

**RIVER PARISHES TRANSIT AUTHORITY  
TITLE VI PLAN  
To Be Adopted at the December 2013 Board Meeting**

The River Parishes Transit Authority (RPTA) adopted its Title VI Plan in 2009. The Title VI Plan provides policies and procedures for ensuring that the RPTA transit services are equitably distributed, and available with equal access and mobility to any person without regard to race, color, or national origin.

This Title VI Plan has been prepared pursuant to Title VI of the Civil Rights Act of 1964; April 13, 2007 FTA issued Circular 4702.IA, "Title VI and Title VI-Dependent Guidelines for Federal Transit Administration Recipients"; U.S. Department of Transportation's Title VI regulations (49 CFR part 21); Environmental Justice (Order 5610.2); and Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient ("LEP") Persons (70 FR 74087.)

The Title VI program will be reviewed and updated as appropriate at least every three years and submitted to FTA for approval.

#### **GENERAL REPORTING REQUIREMENTS**

##### **Active Lawsuits or Complaints**

Currently there are no lawsuits or complaints alleging that RPTA discriminates on the basis of race, color, or national origin with respect to service or other transit benefits.

##### **Pending Applications for Financial Assistance Provided By Other Federal Agencies**

To date RPTA has received funding from the FTA and the Louisiana Department of Transportation and Development through Sections 5307, 5309, 5311, 5317 and the American Recovery and Reinvestment Act. There are currently two pending applications for financial assistance from these FTA sources. All other funding comes from state and local sources. One application is for Section 5307 funds, one is for Section 5339.

##### **Civil Rights Compliance Review Activities**

There have been no federal, state, or local reviews of civil rights compliance in the last three (3) years.

##### **FTA Civil Rights Assurance, DOT Title VI Assurance**

All certifications and assurances for fiscal year 2013 were filed with both the Federal Transit Administration and the LaDOTD, including the FTA Civil Rights Assurance and the DOT Title VI Assurance. RPTA's 2014 certifications and assurances have been pinned within the TEAM system and a hardcopy is attached in Appendix C.

##### **Title VI Complaint Procedures**

RPTA has developed a public notice to inform customers of their rights under 49 CFR Section 21.9b. This notice is posted on each RPTA vehicle and made available online at [www.rptarolls.org](http://www.rptarolls.org), and at the individual's request. A copy of the statement is below in section Information Dissemination to Notify Beneficiaries of Protection. All complaints received by RPTA will be maintained as an official record by the RPTA General Manager for five years from the date the complaint is resolved. In addition, RPTA will develop contract language to include adherence to its Title VI program for all contracts funded with federal dollars.

To comply with 49 CFR Section 21.9(b), recipients shall develop procedures for investigating and tracking Title VI complaints filed against them and make their procedures for filing a complaint available to members of the public upon request. The River Parishes Transit Authority provides staff to take complaints and then forwards them to the Title VI Complaint Coordinator (Operations Manager) who categorizes, tracks them, develops responses and forwards them to the RPTA Chairman for approval.

### **Title VI Complaint Procedures**

Various methods of resolution exist. If a customer feels that her/his accommodation request and/or access to public transportation was denied, s/he may file a complaint through any of the following processes **within 180 days after the alleged incident:**

1. Submit a customer complaint form with contact information (see Appendix F for RPTA's Title VI Customer Complaint Form)
2. Phone the transit office at (985) 651-1148.
3. E-mail the Operations Manager at Robert.collins@veoliatransdev.com
4. Come in to the transit complaint desk located at 149 Woodland Drive, LaPlace, LA 70068.
5. Mail written complaint to the River Parishes Transit Authority at P.O. Box 2444, LaPlace, LA 70068

The Operations Manager or Chairman will investigate the complaint and make a determination. Formal investigation of the complaint will be confidential and will include, but is not limited to, details of the specific incident, frequency and dates of occurrences and names of any witnesses. Customer will be notified of resolution. If the complainant is not satisfied with the resolution, an appeal process is available. An appeal request for review of a determination of unlawful denial of access or accommodation to public transportation must be filed, in writing, within 60 calendar days of the incident. The written appeal must include the customer's name, address, and telephone contact number. A statement of reason(s) why the applicant believes the denial of accommodation request or access to public transportation was inappropriate is recommended. The Parish President will set a mutually agreed-upon time and place for the review process with the applicant and/or representatives within 30 days of the request. The applicant may submit documents or other information to be included with the record and considered in the review process. A record of the review will be kept, as determined by the Parish President. Anyone needing special accommodations may contact the Operations Manager at (985) 651-1148.

The right of the appellant to a prompt and equitable resolution of the complaint must not be impaired by the appellant's pursuit of other remedies, such as filing of a complaint with the Department of Justice, Federal Transit Administration, or other appropriate federal agency or the filing of a suit in state or federal court. Use of this procedure is not a prerequisite to the pursuit of other remedies.

## **Disposition of Complaints**

***Sustained Complaints-*** If the complaint is substantiated, this policy and procedure prohibiting discrimination will be reviewed with the offender. Appropriate disciplinary action and/or training will be taken pursuant to the agency disciplinary procedures.

***Unsustained Complaints-*** If there is insufficient evidence to either prove or disprove the allegation(s) both parties to the complaint will be informed of the reason(s) for this disposition.

***Unfounded Complaint-*** If it is determined that an act reported pursuant to this policy/procedure did not in fact occur, a finding of unfounded shall be made.

***Exonerated Complaints-*** If it is determined that an act reported pursuant to this policy/procedure did in fact occur, but was lawful and proper within the guidelines established herein, a finding of exonerated shall be made.

### **Requirement to record Title VI investigations, complaints and lawsuits.**

To comply with 49 CFR Section 21.9(b), recipients shall prepare and maintain a list of any active investigations conducted by entities other than the FTA, lawsuits, or complaints naming the recipient that allege discrimination on the basis of race, color, or national origin. This list shall include the date of the investigation, lawsuit, or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit, or complaint; and actions taken by the recipient in response to the investigation, lawsuit, or complaint. The River Parishes Transit Authority Title VI Complaint Coordinator (Operations Manager) maintains these files. **The River Parishes Transit Authority has had no Title VI investigations, complaints or lawsuits.**

### **Internal Review Process for Service Delivery and Capital Programs Decisions**

Veolia Transportation and GCR Inc., provide all operations, capital and grant management for RPTA. RPTA provides technical oversight for all service improvements and capital projects performed through a contract with Solutient Corporation. All three agencies meet with the RPTA Board monthly to discuss transit services and capital projects. In addition, Solutient is in regular contact with Veolia and GCR to discuss service improvements, service delivery, current and future needs, and capital projects. The RPTA Board must provide approval prior to moving forward with capital projects and service improvements.

RPTA through its annual budget process conducts the following: review and oversight 1) review and evaluate service performance and efficiency, 2) review and incorporate customer requests and comments into service changes as the budget allows, 3) prioritizing short range service changes, and 4) review equity and accessibility of service. All RPTA services undergo examination of their economic performance and efficiency. The first component of this review is an evaluation operational costs and revenues. During this review, service performance is detailed based upon specified performance criteria, including passenger trips, passenger per revenue mile, passengers per revenue hour, and percent farebox recovery.

In order to comply with 49 CFR Section 21.5 (b) (2) and (7), Appendix C to 49 CFR part 21, RPTA adopted quantitative system-wide service standards necessary to guard against discriminatory service design or operations decisions. Service reviews should quantitatively evaluate the following information.

RPTA provides a Demand Response service in an area that is both urban and rural. Trips are scheduled based upon a first come first serve basis throughout the two parish service area. RPTA owns sufficient vehicles to provide the service it offers. Each vehicle is lift equipped. Vehicles are rotated in and out of service to better distribute vehicle miles and maintenance across vehicles. RPTA does not yet own any shelters or other transit amenities.

A major change in service is defined as a 26% reduction in the hours of operation.

### **On-time performance**

The RPTA service relies upon a modified demand response service but must be timely to suit the needs of the general public. To be considered “on-time” the driver must pick up the passenger up to ten (10) minutes before or after the scheduled pick-up and drop-off times.

### **Service Availability**

Concerning service availability, RPTA operates only a demand response public transit system through the entire region.

Before any major change in service concerning routes or fares, RPTA must hold a public hearing. The public hearing is advertised in the newspaper with the largest circulation as well as in the RPTA's official journal. Prior to moving forward with such a proposal, a comparative evaluation is conducted to determine the relative value of transit services that have been proposed or that could be considered for removal. Transit services are evaluated and ranked according to a number of community benefits and the cost of operation. This evaluation provides an indication of the effectiveness of the current use of resources, and whether these resources should be used elsewhere to achieve greater customer benefits.

All services included in the comparative evaluation are evaluated and ranked, by individual operating periods, with respect to four measures of community benefit:

- Ridership: The number of present and new customers who would receive a significant benefit from proposed change.
- Change in accessibility: An indicator of the average reduction or increase in walking time to transit stops.
- Transit dependency: The degree to which people do not have access to other modes of travel other than public transit.
- Change in travel time: The extent to which the proposed service change would increase or decrease customers' travel times.

Changes to RPTA services will be made as required, in order to meet the needs of the River region community. Small changes developed through the continuing monitoring of services are introduced on an as needed basis. Larger, more significant service changes occur at regularly scheduled periods after the community has been apprised through public hearings.

The RPTA Board ensures oversight of capital projects through its internal budget review process. The draft budget is developed by the RPTA General Manager and submitted to the Board for preliminary review and comment at a scheduled and publicly advertised Board meeting. The Board reviews the drafts and makes adjustments. A public hearing on the revised draft budget is scheduled at a subsequent meeting prior to its adoption by the Board. A budget summary is published along with the public notice and detailed copies are made available for public review. The RPTA agenda is posted at its meeting location and is sent via facsimile to anyone who requests to be added to the "fax list." In the

future it may be posted on the RPTA website. The public is provided an opportunity to comment on the budget at the hearing. The final budget is then presented to the Board for approval. A copy of the approved budget is provided to each member parish. Requests for capital and operating assistance are provided to the Louisiana Department of Transportation and Development (LaDOTD) and/or to the New Orleans Regional Planning Commission which is the New Orleans urbanized area Metropolitan Planning Organization. The submitted capital and operating budgets are incorporated into the Transportation Improvement Program (TIP) as appropriate and taken through MPO's public involvement process for TIP approval. The New Orleans MPO TIP public participation process includes committee reviews as well as public workshops. If public comment is received, in regard to the RPTA portion of the TIP, it is referred back to the RPTA for review and possible budget amendments. Budget amendments are processed with the same procedures as the initial budget. As a final opportunity for public comment and capital oversight the RPTA budget, as a component of the TIP, is incorporated into the State Transportation Improvement Program (STIP) and taken through LaDOTD's public involvement process. Any public comments received during the STIP public involvement process are handled in the same manner as comments received during the TIP public participation process. The Capital Improvement Program (CIP) process is a dynamic practice, which involves budget development/submittal by RPTA of their respective capital requests, project/program evaluation, strategies for programming, project implementation and close-out. The budget is created in collaboration with RPTA's General Manager and its contract transit operator. During the course of the year, the RPTA Board closely monitors progress of both capital acquisitions and operations. Board meetings also involve financial and technical oversight of grant-funded projects.

The key annual dates in RPTA's Title VI internal review process relating to the budget process are the November Board meeting during which draft budgets are presented and the December Board meeting at which time public hearings are held and subsequent action taken. Through this process, the proposed RPTA budget is presented to the Board, participating parishes and to the public at large. Title VI considerations are part of this input and feedback and are further incorporated into RPTA's service delivery and capital allocation plan from this point forward. Title VI considerations are integrated throughout the budget development process along with a variety of other federal, state and local laws, regulations and considerations in a way that allows RPTA to meet a variety of obligations while allocating its operating and capital funds in a way that maximizes value for its customers and stakeholders so that all requirements are met while service efficiency is maximized.

Persons and/or agencies responsible for RPTA's budget process are as follows:

- GCR Inc., - Elizabeth Griffith, Grants and Capital Project Manager
- Veolia Transportation, Inc., - Robert Collins, Operations Manager
- Solutient – Stacy Van Sickle – Administrations, Financial & Operating Oversight Manager

#### **Narrative of Implementation of Internal Review Process Disparity in Levels and Quality of Service**

RPTA's current demand response service has no disparities in either levels or quality of service since its implementation on February 2, 2009. RPTA currently provides service based on customer needs and availability of funds. Level and quality of transit service is monitored and evaluated based on federal and internal Title VI guidelines to ensure that communities and populations are not underserved by transit. RPTA has a 100% ADA compliant active fleet and provides demand response, curb to curb, service throughout its two parish service area. The following categories are evaluated to ensure equitable transit service: Level of Service by Minority Group, Routes Servicing Tracts, Vehicle Loads, Vehicle Assignments, Service Headways, and Transit Access. RPTA's dedication to best serve the River Parish

Region's transit needs also prompts a proactive approach to informing the public of any service changes to help ensure that transit services are provided in an equitable, affordable and reasonable manner.

### **Service Standards and Policies**

RPTA service standards and policies are continually reviewed to ensure equity of transit throughout the service community. No significant changes in route structure or service area will occur without first offering the public an opportunity to comment.

*Vehicle Load-* RPTA's vehicles can only accommodate seated passengers, up to 14 passengers total (including two wheelchairs) on five of its vehicles and up to 5 passengers total (one wheelchair or two flip down seats) on one smaller supervisor vehicle.

*Vehicle Assignment-* Buses are randomly assigned to all routes each day. The oldest and/or smallest buses are maintained as the fleet's back up vehicles and are put into service as needed to accommodate maintenance objectives.

*Transit Access -* RPTA is 100% compliant with the Americans with Disabilities Act of 1990, as it operates a curb to curb, demand response service and all of its vehicles are lift equipped and each can accommodate up to two wheelchairs at a time.

*Service Headways -* RPTA offers a demand response service and does not have an average headway.

*Distribution of Transit Amenities -*As RPTA continues to develop its service, rider comments and staff recommendations will help it determine which kinds of transit amenities will best serve the public and where such amenities will be best placed. RPTA will strive to equitably distribute amenities throughout the service area. While at this time, the RPTA does not offer transit amenities such as those below, it may do so in the future.

*Passenger Shelters -* RPTA will analyze the service area for the placement of passenger shelters to maximize customer benefit without regard to race, color, or national origin. Partnerships with private interests as well as governmental jurisdictions are highly important when siting shelters. Often times there is limited public right of way available for shelter placement. RPTA will determine shelter placement in a non-capricious, race-neutral manner based upon route ridership and availability of right-of-way.

*Operations Base -* At this time, the RPTA operations base is a Veolia Transportation company facility at 149 Woodland Drive, LaPlace. At some point, RPTA may decide to create its own facility to provide maintenance services for the bus fleet.

*Transfer Facilities or Park and Ride Lots -* RPTA does not operate transfer or park and ride lot facilities.

### **Proposed Future Service Changes**

RPTA began its service on February 2, 2009. It is now preparing many policies and guidelines concerning service standards. As part of that effort, RPTA will develop a five (5) year Transportation Development Plan (TDP) that will include a comprehensive evaluation of service alternatives and realistic recommendations of service improvements proposed for the next five years. These recommendations

will be developed as a result of existing service performance evaluations, customer requests and suggestions, recent and projected regional growth indicators, road construction plans, perceived funding levels, and input from participating parishes.

### **ASSESSMENT OF COMPLIANCE**

RPTA has reviewed the objectives of the Title VI Program and has concluded that this Title VI Program meets and exceeds the objectives of providing equal access to transit service and decision-making.

Ongoing monitoring will ensure that adjustments and refinements will be made to further the effort of achieving Title VI goals. RPTA's program will evaluate system-wide service changes, improvements, and expansions based on the following to ensure that benefits are distributed equally and are not discriminatory:

- 1) Service changes will meet RPTA's overall mobility goals for the entire community;
- 2) Service additions are market driven based on the type of service appropriate for a market segment and travel demand;
- 3) Improvements to existing routes will include alignments to improve connectivity, improve travel time, night and weekend service; and increase frequencies; and
- 4) Capital equipment and facilities will be equitably distributed throughout the service area.

### **Monitoring**

- Level of Service Methodology - There is always additional need for transit services; however, the service provided is based on the funding availability and demand. Demand is determined by reviewing population, affordable housing, employment, automobile availability, and economic statistics prior to implementing new or expanded services. Existing services are reviewed against these same categories in addition to those listed in the service standards noted above.
- Service Area Census Tracts - Census data is mapped for the service area Census Tracts are reviewed to ensure that there is equity in service.
- Vehicle Assignment - Vehicle assignments for routes serving all reviewed minority census tracts are random.
- Transit Access - Since all buses are equipped with wheelchair lifts, all routes serving the minority census tracts are equally accessible.

### **OTHER AREAS OF TITLE VI CONSIDERATIONS**

#### **Information Dissemination to Notify Beneficiaries of Protection**

In compliance with Title 49 CFR part 21, RPTA provides the public with information about their protections against discrimination afforded to them by Title VI in several ways. They include posting Title VI information on the agency's website, using posters, sending out comment cards, and placing in transit vehicles. The notice includes the following:

- A statement that the agency operates programs without regard to race, color, and national origin, gender, disability, or age.
- A description of the procedures that members of the public should follow in order to request additional information on the recipient's or subrecipient's nondiscrimination obligations.
- A description of the procedures that members of the public should follow in order to file a discrimination complaint against the recipient or subrecipient.

River Parishes Transit Authority (RPTA) includes the following statement in all proposals, bids, contracts, purchase orders, and employment applications. Additionally, this information is included on the RPTA website and vehicles.

The River Parishes Transit Authority hereby gives public notice of its policy to uphold and assure full compliance with Title VI of the Civil Rights Act of 1964 and all related acts and 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, gender, age, or disability 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.

### **Subrecipients**

Please note that RPTA is a small agency and does not have any subrecipients.

### **Fare Increases**

Fare increases are increases to the base full adult fare. When the full adult fare is increased, discount fares and fare media may also be increased at the same time. The RPTA Board enacts fare changes only after a public hearing has been advertised and held. Public hearings are advertised on three different dates no sooner than 15 days nor less than 5 days prior to the scheduled hearing date and time in the newspaper of widest circulation and in the RPTA official journal. Notices of the hearing are provided to all other area newspapers and publication in community calendar or other free space is requested. If deemed appropriate and reasonable, the RPTA Board may also elect to conduct other activities to solicit public comment, including but not limited to:

- Hold public workshops in communities affected by the fare increase;
- Make presentations to elected officials and local jurisdictions;
- Make presentations to business and community groups; and
- Publicize the fare increase via promotions on radio, television and in newspapers.

### **Service Reductions**

Service reductions occur when RPTA does the following:

- Reduces the span of service (hours in a day when service operates);
- Reduces the days during which service operates;
- Reduces the frequency of service;
- Eliminates a route altogether unless the route is a planned service development or experimental service that has been in existence for less than two years.

RPTA is required to conduct a public hearing prior to such service changes. The method for advertising the hearing is the same as that for fare changes.

### **Capital Investments**

Capital investment projects will be programmed in the annual update of the budget and the MPO's Transportation Improvement Program. The MPO provides a process for early consultation and public involvement to citizens, affected public agencies, representatives of transportation agencies, private providers of transportation, other interested parties, and local jurisdiction concerns. The MPO presents all key issues to its technical committees. Public hearings are also held on the Long Range Transportation Plan and the Transportation Improvement Program (TIP) prior to adoption by the MPO. The public involvement process follows:

- Once annually, RPTA will develop a Program of Projects proposed to be funded with federal funding. This Program of Projects will be incorporated into the TDP. Comments received on the Program of Projects during the RPTA's public participation process for the TDP will be reviewed by RPTA and any appropriate revisions will be made to the Program of Projects at that time.
- The Program of Projects will then be incorporated in to the Transportation Improvement Program and submitted to the MPO for consideration.
- The MPO then completes a public involvement process that includes consulting with technical and citizens committees, holding a public hearing and final adoption.
- Public comments received regarding the Program of Projects or Transportation Improvement Program will be considered by RPTA throughout the adoption process and incorporated into final programs.

### **Public Notice**

When formal public notice is warranted for public hearings, RPTA will publish notice in accordance with its state law which requires that prior to making any determinations as to the scheduled services or amount charged therefore, at least one public hearing shall be held. The hearing must be advertised according to the process identified under "Fares" The notice will include the following:

- Purpose of public hearing;
- The date, time and location of the public hearing;
- Address and business hours whereby information regarding the action can be available for public review.
- Contact address and period of time in which written public comments will be received;
- Contact telephone number for the public to gain additional information: and
- Contact information to request information in an accessible format or transportation to the meeting for persons with disabilities.

After the public hearing and at the conclusion of the public comment period, the RPTA Board may either proceed to take action, or take the matter under advisement. Public hearings conducted by the RPTA Board will be held at regularly scheduled Board meetings unless the Board does so determine that it would be in the best interest of the public to hold meetings outside of the regular Board meeting. Notice provisions for public hearings will be the same as those indicated above for fares and service matters. All others will be advertised in accordance with state laws. Whenever applicable, all public comments received through any of these means listed above will be summarized and evaluated prior to adoption or implementation of the action to be taken.

### **Public Outreach Activities**

Public outreach is pursued by RPTA on the following elements. Please see Appendix D for RPTA's Public Participation Plan. Below is a list of RPTA's most recent public participation activities.

- 1) Annual Transportation Development Program
- 2) MPO Coordination
  - a. Transportation Improvement Program (TIP) - annual submission to MPO.
  - b. Unified Planning and Work Program (UPWP) - annual submission of proposed planning projects to be funded in the UPWP.
  - c. Long Range Transportation Plan - participation and input into development of regional multimodal transportation system.
- 3) Internet customer service email with response from RPTA staff.
  - a. Web site ([www.rptarolls.org](http://www.rptarolls.org)).
- 4) Website updates to keep the public informed of any new service changes.

- 5) Monthly advertisements of the RPTA Board Meetings that includes details of the transit service offered within the ad text.
- 6) Participation at local festivals and fairs to promote transit service.

### **Limited English Proficiency**

Title VI requires that FTA recipients provide Limited English Proficient (LEP) individuals with meaningful access to benefits, services, information, and other important portions of their programs and activities. Steps to ensure meaningful access include developing a Language Implementation Plan and translating Title VI obligations and complaint procedures into languages other than English. RPTA will translate any documents into other languages other than English upon requests. At such point that populations other than English speaking populations reach 25% of the total population served, and funding permits, RPTA will print all media in English and the alternate language. RPTA is most likely to encounter LEP individuals through phone conversation when passengers are booking services or at public meetings. When RPTA contractors prepare a document or schedule 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. Interpreters will be made available as needed. Please see Appendix E for RPTA's Limited English Proficiency Plan.

### **Environmental Justice**

In order to integrate, into environmental analysis considerations expressed in the DOT Order on Environmental Justice, recipients conducting an analysis of construction projects should incorporate an environmental justice analysis into the National Environmental Policy Act (NEPA) documentation of construction projects. FTA recommends that recipients preparing an environmental assessment (EA) or an environmental impact statement (EIS) integrate the following components into their documents.

- Description of the low-income and minority population within the study area and the methodology used to identify the population.
- All adverse effects of the project both during and after construction that affect the identified minority and low-income population.
- All positive effects that would affect the identified minority and low-income population.
- All mitigation and environmental enhancement actions incorporated into the project to address the adverse effects.
- The remaining effects, if any, and why further mitigation is not proposed.

For projects that traverse predominantly minority and low-income and a predominantly non-minority and non-low-income areas, a comparison of mitigation and environmental enhancement actions that affect predominantly low-income and minority areas with mitigation implemented in predominantly nonminority or non-low-income areas.

RPTA has not had any projects requiring equity analysis in the past three years and does not have any future projects planned that will need this assessment.

### **QUALITY OF SERVICE METHODOLOGY**

The assessment of local transit needs and opportunities is an integral component of the Transportation Development Plan. This assessment is important in proposing specific transit services, which respond to identified local transit needs. Trend analyses were conducted using past transit statistics to project future transit needs based on changes in ridership and a variety of other variables.

Appendix A – Board Approval of Title VI Plan

On motion of C. Fauchoux, seconded by R. Vincent the following resolution was offered:

RESOLUTION NO. 6-2013

A resolution authorizing the River Parishes Transit Authority to approve the updated 2013 Title VI Program.

WHEREAS, the River Parishes Transit Authority receives funding from the Federal Transit Administration (FTA); and

WHEREAS, the Federal Transit Association requires grant recipients to document their compliance with DOT's Title VI regulations by submitting a Title VI Program to their FTA regional civil rights officer once every three years or as otherwise directed by FTA; and

WHEREAS, for all recipients the Title VI Program must be approved by the recipients board of directors or appropriate governing entity or official(s) responsible for policy decisions prior to submission to FTA; and

NOW THEREFORE BE IT RESOLVED by the River Parishes Transit Authority Board acting as governing authority of said Transit Authority:

Section 1. That the Transit Authority is required to approve the update to the Title VI Program.

Section 2. That the approved plan shall be submitted to the Federal Transit Authority.

Section 3. That the Board Chairman or in his absence the Vice-Chairman is hereby authorized to execute and sign all documents necessary to implement this resolution.

The foregoing resolution having been submitted to a vote, the vote thereon was as follows:

YEAS: 6 NAYS: 0 ABSENT: 1

The resolution was declared to be adopted on this 11 day of December 2013.

On motion of Randy, seconded by Corey the following resolution was offered:

RESOLUTION NO. 4-2014

A resolution authorizing the River Parishes Transit Authority to approve the updates to the already submitted 2013 Title VI Program and the RPTA Public Participation Plan.

WHEREAS, the River Parishes Transit Authority receives funding from the Federal Transit Administration (FTA); and

WHEREAS, the Federal Transit Association requires grant recipients to document their compliance with DOT's Title VI regulations by submitting a Title VI Program to their FTA regional civil rights officer once every three years or as otherwise directed by FTA; and

WHEREAS, all Title VI Plans are required to include a Public Participation Program component,

WHEREAS, for all recipients the Title VI Program must be approved by the recipients board of directors or appropriate governing entity or official(s) responsible for policy decisions prior to submission to FTA; and

NOW THEREFORE BE IT RESOLVED by the River Parishes Transit Authority Board acting as governing authority of said Transit Authority:

Section 1. That the Transit Authority is required approve the updates to the Title VI Program.

Section 2. That the approved plan shall be submitted to the Federal Transit Authority.

Section 3. That the Board Chairman or in his absence the Vice-Chairman is hereby authorized to execute and sign all documents necessary to implement this resolution.

The foregoing resolution having been submitted to a vote, the vote thereon was as follows:

YEAS: 7 NAYS: 0 ABSENT: 0

The resolution was declared to be adopted on this 24th day of April 2014.

*Alice Barque* 4/24/14

On motion of H. Bangue, seconded by C. Fauchoux the following resolution was offered:

RESOLUTION NO. 5-2014

A resolution authorizing the River Parishes Transit Authority to approve the updates to the already submitted 2013 Title VI Program and the RPTA Public Participation Plan.

WHEREAS, the River Parishes Transit Authority receives funding from the Federal Transit Administration (FTA); and

WHEREAS, the Federal Transit Association requires grant recipients to document their compliance with DOT's Title VI regulations by submitting a Title VI Program to their FTA regional civil rights officer once every three years or as otherwise directed by FTA; and

WHEREAS, all Title VI Plans are required to include a Public Participation Program component,

WHEREAS, for all recipients the Title VI Program must be approved by the recipients board of directors or appropriate governing entity or official(s) responsible for policy decisions prior to submission to FTA; and

NOW THEREFORE BE IT RESOLVED by the River Parishes Transit Authority Board acting as governing authority of said Transit Authority:

Section 1. That the Transit Authority is required approve the updates to the Title VI Program.

Section 2. That the approved plan shall be submitted to the Federal Transit Authority.

Section 3. That the Board Chairman or in his absence the Vice-Chairman is hereby authorized to execute and sign all documents necessary to implement this resolution.

The foregoing resolution having been submitted to a vote, the vote thereon was as follows:

YEAS: 6 NAYS: 0 ABSENT: 0/1

The resolution was declared to be adopted on this 7th day of August 2014.

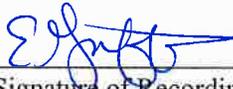
Brent Petit

Chairman, River Parishes Transit Authority

8/7/14  
Date

CERTIFICATION

The undersigned duly qualified and acting Secretary/Treasurer of the River Parishes Transit Authority certifies that the River Parishes Transit Authority foregoing is a true and correct copy of a resolution, adopted at a legally convened meeting of the held on August 8, 2013 of the River Parishes Transit Authority.



\_\_\_\_\_  
Signature of Recording Officer

8/7/14

\_\_\_\_\_  
Date

Elizabeth Griffith – Secretary/Treasurer for the River Parishes Transit Authority

### Appendix B – RPTA Board Racial Breakdown

The River Parish Transit Authority (RPTA) was created by special Louisiana legislation for the purpose of providing regional transit service covering St. Charles, St. James, and St. John the Baptist parishes. The RPTA is governed by a seven person board with representation from each parish. RPTA provides a general public demand-response service in St. Charles and St. John the Baptist parishes with connectivity to St. James Parish and the city of Kenner's transit systems. RPTA makes every effort to encourage the participation of minorities on the board and from the public.

RPTA Board Membership		
	Male	Female
White	4	1
African American	1	1
American Indian		
Asian		
Hispanic		

## Appendix C – 2014 Certifications and Assurances

**FTA FISCAL YEAR 2014 CERTIFICATIONS AND ASSURANCES**

**FEDERAL FISCAL YEAR 2014 CERTIFICATIONS AND ASSURANCES FOR  
FEDERAL TRANSIT ADMINISTRATION ASSISTANCE PROGRAMS**

(Signature page alternative to providing Certifications and Assurances in TEAM-Web)

Name of Applicant: \_\_\_\_\_ River Parishes Transit Authority \_\_\_\_\_

The Applicant agrees to comply with applicable provisions of Groups 01 – 24.   X    
OR

The Applicant agrees to comply with applicable provisions of the Groups it has selected:

<u>Group</u>	<u>Description</u>	
01.	Required Certifications and Assurances for Each Applicant.	_____
02.	Lobbying.	_____
03.	Procurement and Procurement Systems.	_____
04.	Private Section Protections.	_____
05.	Rolling Stock Reviews and Bus Testing.	_____
06.	Demand Responsive Service.	_____
07.	Intelligent Transportation Systems.	_____
08.	Interest and Financing Costs and Acquisition of Capital Assets by Lease.	_____
09.	Transit Asset Management Plan and Public Transportation Agency Safety Plan.	_____
10.	Alcohol and Controlled Substances Testing.	_____
11.	Fixed Guideway Capital Investment Grants Program (New Starts, Small Starts, and Core Capacity) and Capital Investment Program in Effect before MAP-21.	_____
12.	State of Good Repair Program.	_____
13.	Fixed Guideway Modernization Grant Program.	_____
14.	Bus and Bus Facilities Formula Grants Program and Bus and Bus Related Equipment and Facilities Grant Program (Discretionary).	_____
15.	Urbanized Area Formula Grants Programs, Passenger Ferry Grants Program, and Job Access and Reverse Commute (JARC) Program.	_____
16.	Seniors/Elderly/Individuals with Disabilities Programs and New Freedom Program.	_____
17.	Rural/Other Than Urbanized Areas/Appalachian Development/Over-the-Road Bus Accessibility Programs.	_____
18.	Public Transportation on Indian Reservations Programs (also known as the Tribal Transit Programs).	_____
19.	Low or No Emission/Clean Fuels Grant Programs.	_____
20.	Paul S. Sarbanes Transit in Parks Program.	_____
21.	State Safety Oversight Program.	_____
22.	Public Transportation Emergency Relief Program.	_____
23.	Expedited Project Delivery Pilot Program.	_____
24.	Infrastructure Finance Programs.	_____

# FTA FISCAL YEAR 2014 CERTIFICATIONS AND ASSURANCES

## FEDERAL FISCAL YEAR 2014 FTA CERTIFICATIONS AND ASSURANCES SIGNATURE PAGE (Required of all Applicants for FTA funding and all FTA Grantees with an active Capital or Formula Project)

### AFFIRMATION OF APPLICANT

Name of the Applicant: River Parishes Transit Authority

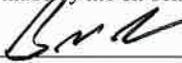
Name and Relationship of the Authorized Representative: Brent Petit RPTA Board Chairman

BY SIGNING BELOW, on behalf of the Applicant, I declare that it has duly authorized me to make these Certifications and Assurances and bind its compliance. Thus, it agrees to comply with all Federal statutes and regulations, and follow applicable Federal guidance, and comply with the Certifications and Assurances as indicated on the foregoing page applicable to each application its Authorized Representative makes to the Federal Transit Administration (FTA) in Federal Fiscal Year 2014, irrespective of whether the individual that acted on his or her Applicant's behalf continues to represent it.

FTA intends that the Certifications and Assurances the Applicant selects on the other side of this document should apply to each Project for which it seeks now, or may later seek FTA funding during Federal Fiscal Year 2014.

The Applicant affirms the truthfulness and accuracy of the Certifications and Assurances it has selected in the statements submitted with this document and any other submission made to FTA, and acknowledges that the Program Fraud Civil Remedies Act of 1986, 31 U.S.C. 3801 *et seq.*, and implementing U.S. DOT regulations, "Program Fraud Civil Remedies," 49 CFR part 31, apply to any certification, assurance or submission made to FTA. The criminal provisions of 18 U.S.C. 1001 apply to any certification, assurance, or submission made in connection with a Federal public transportation program authorized by 49 U.S.C. chapter 53 or any other statute

In signing this document, I declare under penalties of perjury that the foregoing Certifications and Assurances, and any other statements made by me on behalf of the Applicant are true and accurate.

Signature  Date: 2/13/14

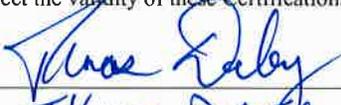
Name Brent Petit, RPTA Board Chairman  
Authorized Representative of Applicant

### AFFIRMATION OF APPLICANT'S ATTORNEY

For (Name of Applicant): River Parishes Transit Authority

As the undersigned Attorney for the above named Applicant, I hereby affirm to the Applicant that it has authority under State, local, or tribal government law, as applicable, to make and comply with the Certifications and Assurances as indicated on the foregoing pages. I further affirm that, in my opinion, the Certifications and Assurances have been legally made and constitute legal and binding obligations on it.

I further affirm that, to the best of my knowledge, there is no legislation or litigation pending or imminent that might adversely affect the validity of these Certifications and Assurances, or of the performance of its FTA Project or Projects.

Signature  Date: 2-19-14

Name THOMAS DANCY, District Attorney  
Attorney for Applicant

Each Applicant for FTA funding and each FTA Grantee with an active Capital or Formula Project must provide an Affirmation of Applicant's Attorney pertaining to the Applicant's legal capacity. The Applicant may enter its signature in lieu of the Attorney's signature, provided the Applicant has on file this Affirmation, signed by the attorney and dated this Federal fiscal year.

## Appendix D – Public Participation Plan

### **River Parishes Transit Authority – Public Participation Plan**

The purpose of this Public Participation Plan (PPP) is to establish procedures that allow for, encourage, and monitor participation of all citizens of the River Parishes, including but not limited to low income and minority individuals, and those with limited English proficiency. While traditional means of soliciting public involvement may not reach such individuals, or might not allow for meaningful avenues of input, the intent of this effort is to take reasonable actions throughout the planning process to provide opportunities for historically under-served populations to participate.

This document will lay out procedures to provide opportunities for all area citizens to participate in the improvement of the RPTA system.

#### **Goals and Objectives**

**Goal:** The goal of the PPP is to offer real opportunities for the engagement of all citizens of the River Parishes to participate in the improvement of the RPTA system.

#### **Objectives:**

- To determine what non-English languages and other cultural barriers exist to public participation within the River Parishes.
- To provide a general notification of meetings, particularly forums for public input, in a manner that is understandable to all populations in the area.
- To hold meetings in locations which are accessible and reasonably welcoming to all area residents, including but not limited to low-income and minority members of the public.
- To provide avenues for two-way flow of information and input from populations which are not likely to attend meetings.
- To provide a framework of actions appropriate to various types of plans and programs, as well as amendments or alterations to any such plan or program.
- To use various illustrative visualization techniques to convey the information including but not limited to charts, graphs, photos, maps, and the internet.

#### **Identification of Stakeholders**

Stakeholders are those who are either directly or indirectly affected by a plan or the recommendations of that plan. Those who may be adversely affected or who may be denied benefit of a plan's recommendation(s) are of particular interest in the identification of specific stakeholders.

**General Citizens.** The 2012 Census ACS (5-year) estimates population for the three Parish area making up the River Parishes was 118,878. Just over 57% of people in the River Parishes identify as white. Nearly 105,333 (94%) people speak only English at home.

**Minorities.** Minority populations make up 44% of the River Parishes population, including 68,876 African Americans (41.7%) and 5,118 who identify as Hispanic or Latino (4.3%).

River Parishes - Population	2000 Census		2010 Census		2012 ACS (5-year estimates)	
	#	%	#	%	#	%
Total Population	112,332		120,806		120,382	
White	68,042	60.6%	66,656	55.2%	68,876	57.2%
African American	41,874	37.3%	49,807	41.2%	50,156	41.7%
Native American	254	0.2%	361	0.3%	702	0.6%
Asian	504	0.4%	793	0.7%	1,118	0.9%
Pacific Islander	18	0.0%	46	0.0%	144	0.1%
Other	705	0.6%	1,491	1.2%	798	0.7%
Hispanic or Latino	2,706	2.4%	5,079	4.2%	5,118	4.3%
Non-Hispanic or Latino	109,626	97.6%	115,727	95.8%	115,264	95.7%

Engaging minority and low-English proficiency populations can be challenging. Language and cultural differences may not be compatible with the more traditional means of engaging the public in the planning process. RPTA will make reasonable efforts to engage minority populations using techniques, such as including notations in public notices in appropriate non-English languages that will provide a contact where the individual can be informed of the process/project, and will have the opportunity to give input. Focus groups may also be established for the purpose of gaining input from a particularly defined portion of the community. Also, advocacy groups can be a good resource for contacts and dissemination of information to minority and low-English proficiency populations. Such advocacy groups or agencies can have insight into the needs of the under-represented populations, as well as providing valuable contacts or arenas for input. Contacts with local translators should also be maintained, and used as requested and needed.

**Low income.** The 2012 American Community Survey (5-year) estimates that 12.96% of River Parishes families live below the poverty level. Median household income in the River Parishes is \$54,655, slightly higher than the US average of \$53,046. The low income population of the River Parishes should be given every reasonable opportunity to provide input on transportation plans and programs to avoid disproportionate harm or lack of benefit.

While low-income individuals may have access to all the traditional means of public involvement, they may be less likely to become involved or offer input. One method of gaining input directly or indirectly from this portion of the population is outreach to community groups that work with this population every day.

**Public agencies.** Public agencies can provide valuable input to the planning process, in addition to assisting in gaining participation from traditionally under-represented populations. Pertinent public agencies include those that have clients who belong to under-represented populations, such as minority, low-income, and limited English proficient households. These agencies have great insight into the transportation needs of their clients and are useful partners in overcoming difficult barriers that may not be understood by professionals dealing more directly with the provision of transportation services.

**Private organizations and businesses.** Private organizations and businesses offer a number of perspectives that are valuable to the planning process. Often, transportation for employees is of critical concern to private sector employers. For that reason, representation of private business interests will be welcomed in the planning process.

### Public Participation Plan

This document, upon its adoption, is to serve as the PPP for the The River Parishes Urban Rapid Transit (RPTA) system. Availability of the policy for review will be advertised in a manner reasonably expected to reach the general public, as well as minority populations, low-income persons, and other traditionally under-served populations. This could occur through notification of community partners as well as traditional public notices in newspapers.

Public involvement is important to continued operation of the RPTA system. Opportunities for participation for both users and non-users of the RPTA system will be available.

River Parishes Transit Authority  
P.O. Box 2444, LaPlace, Louisiana 70069-2444

Any documents created out of this participation plan will be available for review by the public at the RPTA office at 149 Woodlands Drive, LaPlace, LA 70068. If materials are requested in Spanish, RPTA staff will make a reasonable attempt to accommodate those needs.

### Outreach Efforts

In addition to the outreach efforts mentioned earlier in this policy, staff will conduct outreach in the River Parishes using one or more of the following techniques:

- Development of a comprehensive list of community organizations that work directly with disadvantaged populations in the River Parishes
- Presentations to professional, citizen, and student organizations
- Articles in community newsletters
- Press releases and meetings with local media representatives
- Informal conversations with individuals and small groups
- Interviews with people who are or could be affected by study recommendations
- Presentations by experts on various transit-related subjects
- User and non-user surveys
- Use various illustrative visualization techniques to convey the information including but not limited to charts, graphs, photos, maps, and the internet.

Other techniques will be examined to determine the best methods of involving all segments of the service area population in the planning process.

### Comments

Comments will be documented, presented to decision-making bodies, modified in the contents of the document as necessary, and will be included in the appendices of planning products after they are approved and published. Comments received after studies and other planning products are completed and approved will be documented and referenced when amending or updating the planning products in the future.

Information can be requested from staff in person and by phone, fax, email, and postal mail.

## Appendix E – Limited English Proficiency Plan

# River Parishes Transit Authority Limited English Proficiency Plan

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2014

*Prepared by: Tyler Antrup and Elizabeth Griffith, GCR Inc.*



## Introduction

The purpose of this limited English proficiency policy guidance is to clarify the responsibilities of recipients of federal financial assistance from the U.S. Department of Transportation (DOT) and assist them in fulfilling their responsibilities to limited English proficient (LEP) persons, pursuant to Title VI of the Civil Rights Act of 1964 and implementing regulations. It was prepared in accordance with Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, et seq., and its implementing regulations provide that no person shall be subjected to discrimination on the basis of race, color, or national origin under any program or activity that receives federal financial assistance, and;

### Executive Order 13166

Executive Order 13166 "Improving Access to Services for Persons With Limited English Proficiency," reprinted at 65 FR 50121 (August 16, 2000), directs each Federal agency that is subject to the requirements of Title VI to publish guidance for its respective recipients clarifying that obligation. Executive Order 13166 further directs that all such guidance documents be consistent with the compliance standards and framework detailed in the Department of Justice's (DOJ's) Policy Guidance entitled "Enforcement of Title VI of the Civil Rights Act of 1964--National Origin Discrimination Against Persons With Limited English Proficiency." (See 65 FR 50123, August 16, 2000 DOJ's General LEP Guidance). Different treatment based upon a person's inability to speak, read, write, or understand English may be a type of national origin discrimination. Executive Order 13166 applies to all federal agencies and all programs and operations of entities that receive funding from the federal government, including state agencies, local agencies such as the River Parishes Transit Authority (RPTA) and governments, private and non-profit entities, and subrecipients.

## Plan Summary

The RPTA is the provider of public transportation in the River Parishes region of Southeastern Louisiana (St John the Baptist and St Charles Parishes with connecting service to St James Parish). The RPTA has developed this LEP Plan to help identify reasonable steps for providing language assistance to persons with limited English proficiency who wish to access services provided by the RPTA. This plan outlines how to identify a person who may need language assistance, and the ways in which assistance may be provided.

In order to prepare this plan, the RPTA undertook the U.S. Department of Transportation (USDOT) four-factor LEP analysis which considers the following factors:

1. The number or proportion of LEP persons eligible in the RPTA service area who may be served or likely to encounter a RPTA program, activity, or service.

The vast majority of the RPTA service area are proficient in the English language. Based on US Census American Community Survey 2012 5-year estimates, 94% of residents of St John and St Charles Parishes speak only English. Of the 6% of residents that speak a language other than English, 67.6% speak English "very well". Of the total population of the service area, 2% speak English less than "very well" and fewer than 200 people speak no English.

	Total	Percent Speaks Another Language	Percent Total Population
Total Population	91559		
Speaks English Only	85801		94.0%
Speaks Another Language	5758		6.0%
Speaks English "Very Well"	3890	67.6%	4.2%
Speaks English "Well"	884	15.4%	1.0%

Speaks English "Not Well"	790	13.7%	0.9%
Speaks English "Not at All"	194	3.4%	0.2%

2. The frequency with which LEP individuals come in contact with a RPTA program, activity, or service. On average, RPTA dispatchers and operators come into contact with LEP persons one to two times per year and most are able to schedule service in English. Due to the very low proportion of LEP persons, particularly those that speak English “not well” or “not at all”, the likelihood of RPTA to come in contact with these populations is extremely low. There have never been any requests in the history of the RPTA for interpreters or translated documents.
3. The nature and importance of the program, activity, or service provided by the RPTA to LEP community. There is no concentration of any type of LEP population in the RPTA service area. The overwhelming majority of the population, 99.2% speaks English exclusively or speaks English “very well” or “well”. RPTA staff are most likely to encounter LEP individuals through phone conversations when passengers are booking services or at public meetings. If through these conversations with riders; data analyses; or any other means it were discovered that there is a growing concentration of LEP persons in the RPTA service area, the RPTA board would consider advertising public meetings in the language in which the concentration existed, as well as translating onboard signage for fares, safety, and rider policies.
4. The resources available to the RPTA and overall costs. Veolia Transportation, as the operations contractor, has relationships with paid translation services throughout the New Orleans Metropolitan Area but has never had to use them. The RPTA currently relies on the Louisiana Relay Service, provided by the Louisiana Public Service Commission for LEP persons with hearing impairments. This is a free service provided by the State of Louisiana. In the event that an LEP person or persons requests the translation of documents, GCR Inc., as a subcontractor under Veolia Transportation can offer document translation services through their consultant agreement. Additionally, any needs for an interpreter can be paid for through the RPTA general fund. The RPTA’s website is available in multiple languages through a free translation service provided by Google.

Based on the four-factor analysis, RPTA developed its Language Assistance Plan (LAP) as outlined in the following section. As the RPTA has no paid staff and relies on contracted services for operations and professional services, all staff are referred to as contractors below.

## Plan Outline

How RPTA contractors may identify a person who needs language assistance:

1. Examine records to see if requests for language assistance have been received in the past, either at meetings or over the phone to determine whether language assistance might be needed for future events or meetings.
2. Have contractors greet participants as they arrive to RPTA sponsored events. By informally engaging participants in conversation it is possible to gauge each attendee’s ability to speak and understand English.
3. Have Census Bureau Language Identification Flashcards on all transit vehicles to assist vehicle operators in identifying specific language assistance needs of passengers. If such individuals are encountered, vehicle operators will be instructed to try to obtain contact information so that the General Manager may follow up.

4. Vehicle operators and dispatchers will be surveyed annually on their experience concerning any contacts with LEP persons during the previous year.

## Staff Training

The following training will be provided to Veolia Transportation Staff:

1. Information on RPTA Title IV Procedures and LEP responsibilities
2. Description of language assistance programs available to the public
3. Use of Language Identification Flashcards
4. Documentation of language assistance requests
5. How to handle a potential Title IV/LEP complaint

## Outreach Techniques

When RPTA contractors prepare 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. Interpreters will be made available as needed.

## Monitoring and Updating the LEP Plan

RPTA will update the LEP Plan as required by USDOT. At a minimum, the plan will be reviewed and updated if it becomes clear that higher concentrations of LEP individuals are present in the RPTA service area. Updates will 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 needs of the LEP population
- Determine whether RPTA's financial resources are sufficient to fund language assistance resources if needed
- Determine whether RPTA has fully complied with the goals of this LEP Plan
- Determine whether complaints have been received concerning RPTA's failure to meet the needs of LEP individuals

## Dissemination of the RPTA LEP Plan

A link to the RPTA LEP Plan and Title IV procedures are included on the RPTA website [www.rptarolls.org](http://www.rptarolls.org).

Any person or agency with internet access is able to access and download the plan from the RPTA website. Alternatively, any person or agency may request a copy of the plan via telephone, fax, mail, or in person and shall be provided with a copy of the plan at no cost. LEP individuals may request copies of the plan in translation, which RPTA will provide, if feasible.

Questions or comments regarding the LEP Plan may be submitted to the RPTA General Manager:

Robert Collins  
Veolia Transportation Services  
PO Box 2444  
LaPlace, LA 70069-2444

Phone: 985-641-1141 or 1-877-651-1171  
Fax: 985-651-1138  
Robert.collins@veoliatransdev.com



**LANGUAGE IDENTIFICATION FLASHCARD**

<input type="checkbox"/> املأ هذا المربع اذا كنت تقرأ أو تتحدث العربية.	Arabic
<input type="checkbox"/> Խորհրդով ենք նշում կատարեք այս քառակուսով, եթե խոսում կամ կարդում եք հայերեն:	Armenian
<input type="checkbox"/> যদি আপনি বাংলা পড়েন বা বলেন তা হলে এই বাক্সে দাগ দিন।	Bengali
<input type="checkbox"/> សូមបញ្ជាក់ក្នុងប្រអប់នេះ បើអ្នកអាន ឬនិយាយភាសា ខ្មែរ ។	Cambodian
<input type="checkbox"/> Matka i kahhon komu un taitai pat un sang i Chamorro.	Chamorro
<input type="checkbox"/> 如果您具有中文閱讀和會話能力，請在本空格內標上X記號。	Chinese
<input type="checkbox"/> Make kazye sa a si ou li oswa ou pale kreyòl ayisyen.	Creole
<input type="checkbox"/> Označite ovaj kvadratić ako čitate ili govorite hrvatski jezik.	Croatian (Serbo-Croatian)
<input type="checkbox"/> Zaškrtněte tuto kolonku, pokud čtete a hovoříte česky.	Czech
<input type="checkbox"/> Kruis dit vakje aan als u Nederlands kunt lezen of spreken.	Dutch
<input type="checkbox"/> Mark this box if you read or speak English.	English
<input type="checkbox"/> اگر خواندن و نوشتن فارسی بدرهستین، این مربع را علامت بگذارید.	Farsi

<input type="checkbox"/>	Cocher ici si vous lisez ou parlez le français.	French
<input type="checkbox"/>	Kreuzen Sie dieses Kästchen an, wenn Sie Deutsch lesen oder sprechen.	German
<input type="checkbox"/>	Σημειώστε αυτό το πλαίσιο αν διαβάζετε ή μιλάτε Ελληνικά.	Greek
<input type="checkbox"/>	अगर आप हिन्दी बोलते या पढ़ सकते हैं तो इस गोले पर चिह्न लगाएँ।	Hindi
<input type="checkbox"/>	Kos lub voj no yog koj paub twm thiab hais lus Hmoob.	Hmong
<input type="checkbox"/>	Jelölje meg ezt a kockát, ha megérti vagy beszél a magyar nyelvet.	Hungarian
<input type="checkbox"/>	Markaam daytoy nga kahon no makabasa wenno makasaoka iti Ilocano.	Ilocano
<input type="checkbox"/>	Marchi questa casella se legge o parla italiano.	Italian
<input type="checkbox"/>	日本語を読んだり、話せる場合はここに印を付けてください。	Japanese
<input type="checkbox"/>	한국어를 읽거나 말할 수 있으면 이 칸에 표시하십시오.	Korean
<input type="checkbox"/>	ໃຫ້ໝາຍໃສ່ຊ່ອງນີ້ ຖ້າທ່ານອ່ານຫຼືປາກພາສາລາວ.	Laotian
<input type="checkbox"/>	Zaznacz tę kratkę jeżeli czyta Pan/Pani lub mówi po polsku.	Polish
<input type="checkbox"/>	Assinale este quadrado se voce lê ou fala Português.	Portuguese

<input type="checkbox"/>	Însemnați această căsuță dacă citiți sau vorbiți Românește.	Romanian
<input type="checkbox"/>	Пометьте этот квадратик, если вы читаете или говорите по-русски.	Russian
<input type="checkbox"/>	Ma'a pe fa'ailoga le pusa lea pe afai e te faitau pe tusitusi i le gagana Samoa.	Samoaan
<input type="checkbox"/>	Обележите овај квадратик уколико читате или говорите српски језик.	Serbian (Serbo-Croatian)
<input type="checkbox"/>	Označte tento štvorček, ak viete čítať alebo hovoriť po slovensky.	Slovak
<input type="checkbox"/>	Marque esta casilla si lee o habla español.	Spanish
<input type="checkbox"/>	Markahan ang kahon na ito kung ikaw ay nagsasalita o nagbabasa ng Tagalog.	Tagalog
<input type="checkbox"/>	ให้กาเครื่องหมายลงในช่องดำผ่านอ่านหรือพูดภาษาไทย.	Thai
<input type="checkbox"/>	Faka'ilonga'i 'ae puha ko'eni kapau 'oku te lau pe lea 'ae lea fakatonga.	Tongan
<input type="checkbox"/>	Відмітьте цю клітинку, якщо ви читаете або говорите українською мовою.	Ukrainian
<input type="checkbox"/>	اگر آپ اردو پڑھتے یا بولتے ہیں تو اس خانہ میں نشان لگائیں.	Urdu
<input type="checkbox"/>	Xin đánh dấu vào ô này nếu quý biết đọc và nói được Việt Ngữ.	Vietnamese
<input type="checkbox"/>	צייכנט דעם קעסטל אויב איר שרייבט אדער ליינט אידיש.	Yiddish

On motion of R. Vincent, seconded by Th. Drebel the following resolution was offered:

RESOLUTION NO. 1-2014

A resolution authorizing the River Parishes Transit Authority to approve the updated 2014 Limited English Proficiency Plan.

WHEREAS, the River Parishes Transit Authority receives funding from the Federal Transit Administration (FTA); and

WHEREAS, the Federal Transit Administration requires grant recipients to clarify the responsibilities of recipients of federal financial assistance from the U.S. Department of Transportation (DOT) and assist them in fulfilling their responsibilities to limited English proficient (LEP) persons, pursuant to Title VI of the Civil Rights Act of 1964 and implementing regulations; and

WHEREAS, this Plan was prepared in accordance with Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, et seq., and its implementing regulations provide that no person shall be subjected to discrimination on the basis of race, color, or national origin under any program or activity that receives federal financial assistance, and

WHEREAS, Executive Order 13166 "Improving Access to Services for Persons With Limited English Proficiency," reprinted at 65 FR 50121 (August 16, 2000), directs each Federal agency that is subject to the requirements of Title VI to publish guidance for its respective recipients clarifying that obligation; and

WHEREAS, for all FTA recipients the Limited English Proficiency Plan must be approved by the recipient's board of directors or appropriate governing entity or official(s) responsible for policy decisions prior to submission to FTA.

NOW THEREFORE BE IT RESOLVED by the River Parishes Transit Authority Board acting as governing authority of said Transit Authority:

Section 1. That the Transit Authority is required to produce, submit, and implement a Limited English Proficiency Plan,

Section 2. That the approved plan shall be submitted to the Federal Transit Administration,

Section 3. That the Board Chair or in his or her absence the Vice-Chair is hereby authorized to execute and sign all documents necessary to implement this resolution.

The foregoing resolution having been submitted to a vote, the vote thereon was as follows:

YEAS: 6 NAYS: 0 ABSENT: 1

The resolution was declared to be adopted on this 9 day of January 2014.

Brent Petit  
Brent Petit  
Chairman, River Parishes Transit Authority

1/9/14  
Date

CERTIFICATION

The undersigned duly qualified and acting Secretary/Treasurer of the River Parishes Transit Authority certifies that the River Parishes Transit Authority foregoing is a true and correct copy of a resolution, adopted at a legally convened meeting of the held on August 8, 2013 of the River Parishes Transit Authority.



\_\_\_\_\_  
Signature of Recording Officer

1/9/13

\_\_\_\_\_  
Date

Elizabeth Griffith – Secretary/Treasurer for the River Parishes Transit Authority

RIVER PARISHES TRANSIT AUTHORITY

On motion of H. Banquet, seconded by C. Fauchoux the following resolution was offered:

RESOLUTION NO. 6-2014

A resolution authorizing the River Parishes Transit Authority to approve updates to the 2014 Limited English Proficiency Plan.

WHEREAS, the River Parishes Transit Authority receives funding from the Federal Transit Administration (FTA); and

WHEREAS, the Federal Transit Administration requires grant recipients to clarify the responsibilities of recipients of federal financial assistance from the U.S. Department of Transportation (DOT) and assist them in fulfilling their responsibilities to limited English proficient (LEP) persons, pursuant to Title VI of the Civil Rights Act of 1964 and implementing regulations; and

WHEREAS, this Plan was prepared in accordance with Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, et seq., and its implementing regulations provide that no person shall be subjected to discrimination on the basis of race, color, or national origin under any program or activity that receives federal financial assistance, and

WHEREAS, Executive Order 13166 "Improving Access to Services for Persons With Limited English Proficiency," reprinted at 65 FR 50121 (August 16, 2000), directs each Federal agency that is subject to the requirements of Title VI to publish guidance for its respective recipients clarifying that obligation; and

WHEREAS, for all FTA recipients the Limited English Proficiency Plan must be approved by the recipient's board of directors or appropriate governing entity or official(s) responsible for policy decisions prior to submission to FTA.

NOW THEREFORE BE IT RESOLVED by the River Parishes Transit Authority Board acting as governing authority of said Transit Authority:

Section 1. That the Transit Authority is required to produce, submit, and implement a Limited English Proficiency Plan,

Section 2. That the approved plan shall be submitted to the Federal Transit Administration,

Section 3. That the Board Chair or in his or her absence the Vice-Chair is hereby authorized to execute and sign all documents necessary to implement this resolution.

The foregoing resolution having been submitted to a vote, the vote thereon was as follows:

YEAS: 6 NAYS: 0 ABSENT: 1

The resolution was declared to be adopted on this 7th day of August 2014.



Brent Petit  
Chairman, River Parishes Transit Authority

8/7/14  
Date

RIVER PARISHES TRANSIT AUTHORITY

CERTIFICATION

The undersigned duly qualified and acting Secretary/Treasurer of the River Parishes Transit Authority certifies that the River Parishes Transit Authority foregoing is a true and correct copy of a resolution, adopted at a legally convened meeting of the held on August 8, 2013 of the River Parishes Transit Authority.



\_\_\_\_\_  
Signature of Recording Officer

8/7/14

\_\_\_\_\_  
Date

Elizabeth Griffith -- Secretary/Treasurer for the River Parishes Transit Authority

Appendix F – Title VI Customer Complaint Form



### Title VI Complaint Form

Title VI of the 1964 Civil Rights Act requires 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.”

Note: The following information is necessary to assist us in processing your complaint. Should you require any assistance in completing this form, please let us know.

Complete and return this form to Mr. Robert Collins, General Manager, River Parishes Transit Authority, 149 Woodland Drive, La Place, LA 70068.

1. Complainant’s Name \_\_\_\_\_

2. Address \_\_\_\_\_

3. City, State and Zip Code \_\_\_\_\_

4. Telephone Number (home) \_\_\_\_\_ (business) \_\_\_\_\_

5. Person discriminated against (if someone other than the complainant)

Name \_\_\_\_\_

Address \_\_\_\_\_

City, State and Zip Code \_\_\_\_\_

6. Which of the following best describes the reason you believe the discrimination took place? Was it because of your:

a. Race \_\_\_\_\_

b. Color \_\_\_\_\_

c. National Origin \_\_\_\_\_

7. What date did the alleged discrimination take place? \_\_\_\_\_



8. In your own words, describe the alleged discrimination. Explain what happened and whom you believe was responsible. Please use the back of this form if additional space is required.

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

9. Have you filed this complaint with any other federal, state, or local agency; or with any federal or state court?
\_\_\_\_\_ Yes \_\_\_\_\_ No

If yes, check all that apply:

\_\_\_\_\_ Federal agency \_\_\_\_\_ Federal court \_\_\_\_\_ State agency \_\_\_\_\_ State court \_\_\_\_\_ Local agency

10. Please provide information about a contact person at the agency/court where the complaint was filed.

Name \_\_\_\_\_

Address \_\_\_\_\_

City, State, and Zip Code \_\_\_\_\_

Telephone Number \_\_\_\_\_

11. Please sign below. You may attach any written materials or other information that you think is relevant to your complaint.

\_\_\_\_\_

\_\_\_\_\_

Complainant's Signature

Date