC TRANSPORTATION SYSTEMS

Within the NWARPC area there are two public transit systems, Razorback Transit and Ozark Regional Transit, Inc. (ORT), as well as a number of human service agencies that provide transit options for specific populations.

In January 2013 the ARDOT published the ***Arkansas Statewide Transit Coordination Plan: 2012 (TCP)***. The TCP replaced the sixteen-separate local transit coordination plans that were developed in 2007 and 2008 as a result of the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU). In Northwest Arkansas, the TCP replaced the NWA Public Transit-Human Services Coordinated Transportation Plan (Coordination Plan).

In May 2018, ARDOT published the updated the ***Arkansas Statewide Transit Coordination Plan***. The goal of the TCP is to “improve the availability, quality, and efficiency of transportation services for seniors, persons with disabilities, those with low income, and other with limited mobility options”. The updated plan is intended to satisfy the federal requirement, under the Fixing America’s Surface Transportation (FAST) Act, that recipients of Enhance Mobility of Seniors and Individuals with Disabilities – Section 5310 program funding develop a coordinated public transit-human services transportation plan. The FTA’s required elements for Coordinated Transportation Plan include:

- ✓ An assessment of available services that identifies current transportation providers (public, private, and nonprofit)
- ✓ An assessment of transportation needs for individuals with disabilities and seniors
- ✓ Strategies, activities, and/or projects to address the identified gaps between current services and needs, as well as opportunities to achieve efficiencies in service delivery
- ✓ Priorities for implementation based on resources (from multiple program sources), time, and feasibility for implementing specific strategies.

The complete TCP can be viewed at:

https://www.arkansashighways.com/public_transportation/ARDOT%20Transit%20Coordination%20Plan%202018.pdf.

XV. TITLE VI PROGRAM ADOPTION

NWARPC is the governing body that adopts all policies and planning documents. The signed Resolution #2020-08 shall provide verification that this Title VI Program has been adopted.

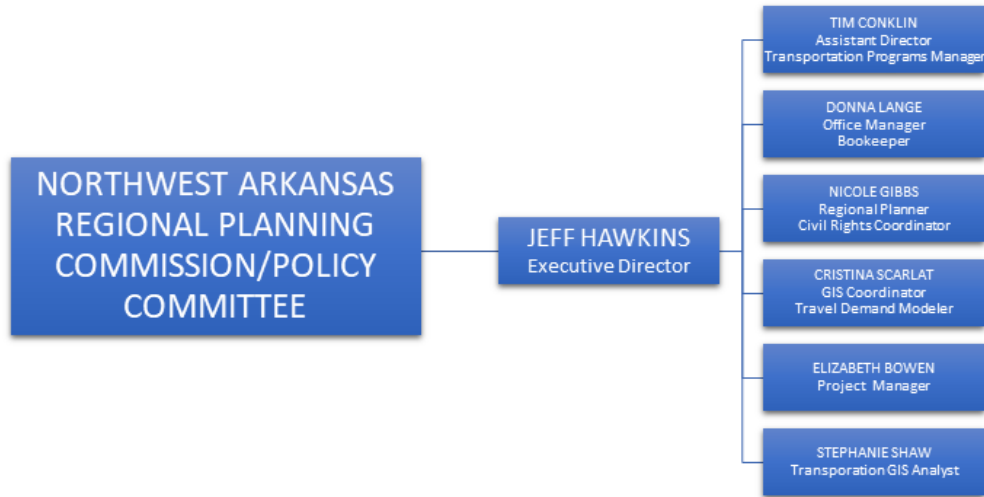
XVI. REQUIREMENTS FOR PROGRAM ADMINISTRATION

All funds processed through the NWARPC must be spent on projects in accordance with the Metropolitan Transportation Plan (MTP). The MTP includes an environmental justice review of the constrained project list so staff and member jurisdictions can be aware of potential issues ahead of programming projects in the Transportation Improvement Program.

Transit Programs

Razorback Transit and Ozark Regional Transit, Inc., the two providers of publicly owned public transportation service in the urbanized area, are the recipients for Section 5307 and Section 5339 funding. The project listings of the transit organizations are consistent with, and derived from the TIP and approved by the NWARPC/MPO Policy Committee.

Organizational Chart



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

NWARPC NOTICE OF NONDISCRIMINATION: The NWARPC complies with all civil rights provisions of federal statutes and related authorities that prohibit discrimination in programs and activities receiving federal financial assistance. 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. Complaints of alleged discrimination and inquiries regarding the NWARPC's nondiscrimination policies may be directed to 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. This notice is available from the ADA/504/Title VI Coordinator in large print, on audiotape and in Braille. If information is needed in another language, contact Nicole Gibbs. Si necesita información en otro idioma, comuníquese Nicole Gibbs, 479-751-7125, cuando menos 48 horas antes de la junta.

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. 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.

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- A. HOW TO IDENTIFY A LEP PERSON WHO NEEDS LANGUAGE ASSISTANCE**
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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.

“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.

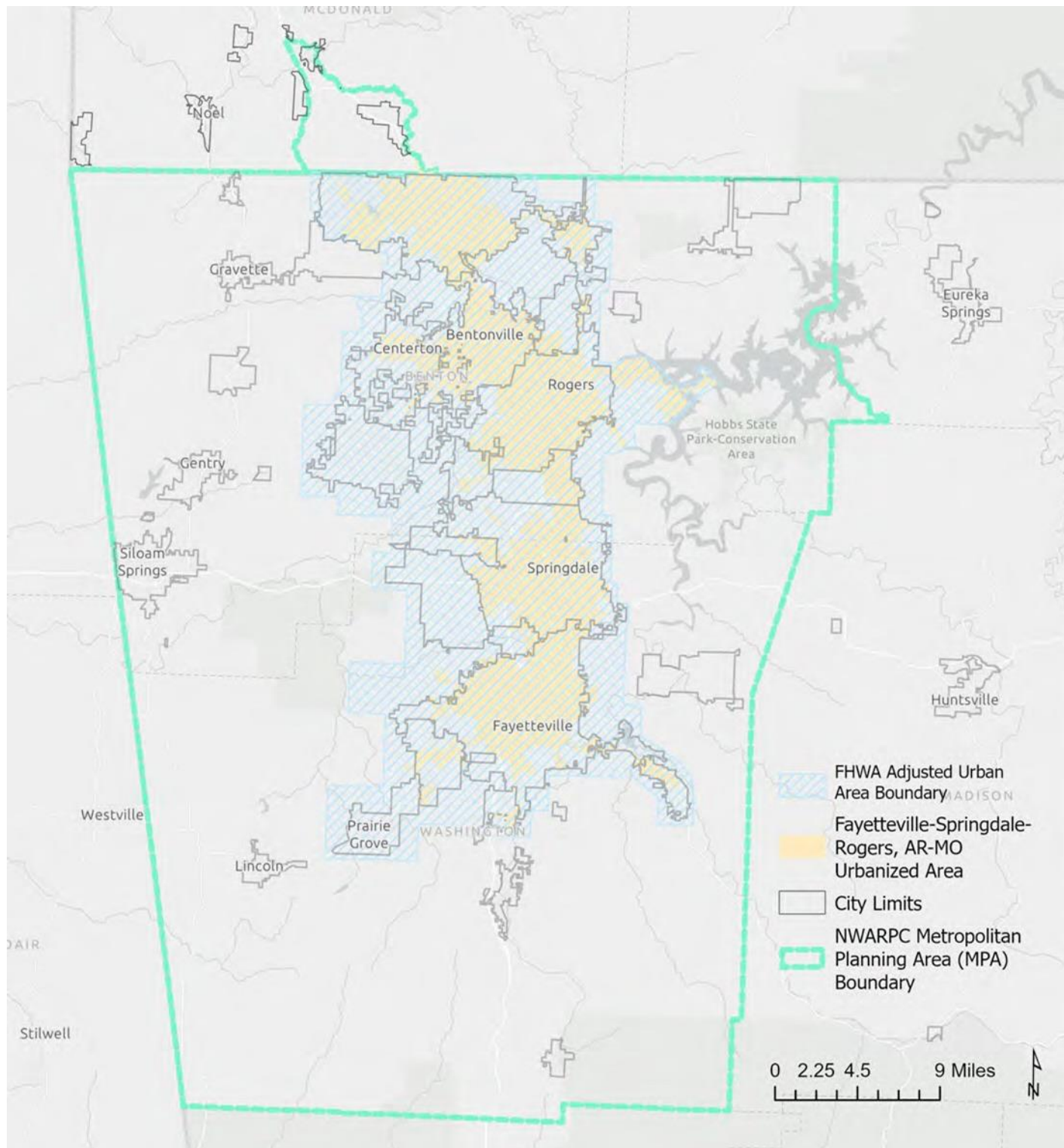
The NWARPC includes local elected and appointed officials from Benton and Washington Counties, Arkansas and McDonald County, Missouri:

NWA REGIONAL PLANNING COMMISSION MEMBER JURISDICTIONS IN ARKANSAS		
AVOCA	GENTRY	ROGERS
BELLA VISTA	GOSHEN	SILLOAM 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.

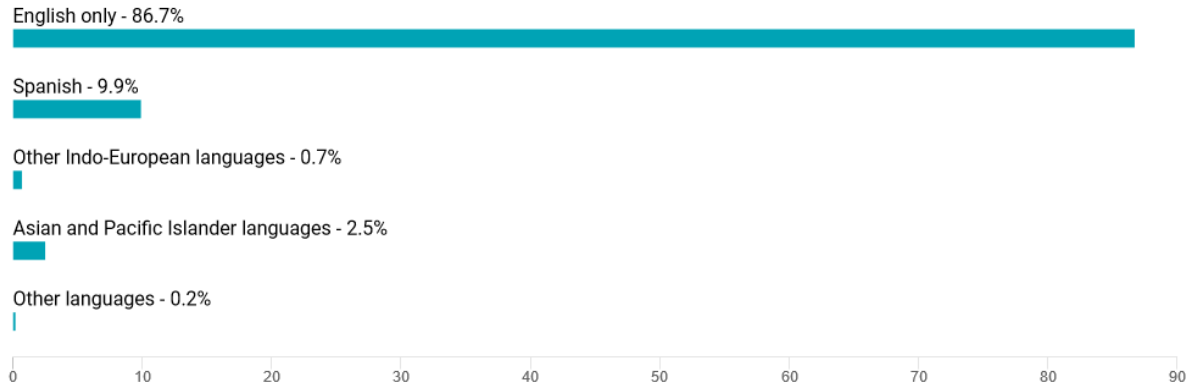
The NWARPC has had very limited contact with LEP persons. In recent history, there has been no contact at meetings, through Commission or committee members, through phone contact, or by personal visit. Website access is unknown. Based upon the historical evidence of no language assistance requests, it 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%).

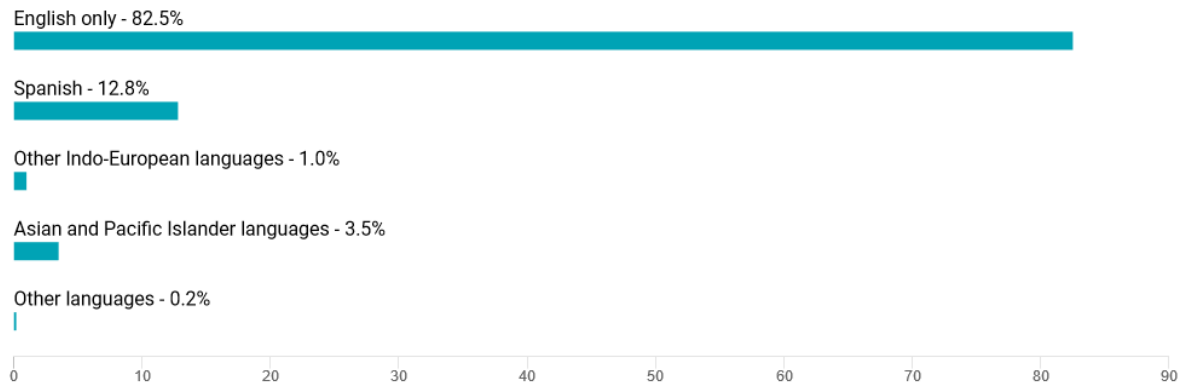
Oral language and translation of vital information/documents will be provided at no cost to any one that requests translation.

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

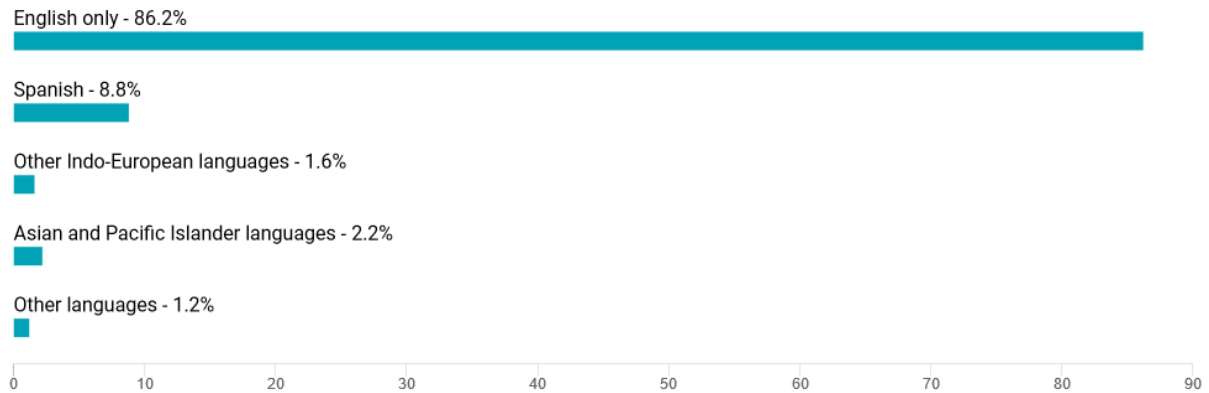


Table 1 and Figure 1 below illustrate the language spoken by ability to speak English for the population 5 years and over by ACS estimates for the 2014-2018 5-year periods. The data summarizes totals from Washington and Benton County, Arkansas and McDonald County, Missouri. The entire population of McDonald 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

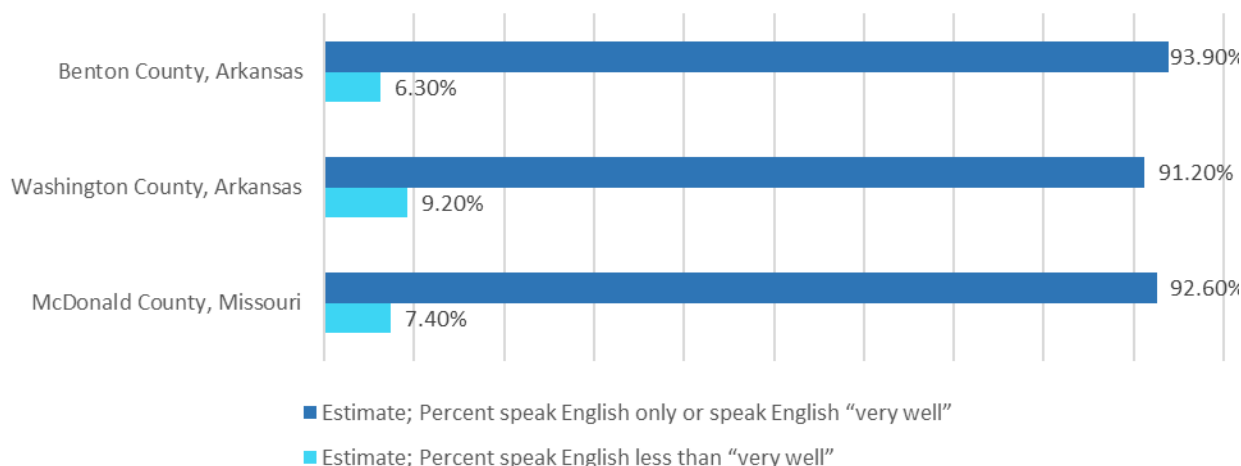


Figure 1: Language spoken at home for population 5 years and over

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)

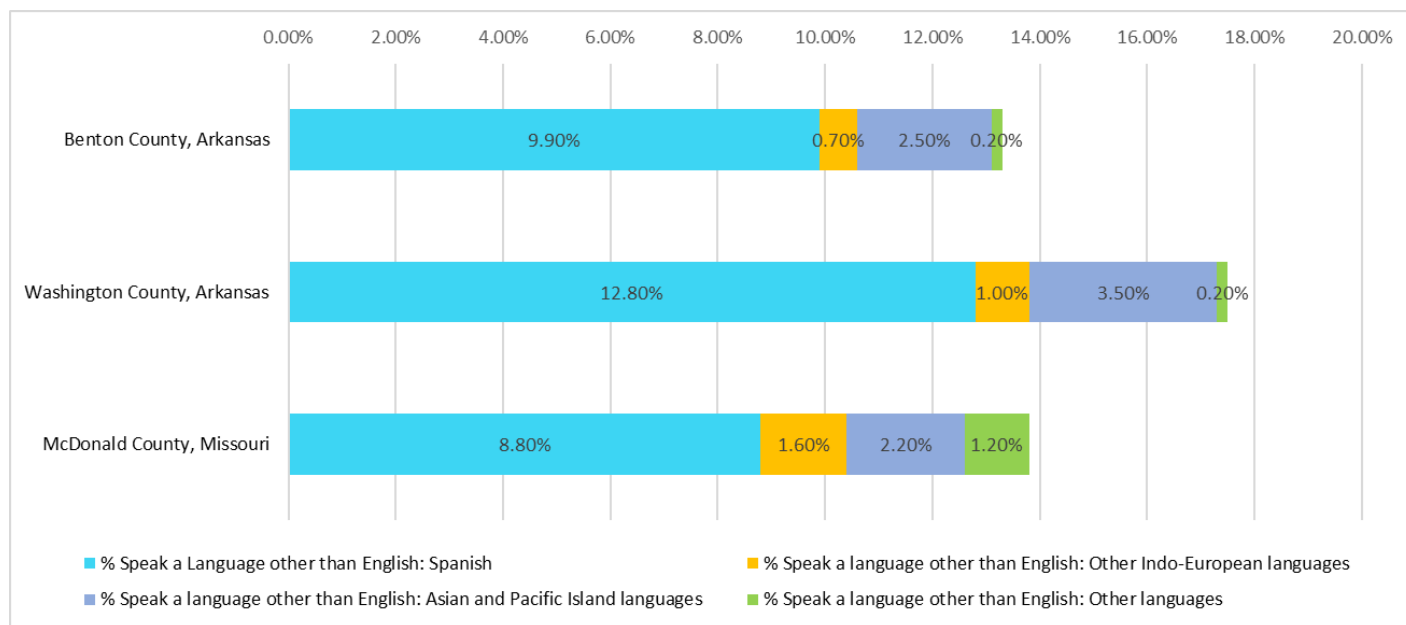


Figure 2: Percent of specified language speakers for population 5 years and over

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)

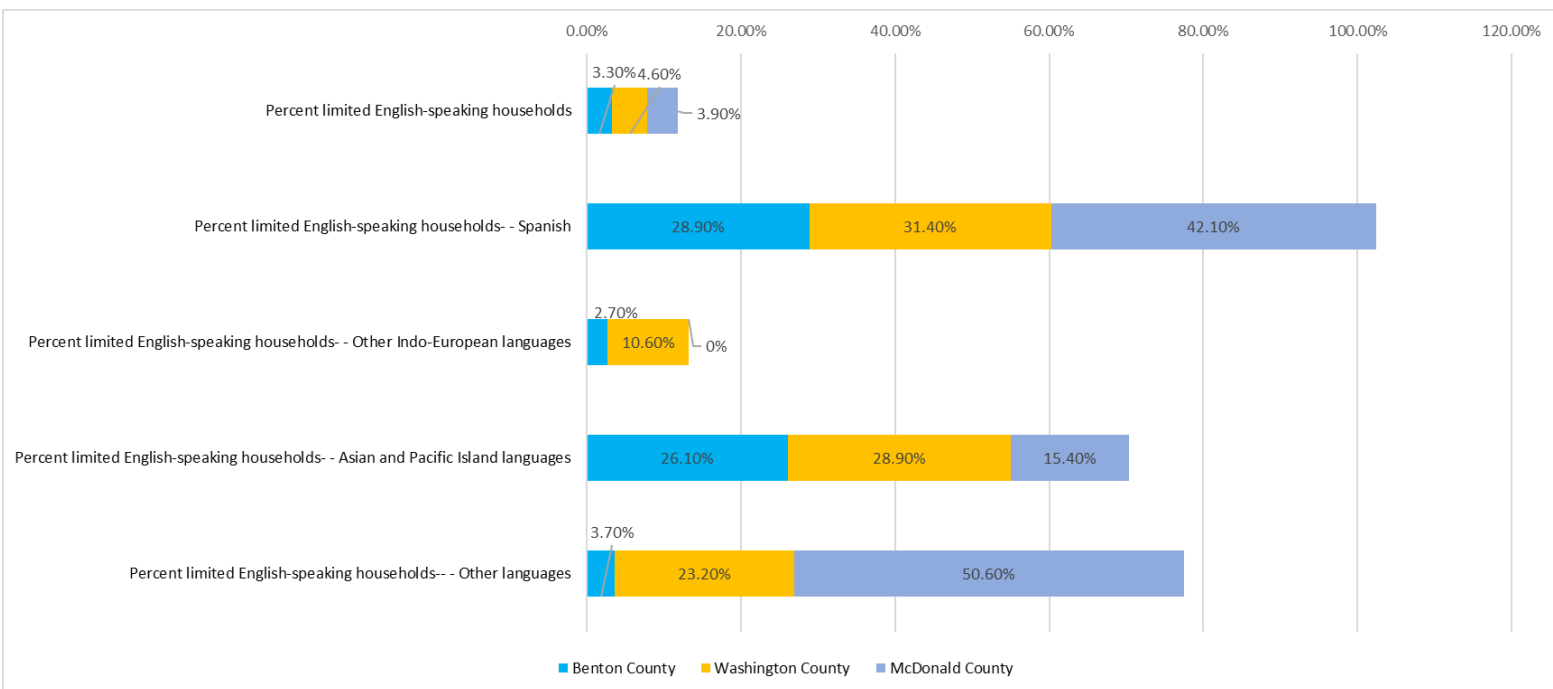


Figure 3: Number of households of limited English-speaking status speaking selected languages (Population 14 and over)

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 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:

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

<http://nwarpc.org>

APPENDIX B

Northwest Arkansas Regional Planning Commission General and Title VI Complaint Form

NWARCP GENERAL AND TITLE VI COMPLAINT FORM **COMPLAINT FILE NUMBER _____**

SECTION I

Name: _____
 Address: _____
 Telephone Numbers: (Home/Cell) _____ (Work) _____
 Email Address: _____
 Do you have any accessible format requirements? Please specify: Large Print _____ TDD _____
 Audio Tape _____ Other _____

SECTION II

Are you filing this complaint on your own behalf?
 Yes _____ If you answered "Yes" to this question, go to Section III.
 No _____ If not, please supply the name and relationship of the person for whom you are filing this form:

 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

Have you previously filed a General or Title VI complaint with NWARPC? Yes _____ No _____
 If yes, what was your Complaint File Number? _____ (Note: This information is needed for administrative purposes; we will assign the same complaint number to the new complaint.)

Have you filed this complaint with any of the following agencies?

- ☐ Transit Provider
- ☐ Department of Transportation
- ☐ Federal Transit Administration
- ☐ Department of Justice
- ☐ Equal Employment Opportunity Commission
- ☐ Other _____

Have you filed a lawsuit regarding this complaint: Yes _____ No _____

If yes, please provide a copy of the complaint form. (Note: This information is helpful for administrative tracking purposes. However, if litigation is pending regarding the same issues, we defer to the decision of the court.)

SECTION IV

Name of public transit provider complaint is against: _____

Contact person: _____ Title: _____

Telephone number: _____

On separate sheets, please describe your complaint. You should include specific details such as names, dates, times, route numbers, witnesses, and any other information that would assist us in our investigation of your allegation. Please also provide any other documentation that is relevant to this complaint.

SECTION V

May we release a copy of your complaint to the transit provider? Yes _____ No _____

May we release your identity to the transit provider? Yes _____ No _____

Please sign here: _____ Date: _____

(Note: We cannot accept your complaint without a signature.)

**PLEASE MAIL YOUR COMPLETED FORM TO: TITLE VI PROGRAM COORDINATOR, NWARPC, 1311
CLAYTON STREET, SPRINGDALE, AR 72762**

NWARPC Notice of Nondiscrimination

The Northwest Arkansas Regional Planning Commission complies with all civil rights provisions of federal statutes and related authorities that prohibit discrimination in programs and activities receiving federal financial assistance. 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. Complaints of alleged discrimination and inquiries regarding the NWARPC's nondiscrimination policies may be directed to 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. This notice is available from the ADA/504/Title VI Coordinator in large print, on audiotape and in Braille. If information is needed in another language, contact Nicole Gibbs. Si necesita información en otro idioma, comuníquese Nicole Gibbs, 479-751-7125, cuando menos 48 horas antes de la junta.

COMISION DE PLANEAMIENTO DEL NOROESTE DE ARKANSAS

PROCEDIMIENTOS DE QUEJAS TITULO VI

Ninguna persona basada en su raza, color u origen nacional, será excluido de participar en / negado los servicios o sujeto a discriminación en ningún programa o actividad que reciba asistencia federal. – Acta de Derechos Civiles de 1964.

Sus Derechos Civiles

Título VI, 42 U.S.C. & 2000 et. Seq., fue emitida como parte relevante en el Acta de Derechos Civiles de 1964 prohíbe discriminación basada en raza, color, y origen de nacionalidad en programas y actividades que reciba asistencia federal financiera. La intención por entero de NWARPC es el manejar los programas sin importar la raza, color y/u origen de nacionalidad.

Dos órdenes ejecutivas definen la población que son protegidos bajo el Título VI

- orden ejecutiva 12898 se ocupa de una justicia del ámbito para la minoría y población de bajos recursos
- orden ejecutiva 13166 se ocupa de proveer acceso por igual a individuos con su ingles limitado o insuficiente

Una guía para el programa NWARPC Título VI puede encontrarse en la circular 4702.1B en la administración federal de transito con fecha de octubre 1 2012.

NWARPC ha establecido un proceso para investigar y resolver quejas de discriminación con relación a los servicios y programas de la oficina de MPO.

El coordinador del Título VI del NWARPC tiene la responsabilidad de ver y resolver quejas de discriminación con base en discapacidad

- información requerida en quejas incluye
 - nombre de quien pone la queja, dirección y número de teléfono durante el día
 - información específica en relación con el incidente en cuestión: fecha, hora, lugar, y como la persona fue discriminada en base a una discapacidad y cualquier otro detalle que aplique.

Quejas con información incompleta podría resultar en un atraso en la investigación y respuestas. NWARPC no responderá a quejas sin el nombre y dirección del quéjate.

- Quejas pueden ser hechas de la manera siguiente:
 - por teléfono a NWARPC 479-751-7125 el Coordinador del Título VI hablara con el quéjate y obtener información a detalle sobre la queja. La información obtenida será grabada, puesta por escrito, y leída al quéjate.
 - por escrito al Coordinador del Título VI de NWARPC, 1311 Clayton, Springdale, Ar 72762, quejas también se pueden faxear al 479-751-7150 o por correo electrónico a ngibbs@nwarpc.org.
 - en persona a NWARPC 1311 Clayton Springdale, AR, 72762. Horas de oficina 8:00am a 5:00pm, lunes a viernes. Se recomienda llamar con anticipación al Coordinador del Título VI para previa cita.

Entre tres días hábiles después de recibir la queja una carta será enviada con la siguiente información.

- Conocimiento que la queja ha sido recibida y esta una investigación pendiente.
- Una fecha estimada de cuando enviaran respuesta a su queja.

El Coordinador del Título VI investigará la queja y responderá por escrito en un tiempo razonable sin exceder 30 días de haber recibido la queja. La respuesta proveerá información acerca de la resolución a la queja

Un archivo de quejas al Título VI se mantendrá por NWARPC por un mínimo de cinco años. Cada archivo incluirá, el nombre y dirección de quéjate, naturaleza de la queja, problemas identificados, resolución de la queja y/o cualquier resultado, modificaciones hechas al programa y servicios o lugar de oficina de NWARPC.

COMISION DE PLANEAMIENTO DEL NOROESTE DE ARKANSAS

FORMA DE QUEJA DE TITULO VI

SECCION I.

Nombre: _____

Dirección: _____

Número de teléfono (casa, celular)

_____ trabajo _____

Correo electronico _____

Requiere formatos de acceso

Letras más grandes _____ casete

audio _____ TDD _____ otro _____

SECCION II.

¿Esta usted poniendo esta queja por su cuenta propia? SI _____ NO _____

{si respondió "sí" pase a la **sección III.**

Si respondió "no" por favor del nombre y la relación que tiene usted con el quéjate

Por favor explique porque pone la queja por una tercera

persona _____

_____ por favor confirme que obtuvo el permiso de la parte que jante para poner la queja en su nombre. SI _____ NO _____

SECCION III.

¿Ha usted puesto alguna queja antes con NWARPC? SI _____ NO _____

¿Si lo ha hecho cual fue su número de queja? _____

[nota esta información es requerida para uso administrativa; nosotros asignaremos el mismo número a la nueva queja]

¿Ha usted puesto una queja con algunas de las agencias siguientes?

Proveedor de Transito_____ Departamento de Transportación Administración Federal de Transito_____

Departamento de Justicia Comisión de Oportunidad de Igualdad de Empleo_____

Otro _____

¿Ha usted puesto demanda por esta queja? SI_____ NO_____

Si lo hizo favor de proveer copia de la forma de queja.

[nota: la información arriba requerida es para uso administrativo. Pero si hay una dirigencia pendiente a los mismos hechos, nosotros somos ajenos a la decisión de la corte.]

SECCION IV.

Nombre de la agencia contra la que se quejó:

Persona a contactar:

_____Cargo/Titulo:_____

Dirección

física_____

Numero de

telefono_____

En una hoja por separado si es necesario, describa por favor queja. Usted debe incluir detalles específicos como nombres, fechas, horas, lugares, testigos, y cualquier otra información que nos pueda asistir en nuestra investigación de sus alegaciones. Favor de proveer cualquier otra documentación que sea relevante a esta queja.

SECCION V.

¿Podemos dar una copia a la agencia contra la cual usted se he quejado? SI_____NO_____

¿Podemos revelar su identidad a la agencia? SI_____NO_____

Favor de firmar aquí:

Fecha: _____

[nota---no podemos aceptar su queja sin su firma.]

[administrativa- número original de queja_____]

Favor de enviar su forma completa a: Coordinador del Título VI, NWARPC, 1311 Clayton Street, Springdale, AR 72762

AVISO DE NO DISCRIMINACIÓN DE LA COMISIÓN REGIONAL DE PLANEAMIENTO DEL NOROESTE DE ARKANSAS

La Comisión Regional de Planeamiento del Noroeste de Arkansas (NWARPC) cumple con todos los estatutos y provisiones Federales de Derechos Civiles y autoridades que prohíben discriminación en programas y actividades que reciban asistencia financiera federal. Por lo tanto, el NWARPC no discrimina en base a raza, color, o nacionalidad de origen. En ingresar, acceso o tratamientos en programas y actividades de NWARPC. Así como reclutar o prácticas de empleo. Quejas de casos de discriminación o preguntas concernientes a las pólizas de no discriminación de NWARPC pueden ser dirigidas a Nicole Gibbs, AICP, Organizador Regional—EEO/DBE (ADA/504 Coordinador de Título VI o al siguiente correo electrónico: ngibbs@nwarpc.org este aviso está disponible en letras grandes, casete o audio y braille con ADA/504 Coordinador del Título VI. Si necesita información en otro idioma, comuníquese Nicole Gibbs, 479-751-7125, cuando menos 48 horas antes de la junta.

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”.

“Titulo VI dela Ley de Derechos Oiviles de 1964, 42 U.S.C. 2000d y ss., y su reglamentaciones implementadas establecen que ninguna persona en los Estados Unidos sera, 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 NORODSTE ME 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. Lasque jaso 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/Titulo 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. Este aviso está disponible en el Coordinador de ADA/504/Titulo 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.

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. Si necesita informacion en otro idioma, comuniquese con 479-751-7125.

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.

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
Website: 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
Website: www.asb.org

Braille It

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

Carolyn's Braille Services

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

Cat's Meow Braille Transcription

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

Kansas Braille Transcription Institute, Inc.

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

Volunteer Braille Services, Incorporated

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

Sign Language Services

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

APPENDIX D

PUBLIC OUTREACH ACTIVITIES: IN THE CONNECT NWA – 10-YEAR TRANSIT DEVELOPMENT PLAN INCLUDING THE ORIGIN/DESTINATION SURVEY

CONNECT NORTHWEST ARKANSAS (NWA) is a 10-Year Transit Development Plan (TDP) that will serve as a “Blueprint” for improving and expanding transit in the NWA region. Connect NWA establishes a shared understanding of what successful transit looks like, how to design effective service and ultimately how to implement it regional and locally. The complete Connect NWA-TDP can be viewed at <https://www.nwarpc.org/wp-content/uploads/2020/10/ConnectNWATDP.pdf>.

CHAPTER 1: PUBLIC ENGAGEMENT, is an in-depth explanation and analysis of the extensive public engagement process used in development of the TDP. Briefly, online engagement, a public survey (in English, Spanish and Marshallese) and in-person meetings were the core elements used to gain insight into the transportation needs and desires within the NWA community. The engagement process involved two main phases. The first phase consisted of public engagement events along with a public survey. The second phase involved public engagement events, along with a survey, that gathered input on the scenarios and recommendations that were produced using the results of the first phase of public engagement, coupled with a technical analysis. The public comments made at the second public engagement events were incorporated into the final TDP in the form of changes in some of the recommended routes (this phase of engagement is discussed in further detail in Chapter 4). Dates, event locations, survey results, stakeholder involvement, educational tools used, and other information is shown and summarized in Chapter 1.

Public Survey Results for NWARPC 10-Year TDP



A Steering Committee was established to help guide the 2010 TDP update process, assist NWARPC staff and the consultants, and to report updates and other information to their respective cities and organizations. The Committee consists of:

- four city staff members
- a staff member from ORT and a staff member from Razorback Transit
- one member representing human service agencies
- one member representing a philanthropic foundation
- one member representing the engineering community
- one member representing the housing/real estate industry
- A NWARPC staff member was also on the Committee

CONNECT NWA-TRANSIT DEVELOPMENT PLAN STEERING COMMITTEE	
ADAM WADDELL (RAZORBACK TRANSIT)	JOHN McCURDY (ROGERS)
CINDY ACREE (ELIZABETH RICHARDSON CENTER)	KEVIN BEAUMONT (McCLELLAND ENGINEERS)
DON MARR (FAYETTEVILLE/ORT BOARD)	LARRY KELLY (LARRY KELLY ASSOC. REALTY)
GARY SMITH (RAZORBACK TRANSIT)	PATSY CHRISTIE (SPRINGDALE)
JEREMY PATE (WALTON FAMILY FOUNDATION)	ROB SMITH (NWA COUNCIL)
JOEL GARDNER (ORT)	SHELLI KERR (BENTONVILLE)
	TIM CONKLIN (NWARPC)

The Steering Committee met in person three times throughout the process. Numerous memos were sent to members keeping them updated on the progress of the plan. The Covid-19 health emergency in early spring 2020 halted all in-person meeting.

In August 2020, NWARPC and ATG consultants decided that due to the continuing health emergency, the final presentations of the draft *Connect NWA-TDP* would proceed virtually, with the consultants giving the presentation from their home base in Austin, Texas. The schedule of these virtual presentations was:

- Springdale – 5:30 pm, Monday, August 17, 2020
- Rogers – 4:40 pm, August 25, 2020
- Bentonville – 6:00 pm, Tuesday, September 8, 2020
- Fayetteville – 4:30 pm, Friday, September 25, 2020

Virtual presentations were also made at the October 22, 2020 ORT Board Meeting, where the plan was adopted unanimously by the Board, the TAC October 15, 2020 meeting, and the RPC/Policy Committee October 28, 2020 meeting. The RPC/Policy Committee voted unanimously to adopt *Connect NWA-TDP* at the October meeting (Resolution #2020-06).

ORIGIN/DESTINATION TRANSIT SURVEY

The O/D Survey was Phase I of the TDP update. ETC Consultants performed the work. For the complete O/D Survey Report go to <https://www.nwarpc.org/transit/transit-system-origin-destination-survey/>.

The Northwest Arkansas Regional Planning Commission (NWARPC) System Wide Origin and Destination Survey was conducted in March 2018. The survey was completed for regional transit riders in the Northwest Arkansas area on both Ozark Regional Transit (ORT) and Razorback Transit (Razorback) systems. The Survey served several objectives, including:

- The compilation of statistically accurate information about transit customers' use of transit services for planning purposes.
- Enhancing the NWARPC four-step travel demand forecasting model.
- Providing the understanding of differences in trip characteristics and ridership profiles from previous survey efforts.

- Assisting regional transit agencies in meeting Title VI Civil Rights Requirements and enhance Title VI programs.

Full Survey Summary and Key Findings

ETC conducted the Survey collection between March 5 and March 14, 2018. The magnitude of the Survey will allow NWARPC planners to better understand the needs and travel patterns of many specialized populations.

- The surveyors boarded ORT and Razorback Transit buses between March 5 – March 15, 2018 on weekdays only and completed the survey successfully. Over this time period the ETC staff conducted the collection with randomly selected boarding riders and asked them to participate in the survey. ETC staff was able to begin the interview process with 1,158 riders, only 37 riders were not able to complete the interview. The 1,121 records collected were then reviewed by ETC staff at the home office to determine if the one-way trip information provided was plausible using: origin address, destination address, boarding and alighting locations, and transfer routes used either prior to or after the current route. Of the 1,121 records collected, only 41 of these records were purged due to illogical data, which left sample size of 1,080.

SOME IMPORTANT FINDINGS FROM THE ANALYSIS OF THE REGIONS' RIDERS ARE THE FOLLOWING (USING LINKED WEIGHT FACTOR):

- Walking is the dominant access (83%) and egress (88%) mode for all riders.
- Ninety-two percent (92%) of riders use only one route to complete their one-way trip.
- Seventy-nine percent (79%) of all riders are between the age of 19 to 34.
- Twenty-four percent (24%) of riders reported not having a household vehicle with the majority (71%) of zero household vehicles coming from the ORT system.
- More than half (56%) of riders reported being employed (full & part-time).
- Eighty percent (80%) of riders possess a valid driver's license.

Sampling Plan Summary

To ensure that the distribution of completed surveys mirrored the actual distribution of riders, ETC developed a sampling plan to collect passenger origin and destination survey data with approximately 1,000 of the system's riders during the weekdays based on February 6 and 8, 2018 ridership. The Table below shows the overall Sampling Plan Rates, Goals, Records Completed, and Percentage of Goal Obtained.

SYSTEM	SAMPLING RATE	GOAL	COMPLETED	% COLLECTED
Ozark Regional Transit	8% of Daily Ridership	103	132	128%
Razorback Transit	8% of Daily Ridership	887	976	110%
Totals	8% of Daily Ridership	990	1,108	112%

Survey Weighting and Expansion Summary

Weighting and expansion is used to make the sample collected representative of the population ridership. Based on the low ridership volumes for ORT routes and the route/trip type of Razorback, the expansion was simply expanding the surveys at the route and time of day level.

Data Quality Assurance and Processing Summary

Overall quality assurance/quality control (QA/QC) process was implemented throughout the actual Survey administration and after its completion with proven post-processing quality check techniques. The establishment of specific sampling goals and procedures for managing the goals ensured that a representative sample was obtained from each route. Also, the use of the latest geocoding/survey review tools used by ETC's Transit Review Team contributed to the high-quality results that were achieved.

Areas of improvement for future on-board surveys

Leading into the data collection discussions were held as to how to best capture the high percentage of known short trips occurring on Razorback. It was determined that bringing in experienced interviewers to collect the data, rather than local staff. Using this plan, the collection occurred without any meaningful issues. No changes were identified during the project; and, therefore, no improvements are necessary based on current technology and methodology.

