

Policy No: II-13

Effective Date: 07-17-19

Revision Date: 07-12-22

Page: 1 of 21

# **Federal Transit Administration Non-Discrimination Program**

## **Terrebonne ARC**

**July 12<sup>th</sup>, 2022**

(Non-Discrimination Plan expires 3 years from date approved by the board)

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

The Terrebonne ARC Non-Discrimination plan includes the following elements:

1. Plan Approval and Revision Log
2. Policy Statement
3. Notice to the Public
4. Complaint Procedure
5. Complaint Form
6. List of transit related Non-Discrimination Investigations, Complaints and Lawsuits
7. Public Participation Plan
8. Language Assistance Plan
9. Minority Representation Table and Description
10. Providing Assistance to and Monitoring Subrecipients
11. Title VI Equity Analysis
12. MPO Requirements – This is only required if the MPO operates the service

**Section 1: Non-Discrimination Plan Approval**

Non-Discrimination Plan Adopted on: July 12<sup>th</sup>, 2022

Adopted by: Terrebonne ARC Board of Directors

Signature(s): Mary Lynn Bisland

Mary Lynn Bisland  
Executive Director

Date SIGNED: 7-20-2022

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
July 12 <sup>th</sup> , 2022	n/a	Non-Discrimination Plan (Replaces Title VI and ADA Program)

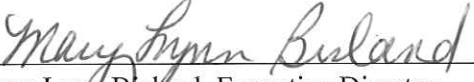
## Section 2: Non-Discrimination Policy Statement

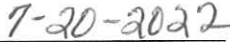
### Policy Statement

The Terrebonne ARC 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. Terrebonne ARC 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.)

Terrebonne ARC 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.

  
\_\_\_\_\_  
Mary Lynn Bisland, Executive Director

  
\_\_\_\_\_  
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 Terrebonne ARC may file a Non-Discrimination complaint by submitting the agency's Non-Discrimination Complaint Form.

For all Discrimination matters, please contact:

Herb Ledet, Director of Human Resources  
1 McCord Road  
Houma, Louisiana 70363  
985-986-4465  
hrdir@terrebbonnearc.org

### Section 3: Notice to the Public

#### Non-Discrimination Notice to the Public

The Terrebonne ARC Notice to the Public is as follows:

### Notifying the Public of Rights Non-Discrimination

## Terrebonne ARC

- ✓ The Terrebonne ARC 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 Terrebonne ARC and should be filed within 180 days of date of alleged discrimination.
- ✓ For more information on the Terrebonne ARC civil rights program, the procedures to file a complaint or to file a complaint contact 985-876-4465, email [hrrdir@terrebounearc.org](mailto:hrrdir@terrebounearc.org) or visit our administrative office at 1 McCord Road, Houma, Louisiana, 70363. For more information, visit [www.terrebounearc.org](http://www.terrebounearc.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 985-876-4465.
- ✓ The Terrebonne ARC 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 Terrebonne ARC civil rights program, the procedures to file a complaint or to file a complaint contact 985-876-4465, email [hrrdir@terrebounearc.org](mailto:hrrdir@terrebounearc.org) or visit our administrative office at 1 McCord Road, Houma, Louisiana, 70363. For more information, visit [www.terrebounearc.org](http://www.terrebounearc.org)

The Terrebonne ARC Notice to the Public is posted in the public areas of the office and inside the transit vehicles.

## Notificación al público de derechos bajo el no discriminación

- El Terrebonne ARC 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 Terrebonne ARC.
- Para obtener más información sobre el programa de derechos civiles de Terrebonne ARC, o para obtener más información sobre los procedimientos para presentar una queja llame al 985-876-4465, [hrrdir@terrebbonnearc.org](mailto:hrrdir@terrebbonnearc.org) o visite nuestra oficina administrativa en 1 McCord Road, Houma, Louisiana, 70363.
- 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 985-876-4465.
- El Terrebonne ARC 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 985-876-4465, correo electrónico [hrrdir@terrebbonnearc.org](mailto:hrrdir@terrebbonnearc.org); o visite nuestra oficina administrativa en 1 McCord Road, Houma, Louisiana, 70363. Para obtener más información, visite [www.terrebbonnearc.org](http://www.terrebbonnearc.org)

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

The Terrebonne ARC Non-Discrimination Complaint Procedure is made available in the following locations:

- Agency website is [www.terrebonnearc.org](http://www.terrebonnearc.org)
- Hard copy at 1 McCord Road, Houma, Louisiana 70363 central office and in the Transportation Complex
- In each Transportation Department vehicle

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 Terrebonne ARC may file a non-discrimination complaint by completing and submitting the agency's non-discrimination Complaint Form. File initial complaint with Herb Ledet at Terrebonne ARC.

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 Terrebonne ARC 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 Terrebonne ARC 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 Terrebonne ARC has 45 days to investigate the complaint. If more information is needed to resolve the case, the Terrebonne ARC 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 985-876-4465.  
Terrebonne ARC, 1 McCord Road, Houma, Louisiana, 70363  
Herb Ledet, Director of Human Resources

## Procedimiento de Queja sin discriminación

El Formulario de queja por discriminación del Terrebonne ARC

- Pagina web de la agencia
- Copia impresa localizada en la oficina central

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 Herb Ledet en Terrebonne ARC.

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 Terrebonne ARC en un periodo de no más 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 Terrebonne ARC 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 Terrebonne ARC tendrá 45 días para investigar la queja. Si se necesita más 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 indicará 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 985-876-4465.  
Terrebonne ARC, 1 McCord Road, Houma, Louisiana, 70363  
Herb Ledet, Director of Human Resources



**Section 5: Non-discriminación Complaint Form**

The Terrebonne ARC non-discrimination Complaint Procedure is made available in the following locations:

- Agency website [www.terrebonnearc.org](http://www.terrebonnearc.org)
- Hard copy at 1 McCord Road, Houma, Louisiana 70363 central office and in the Transportation Complex
- In each Transportation Department vehicle

<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 985-876-4465.  
Please submit this form in person at the address below, or mail this form to:

**Terrebonne ARC**  
**Herb Ledet, Director of Human Resources**  
**1 McCord Road**  
**Houma, Louisiana 70363**

**Formato de Reclamo del no discriminación del Terrebonne ARC**

**Sección I:**

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

Dirección: \_\_\_\_\_

Teléfono (Casa/Celular): \_\_\_\_\_

Teléfono (Trabajo): \_\_\_\_\_

Dirección de correo electrónico: \_\_\_\_\_

**Sección II:**

¿Está usted presentando esta queja personalmente:      **Sí**       **No**

\* 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:

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

**Relación:** \_\_\_\_\_

Si usted está presentando una queja de parte de otra persona, por favor, explica porqué en el siguiente espacio:

¿Se ha obtenido el permiso de la parte perjudicada, si usted está presentando en nombre de un tercero:      **Sí**       **No**

**Sección III:**

Creo que la discriminación que experimenté fue basado en (marque todo lo que corresponda):

**Raza**

**Color**

**Origen Nacional**

**Discapacidad**

Fecha de la discriminación alegada (Mes, Día, Año):

**Date:** \_\_\_\_\_

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 Terrebonne ARC?

**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 985-876-4465.

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

**Terrebonne ARC**  
**Herb Ledet, Director of Human Resources**  
**1 McCord Road**  
**Houma, Louisiana 70363**

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

The Terrebonne ARC 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.*

	<b>Date</b> (Month, Day, Year)	<b>Summary</b> (include basis of complaint: race, color, or national origin)	<b>Status</b>	<b>Action(s) Taken</b>
<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 Terrebonne ARC 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
- ✓ Use social media in addition to other resources as a way to gain public involvement
- ✓ Offer service provided contact information during community outreach presentations.

**Public Outreach Activities**

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

Enter specific Public Participation activities in the table below.

Event Date	Terrebonne ARC Staffers	Activity	Communication Method (Public Notice, Posters, Social Media)	Notes
7-12-2022	Transportation Director	Added updated plan	Posted Plan and I-Speak cards in vehicles and offices	

## Section 8: Language Assistance Plan

### Plan Components

As a recipient of federal US DOT funding, the Terrebonne ARC 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 Terrebonne ARC 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 Terrebonne ARC 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 Terrebonne ARC 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 Terrebonne ARC staff comes into contact with LEP persons. Examples of contact could include:

- (a) Use of bus
- (b) Participation in public meetings;
- (c) Ridership 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 Terrebonne ARC program and services impact the lives of person's within the community. The Terrebonne ARC 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 Terrebonne ARC 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 (including a description of the LEP population(s) served)**

**Factor 1: The number or proportion of LEP persons eligible to be served or likely to be encountered.**

The Terrebonne ARC staff reviewed the American Community Survey data <https://www.census.gov/programs-surveys/acs> and determined that 8.1% persons in the Terrebonne speak a language other than English. In Terrebonne, of the 8,429 persons with limited English proficiency, 2,987 (2.9) speak Spanish

<https://data.census.gov/cedsci/profile?g=0500000US22109>  
<https://data.census.gov/cedsci/table?g=0500000US22109&tid=ACSST5Y2020.S1601>

[https://data.census.gov/cedsci/table?q=United%20States&t=Language%20Spoken%20at%20Home&g=040000US22%24050000&vintage=2017&layer=state&cid=DP05\\_0001E](https://data.census.gov/cedsci/table?q=United%20States&t=Language%20Spoken%20at%20Home&g=040000US22%24050000&vintage=2017&layer=state&cid=DP05_0001E)

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

Terrebonne ARC assessed the frequency with which staff and drivers have, or could have, contact with LEP persons. Terrebonne ARC provides approximately 113,385 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 Terrebonne ARC programs are important; however, those related to safety, public transit, nondiscrimination and public involvement are among the most important. The Terrebonne ARC 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 Terrebonne ARC will strive to provide alternative but meaningfully accessibility. Moreover, the Terrebonne ARC 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 Terrebonne ARC makes every effort to make its programs, services, and activities, accessible to LEP individuals. The Terrebonne ARC 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 Terrebonne ARC 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 Terrebonne ARC 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 Terrebonne ARC language assistance measures, Terrebonne ARC 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**

Terrebonne ARC 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 Terrebonne ARC 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 Terrebonne ARC financial resources are sufficient to fund language assistance resources needed.
- Determine whether Terrebonne ARC has fully complied with the goals of this LEP Plan.
- Determine whether complaints have been received concerning Terrebonne ARC 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 Terrebonne ARC staff:

- Information on the Terrebonne ARC 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 or over the phone interpretation provider.
- How to handle a potential Title VI / LEP complaint.

Limited English Proficient (LEP) Resource Materials:

LEP Policy

Terrebonne ARC 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 Language Marketplace to obtain translators. The agency will also utilize web based translator programs if available.

**If you need help with English, please call 985-876-4465.**

Terrebonne ARC 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 985-876-4465.**

## “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 nouì 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 <i>(if available)</i>	Name and Phone Number of Individual <i>(if available)</i>	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	70.7%	5.1%	19.2%	1.1%	6.2%	2.7%
Board of Directors	89%	0	.11	0	0	0

**B. Efforts to Encourage Minority Participation**

The local NAACP nominates three (3) people. The names of those that accept the nomination are presented to the Terrebonne Parish Consolidate Government Parish Council. The Council then appoints that person to the Terrebonne ARC Board of Directors.

**Section 10: Providing Assistance to and Monitoring Subrecipients**

- Does agency provide funding to subrecipients?
  - No, the agency does not have subrecipients.

**Section 11: Equity Analysis**

- 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.

<b>MPO Requirements (Ref: FTA Circular 4702.1B Chapter VI)</b>	<b>Status</b>
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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:	