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# PINE BLUFF TRANSIT

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# TITLE VI PROGRAM

March 2015



In compliance with Federal Transit Administration Circular 4701.1B

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**Title VI Program  
Civil Rights Certificates & Assurances**

The Pine Bluff Transit (PBT) hereby certifies that as a condition of receiving Federal financial assistance under federal transit laws and civil rights act of 1964, as amended, it will ensure that:

- a. No person, based on race, color, or national origin, will be subjected to discrimination in the level and quality of transportation services and transit related benefits.
- b. PBT will compile, maintain, and submit in a timely manner, Title VI information required by FTA Circular 4702.1 and in compliance with the Department of Transportation's Title VI regulation, 49 CFR. Part 21.9
- c. PBT will make it known to the public that those persons or persons alleging discrimination based on race, color or national origin as it relates to the provision of transportation services and transit-related benefits may file a complaint with the Federal Transit Administrator and /or the U.S. Department of Transportation.

The person or person, whose signature appears below, is authorized to sign this assurance on behalf the grant applicant or recipient.

Date: March. 2015

*Charlina Lacy*, Director

## ***Introduction***

Pine Bluff Transit is committed to ensuring that no person is excluded from participation in, denied the benefits of, or discriminated against under its projects, programs or activities receiving federal financial assistance on the basis of race, color or national origin as provided in Title VI of the Civil Rights Act and 49 United States Code Section 5332.

Pine Bluff Transit provides fixed routes and American with Disabilities services with the assistance of federal 5307 funds. This agency does not pass federal funding through to any subrecipients.

Pine Bluff's Title VI Program will continue to evolve through lessons learned in conducting planning analysis, evaluating service impacts, and in putting into place inclusive participation programs and outreach activities. Every three years, Pine Bluff Transit will update this document for the Federal Transit Administration as a record of the most current Title VI Program.

# Complaint Procedures

This section outlines the Title VI complaint procedures related to providing programs, services and benefits. However, it does not deny the complainant the right to file formal complaints with the City of Pine Bluff, Equal Employment Opportunity Commission or the Federal Transit Administration, or seek private counsel for complaints alleging discrimination, intimidation or retaliation of any kind that is prohibited by law.

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs receiving federal financial assistance.

## **GENERAL**

Any person who believes that he or she, individually, or as a member of any specific class of persons, has been subjected to discrimination on the basis of race, color, or national origin as noted below may file a written complaint with the City of Pine Bluff, Transit Department, 2300 East Harding, Pine Bluff, Arkansas 71601. Complainants have the rights to complain directly to the appropriate federal agency. Every effort will be made to obtain early resolution of complaints. The option of informal meeting(s) between the affected parties and the Title VI coordinator may be utilized for resolutions.

## **PROCEDURE**

1. The complaint must meet the following requirements:
  - a. Complaint shall be in writing and signed by the complainant(s). In cases where complainant is incapable of providing a written statement, a verbal complaint may be made. The Title VI coordinator will interview the complainant and assist the person in converting verbal complaints to writing. All complaints must, however, be signed by the complainant or his/her representative.
  - b. Include the date of the alleged act of discrimination, date when the complainants became aware of the alleged act of discrimination, or the date on which that conduct was discontinued or the latest instance of conduct.
  - c. Present a detailed description of the issues, including names and job titles of those individuals perceived as parties in the complaint.

- d. Federal law requires complaints to be filed within 180 calendar days of the alleged incident.
2. Upon receipt of the complaint, the Title VI coordinator will determine its jurisdiction, acceptability, need for additional information, as well as assign the complaint to the Human Resource Department to investigate the merit of the complaint.
3. The complainant will be provided with a written acknowledgement that Pine Bluff has either accepted or rejected the complaint.
4. A complaint must meet the following criteria for acceptance:
  - a. The complaint must be filed within 180 days of the alleged occurrence.
  - b. The allegation must involve a covered basis such as race, color or national origin.
  - c. The allegation must involve a PBT service of federal-aid recipient, sub-recipient or contractor.
5. A complaint may be dismissed for the following reasons:
  - a. The complainant requests the withdrawal of the complaint
  - b. The complainant fails to respond to repeated requests for additional information needed to process the complaint.
  - c. The complainant cannot be located after reasonable attempts.
6. Once PBT agrees to accept the complaint for investigation, the complainant will be notified in writing of such determination.
7. In cases where PBT assumes the investigation of the complaint, within 90 calendar days of the acceptance of the complaint, PBT staff will prepare an investigative report for review by the Title VI coordinator. The report shall include a narrative description of the indent, identification of person interviewed, findings and recommendations for disposition.
8. The investigative report and its findings will be reviewed by the Title VI coordinator. In some cases the investigative report and findings will be reviewed by the City Attorney. The report will be modified as needed.
9. The Title VI coordinator will make a determination on the disposition of the complaint. Dispositions will be stated as follows:

- a. In the event PBT is in noncompliance with the Title VI regulations, remedial actions will be listed.
10. Notice of the Title VI coordinator's determination will be mailed to the complainant. Notice shall include information regarding appeal rights of complainant and instructions for initiating such as appeal. Notice of appeals are as follows:
- a. PBT will reconsider this determination if new facts come to light.
  - b. If complainant is dissatisfied with the determination and/or resolution set forth by PBT, the same complaint may be submitted to the FTA for investigation. Complainant will be advised to contact the:  
Federal Transit Administration  
Office of Civil Rights  
Attention: Complaint Team  
East Building, 5<sup>th</sup> Floor-TCR  
1200 New Jersey Ave., SE  
Washington D.C. 20590
11. A copy for the complaint and PBT investigation report/letter of finding and Final Remedial Action Plan, if appropriate, will be issued to FTA within 120 days of the receipt of the complaint.
12. A summary of the complaint and its resolution will be included as part of the Title VI updates to the FTA.

**Record Keeping:**

The Transit Director will ensure that all records relating to PBT's Title VI Complaint Process are maintained with Transit's department records and Human Resources Department records.

Records will be available for compliance review audits.

# TITLE VI COMPLAINT FORM

## Pine Bluff Transit (PBT)

Pine Bluff Transit is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color or national origin, as provided by Title VI of the 1964 Civil Rights Act, as amended. Title VI complaints must be filed within 180 days from the date of the alleged discrimination.

The following information is necessary to assist us in processing your complaint. If you require any assistance in completing this form, please contact Pine Bluff Transit by calling (870) 543-5130. The completed form must be returned to:

Pine Bluff Public Transit  
2300 East Harding Street  
Pine Bluff, AR 71601

***Please print clearly:***

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City, State, Zip Code: \_\_\_\_\_

Telephone Number: \_\_\_\_\_(home) \_\_\_\_\_(cell) \_\_\_\_\_(message)

Person(s) discriminated against (if someone other than complainant):

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Street Address, City, State, Zip Code of all person(s) discriminated against (Attached additional sheets if necessary):

\_\_\_\_\_  
\_\_\_\_\_

Please indicate why you believe the discrimination occurred:

- \_\_\_\_ Race
- \_\_\_\_ Color
- \_\_\_\_ National origin

What was the date of the alleged discrimination? \_\_\_\_\_

Where did the alleged discrimination take place? \_\_\_\_\_

Please describe the circumstances as you saw it:

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Please list any and all witnesses' names and phone numbers:

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

Have you filed a complaint with any other federal, state or local agencies? If so, list agency/agencies and contact information below.

\_\_\_\_\_ Yes

\_\_\_\_\_ No

Agency: \_\_\_\_\_

Contact Person: \_\_\_\_\_ Address \_\_\_\_\_

Phone Number: \_\_\_\_\_ City, State \_\_\_\_\_

Please attach any documents you have which support the allegation. Then date and sign this form and send to the Title VI Coordinator at:

Pine Bluff Public Transit  
2300 East Harding Street  
Pine Bluff, AR 71601

I affirm that I have read the above charge and that it is true to the best of my knowledge, information and belief.

\_\_\_\_\_  
Complainant's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print your name

**FOR OFFICE USE ONLY**

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

**Received By:** \_\_\_\_\_

## Active Investigations, Complaints, and Lawsuits

From 2012 – 2015, there have been a total of 15 city employees who filed complaints, investigations and lawsuits against the City of Pine Bluff. There are a total of 1 individual from PBT that alleges discrimination on the basis of race, color, or national origin.

<b>NAME</b>	<b>CHARGE</b>	<b>DATE FILED</b>
Kenneth Blackwell	Race	2-10-2015
Edna Butler	Race/Sex	10-10-2014
Tanya Fleming	Sex/Retaliation	1-24-2014
Shawn Davis	Race	2-20-2013
Brenda Davis Jones	Race/Sex/Retaliation	2-27-2013
Shanee Howard	Race/Sex	5-20-2014
Lorell Goods	Sex/Retaliation	10-29-2014
Calvin Scarver	Race/Sex/Age	8-12-2013
Scott Moore	Race/Age	1-10-2012
Joseph O'Neal	Race	11-15-2014
Keyyonna Penister	Race/Retaliation/Sex	6-17-2013
Albert Ridgell	Race	8-13-2013
Calvin Scarver	Race	5-22-2014
Robert Treadwell	Disability	1-7-2013
Chris Powell	Race/Retaliation/Sex	1-3-2014

# **Improving Access for People with Limited English Proficiency (LEP)**

## **Four Factor Analyses**

This program reflects the Pine Bluff Transit (PBT) commitment to ensuring 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 provided by PBT.

Executive Order 13166, Titled Improving Access to Services for Persons with Limited English Proficiency, indicates that differing treatment based upon a person's inability to speak, read, write or understand English is a type of national origin discrimination. It directs each federal agency to publish guidance for its respective recipients clarifying their obligation to ensure that such discrimination does not take place. This order applies to all state and local agencies that receive federal funds, including all City of Pine Bluff departments receiving federal grant funds. Pine Bluff Transit receives federal assistance through the U.S. Department of Transportation.

## **Plan Summary**

Pine Bluff Transit has developed this Limited English Proficiency Plan to help identify reasonable steps for providing language assistance to persons with limited English proficiency (LEP) who wish to access services provided. As defined in Executive Order 13166, LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write or understand English. This plan outlines how to identify a person who may need language assistance, the ways in which assistance may be provided, staff training that may be required, and how to notify LEP persons that assistance is available. In order to prepare this plan, the Transit Department coordinated the U.S. DOT four-factor LEP analysis which considers the following factors:

1. The number or proportion of LEP persons in the service area who may be served or are likely to encounter a Public Transit program, activity or service.
2. The frequency with which LEP persons come in contact with Pine Bluff Transit programs, activities or services.
3. The nature and importance of programs, activities or services provided by Pine Bluff Transit to the LEP population.
4. The resources available to Public Transit and overall cost to provide LEP assistance. A summary of the results of the four-factor analysis is in the following section.

Pine Bluff Transit (PBT), a department of the City of Pine Bluff, Arkansas conducted the following analysis to address the requirements under Title VI of the Civil Rights Act of 1964, which seeks to improve access to services for persons with Limited English Proficiency (LEP). The purpose is to ensure that no person on the grounds of race, color or national origin, be excluded from participation in, 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).

Pine Bluff Transit has conducted the following analysis using the four factors identified in the Department of Transportation (DOT) LEP guidance which considers the following:

**Factor 1:** The number and proportion of LEP persons served or encountered in the eligible service population

**Task 1, Step 1 Examine prior experiences with LEP individuals**

Pine Bluff Transit reviewed the frequency with which staff and drivers have, or could have, contact with LEP persons. This includes documented phone inquiries and surveying operators. At present, Pine Bluff Transit has had no requests for interpreters and no requests for translated program documents. Staff and bus operators have had very little to no contact with LEP persons.

**Task 1, Step 2: Become familiar with data from the U.S. Census**

Pine Bluff Transit reviewed the 2010 U.S. Census Report and determined that 1,464 persons (5 years and older) in Pine Bluff (3.3 % of the population) speak a language other than English. Of those 1,464 persons (24.4 %) have limited English proficiency; that is, they speak English “not very well” or “not at all”, which represents .008 % of the overall population of the city. In Pine Bluff, of those persons with limited English proficiency, 824 speak Spanish. The frequency with which LEP persons come in contact with Pine Bluff is rare.

<b>Language Spoken</b>	<b>Estimate</b>	<b>Percent</b>
English	43,224	96.7%
Spanish	824	1.8%
Indo/European	461	1.0%
Asia/Pacific	135	0.3%
Other	44	0.1%

**Task 1, Step 2 A: Identify the geographic boundaries of the area that your agency serves.**

There are no large geographic concentrations of any type of LEP individuals in the Pine Bluff Transit service area. The overwhelming majority of the population, 96.7 %, speaks only English. As a result there are little social service, professional and leadership organizations within the Pine Bluff Transit service area that focus on outreach to LEP individuals. Services provided by Pine Bluff Transit that are most likely to encounter LEP individuals are the fixed route (bus) system which serves the general public and the demand response (paratransit) system which serves primarily senior and disabled people.

**Task 1, Step 2B: Obtain Census data on the LEP population in your service area/ Safe Harbor Provision**

Since data shows that Pine Bluff have a 3.3% of the population speak another language other than English PBT does not have to provide a Safe Harbor Provision plan, Appendix 2- page 47.

**Task 1, Step 3: The resources available to Pine Bluff Transit and overall cost to provide LEP assistance.**

Pine Bluff Transit reviewed its available resources that be used for providing LEP assistance, which transit documents would be most valuable to be translated if the need should arise and took inventory of available organizations that could be partnered with for outreach and translation efforts.

- **Arkansas River Education Coop** has a Spanish translator on staff.
- **Adult Education center** also has a staff that teaches English as a second language. At present staff only works with Spanish speaking individuals. Adult Education also offer free classes for Spanish speaking individuals to learn English.
- **The University of Arkansas at Pine Bluff** Dr. Hobbs, Assistance Professor of the Spanish Department has agreed to assist PBT when needed. Dr. Hobbs email address [hobb sletha@yahoo.com](mailto:hobb sletha@yahoo.com).

**Factor 4:** The resources available to the recipient and costs

**Task 4, Step 1: Inventory language assistance measures currently being provided, along with associated costs.**

Pine Bluff Transit weighed the cost and benefits of translating documents for potential LEP groups, considering the expense of translating the documents, the barriers to meaningful translation or interpretation of busing information, the likelihood of frequent changes in documents, the existence of multiple dialects within a single language group, the apparent literacy rate in a LEP group and other relevant factors. However PBT uses a free program in google to translate any word document into Spanish.

Due to the very small local LEP population, Pine Bluff Transit does not have a formal outreach procedure in place, as of 2015. Translation resources have been identified and are limited in this region. However, when and if the need arises for LEP outreach, Pine Bluff Transit will consider the following options:

- When staff prepares a document, or schedules a meeting, for which the target audience is expected to include LEP individuals, then documents, meeting notices, flyers and agendas will be printed in an alternative language based on the known LEP population.

- Bus schedules, maps, and other transit publications will be made available in an alternative language when and if a specific and concentrated LEP population is identified and requests made.

**Task 4, Step 2: Determine what, if any, additional services are needed to provide meaningful access.**

PBT will focus its language measures on extending access for persons speaking Spanish. The following should be translated into Spanish:

- Translation of critical printed information
- Translation of critical web site information
- Translation of ADA paratransit information

PBT maintains a Google program for Spanish Translator that can translate any English word document into Spanish word document. In addition to translation of public information, PBT should consider providing translations on signage inside of transit stations, shelters, and vehicles.

**Task 4, Step 3 Analyze your budget**

Pine Bluff Transit’s budget is constrained by several factors, and staff resources are also limited causing staff to divide job tasks. PBT should devote resources in the printing and advertising/promotional budgets to LEP implementation measures. In addition, capital budget increases for signage inside of transit facilities and vehicles should be considered.

**Task 4, Step 4 Consider cost effective practices for providing language services.**

PBT should collaborate with the community organizations identified in Task 1 to provide cost effective practices. PBT could collaborate with these organizations to provide:

- Help with translation of printed and online information
- Travel training
- Training assistance on transit policies and procedures
- Educational opportunities to help improve access

## **Implementation Plan**

Pine Bluff Transit (PBT) has adopted the following implementation plan to meet requirements under Title VI of the Civil Rights Act of 1964, which seeks to improve access to services for persons with Limited English Proficiency (LEP). The purpose is to ensure 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 from the FTA.

### *Plan for Implementation*

#### **Identifying LEP individuals who need language assistance**

Although there is a very low percentage in Pine Bluff of LEP individuals, that is, persons who speak English “not well” or “not at all”, Pine Bluff Transit will strive to offer the following measures:

#### **Language assistance measures**

Pine Bluff Transit’s Title VI Policy and Pine Bluff Transit staff will take reasonable steps to provide the opportunity for meaningful access to LEP clients who have difficulty communicating in English.

There are several resources available to Pine Bluff Transit to accommodate LEP persons

##### **A. Written Language:**

- The language translation services available through Microsoft Word software
- PBT will provide notice in Spanish and will post on website.
- HOLA, the Arkansas Spanish Newspaper made up of volunteers to assist the needs of the Hispanic community throughout Arkansas can be accessed for interpretive assistance and will be utilized by PBT to post transit information.
- The University of Arkansas at Pine Bluff can also be utilized when needed.
- Language assistance services available on websites.

##### **B. Oral Language:**

- A staff employee of Arkansas River Education Coop can be utilized for interpretative services under Spanish languages.
- The Adult Education Center English as a Second Language Department has limited interpretive assets that can be utilized for Spanish

If a client asks for language assistance and Pine Bluff Transit determines that the client is an LEP person, efforts will be made to provide free language assistance. Pine Bluff Transit will provide the language assistance in the LEP client's preferred language.

- Pine Bluff Transit will periodically assess client needs for language assistance based on requests for interpreters and/or translation, as well as the literacy skills of the clients.
- When an interpreter is needed, in person or on the telephone, staff will attempt to determine what language is required and then access language assistance at one or more of the available resources identified.

### ***Staff Training***

The following training will be provided to Pine Bluff Transit staff:

- Information on the Title VI Policy and LEP responsibilities.
- Inform employees that Google translator is available
- 

Information will be distributed to all Pine Bluff Transit staff and Posted on the Pine Bluff Transit website, [www.cityofpinebluff.com/transit](http://www.cityofpinebluff.com/transit).

### ***Formal Interpreters***

When necessary to provide meaningful access for LEP clients, Pine Bluff Transit will provide qualified interpreters, including any bilingual staff of the City of Pine Bluff, if available. At important stages that require one-on-one contact, written translation and verbal interpretation services will be provided consistent with the four-factor analysis used earlier.

Public Transit may require a formal interpreter to certify to the following:

- The interpreter understood the matter communicated and rendered a competent interpretation.
- The interpreter will maintain private information. Non-public data will not be disclosed without written authorization from the client.
- Bilingual City employees, when available, can provide limited assistance to Pine Bluff Transit staff and LEP clients as part of their regular job duties.

### ***Informal Interpreters***

Informal interpreters may include legal guardians, service representatives or advocates of the LEP client. City staff will determine whether it is appropriate to rely on informal interpreters, depending upon the circumstances and subject matter of the communication. However, in many circumstances, informal interpreters, especially children are not competent to provide quality and accurate interpretations. There may be issues of confidentiality, competency, or conflict of interest.

An LEP person may use an informal interpreter of his or her own choosing and at their expense, either in place of or as a supplement to the free language assistance offered by the City. If possible, the City of Pine Bluff and Pine Bluff Transit should accommodate an LEP client's request to use an informal interpreter in place of a formal interpreter.

If an LEP client prefers an informal interpreter, after Pine Bluff Transit has offered free interpreter services, the informal interpreter may interpret. In these cases, the client and interpreter should sign a waiver of free interpreter services.

If an LEP client wants to use his or her own informal interpreter, Pine Bluff Transit reserves the right to also have a formal interpreter present.

### ***Outside Resources***

- Outside resources may include community volunteers
- Outside resources may be used for interpreting services at public or informal meetings or events if a timely request has been made.

### ***Monitoring***

**Monitoring and Updating the LEP Plan-** PBT will review the data from public hearings, complaints, inquiries, notices, meetings, and other outreach efforts to determine how to improve communications. We will coordinate with the MPO, city and state officials to improve access to the LEP community. Based on the feedback received, PBT will provide greater outreach for LEP persons to prevent barriers for LEP participation in transit decision making. PBT will update the LEP plan every three years.

### ***Vital Documents***

Below is a description of the vital documents that will be translated into the languages of frequently encountered LEP groups that are consistent with the Safe Harbor Provision;

- Route and schedule information
- Fare and payment information
- Comment and complaint forms
- Information about Paratransit Services

Consider that 1.8% of our LEP population is Spanish and we have never had a request for documents in this language.

### **Title VI Information Dissemination**

Title VI information posters shall be prominently and publicly displayed in the Pine Bluff Public Transit facility and on their revenue vehicles. The name of the Title VI coordinator is available on the Pine Bluff Public Transit's website, at [www.cityofpinebluff/transit.com](http://www.cityofpinebluff/transit.com). Additional information relating to nondiscrimination obligation can be obtained from the Pine Bluff Public Title VI Coordinator.

During New Employee Orientation, new employees shall be informed of the provisions of Title VI, and the Pine Bluff Public Transit's expectations to perform their duties accordingly.

All employees shall be provided a copy of the Title VI Plan and are required to sign the Acknowledgement of Receipt (see Appendix B).

Any person or agency may request a copy of the plan via telephone, fax, or mail or in person, and shall be provided a copy of the plan at no cost.

Question or comments regarding the LEP Plan may be submitted to Pine Bluff Transit Department 2300 East Harding Avenue, Pine Bluff, Arkansas 71601, or by phone at (870) 543-5130.



# TITLE VI NOTICE TO PUBLIC

## Title VI Program

### Notice of Title VI Rights

The Pine Bluff Transit Authority (PBTA) hereby gives public notice of its policy to uphold and assure full compliance with Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, and all related statutes. Title VI and related statutes prohibiting discrimination in federally assisted programs require that no person in the United States of America shall, on the grounds of race, color, national origin be excluded from the participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving Federal assistance.

Any person who believes they have been aggrieved by an unlawful discriminatory practice regarding PBTA's programs has a right to file a formal complaint with PBTA. Any such complaint must be in writing and submitted to the Pine Bluff Transit Title VI Coordinator within one-hundred eighty (180) days following the date of the alleged occurrence. To get more information about Title VI or how to file civil rights complaints, please contact:

Title VI Coordinator

Pine Bluff Transit Authority  
2300 East Harding Ave.  
Pine Bluff, AR 7160  
870-543-5130

### **How to File a Title VI Complaint**

Complaints may be filed within 180 days of the date of alleged discrimination.

*The complaint should include the following information:*

- Your name, address, and how to contact you (telephone number, e-mail address, etc.)
- How, why, when, and where you believe you were discriminated against. Include the location, names, and contact information of any witnesses. If the alleged incident occurred on the bus, please provide the date, time of day, bus route, and bus number.
- You must sign your letter of complaint.
- You may obtain a complaint form by calling (870) 543-5130, or by downloading it from our website at Pine Bluff Transit - on the title page look under Title VI – complaint form.

### **This Notice is posted at the following locations;**

- On all PBT buses & vehicles
- On all PBT bus shelters
- In the lobby of the PBT office
- On our website

## **PINE BLUFF CITY COUNCIL MEMBERS:**

**The Pine Bluff City Council is the legislative body of the City of Pine Bluff. Members of the PBATS City Council members consist of the following:**

<b>Member</b>	<b>Sex/Race/Disability</b>	<b>Term Expiration</b>
Lloyd Holcomb	Male/African America	Current Member
Thelma Walker	Female/African America	Current Member
Debe Hollingsworth, Mayor	Female/Caucasian	Current Member
Bill Brumett	Male/Caucasian	Current Member
Glen Brown	Male/African America	Current Member
Charles Ward	Male/African America	Current Member
Steven Mays	Male/African America	Current Member
George Stepps	Male/African America	Current Member

## **Providing Assistance and Monitoring of Subrecipients**

Pine Bluff Transit does not extend FTA financial assistance to any subrecipients.

## **Construction Projects throughout Reporting Period**

Pine Bluff Transit has no construction project in process.

## **Public Participation Statement**

Pine Bluff Transit (PBT) identifies the importance of public participation and communication with all area citizens. The plan is provided on page 28.

PBT extends complimentary services to a number of public service agency clients in order to grant free transit access to low income and minority persons (page 32). Representatives of the same public service agencies are used as a communication liaison to assist in a more nontraditional means of engaging low income and minority populations in the planning process.

PBT will make the plan available in English and foreign language. PBT will also work with the MPO and Pine Bluff Area Transportation Study (PBATS) as a function of the Unified Program of Works Projects to develop and disseminate surveys to both users and nonuser of the transit system. The surveys will assist in obtaining useful information in the planning process of public interest.

# Public Participation Plan

This document outlines procedures that are designed to promote and encourage public participation in the transportation planning process pursuant to the requirement for minority and LEP public participation. In accordance with federal laws, PBT will engage a Public Participation Plan that will create opportunities for public involvement, participation and consultation in its planning process. PBT will provide adequate public notice of transit activities; and review and comment at key decisions made by the agency.

- 1) PBT will post the Public Participation Plan on its website.
- 2) PBT will hold public hearings for major service changes, on the communities which are affected.
- 3) PBT will post in local newspapers when major changes are made to the agency.
- 4) PBT will produce information in Spanish when service affects this community.

Additional strategies to involve the public shall be encouraged such as contacting neighborhood groups within the study area, and any other techniques that will increase public participation.

## **System-Wide Service Standards**

To comply with FTA regulations in adopting system-wide service standards to guard against any service design or operational decision that may have a disproportionate impact on minority or low-income populations, PBT has implemented the following services standards as described in Chapter V of the FTA's Title VI Circular 4702.1B

### **Vehicle Load Factor**

The following maximum vehicle load factor standards shall apply:

Local Routes (Peak Hours) - 100% of seated capacity

Local Routes (Off-Peak Hours) - 80% of seated capacity

In the event that these standards are consistently exceeded, PBT will determine to either substitute a larger bus on the route or add an additional trip to the schedule in order to bring the service within the Vehicle Load Factor standard.

### **Vehicle Headway- Frequency of Services**

PBT seeks headways to meet the needs of the public. Service is geared to commuting, recreation, and fun. We currently operate 30 minute heading on some lines and 60 minutes on others.

### **On-Time Performance**

PBT's goal is 85% of all trips scheduled will be operated on time.

For the purpose of this standard, on-time is defined as any arrival prior to the designated stop time and departures no later than 15 minutes after the designated stop time. PBT practices consistency in all services to insure reliability.

### **Distribution of Transit Amenities**

PBT provides shelters in communities with the highest ridership. Shelter placement is coordinated with research from the Arkansas Department of Highways and the City of Pine Bluff.

PBT places bus shelters in high traffic areas such as Business, Retail public buildings throughout the community.

### **Service Availability**

Pine Bluff Transit developed its fixed routes network by analyzing ridership, population, demand and demographics. The transit department offers transportation services throughout city limits. Transit staff monitors demand to determine if ridership points of interest are sufficient to warrant the implementation of additional fixed routes.

### **Vehicle Assignment**

Vehicles are assigned based on the need for service. Buses are used to provide service on multiple routes.

### **Transit Security**

It is the goal of Pine Bluff Transit to provide safety measures that protect the public and PBT employees against any intentional act or threat of violence or personal harm, either from a criminal or terrorist act. PBT has deployed digital surveillance and recording technology and GPS tracking systems on each revenue vehicle, at PBT administrative offices and transfer station. Employees are trained to detect and report criminal activity that occurs.

## **Public Involvement Program**

The Transportation Equity Act for the 21st Century (TEA 21) requires an ongoing public involvement program in the development and maintenance of the Pine Bluff Area Transportation Study (PBATS) Metropolitan Planning Organization (MPO) Long Range Transportation Plan (LRP) and other transportation and implementation activities. The PBATS MPO Policy Committee and the Technical Advisory Committee (TAC) seek public input from local citizens, employers, and transportation providers, and other transportation users in the region, as programs are developed to make the most of transportation facilities in PBATS Study Area. These procedures are designed to give the public opportunities to make comments and suggestions during planning and implementation of transportation programs.

This document outlines procedures that are designed to promote and encourage public participation in the transportation planning process. It does not limit additional, ongoing, creative solutions to facilitate public involvement. Additional strategies to involve the public shall be encouraged such as contacting neighborhood groups within the study area, varying meeting times to better meet the public needs and any other techniques that will increase public participation. This program requires the MPOs to utilize public input in the development of projects so that they fit harmoniously within their communities without sacrificing safety and mobility.

Title VI of the 1964 Civil Rights Act sets standards that authoritatively outlaw discrimination in the conduct of all Federal activities. PBATS MPO will encourage participation by members of traditionally underserved communities (e.g., elderly, minority, limited English proficiency (LEP), etc.) to exchange information regarding transportation planning by scheduling meetings at locations within the underserved area. Persons planning to attend who are in need of translation services may request services at least 48 hours in advance and an effort to arrange said services will be made. In accordance with the Americans with Disabilities Act (ADA) of 1990 guidelines, all meetings conducted by the PBATS MPO will take place at locations that meet ADA accessibility standards to accommodate persons with mobility limitations. Persons with disabilities who plan to attend the meetings and need auxiliary aids or services are requested to contact the PBATS MPO office (telephone: 870-534-4247) 48 hours in advance of the meeting so that appropriate arrangements can be made.

# Public Assistance Programs

Transportation Assistance Program is a part of the Transit Divisions to provide local human service agencies with limited free transportation vouchers to assist their clients in obtaining public transportation to access basic services in emergency situations. Please contact the Transit Department at 870-543-5130 for more information pertaining to this program.

## **Pine Bluff Violent Crimes Task Force**

Pine Bluff Police Department  
Deputy Chief Kelvin Sergeant  
Investigations Division  
[ksergeant@pbpd.org](mailto:ksergeant@pbpd.org)

## **Jefferson County Drug Court**

Karen Lee  
JCDC Coordinator  
[jcdc.coord@gmail.com](mailto:jcdc.coord@gmail.com)

## **Arkansas State Parole and Probation**

Officer Lashonda Brown  
2801 South Olive St. Pine Bluff, AR  
870-535-7244

# Transportation Planning Process

The overall purpose of the transportation planning process is to develop a plan that can assist the units of government within the planning area in improving the quality of life for its citizens. The transportation plan provides a framework that the governmental units can use to improve public access to places of employment, shopping, education, recreation, social services, and other destinations throughout the study area. In the planning process it is also important to consider all aspects of the transportation system and all modes of travel. While the modes of transportation that service individual trips are certainly important and a major part of any transportation system, it is also important to consider the types of transportation that are used to deliver the goods and services required to support the quality of life we enjoy. Also, surface transportation modes - roadways, transit, bicycle, pedestrian, and rail - along with air transportation, pipelines, and electrical transmission systems comprise total designed transportation system that fosters the safe and efficient movement of people, goods, and energy, enabling the Study Area to be competitive in today's global market place.

In developing any plan, the first step is to develop goals acceptable to the general public that lead to solving the problems perceived by the public. The seven overall goals that the transportation planning process has been designed to meet are as follows:

- To develop a balanced, integrated, safe, energy efficient, and environmentally safe overall transportation system that addresses all modes of transportation used to serve the public needs, including active transportation (bicycle and pedestrian), personal vehicles, short- and long-haul freight (truck), public transit, air, water, rail, and pipeline.
- To develop a transportation system that contributes to the enhancement of desirable social, economic, and environmental qualities of the study area.
- To utilize the existing transportation facilities to the fullest extent possible to ensure that all opportunities to interconnect land uses and neighborhoods within the Study Area are available.
- To promote a balanced and sustained economic growth in the Study Area by implementing efficient transportation improvements that allow for the movement of people and freight within and through the study area.
- To develop an intermodal transportation system that will provide equity, choice and opportunity for all citizens, and allow the flow of commodities and goods through the community.
- Preserve the existing transportation system facilities and promote efficient system management and operations of all modes of transportation.
- Utilize available personnel and financial resources efficiently so as to meet the public and private sector transportation needs.

## **PUBLIC TRANSPORTATION**

Promote a safe, efficient and diverse public transportation system that is accessible to various segments of the population.

- Operate safe and efficient scheduled transit service that minimizes travel time and distance.
- Implement land use strategies that maximize the potential for transit patronage and coverage.
- Establish programs and incentives that encourage transit ridership and ride-sharing.
- Serve the elderly and transit dependent population with convenient transportation to needed services, places of employment and other locations.
- Maximize ADA transit service to the fullest extent possible.
- Maximize transit's coverage area to provide service in the planning area in a feasible manner.
- Recognize and support the transit services provided by human service agencies and private transit operators.
- Facilitate the integration and coordination of different transportation modes by establishing intermodal facilities.
- Implement the Transportation Coordination Plan.

## **ENVIRONMENT**

Develop a transportation system that preserves and enhances the environment.

- Plan and design transportation systems and facilities that preserve and compliment the area's natural features and resources.
- Plan and design transportation systems and facilities that protect and preserve the cultural and historic resources.
- Plan and design transportation facilities that minimize neighborhood disruption.
- Design attractive transportation systems that reinforce the study area standards of appearance.
- Plan and design a transportation system and program that maintain or improve the existing air quality.

## **FINANCIAL**

Make transportation capital improvement decisions for transportation modes that make the efficient use of limited financial resources.

- Minimize implementation and operation costs of transportation projects.
- Develop transportation projects that enhance the local and regional economy.
- Implement ITS projects in a timely manner.
- Explore new sources of revenue.

## Transit Planning

Staff may assist in operational planning functions including, surveys and analysis of headway and schedules and development of proposed changes in transit services.

Transportation planning process conducted in the Study Area is continuous, cooperative and comprehensive, and that it has resulted in plans and programs consistent with the comprehensive planned development of the urbanized area.

The task consists of the daily administrative and management work elements that are necessary to maintain the transportation planning and public participation process for the Pine Bluff-White Hall Urban Area for both the FHWA and FTA portions of the program. This task reflects all those activities associated in ensuring community involvement in the planning process, monitoring of on-going planning activities, and ensuring that all modes of transportation are considered in the planning process in terms of addressing the planning factors as stated in MAP-21.

### WORK TASK

1. Program management and coordination.
2. Record-keeping and daily correspondence.
3. Audit reports.
4. Preparation of quarterly reports.
5. Financial record-keeping.
6. Assessment/purchase of supplies and office equipment to maintain the program.
7. Community involvement/public participation activities.
8. Committee meetings and planning process coordination.
9. FY2015 UPWP.
10. Website maintenance.
11. Training and workshop attendance/professional development.
12. Preparation of Annual List of Projects.
13. 504 Self-Evaluation
14. Title VI Program Document Development (2015)

### END PRODUCT

### Completion Date

- |  |          |
|--|----------|
| 1. OMB Circular A-133 Audit Report.  | On-Going |
| 2. Quarterly Reports.  | On-Going |
| 3. FY2015 UPWP.  | On-Going |
| 4. Annual Listing of Projects (ALOP).  | On-Going |
| 5. Documentation of record-keeping, daily correspondence, public involvement, etc. |          |
| 6. Office/equipment upgrades.  |          |
| 7. Title VI Document (2015)  | On-Going |

Cooperating Agencies: SARPC, AHTD, FHWA, FTA and Pine Bluff Transit/City of Pine Bluff

Task 5 Transit Planning Funding Sources

<b>Responsible Agency</b>	<b>Completion</b>	<b>Funding</b>
Southeast Arkansas Regional Planning Commission	On-going	FEDERAL \$22,000 LOCAL \$ 5,500 TOTAL \$27,500

## **Transportation Improvement Program (TIP)**

A Transportation Improvement Program (TIP) must be adopted by the Policy Committee every three years. The TIP covers a four-fiscal-year period and includes all surface transportation and transit projects and must be adopted by September 30<sup>th</sup> of update years.

1. In March of update years, the PBATS MPO will call for proposed projects from the jurisdictions within the PBATS boundary to be submitted to the MPO by March 31<sup>st</sup>.
2. The MPO will review the proposed projects to ensure that they are in the MTP and on the Functionally Classified Streets Map.
3. By April 15<sup>th</sup>, the MPO will compile a draft TIP including all street projects and public transit projects.
4. After the Technical Committee review of the draft TIP, a legal notice stating that all surface transportation and transit projects are included will be placed in the Pine Bluff Commercial newspaper to allow a 30-day period to gather public comment. The public can obtain a copy from the MPO office or view the document on PBATS MPO website.
5. Press releases will be sent to the Pine Bluff Commercial newspaper initiating the 30-day comment period and the TIP approval process.

# UNIFIED PLANNING WORK PROGRAM FISCAL YEAR 2015

**Prepared by:** Southeast Arkansas Regional Planning Commission  
**In cooperation with:** Arkansas Highway and Transportation Department  
Cities of Pine Bluff and White Hall Jefferson County  
Federal Highway Administration

## **Federal Transit Administration**

The preparation and publication of this document was financed in part by funds provided by the United States Department of Transportation, Federal Highway Administration, and Federal Transit Administration. The provision of Federal financial assistance should not be construed as denoting U.S. governmental approval of plans, policies, programs, or projects contained herein.  
NOTICE OF NONDISCRIMINATION:

The Southeast Arkansas Regional Planning Commission (SARPC) and the Pine Bluff Area Transportation Study (PBATS) comply with all civil rights provisions of federal statutes and related authorities that prohibit discrimination in programs and activities receiving federal financial assistance. Therefore, SARPC and PBATS do not discriminate on the basis of race, sex, color, age, national origin, religion, or disability, in the admission, access to and treatment in their programs and activities, as well as their hiring or employment practices. Complaints of alleged discrimination and inquiries regarding nondiscrimination policies may be directed to Larry Reynolds, Director/Study Director, P.O. Box 8398, Pine Bluff, AR 71611 (870) 534-4247 or the following email address: sarpc1@cablelynx.com.

**Appendix A**

**EMPLOYEE ANNUAL EDUCATION FORM**

---

**Title VI Policy**

No person shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.

All employees of the Pine Bluff Public Transit are expected to consider, respect, and observe this policy in their daily work and duties. If a citizen approaches you with a question or complaint, direct him or her to Raven Lee, Title VI Coordinator.

**Appendix B**

**Acknowledgement of Receipt of Title VI Plan**

I hereby acknowledge the receipt of the Pine Bluff Public Transit's Title VI Plan. I have read the plan and am committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1.B.

\_\_\_\_\_  
Your signature

\_\_\_\_\_  
Print your name

\_\_\_\_\_  
Date

**APPENDIX D**

**Letter Acknowledging Receipt of Complaint**

Today's Date

Ms. Jo Doe  
1234 Main St.  
Clarksville, Tennessee 37040

Dear Ms. Doe:

This letter is to acknowledge receipt of your complaint against the Pine Bluff Public Transit alleging \_\_\_\_\_.

An investigation will begin shortly. If you have additional information you wish to convey or questions concerning this matter, please feel free to contact this office by telephoning 870-543-5130, or write to me at 2300 East Harding Street, Pine Bluff, AR 71601

Sincerely,

Raven Lee  
Pine Bluff Public Transit  
Title VI Coordinator

APPENDIX E

**Letter Notifying Complainant that the Complaint Is  
Substantiated**

Today's Date

Ms. Jo Doe  
1234 Main St.  
Clarksville, Tennessee 37040

Dear Ms. Doe:

The matter referenced in your letter of \_\_\_\_\_ (date) against the Pine Bluff Public Transit Title VI violation has been investigated.

(An/Several) apparent violation(s) of Title VI of the Civil Rights Act of 1964, including those mentioned in your letter (was/were) identified. Efforts are underway to correct these deficiencies.

Thank you for calling this important matter to our attention. You were extremely helpful during our review of the program. ***(If a hearing is requested, the following sentence may be appropriate.)*** You may be hearing from this office, or from federal authorities, if your services should be needed during the administrative hearing process.

Sincerely,

Raven Lee  
Pine Bluff Public Transit  
Title VI Coordinator

**APPENDIX F**

**Letter Notifying Complainant that the Complaint Is  
Not Substantiated**

Today's Date

Ms. Jo Doe  
1234 Main St.  
Clarksville, Tennessee 37040

Dear Ms. Doe:

The matter referenced in your complaint of \_\_\_\_\_ (date) against the Pine Bluff Public Transit alleging \_\_\_\_\_ has been investigated.

The results of the investigation did not indicate that the provisions of Title VI of the Civil Rights Act of 1964 had in fact been violated. As you know, Title VI prohibits discrimination based on race, color, or national origin in any program receiving federal financial assistance.

Pine Bluff Public Transit has analyzed the materials and facts pertaining to your case for evidence of the city's failure to comply with any of the civil rights laws. There was no evidence found that any of these laws have been violated.

I therefore advise you that your complaint has not been substantiated, and that I am closing this matter in our files. You have the right to:

- 5) appeal within seven calendar days of receipt of this final written decision from Pine Bluff Public Transit, and/or
- 6) file a complaint externally with the U.S. Department of Transportation and/or the Federal Transit Administration at:

Federal Transit Administration  
Office of Civil Rights  
Attention: Complaint Team  
East Building, 5<sup>th</sup> Floor-TCR  
1200 New Jersey Ave., SE  
Washington, DC 20590

Thank you for taking the time to contact us. If I can be of assistance to you in the future, do not hesitate to call me.

Sincerely,

Raven Lee  
Title VI Coordinator

**APPENDIX G**  
**Posters to be displayed in Revenue Vehicles and Facilities**

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that "no person in the United States 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" (42 U.S.C. Section 2000d).

Pine Bluff Public Transit is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1.B. **If you feel you are being denied participation in or being denied benefits of the transit services provided by Pine Bluff Public Transit, or otherwise being discriminated against because of your race, color, or national origin, you may contact:**

**Pine Bluff Transit**  
**2300 E. Harding Ave.**  
**Pine Bluff, AR 71601**

Or you may e-mail us at [clacy@cityofpinebluff.com](mailto:clacy@cityofpinebluff.com)

**APPENDIX H**  
**AGENDA**  
**City Council**  
**Meeting**  
**April 18, 2016 @ 5:30**  
**p.m.**

Agenda Item Public  
Comments Meeting  
Called to Order  
Invocation- Alderman Charles Boyd  
Pledge of Allegiance  
Roll Call  
Approval of Minutes from April 4, 2016

**COMMITTEE REPORTS AS FOLLOW:**

Ways & Means- *Alderman Brumett, Chairman (2 Budget Adjustments)*  
Ordinances & Resolutions- Alderman Brumett, Chairman  
Economic & Community Development- Alderman Brown Sr., Chairman  
Public Health & Welfare- Alderman Brown Jr., Chairman  
Public Works- Alderman Mays, Chairman  
Development & Planning- Alderman Boyd, Chairman  
Traffic & Aviation- Alderman Holcomb Jr.,  
Chairman  
Administration – Alderman Stepps, Chairman  
Public Safety- Alderwoman Walker, Chairperson

**PROPOSED ORDINANCES & RESOLUTIONS**

1. AN ORDINANCE ESTABLISHING GUIDELINES FOR THE TIME ALLOWED TO RAZE AND REMOVE A PUBLIC NUISANCE PURSUANT TO A DEMOLITION PERMIT FOR PROPERTIES BORDERING MAIN STREET; AND FOR RELATED PURPOSES (up for the 3<sup>rd</sup> and final reading)
2. AN ORDINANCE ADOPTING THE TRANSIT DEPARTMENT'S TITLE VI POLICY AND FOR RELATED PURPOSES, AND DECLARING AN EMERGENCY (up for the 1<sup>st</sup> reading)
3. A RESOLUTION OF INTENT REGARDING THE SALES AND USE TAX BOND PROJECTS
4. A RESOLUTION DIRECTING THE STREET DEPARTMENT TO INSTALL "SLOW- CHILDREN AT PLAY" SIGNS ON EAST 10TH STREET
5. A RESOLUTION DIRECTING THE STREET DEPARTMENT TO INSTALL "NO PARKING HERE TO CORNER" SIGNS ON EAST 23<sup>RD</sup> STREET
6. A RESOLUTION DIRECTING THE STREET DEPARTMENT TO INSTALL "NO PARKING" SIGNS ON HEMLOCK STREET
7. A RESOLUTION APPOINTING PETE AHLGRIM TO THE PINE BLUFF/JEFFERSON COUNTY PORT AUTHORITY

8. A RESOLUTION DECLARING CERTAIN HOUSES, BUILDINGS AND/OR STRUCTURES AS NUISIANCES AND ORDERING THEIR ABATEMENT
9. A RESOLUTION AUTHORIZING THE MAYOR TO CONTRACT WITH MCCLELLAND CONSULTING ENGINEERS, INC., FOR PROFESSIONAL ENGINEERING DESIGN SERVICES FOR THE MAIN STREET STREETScape PROJECT

1 CITY OF PINE BLUFF, ARKANSAS  
2 CITY COUNCIL

3  
4 ORDINANCE NO. 6538  
5

6 AN ORDINANCE ADOPTING THE TRANSIT DEPARTMENT'S  
7 TITLE VI POLICY AND FOR RELATED PURPOSES, AND  
8 DECLARING AN EMERGENCY  
9

10 WHEREAS, in compliance with Federal Transit Administration rules pertaining to its  
11 operations the Transit Department has drafted a policy regarding Title VI of the Civil Rights Act  
12 of 1964; and

13 WHEREAS, it is the desire of the council to approve the policy; and

14 WHEREAS, time is of the essence in adopting the policy and placing it into effect;

15 NOW, THEREFORE, BE IT ORDAINED BY THE CITY COUNCIL OF THE  
16 CITY OF PINE BLUFF, ARKANSAS:

17 Section 1. That the Title VI policy drafted by the Transit Department, a copy of which  
18 is attached hereto and incorporated by reference herein, is hereby approved and adopted.

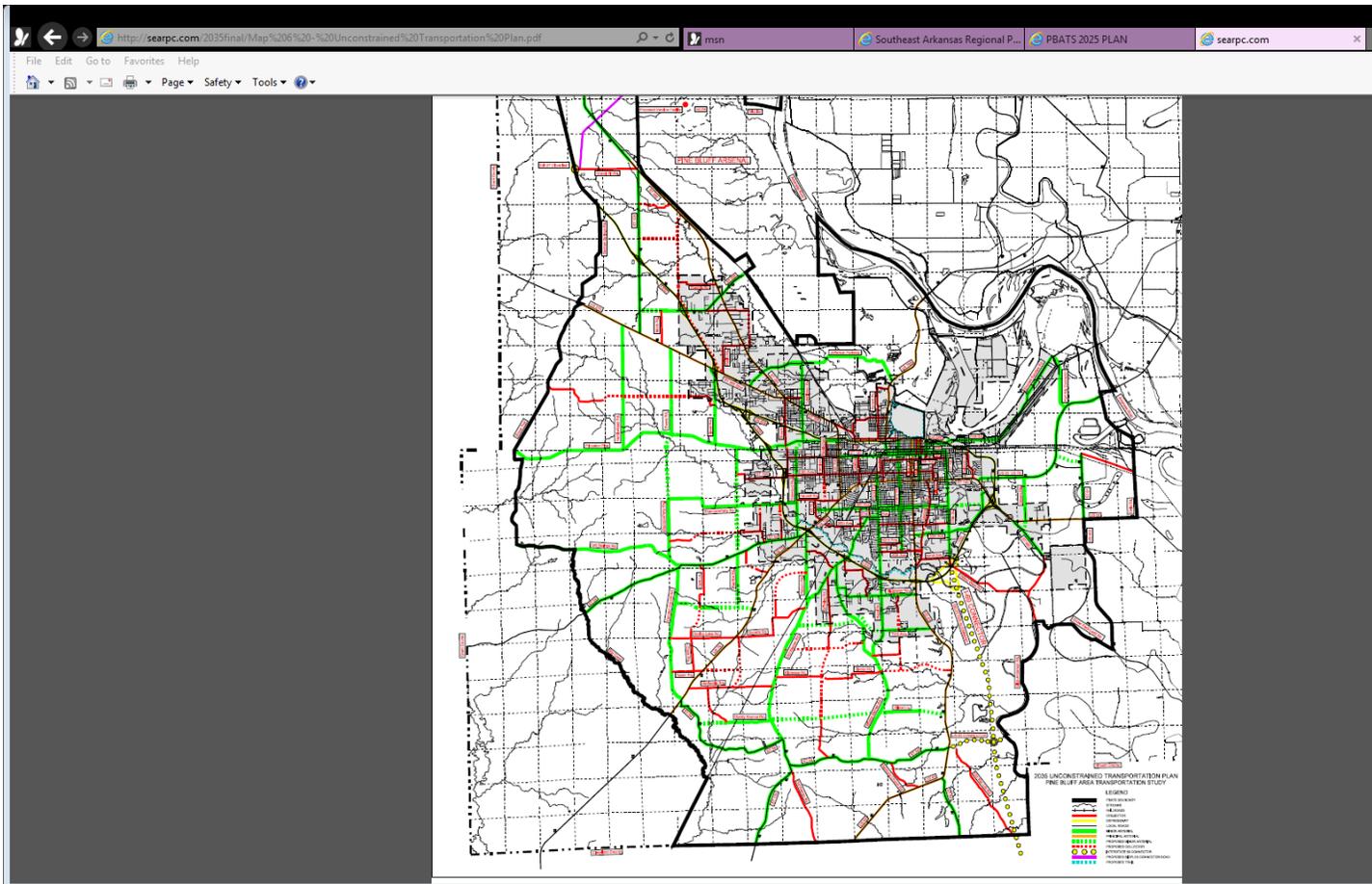
19 Section 2. That the city clerk and the Transit Department shall each maintain a copy of  
20 the policy on file for public inspection.

21 Section 3. This Ordinance being of a general or permanent nature, the clerk will cause  
22 it to be published as required by law.

23 Section 4. That the Transit Department faces a deadline for adopting and having in  
24 place a Title VI policy, and doing so is a requirement of funding from the Federal Transit  
25 Administration. To ensure that this funding is uninterrupted and that transit services not  
26 disrupted within the city, an emergency is declared to exist and this Ordinance shall take effect  
27 immediately upon passage.

28 PASSED AND APPROVED THIS 18TH DAY OF APRIL, 2016.





**Map 6. Unconstrained Transportation Plan**

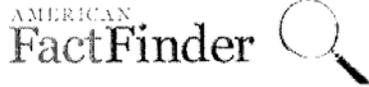
**LANGUAGE SPOKEN AT HOME**

<b>Population 5 years and over</b>	2,738,012	+/-459	2,738,012	(X)	44,688	+/-159	44,688	(X)
<b>English only</b>	2,540,974	+/-3,012	92.8%	+/-0.1	43,224	+/-344	96.7%	+/-0.8
<b>Language other than English</b>	197,038	+/-2,958	7.2%	+/-0.1	1,464	+/-342	3.3%	+/-0.8
<b>Speak English less than "very well"</b>	89,977	+/-2,467	3.3%	+/-0.1	357	+/-176	0.8%	+/-0.4
<b>Spanish</b>	143,540	+/-2,172	5.2%	+/-0.1	824	+/-232	1.8%	+/-0.5
<b>Speak English less than "very well"</b>	69,398	+/-2,255	2.5%	+/-0.1	243	+/-160	0.5%	+/-0.4
<b>Other Indo-European languages</b>	21,691	+/-1,614	0.8%	+/-0.1	461	+/-275	1.0%	+/-0.6
<b>Speak English less than "very well"</b>	5,192	+/-681	0.2%	+/-0.1	48	+/-59	0.1%	+/-0.1
<b>Asian and Pacific Islander languages</b>	26,769	+/-1,231	1.0%	+/-0.1	135	+/-111	0.3%	+/-0.2
<b>Speak English less than "very well"</b>	13,797	+/-856	0.5%	+/-0.1	51	+/-50	0.1%	+/-0.1
<b>Other languages</b>	5,038	+/-982	0.2%	+/-0.1	44	+/-42	0.1%	+/-0.1
<b>Speak English less than "very well"</b>	1,590	+/-388	0.1%	+/-0.1	15	+/-18	0.0%	+/-0.1



## Appendix 2

**U.S. Census Bureau**



S1601

LANGUAGE SPOKEN AT HOME

2009-2013 American Community Survey 5-Year Estimates

Supporting documentation on code lists, subject definitions, data accuracy, and statistical testing can be found on the American Community Survey website in the Data and Documentation section.

Sample size and data quality measures (including coverage rates, allocation rates, and response rates) can be found on the American Community Survey website in the Methodology section.

Although the American Community Survey (ACS) produces population, demographic and housing unit estimates, it is the Census Bureau's Population Estimates Program that produces and disseminates the official estimates of the population for the nation, states, counties, cities and towns and estimates of housing units for states and counties.

Subject	Pine Bluff city, Arkansas				
	Total		Percent of specified language speakers		
			Speak English "very well"		Speak English less than "very well"
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate
Population 5 years and over	44,688	+/-159	99.2%	+/-0.4	0.8%
Speak only English	96.7%	+/-0.8	(X)	(X)	(X)
Speak a language other than English	3.3%	+/-0.8	75.8%	+/-12.4	24.4%
Spanish or Spanish Creole	1.8%	+/-0.5	70.5%	+/-15.0	29.5%
Other Indo-European languages	1.0%	+/-0.6	89.6%	+/-19.2	10.4%
Asian and Pacific Island languages	0.3%	+/-0.2	62.2%	+/-33.0	37.8%
Other languages	0.1%	+/-0.1	65.9%	+/-22.3	34.1%
<b>WEEKLY SPEAK A LANGUAGE OTHER THAN ENGLISH</b>					
Spanish or Spanish Creole	824	+/-232	70.5%	+/-15.0	29.5%
-17 years	88	+/-70	64.8%	+/-36.7	35.2%
18-64 years	707	+/-190	71.7%	+/-15.9	28.3%
65 years and over	29	+/-27	58.6%	+/-50.0	41.4%
Other Indo-European languages	461	+/-275	89.6%	+/-19.2	10.4%
-17 years	64	+/-77	96.9%	+/-15.6	3.1%
18-64 years	336	+/-173	88.1%	+/-19.4	11.9%
65 years and over	61	+/-51	90.2%	+/-32.3	9.8%
Asian and Pacific Island languages	135	+/-111	62.2%	+/-33.0	37.8%
-17 years	10	+/-17	50.0%	+/-22.4	50.0%
18-64 years	105	+/-98	68.6%	+/-40.2	31.4%
65 years and over	20	+/-29	35.0%	+/-53.0	65.0%
Other languages	44	+/-42	65.9%	+/-22.3	34.1%
-17 years	0	+/-25	-	**	-
18-64 years	44	+/-42	65.9%	+/-22.3	34.1%
65 years and over	0	+/-25	-	**	-
<b>U.S. CITIZENS 18 YEARS AND OVER</b>					
Total citizens 18 years and over	35,623	+/-306	99.5%	+/-0.3	0.5%
Speak only English	97.4%	+/-0.7	(X)	(X)	(X)
Speak a language other than English	2.6%	+/-0.7	81.5%	+/-12.4	18.5%
Spanish or Spanish Creole	1.6%	+/-0.5	75.0%	+/-16.2	25.0%
Other languages	1.0%	+/-0.5	92.1%	+/-10.7	7.9%

Subject	Pine Bluff city, Arkansas Percent of specified language speakers Speak English less than "very well" Margin of Error
Population 5 years and over	+/-0.4
Speak only English	(X)
Speak a language other than English	+/-12.4
Spanish or Spanish Creole	+/-15.0
Other Indo-European languages	+/-19.2
Asian and Pacific Island languages	+/-33.0
Other languages	+/-22.3
<b>SPEAK A LANGUAGE OTHER THAN ENGLISH</b>	
Spanish or Spanish Creole	+/-15.0
5-17 years	+/-36.7
18-64 years	+/-15.9
65 years and over	+/-50.0
Other Indo-European languages	+/-19.2
5-17 years	+/-15.6
18-64 years	+/-19.4
65 years and over	+/-32.3
Asian and Pacific Island languages	+/-33.0
5-17 years	+/-22.4
18-64 years	+/-40.2
65 years and over	+/-53.0
Other languages	+/-22.3
5-17 years	**
18-64 years	+/-22.3
65 years and over	**
<b>CITIZENS 18 YEARS AND OVER</b>	
All citizens 18 years and over	+/-0.3
Speak only English	(X)
Speak a language other than English	+/-12.4
Spanish or Spanish Creole	+/-16.2
Other languages	+/-10.7
<b>PERCENT IMPUTED</b>	
Language status	(X)
Language status (speak a language other than English)	(X)
Ability to speak English	(X)

Data are based on a sample and are subject to sampling variability. The degree of uncertainty for an estimate arising from sampling variability is represented through the use of a margin of error. The value shown here is the 90 percent margin of error. The margin of error can be interpreted roughly as providing a 90 percent probability that the interval defined by the estimate minus the margin of error and the estimate plus the margin of error (the lower and upper confidence bounds) contains the true value. In addition to sampling variability, the ACS estimates are subject to nonsampling error (for a discussion of nonsampling variability, see Accuracy of the Data). The effect of nonsampling error is not represented in these tables.

Methodological changes to data collection in 2013 may have affected language data for 2013. Users should be aware of these changes when using multi-year data containing data from 2013.

While the 2009-2013 American Community Survey (ACS) data generally reflect the February 2013 Office of Management and Budget (OMB) definitions of metropolitan and micropolitan statistical areas; in certain instances the names, codes, and boundaries of the principal cities shown in ACS tables may differ from the OMB definitions due to differences in the effective dates of the geographic entities.