

# **Federal Transit Administration Non-Discrimination Program Arc of Acadiana, Inc.**

## **Non-Discrimination Plan Table of Contents**

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## Section 1: Non-Discrimination Plan Approval

Non-Discrimination  
Plan Adopted on:

6-15-2023

Adopted by:

Arc of Acadiana, Inc. Board of Directors

Signature(s):

Kenny Patton

Print Name of signature above Kenny Patton

Print Title of signature above CEO

Date SIGNED:

6-15-2023

Include documentation to show approval (i.e., minutes, resolutions, ordinance, etc.) The person given the authority to sign should be the person who actually signs the document.

## Non-Discrimination Plan Revision Log

Date Month/day/year	Section Revised	Summary of Revisions

## Section 2: Non-Discrimination Policy Statement


### Policy Statement

The Arc of Acadiana assures that no person shall on the grounds of race, color, or national origin as provided by Title VI of the Civil Rights Act of 1964, and the Civil Rights Restoration Act of 1987 (P.L. 100.259) be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any programs or activities. Arc of Acadiana assures every effort will be made to ensure nondiscrimination in all of its programs and activities, whether those programs and activities are federally funded or not (inclusive of additional Title VI Authorities and citations).

The Civil Rights Restoration Act of 1987, broadened the scope of Title VI coverage by expanding the definition of terms "programs or activities" to include all programs or activities of Federal Aid recipients, sub-recipients, and contractor/consultants, whether such programs and activities are federally assisted or not (Public Law 100259 [S.557] March 22, 1988.)

Arc of Acadiana will be responsible for initiating and monitoring Title VI activities, preparing required reports and other responsibilities as required by 23 Code of Federal Regulation, (CFR) 200 and 49 Code of Federal Regulation 21.

  
Kenny Patton, CEO, Arc of Acadiana, Inc.

  
Date

Any individual, group of individuals or entity that believes they have been discriminated against on the basis of race, color or national origin by the Agency Name may file a Non-Discrimination complaint by submitting the agency's Non-Discrimination Complaint Form.

For all Discrimination matters, please contact:  
Kenny Patton  
6400 Highway 90 West, Ndw Iberia, LA 70560  
337-367-6813 Ext: 101  
Kenny.Patton@arcofacadinana.org

### Section 3: Notice to the Public

#### **Non-Discrimination Notice to the Public**

The Arc of Acadiana's Notice to the Public is as follows:

### **Notifying the Public of Rights Non-Discrimination**

## **Arc of Acadiana**

- ✓ The Arc of Acadiana operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice may file a complaint with the Arc of Acadiana and should be filed within 180 days of date of alleged discrimination.
- ✓ For more information on the Arc of Acadiana's civil rights program, the procedures to file a complaint or to file a complaint contact 337-367-6813 Ext 101, 711 service and Affiliated Bline of LA, 800-319-4444; email; [Kenny.Patton@arcof Acadiana.org](mailto:Kenny.Patton@arcof Acadiana.org) or visit our administrative office at 6400 Highway 90 West, New Iberia, LA 70560. For more information, visit [www.arcofacadiana.org](http://www.arcofacadiana.org)
- ✓ A complaint may also be filed directly with the:  
  
Louisiana Department of Transportation and Development, Attn: Cynthia Douglas, 1201 Capitol Access Road, Baton Rouge, LA 70804 or (225) 379-1923.  
  
Federal Transit Administration, Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.
- ✓ If information is needed in another language, contact 337-367-6813.
- ✓ The Arc of Acadiana adheres to requirements of the Americans with Disabilities Act (ADA) and makes every reasonable modification to its policies, practices and services to ensure accessibility for riders and will make reasonable modifications and/or accommodations upon request of a rider with a disability.
- ✓ For more information on reasonable accommodation please contact the Arc of Acadiana's civil rights program, the procedures to file a complaint or to file a complaint contact 337-367-6813 Ext 101, 711 service and Alliliated Blind of LA, 800-319-4444; email; [Kenny.Patton@arcofacadiana.org](mailto:Kenny.Patton@arcofacadiana.org) or visit our administrative office at: 6400 Highway 90 West, New Iberia, LA 70560. For more information, visit [www.arcofacadiana.org](http://www.arcofacadiana.org)

The **Arc of Acadiana** Notice to the Public is posted in the public areas of the office and inside the transit vehicles. Arc of Acadiana, Central Office: 6400 Highway 90 West, New Iberia, LA 70560 – Iberia Parish.

## **Notificación al público de derechos bajo el no discriminación**

- El Arc of Acadiana opera sus programas y servicios sin distinción de raza, color y origen nacional, según el no discriminación. Cualquier persona que cree o que ha sido perjudicada por una práctica discriminatoria ilegal bajo el Título VI o no discriminación puede presentar una queja con el Arc of Acadiana.
- Para obtener más información sobre el programa de derechos civiles de Arc of Acadiana, o para obtener más información sobre los procedimientos para presentar una queja llame al 337-367-6813 Ext 101, [Kenny.Patton@arcofacadiana.org](mailto:Kenny.Patton@arcofacadiana.org) o visite nuestra oficina administrativa en 6400 Highway 90 West, New Iberia, LA 70560.
- Un demandante puede presentar una queja directamente a la el Departmet de Transporte del estado de Louisiana, llame al (225) 379-1923. Email [Cynthia.douglas@la.gov](mailto:Cynthia.douglas@la.gov),
- Un demandante puede presentar una queja directamente a la Administración Federal de tránsito, Oficina de Derechos Civiles, Atención: Coordinadora del Programa Título VI, edificio este, 5 piso-TCR, 1200 New Jersey Ave., se Washington, DC, 20590.
- Si se necesita información en otro idioma, comuníquese con 337-367-6813 Ext 101.
- El Arc of Acadiana se adhiere a los requisitos de la Ley de Estadounidenses con Discapacidades (ADA, por sus siglas en inglés) y realiza todas las modificaciones razonables a sus políticas, prácticas y servicios para garantizar la accesibilidad de los pasajeros y realizará modificaciones y/o adaptaciones razonables a pedido de un pasajero con una discapacidad.
- Para obtener más información sobre adaptaciones razonables, comuníquese con el programa de derechos civiles de Nombre de la agencia, los procedimientos para presentar una queja o para presentar una queja comuníquese con 337-367-6813 Ext 101, 711 service & Affiliated Bline 800-319-4444; correo electrónico [Kenny.Patton@arcofacadiana.org](mailto:Kenny.Patton@arcofacadiana.org); o visite nuestra oficina administrativa en 6400 Highway 90 West, New Iberia, LA 70560. Para obtener más información, visite [www.arcofacadiana.org](http://www.arcofacadiana.org)

#### Section 4: Non-Discrimination Complaint Procedure

The Arc of Acadiana's Non-Discrimination Complaint Procedure is made available in the following locations:  
Arc of Acadiana, Central Office: 6400 Highway 90 West, New Iberia, LA 70560 – Iberia Parish Day Program: 3716 A Redwood Drive, New Iberia, LA 70560 – Lafayette Day Program: 2008 Eraste Landry Road, Lafayette, LA 70506 -St Landry Day Program: 1488 149 North Service Road, Grand Coteau, LA 70541 – Acadia Parish Office: 608 Lisa St. Rayne, LA 70578 – Vermilion Day Program: 808 S Severin St. Earth, LA 70533 – Bossier Parish Northwest Division: 5401 Shed Road, Bossier, LA 71111

Any Complaint will be received by Kenny Patton CEO, Arc of Acadiana, Inc.

- ☒ **Agency website, if available: [www.arcofacadiana.org](http://www.arcofacadiana.org)**
- ☒ **Hard copy in the central office**
- ☒ **Agency Title VI Plan**

Any individual, group of individuals or entity that believes they have been discriminated against on the basis of race, color, national origin or disability by the Arc of Acadiana may file a non-discrimination complaint by completing and submitting the agency's non-discrimination Complaint Form. File initial complaint with Kenny Patton, CEO at Arc of Acadiana

Any individual having filed a complaint or participated in the investigation of a complaint shall not be subjected to any form of intimidation or retaliation. Individuals who have cause to think that they have been subjected to intimidation or retaliation can file a complaint of retaliation following the same procedure for filing a discrimination complaint.

A complaint must be filed with the Arc of Acadiana no later than 180 days after the following:

1. The date of the alleged act of discrimination; or
2. The date when the person(s) became aware of the alleged discrimination; or
3. Where there has been a continuing course of conduct, the date on which that conduct was discontinued of the latest instance of the conduct.

Once the complaint is received, the Arc of Acadiana will review it to determine if our office has jurisdiction. (A copy of each non-discrimination complaint received will be forwarded to the Louisiana Department of Transportation and Development within ten (10) calendar days of receipt.) The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

The Arc of Acadiana has 45 days to investigate the complaint. If more information is needed to resolve the case, the Arc of Acadiana may contact the complainant.

After the investigator reviews the complaint, she/he will issue one of two (2) letters to the complainant: a closure letter or a letter of finding (LOF).

- ✓ A closure letter summarizes the allegations and states that there was not a Title VI or other discriminatory violation and that the case will be closed.
- ✓ A letter of finding (LOF) summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur.

If the complainant wishes to appeal the decision, she/he has 180 days after the date of the letter or the letter of finding to do so. A person may also file a complaint directly with the: Louisiana Department of Transportation, Attn: Cynthia Douglas, 1201 Capitol Access Road, Baton Rouge, LA 70804.

LADOTD will analyze the facts of the case and will issue its conclusion to the appellant within 60 days of the receipt of the appeal.

If information is needed in another language, contact 337-367-6813.  
Arc of Acadiana, 6400 Highway 90 West, New Iberia, LA 70560.  
Kenny Patton, CEO

## Procedimiento de Queja sin discriminación

El Formulario de queja por discriminación del Arc of Acadiana

- Pagina web de la agencia
- Copia impresa localizada en la oficina central
- Titulo IV corresponde a la agencia

Cualquier persona, grupo de individuos o entidad que crea haber sido objeto de discriminación por motivos de raza, color, nacionalidad o discapacidad por el agency name puede presentar la queja llenando y enviando este formulario de queja por discriminación a la agencia correspondiente. (Este documento debe ser enviado a la dirección. Presente la queja inicial con Kenny Patton, CEO en Arc of Acadiana.)

Cualquier individuo que haya presentado o participado en la investigación de alguna queja no debe ser sujeto a ninguna forma de intimidación o represalia. Aquel individuo que considere que haya sido sujeto a intimidación o represalias puede llenar un formulario de queja para represalias siguiendo este mismo procedimiento.

Esta queja deberá ser presentada a la Oficina de Programas de Cumplimiento del Arc of Acadiana en un periodo de no mas de 180 días después de lo siguiente:

1. La fecha del presunto acto de discriminación
2. La fecha en la que la persona (s) se percataron del presunto acto de discriminación
3. Cuando se ha detectado que el acto de discriminación se ha convertido en una conducta repetitiva. En estos casos se incluiría la fecha del último acontecimiento.

Una vez que se reciba la queja, la oficina de Arc of Acadiana lo revisará para determinar si nuestra oficina tiene jurisdicción. El demandante recibirá una carta de notificación comunicando si la queja será investigada por nuestra oficina.

El/La coordinadora de la oficina de Arc of Acadiana tendrá 45 días para investigar la queja. Si se necesita mas información para resolver el caso, el (la) Coordinador (a) podría contactar al demandante.

Después de que el/La Coordinador revise la queja, emitirá una de dos (2) cartas al demandante

- Una carta de cierre resumiendo las alegaciones del caso en la cual indicara que no hubo una violación de discriminación y por tal motivo el caso será cerrado.
- Una carta de hallazgo resumiendo las alegaciones y las entrevistas sobre el supuesto incidente en esta misma carta se le explicará al demandante si se llevará a cabo alguna acción disciplinaria, entrenamiento adicional al personal o se tomara alguna otra acción necesaria.

Si el demandante desea apelar la decisión, el tendrá 180 días después de la fecha marcada en la carta de cierre o de la carta de hallazgo para hacerlo. El/La Coordinador, Cynthia Douglas (225) 379-192

Título VI / ADA analizará los hechos del caso y emitirá su conclusión al apelante en un periodo de 60 días después de haber recibido la apelación.

Si necesita información en otro idioma, póngase en contacto con 337-367-6813.

Arc of Acadiana, 6400 Highway 90 West, New Iberia, LA 70560

Kenny Patton, CEO



## Section 5: Non-discriminación Complaint Form

<b>Section I:</b>			
Name:			
Address:			
Telephone (Home):		Telephone (Work):	
Email Address:			
Accessible Format Requirements?	Large Print		Audio Tape
	TDD		Other
<b>Section II:</b>			
Are you filing this complaint on your own behalf?		Yes*	No
*If you answered "yes" to this question, go to Section III.			
If not, please supply the name and relationship of the person for whom you are complaining:			
Please explain why you have filed for a third party:			
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.		Yes	No
<b>Section III:</b>			
I believe the discrimination I experienced was based on (check all that apply):			
<input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin <input type="checkbox"/> Disability			
Date of Alleged Discrimination (Month, Day, Year) _____			
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.			
_____ _____ _____			
<b>Section IV</b>			
Have you previously filed a non-discrimination complaint with this agency?		Yes	No
<b>Section V</b>			
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?			
<input type="checkbox"/> Yes <input type="checkbox"/> No			
If yes, check all that apply:			
<input type="checkbox"/> Federal Agency: _____			
<input type="checkbox"/> Federal Court _____		<input type="checkbox"/> State Agency _____	
<input type="checkbox"/> State Court _____		<input type="checkbox"/> Local Agency _____	

Please provide information about a contact person at the agency/court where the complaint was filed.
<b>Name:</b>
<b>Title:</b>
<b>Agency:</b>
<b>Address:</b>
<b>Telephone:</b>
<b>Section VI</b>
Name of agency complaint is against:
Contact person:
Title:
Telephone number:

You may attach any written materials or other information that you think is relevant to your complaint.  
Signature and date required below

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

If information is needed in another language, contact **337-367-6813**.  
Please submit this form in person at the address below, or mail this form to:

**Arc of Acadiana**  
**Kenny Patton, CEO**  
**6400 Highway 90 West, New Iberia, LA 70560**

## Procedimiento de Queja Titulo No Discriminacion for Arc of Acadiana

<b>Sección I:</b>	
Nombre: _____	
Dirección: _____	
Teléfono (Casa/Celular): _____	Teléfono (Trabajo): _____
Dirección de correo electrónico: _____	
<b>Sección II:</b>	
¿Está usted presentando esta queja personalmente: <b>Sí</b> <input type="checkbox"/> <b>No</b> <input type="checkbox"/>	
* Si usted contestó "sí" a esta pregunta, pase a la Sección III.	
Si su respuesta es "no", por favor escribe el nombre y la relación de la persona que está presentando la queja en contra:	<b>Nombre:</b> _____ <b>Relación:</b> _____
Si usted está presentando una queja de parte de otra persona, por favor, explica porqué en el siguiente espacio:  <div style="border: 1px solid black; height: 100px; width: 100%;"></div>	
¿Se ha obtenido el permiso de la parte perjudicada, si usted está presentando en nombre de un tercero: <b>Sí</b> <input type="checkbox"/> <b>No</b> <input type="checkbox"/>	
<b>Sección III:</b>	
Creo que la discriminación que experimenté fue basado en (marque todo lo que corresponda): <b>Raza</b> <b>Color</b> <b>Origen Nacional</b> <input type="checkbox"/> <b>Discapacidad</b>	
Fecha de la discriminación alegada (Mes, Día, Año): _____	<b>Date:</b> _____
Explique, lo más claramente posible, lo que sucedió y porqué usted cree que fue discriminado. Describe todas las personas involucradas. Incluye el nombre y la información de contacto de la persona (s) que lo discriminó (si se conoce), así como los nombres e información de contacto de cualquier testigo. Si necesita más espacio, adjunte hojas adicionales a este formulario:	

**Sección IV**

Ha previamente presentado una queja del discriminación con el Arc of Acadiana?

Sí                      No

**Sección V**

¿Ha presentado esta queja con cualquier otro federal, estatal o local, o ante cualquier tribunal federal o estatal?                      Sí                      No

En caso afirmativo, marque el nombre de todas las que correspondan:

☐ Agencia Federal: \_\_\_\_\_  
☐ Tribunal Federal: \_\_\_\_\_  
☐ Agencia Estatal: \_\_\_\_\_  
☐ Tribunal Estatal: \_\_\_\_\_  
☐ Agencia local : \_\_\_\_\_

Sírvanse proporcionar información acerca de una persona de contacto en la corte / entidad donde se presentó la queja.

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

Título: \_\_\_\_\_

Agencia: \_\_\_\_\_

Dirección: \_\_\_\_\_

Teléfono: \_\_\_\_\_

**Sección VI**

Nombre de la agencia/compañía de queja es contra: \_\_\_\_\_

Persona de contacto: \_\_\_\_\_

Título: \_\_\_\_\_

Teléfono: \_\_\_\_\_

Firma: \_\_\_\_\_

Fecha: \_\_\_\_\_

Puede adjuntar cualquier material escrito u otra información que considere relevante para su queja.

Firma y fecha requeridas a continuación

\_\_\_\_\_  
Firma

\_\_\_\_\_  
Fecha

Si se necesita información en otro idioma, póngase en contacto con **337-367-6813**.

Envíe este formulario en persona a la dirección que aparece a continuación, o envíe este formulario por correo a:

**Arc of Acadiana**

**Kenny Patton, CEO**

**6400 Highway 90 West, New Iberia, LA 70560**

## Section 6: List of Transit Related Non-Discrimination Investigations, Complaints and Lawsuits

The Arc of Acadiana maintains a list or log of all non-discrimination investigations, complaints and lawsuits, pertaining to its transit-related activities.

### Check One:

- ☒ There have been no investigations, complaints and/or lawsuits filed against us since the last plan submission.
- ☐ There have been investigations, complaints and/or lawsuits filed against us. *See list below. Attach additional information as needed.*

	Date (Month, Day, Year)	Summary (include basis of complaint: race, color, or national origin)	Status	Action(s) Taken
<b>Investigations</b>				
1.				
2.				
<b>Lawsuits</b>				
1.				
2.				
<b>Complaints</b>				
1.				
2.				

## Section 7: Public Participation Plan

### Strategies and Desired Outcomes

To promote inclusive public participation, the Arc of Acadiana will employ the following strategies, as appropriate (make these determinations based on a demographic analysis of the population(s) affected, type of plan, program and/or service under consideration, and the resources available):

- ✓ Provide for early, frequent and continuous engagement by the public.
- ✓ Select accessible and varied meeting locations and times
- ✓ Employ different meeting sizes and formats
- ✓ Use social media in addition to other resources as a way to gain public involvement
- ✓ Use radio, television or newspaper ads on stations and in publications that serve LEP populations. Outreach to LEP populations may also include audio programming available on podcasts.
- ✓ Expand traditional outreach methods by visiting ethnic stores/markets and restaurants, community centers, libraries, faith-based institutions, local festivals, etc.

### Public Outreach Activities

The public outreach and involvement activities conducted by the Arc of Acadiana since the last Non-Discrimination Program submission are summarized in the table below.

Enter specific Public Participation activities in the table below.

Event Date	Arc of Acadiana, Inc. Staffers	Activity	Communication Method (Public Notice, Posters, Social Media)	Notes
11/4/2022	Executive Staff & Regulars	Golf Tournament with Community Exposure	Public Notice, Posters, Social Media & Brochures	Yearly Event

## Section 8: Language Assistance Plan

### Plan Components

As a recipient of federal US DOT funding, the Arc of Acadiana is required to take reasonable steps to ensure meaningful access to our programs and activities by limited-English proficient (LEP) persons.

Limited English Proficient (LEP) refers to persons for whom English is not their primary language and who have a limited ability to read, write, speak or understand English. This includes those who have reported to the U.S. Census that they speak English less than very well, not well, or not at all.

The Arc of Acadiana's Language Assistance Plan includes the following elements:

Item #1: The results of the *Four Factor Analysis*, including a description of the LEP population(s), served.

Item #2: A description of how language assistance services are provided by language

Item #3: A description of how LEP persons are informed of the availability of language assistance service

Item #4: A description of how the language assistance plan is monitored and updated

Item #5: A description of how employees are trained to provide language assistance to LEP persons

### Four Factor Analysis Methodology

To determine if an individual is entitled to language assistance and what specific services are appropriate, the Arc of Acadiana has conducted a *Four Factor Analysis* of the following areas: 1) LEP Demography, 2) Contact Frequency, 3) Importance of Service, and 4) Resources and Costs.

**Factor 1: The number or proportion of LEP persons eligible to be served or likely to be encountered by the program or recipient.** In addition to the number or proportion of LEP persons served, the Arc of Acadiana's will identify:

- (a) How LEP persons interact with the recipient's agency;
- (b) Identification of LEP communities, and assessing the number or proportion of LEP persons from each language group to determine the appropriate language services for each language;
- (c) The literacy skills of LEP populations in their native languages, in order to determine whether translation of documents will be an effective practice; and
- (d) Whether LEP persons are underserved by the recipient due to language barriers.

**Factor 2: The frequency with which LEP persons come into contact with the program.** Identifies and assesses the frequency Arc of Acadiana's staff comes into contact with LEP persons. Examples of contact could include:

- (a) Use of bus and rail service;
- (b) Purchase of tickets through vending machines, outlets, websites, and over the phone;
- (c) Participation in public meetings;
- (d) Customer service interactions;
- (e) Ridership surveys;
- (f) Operator surveys.

**Factor 3: The nature and importance of the program, activity, or service provided by the program to people's lives.** Generally speaking, the more important the program, the more frequent the contact and the likelihood that language services will be needed.

This section discusses how the Arc of Acadiana's program and services impact the lives of person's within the community. The Arc of Acadiana will specify the community organizations that serve LEP persons, if available.

**Factor 4: The resources available to the recipient for LEP outreach, as well as the costs associated with that outreach.** Resource and cost issues can often be reduced by technological advances, reasonable business practices, and the sharing of language assistance materials and services among and between recipients, advocacy groups, LEP populations and Federal agencies. Large entities and those entities serving a significant number of LEP persons should ensure that their resource limitations are well substantiated before using this factor as a reason to limit language assistance.

The summary below discusses the low cost methods the Arc of Acadiana uses to provide outreach to LEP persons as well as train staff (and transit provider/lessee, if applicable) on Title VI and LEP principles.

Item #1 – Results of the Four Factor Analysis <i>(including a description of the LEP population(s) served)</i>
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**Factor 1: The number or proportion of LEP persons eligible to be served or likely to be encountered.**

The Arc of Acadiana's staff reviewed the American Community Survey data <https://www.census.gov/programs-surveys/acs> and determined that 5,970 (9%) persons in the *Parish* speak a language other than English. In *Iberia Parish*, of the 938 persons with limited English proficiency, 436 (24.2%) speak Spanish.

Iberia Parish, Louisiana				
	Total	Percent	Limited English Speaking Persons	Percent of Limited English Spoken
Label				
Population	65,666	(x)	938	1.4%
Language Spoken				
Spanish	1,785	2.7%	436	24.4%
Other Indo-European Languages	2,827	4.3%	265	9.4%
Asian and Pacific Island Languages	1,269	1.9%	237	18.7%
Other Languages	89	0.1%	0	0.0%



The Arc of Acadiana's staff reviewed the American Community Survey data <https://www.census.gov/programs-surveys/acs> and determined that 20,173 (9%) persons in the **Parish** speak a language other than English. In **Lafayette Parish**, of the 2,254 persons with limited English proficiency, 1,224 (18.2%) speak Spanish.

Lafayette Parish, Louisiana				
	Total	Percent	Limited English Speaking Persons	Percentage of Limited English Spoken
Label				
Population	225,205	(x)	2,254	1.0%
Language Spoken				
Spanish	6,727	3.0%	1,224	18.2%
Other Indo-European Languages	9,708	4.3%	414	4.3%
Asian and Pacific Island Languages	2,941	1.3%	578	19.7%
Other Languages	797	0.4%	38	4.8%

The Arc of Acadiana's staff reviewed the American Community Survey data <https://www.census.gov/programs-surveys/acs> and determined that 5,933 (10.9%) persons in the **Parish** speak a language other than English. In **Vermillion Parish**, of the 469 persons with limited English proficiency, 86 (10.8%) speak Spanish.

Vermillion Parish, Louisiana				
	Total	Percent	Limited English Speaking Persons	Percent of Limited English Spoken
Label				
Population	54,116	(x)	469	0.9%
Language Spoken				
Spanish	790	1.5%	86	10.8%
Other Indo-European Languages	4,182	7.7%	136	0.03%
Asian and Pacific Island Languages	896	1.7%	247	0.28%
Other Languages	65	0.001%	0	0.0%

The Arc of Acadiana's staff reviewed the American Community Survey data <https://www.census.gov/programs-surveys/acs> and determined that 4,910 (9.1%) persons in the **Parish** speak a language other than English. In **Acadia Parish**, of the 546 persons with limited English proficiency, 115 (13.6%) speak Spanish

Acadia Parish, Louisiana				
	Total	Percent	Limited English Speaking Persons	Percent of Limited English Spoken
Label				
Population	54,263	(x)	273	0.5%
Language Spoken				
Spanish	843	1.6%	115	13.6%
Other Indo-European Languages	3,976	7.3%	158	4.0%
Asian and Pacific Island Languages	44	0.1%	0	0.0%
Other Languages	47	0.1%	0	0.0%

The Arc of Acadiana's staff reviewed the American Community Survey data <https://www.census.gov/programs-surveys/acs> and determined that 7,131 (9.2%) persons in the **Parish** speak a language other than English. In **St. Landry Parish**, of the 505 persons with limited English proficiency, 155 (14.7%) speak Spanish.

St. Landry Parish, Louisiana				
	Total	Percent	Limited English Speaking Persons	Percent of Limited English Spoken
Label				
Population	77,014	(x)	505	0.7%
Language Spoken				
Spanish	1,058	1.4%	155	14.7%
Other Indo-European Languages	5,867	7.6%	350	6.0%
Asian and Pacific Island Languages	96	0.1%	0	0.0%
Other Languages	110	0.1%	0	0.0%

The Arc of Acadiana's staff reviewed the American Community Survey data <https://www.census.gov/programs-surveys/acs> and determined that 7,385 (6.2%) persons in the **Parish** speak a language other than English. In **Bossier Parish**, of the 1,245 persons with limited English proficiency, 1,011 (21.8%) speak Spanish

Bossier Parish, Louisiana				
	Total	Percent	Limited English Speaking Persons	Percent of Limited English Spoken
Label				
Population	119,941	(x)	1,245	1.0%
Language Spoken				
Spanish	4,632	3.9%	1,011	21.8%
Other Indo-European Languages	947	0.8%	86	9.1%
Asian and Pacific Island Languages	1,473	1.2%	144	9.8%
Other Languages	333	0.3%	4	1.1%

**Factor 2: The frequency with which LEP persons come into contact with the program.**

Arc of Acadiana assessed the frequency with which staff and drivers have, or could have, contact with LEP persons. Arc of Acadiana provides approximately 75,000 passenger trips per year. If an individual has speech limitations, the dispatcher or driver will work with the Transit Manager and the LADOTD, if needed, to ensure the individual receives access to the transit services.

**Factor 3: The nature and importance of the program, activity, or service provided by the program to people's lives.**

All of Arc of Acadiana's programs are important; however, those related to safety, public transit, nondiscrimination and public involvement are among the most important. The Arc of Acadiana is committed to providing meaningful access and will provide written translation for any of its documents, when reasonable, effective and with the available resources. In other cases, the Arc of Acadiana will strive to provide alternative but meaningfully accessibility. Moreover, the Arc of Acadiana continually evaluates its programs, services, and activities to ensure that persons who may be LEP are always provided with meaningful access. The Title VI policy, complaint form, and LEP policy are available in Spanish upon request.

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

The Arc of Acadiana makes every effort to make its programs, services, and activities, accessible to LEP individuals. The Arc of Acadiana will use available resources, both internal and external to accommodate reasonable requests for translations.

**Item # 2 – Description of how Language Assistance Services are Provided, by Language**

The Arc of Acadiana has identified, developed, and uses the following:

- a) Individuals who have contact with the public are provided with “I Speak” language cards to identify language needs in order to match them with available services. Language cards verified and distributed by the Director as need.
- b) The Arc of Acadiana has developed partnerships with local agencies, organizations, law enforcement, colleges/universities, local school districts and social service agencies that are available to assist with it LEP responsibilities.
- c) A list of web based translation services can be provided by contracting the Human Resources Department.

**Item # 3 - Description of how LEP Persons are Informed of the Availability of Language Assistance Service**

In order to ensure that LEP individuals are aware of Arc of Acadiana’s language assistance measures, Arc of Acadiana provides the following:

- Title VI Program including the Language Assistance Plan is made available on website, if applicable, and hard copy in central office.
- Drivers and dispatchers are provided “I Speak” language cards to identify language needs in order to match them with available services.

**Item # 4 – Description of how the Language Assistance Plan is Monitored and Updated**

Arc of Acadiana will continue to update the LEP plan as required by U.S. DOT. At a minimum, the plan will continue to be reviewed and updated every three (3) years in conjunction with the Title VI submission, or when data from the 2020 U.S. Census is available, or when it is clear that the concentrations of LEP individuals are present in the Arc of Acadiana service area.

Updates will continue to include the following:

- The number of documented LEP person contacts encountered annually.
- How the needs of LEP persons have been addressed.
- Determination of the current LEP population in the service area.
- Determination as to whether the need for translation services has changed.
- Determine whether local language assistance programs have been effective and sufficient to meet the need.
- Determine whether Arc of Acadiana’s financial resources are sufficient to fund language assistance resources needed.
- Determine whether Arc of Acadiana has fully complied with the goals of this LEP Plan.
- Determine whether complaints have been received concerning Arc of Acadiana’s failure to meet the needs of LEP individuals

**Item # 5 - Description of how Employees are Trained to Provide Language Assistance to LEP Persons**

The following training will continue to be provided to Arc of Acadiana staff:

- Information on the Arc of Acadiana Title VI Procedures and LEP responsibilities.
- Description of language assistance services offered to the public.
- Use of “I Speak” language cards (used to identify language preference).
- Documentation of language assistance requests.
- Use of web-based interpreter services (Goggle Translate App used for 107 Languages)

## Limited English Proficient (LEP) Resource Materials:

### LEP Policy

Arc of Acadiana shall provide for communication for limited English proficient riders to ensure them equal opportunity to benefit from services. Family members or friends of limited English proficient riders will not be used as translators unless specifically requested by that individual. Arrangements have been made with Goggle Translate to obtain translators. The agency will also utilize web based translator programs if available.

**If you need help with English, please call 337-367-6813.**

Arc of Acadiana proporcionará comunicación para jinetes competentes inglés limitados para asegurarles igualdad de oportunidades para beneficiarse de los servicios. Miembros de la familia o amigos de jinetes habilidades inglesas limitadas no se utilizará como traductores a menos que pedido específicamente por ese individuo. Han establecido acuerdos con la Agencia para obtener traductores. La agencia también utiliza programas de traductor basado en web si está disponible.

**Si usted necesita ayuda con el inglés, por favor llame 337-367-6813.**

## ***“I Speak”* Language Identification Card**

Mark this Box if you speak...	Language Identification Chart	Language
	Mark this box if you read or speak English	English
	Marque esta casilla si lee o habla español	Spanish
	Kos lub voj no yog koj paub twm thiab hais lus Hmoob	Hmong
	如果说中国在方框内打勾	Chinese
	Xin ñaùnh daáu vaøo oâ naøy neáu quyù vò bieát ñoïc vaø noui ñöôïc Vieät Ngöô.	Vietnamese
	당신이한국어말할경우이 상자를표시	Korean
	Markahan itong kuwadrado kung kayo ay marunong magbasa o magsalita ng Tagalog.	Tagalog
	Kreuzen Sie dieses Kästchen an, wenn Sie Deutsch lesen oder sprechen	German
	Отметить этот флажок, если вы говорите по-русски	Russian
	Означите ову кућицу ако говорите српски	Serbian
	आप हिंदी बोलते हैं तो इस बक्से को चिह्नित करें	Hindi
	پر نشان لگائیں تو اس باکس بولتے ہیں اردو اگر آپ	Urdu

**Note:** For additional languages visit the US Census Bureau website <http://www.lep.gov/ISpeakCards2004.pdf>

# Log of LEP Encounters

Date	Time	Language Spoken By Individual (if available)	Name and Phone Number of Individual (if available)	Service Requested	Follow Up Required	Staff Member Providing Assistance	Notes

## Section 9: Minority Representation Information

Recipients that have transit-related, non-elected planning boards, advisory councils or committees, or similar committees, the membership of which is selected by the recipient, must provide a table depicting the racial breakdown of the membership of those committees, and a description of efforts made to encourage the participation of minorities on such committees.

### A. Minority Representation Table

Table Depicting Membership of Board, Committees, Councils, Broken Down by Race

Body	Caucasian	Hispanic	African American	Asian American	Native American	Two or More Races
Population	75%	0	25%	0	0	0

### B. Efforts to Encourage Minority Participation

To encourage participation on it's board, committees and councils, the Arc of Acadiana will make every effort to encourage minority participation on the board as we have always in the past. One of our recent past President was African American and two of the individuals we serve with a Developmental Disability that are on our board are African American. Our by-laws encourage diverse participation by offering Nominees selected by a Board Appointed Committee and accepting Nominations from the General Membership at our annual Membership Meeting. So this process allows everyone to participate. It is our policy to reserve a position on our board for a person with Developmental Disability as a member.

## Section 10: Providing Assistance to and Monitoring Subrecipients

1. Does agency provide funding to subrecipients?

☒ No, the agency does not have subrecipients.

☐ Yes. If yes, list the subrecipient names: (list other agency names here)

Arc of Acadiana monitors subrecipients using the following process:

1. Arc of Acadiana uses the following process for ensuring all subrecipients are complying with the general reporting requirements of FTA C4702.1B: (document the process here)
2. Arc of Acadiana collects non-discriminations programs from the subrecipients listed above and reviews programs for compliance by (list the process here).

## Section 11: Equity Analysis

1. Has the agency built a facility? (check a response below)

☒ No, the agency has not built a facility.

☐ Yes, the agency has built a facility and completed a equity analysis to compare the equity impacts of various siting alternatives, and the analysis must occur before the selection of the preferred site. (Include at the end of the non-discrimination plan a copy of the equity analysis.)

## Section 12: Requirements for Metropolitan Planning Organizations (MPOs)

☒ NA

All MPOs must complete Part Three; in addition to the requirements specified in Part One.

MPO Requirements (Ref: FTA Circular 4702.1B Chapter VI)		Status
1) Does the plan contain a demographic profile of the metropolitan area that includes identification of the locations of minority populations in the aggregate?		<input type="checkbox"/> Y <input type="checkbox"/> N
2) A description of the procedures by which the mobility needs of minority populations are identified and considered within the planning process?		<input type="checkbox"/> Y <input type="checkbox"/> N
3) Demographic maps that overlay the percent minority and non-minority populations as identified by Census or American Community Survey (ACS) data, at the Census tract or block group level, and charts that analyze the impacts of the distribution of State and Federal funds in the aggregate for public transportation purposes, including federal funds managed by the MPO as a designated recipient?		<input type="checkbox"/> Y <input type="checkbox"/> N
4) Analysis of disparate impacts on the basis of race, color, or national origin, and, if so, determines whether there is a substantial legitimate justification for the policy that resulted in the disparate impacts, and if there are alternatives that could be employed that would have a less discriminatory impact.		<input type="checkbox"/> Y <input type="checkbox"/> N
Comments:		