



**FUTURE  
IN SIGHT**

***Federal Transit Administration  
Title VI Program***

**NH Association for the Blind  
dba\Future In Sight**

**July 24, 2023**

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

## **Title VI Plan Table of Contents**

The **Future In Sight** Title VI plan includes the following elements:

1. Plan Approval, Annual Certifications and Assurances, Revision Log
2. Policy Statement
3. Notice to the Public
4. Complaint Procedure
5. Complaint Form
6. List of transit related Title VI Investigations, Complaints and Lawsuits
7. Public Participation Plan
8. Language Assistance Plan
9. Minority Representation Table and Description
10. Providing Assistance to and Monitoring Subrecipients
11. Title VI Equity Analysis for Facility Acquisition
12. Fixed Route Transit Provider Requirements
13. Language Assistance Plan – Limited English Proficiency Study/Analysis

**Section 1: Title VI Plan Approval & Compliance Requirements**

I hereby certify that a vote of the Board of Directors of the Corporation was duly recorded the 24th day of July 2023, at which time every member of the board of directors consented in writing as prescribed in the Bylaws of the New Hampshire Association for the Blind dba\Future In Sight, and the following resolution was adopted by a majority of the consents received, and as of the date hereof, has not been rescinded or modified that the following Title VI Plan is approved and shall stay in effect until further notice.

Title VI Plan  
Adopted on: July 24, 2023 \_\_\_\_\_

Adopted by: Future In Sight Board of Directors \_\_\_\_\_

Signature(s): Charles Matthews  
Charlie Matthews, Chair  
Future In Sight Board of Directors

## Annual Certifications and Assurances

In accordance with 49 CFR Section 21.7(a), every application for financial assistance from FTA must be accompanied by an assurance that the applicant will carry out the program in compliance with Title VI regulations. This requirement shall be fulfilled when the applicant/recipient submits its annual certifications and assurances. Primary recipients will collect Title VI assurances from sub-recipients prior to passing through FTA funds.

Future In Sight will remain in compliance with this requirement by annual submission of certifications and assurances as required by NHDOT.

The last submission by Community Action Program Belknap Merrimack Counties Inc. of these certifications and assurances was on 1/30/2023.

## Title VI Plan Revision Log

<b>Date</b> Month/day/year	<b>Section Revised</b>	<b>Summary of Revisions</b>

## **Section 2: Title VI Policy Statement**

### **Policy Statement**

**Future In Sight**, operating as a demand response transit provider, as a recipient of Federal Transit Administration (FTA) grant dollars either directly from FTA or through the New Hampshire Department of Transportation (NHDOT), will comply with the Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d), the U.S. Department of Transportation implementing regulations, FTA Circular 4702.1B, and NHDOT Public Transportation requirements as specified in Master Grant Agreement, and State Management Plan.

**Future In Sight** operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act.

## Section 3: Notice to the Public

### Title VI Notice to the Public

**Future In Sight's** Notice to the Public is as follows:

#### **Notifying the Public of Rights Under Title VI**

### **NH Association for the Blind dba\Future In Sight**

- The **Future In Sight** operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the **Future In Sight**.
- For more information on the **Future In Sight's** civil rights program, the procedures to file a complaint, or to file a complaint, please contact Nathalie Fortier, **Chief Financial & Operating Officer** at **603-224-4039**, email [services@futureinsight.org](mailto:services@futureinsight.org); or visit our administrative office at **25 Walker Street, Concord, NH 03301**. For more information, visit [www.futureinsight.org](http://www.futureinsight.org)
- For transportation-related Title VI matters, a complaint may also be filed directly with the:

New Hampshire Department of Transportation, Attn: Shannon Aiton, Title VI Coordinator, PO Box 483, 7 Hazen Drive Concord, NH 03302-0483; 603-271-2467; TTY: 800-735-2964; [titlevi@dot.nh.gov](mailto:titlevi@dot.nh.gov)

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.

- If information is needed in another language, contact (603) 224-4039.

**Future In Sight's** Notice to the Public is posted in the following public areas:

1. Entry/Reception Area
2. Agency Website

## **Section 4: Title VI Complaint Procedure**

**Future In Sight's** Title VI Complaint Procedure is made available in the following locations:

- Agency website, **www.futureinsight.org**
  - Hard copy in the Entry/Reception Area
  - Agency Title VI Plan
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Any individual, group of individuals or entity that believes they have been discriminated against on the basis of race, color, or national origin by the **Future In Sight** may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form.

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

A complaint must be filed with the **Future In Sight** no later than 180 days after the following:

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

Once the complaint is received, **Future In Sight** will review it to determine if our office has jurisdiction. A copy of each Title VI complaint received will be forwarded to the New Hampshire Department of Transportation within ten (10) calendar days of receipt. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

The **Future In Sight** has 45 business days to investigate the complaint. If more information is needed to resolve the case, the **Future In Sight** may contact the complainant requesting further information. The complainant has **30** business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within **30** business days, **Future In Sight** can administratively close the case.

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

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

If the complainant wishes to appeal the decision it must direct the appeal to the Future In Sight initially. The complainant has 10 days after the date of the closure letter or the letter of finding to do so. If there is outstanding concern, the appeal may be directed to the state DOT or FTA. The appeal process information will be included in the letter.

A person may also file a complaint directly with the: New Hampshire Department of Transportation, Attn: Shannon Aiton, Title VI Coordinator, PO Box 483, 7 Hazen Drive Concord, NH 03302-0483; 603-271-2467; TTY: 800-735-2964; [titlevi@dot.nh.gov](mailto:titlevi@dot.nh.gov)

Or

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.

If information is needed in another language, then contact (603) 224-4039.



## Section 5: Title VI Complaint Form

The **Future In Sights**'s Title VI Complaint Procedure is made available in the following locations:

- Agency website, [www.futureinsight.org](http://www.futureinsight.org)
- Hard copy in the Entry/Reception Area
- Agency Title VI Plan

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### Future In Sight Title VI Complaint Form

<b>Section I:</b>				
Name:				
Address:				
Telephone (Home):			Telephone (Work):	
E-Mail Address:				
Accessible Format Requirements?	Large Print		Audio Tape	
	TDD		Other	
<b>Section II:</b>				
Are you filing this complaint on your own behalf?			Yes*	No
*If you answered "yes" to this question, go to Section III.				
If not, please supply the name and relationship of the person for whom you are complaining:				
Please explain why you have filed for a third party:				
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.			Yes	No
<b>Section III:</b>				

**I believe the discrimination I experienced was based on (check all that apply):**

**Title VI:**  Race       Color       National Origin

**Other (specify):** \_\_\_\_\_

Date of Alleged Discrimination (Month, Day, Year): \_\_\_\_\_

Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.

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**Section IV**

Have you previously filed a Civil Rights related complaint with this agency?	Yes	No
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**Section V**

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 \_\_\_\_\_

If marked Yes in Section V, please provide information about a contact person at the agency/court where the complaint was filed.

**Name:**

**Title:**

**Agency:**

**Address:**

**Telephone:**

**Section VI**

Name of agency complaint is against:
Contact person:
Title:
Telephone number:

**You may attach any written materials or other information that you think is relevant to your complaint.**

**Signature and date required below**

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**Signature**

**Date**

**Please submit this form in person at the address below, or mail this form to:**

**Future In Sight  
Nathalie Fortier, Chief Financial & Operating Officer  
25 Walker Street  
Concord, NH 03301  
(603) 224-4039  
Services@futureinsight.org**

**Section 6: List of Transit Related Title VI Investigations, Complaints and Lawsuits**

**Future In Sight** maintains a list or log of all Title VI investigations, complaints and lawsuits, pertaining to its transit-related activities.

**Check One:**

  X   There have been **no** investigations, complaint and/or lawsuits filed against us since the last plan submission.

       There have been investigations, complaints and/or lawsuits filed against us. *See list below. Attach additional information as needed.*

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

## **Section 7: Public Participation Plan**

### **Strategies and Desired Outcomes**

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

- ✓ Provide for early, frequent and continuous engagement of the population
- ✓ Select accessible and varied meeting locations, times and formats
- ✓ Use social media in addition to other resources as a way to gain public involvement

### **Public Outreach Activities**

The public outreach and involvement activities which will be conducted by **Future In Sight**.

Specific Public Participation activities are listed in the table below:

<b>Event Date</b>	<b>Future In Sight Staffer(s) or Department</b>	<b>Activity</b>	<b>Communication Method</b> (Public notice, posters, social media)	<b>Notes</b>
<u>1-2 times per month</u>	Development, Marketing & Communications	Volunteer Driver Program	Facebook & LinkedIn	Program Promotion to social media channels which are 100% open to the public. Tag accounts with followings that could benefit from seeing the information we are sharing – often these are organizations that serve individuals who are blind and visually impaired of all ages, economic backgrounds, and cultural backgrounds, but we also look for accounts that serve other disabilities such as the hard of hearing. In some cases, these accounts reshare the information.
1-2 times per month	Development, Marketing & Communications	Volunteer Driver Program	Email blasts	Send helpful information that is open to anyone who wishes to subscribe. We promote this through Google ads, our social

				media, and through our team messaging it while out in the field conducting outreach presentations and working with clients. We also have a monthly newsletter that is specifically designed content-wise for the individuals on our email list who are blind and visually impaired of all ages, economic backgrounds, and cultural backgrounds in order to help keep them aware of the resources available to them.
2 times per month	Care Coordination	Volunteer Driver Program	In person Outreach & Presentations	Travel throughout the state to various public and private venues to bring awareness of the services provided under the program.
Various	Care Coordination	Volunteer Driver Program	Brochures & Posters	Provide rack cards, brochures & posters to the public which bring awareness to the services provided under the program.

## **Section 8: Language Assistance Plan**

### ***Plan Components***

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

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

**Future In Sight's** Language Assistance Plan includes the following elements:

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

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

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

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

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

### ***Four Factor Analysis Methodology***

To determine if an individual is entitled to language assistance and what specific services are appropriate, **Future In Sight** has conducted a *Four Factor Analysis* of the following areas: 1) Limited-English Proficient (LEP) Speaker Demography, 2) Contact Frequency, 3) Importance of Service, and 4) Resources and Costs.

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

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

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

- (a) Use of bus and rail service;
- (b) Purchase of tickets through vending machines, outlets, websites, and over the phone;
- (c) Participation in public meetings;

- (d) Customer service interactions;
- (e) Ridership surveys;
- (f) Operator surveys.

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

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

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

Of the 1,308,666 residents in **Future In Sight** service area, 31,406 residents describe themselves as speaking English less than “very well”. For the Future In Sight service area, the latest U.S. Census Bureau data shows that among the area’s population 2.40% speak English “less than very well.” **For these groups** who speak English “less than very well” the largest language groups are 0.83% speaking Spanish and Other Indo European languages at 0.43%. Please see addendum to demonstrate our decision to not provide materials in these languages. We will continually monitor any language requests or related needs in our service area to ensure appropriate response related to the Safe Harbor Threshold and Title VI practices.

New Hampshire			
Label	Estimate	Percent of Total Population	Margin of Error
Total:	1,308,666		±263
Speak only English	1,203,558	91.97%	±2,782
Spanish:	32,455	2.48%	±1,301
Speak English "very well"	21,593	1.65%	±1,192
Speak English less than "very well"	10,862	0.83%	±871
French, Haitian, or Cajun:	17,352	1.33%	±1,152
Speak English "very well"	13,962	1.07%	±959
Speak English less than "very well"	3,390	0.26%	±518
German or other West Germanic languages:	4,174	0.32%	±674
Speak English "very well"	3,683	0.28%	±601
Speak English less than "very well"	491	0.04%	±216



Russian, Polish, or other Slavic languages:	5,159	0.39%	±728
Speak English "very well"	3,495	0.27%	±545
Speak English less than "very well"	1,664	0.13%	±414
Other Indo-European languages:	19,870	1.52%	±1,681
Speak English "very well"	14,237	1.09%	±1,389
Speak English less than "very well"	5,633	0.43%	±680
Korean:	1,468	0.11%	±332
Speak English "very well"	764	0.06%	±213
Speak English less than "very well"	704	0.05%	±251
Chinese (incl. Mandarin, Cantonese):	5,531	0.42%	±825
Speak English "very well"	3,102	0.24%	±543
Speak English less than "very well"	2,429	0.19%	±516
Vietnamese:	2,216	0.17%	±521
Speak English "very well"	905	0.07%	±209
Speak English less than "very well"	1,311	0.10%	±449
Tagalog (incl. Filipino):	1,673	0.13%	±377
Speak English "very well"	1,373	0.10%	±349
Speak English less than "very well"	300	0.02%	±147
Other Asian and Pacific Island languages:	7,687	0.59%	±758
Speak English "very well"	5,380	0.41%	±628
Speak English less than "very well"	2,307	0.18%	±549
Arabic:	2,807	0.21%	±706
Speak English "very well"	1,658	0.13%	±508
Speak English less than "very well"	1,149	0.09%	±378
Other and unspecified languages:	4,716	0.36%	±843
Speak English "very well"	3,550	0.27%	±688
Speak English less than "very well"	1,166	0.09%	±397

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

Future In Sight assessed the frequency with which staff and drivers have, or could have, contact with LEP persons. Future In Sight provides approximately 1,496 passenger trips per year of which zero have been reported as LEP persons. If an individual has speech limitations, the dispatcher or driver will work with the New Hampshire Department of Transportation, if needed, to ensure the individual receives access to the transit services.

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

Future In Sight’s mission is to advance the independence of persons who are blind and visually impaired. Programs related to safety, transportation, nondiscrimination, and access are at the heart of what we do. Future In Sight is committed to providing meaningful access and will provide written translation for any of its documents, when reasonable, effective and with the available resources. In other cases, Future In Sight will strive to provide alternative but meaningfully accessibility. Moreover, Future In Sight continually evaluates its programs, services, and activities to ensure that persons who may be LEP are always provided with meaningful access. The Title VI policy, complaint form, and LEP policy are available in other languages upon request.

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

Future In Sight makes every effort to make its programs, services, and activities, accessible to LEP individuals. Future In Sight will use available resources, both internal and external to accommodate reasonable requests for translations. Future in Sight has elected to not provide translation based on the Safe Harbor Provision based on the language analysis addendum completed.

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

Future In Sight has identified, developed, and uses the following:

- a) Language needs are identified over the phone by our Care Coordination team.
- b) Future In Sight uses Ascentria Community Services, Inc / Language Bank, a language translation service, to assist with its LEP responsibilities.
- c) Volunteer Program Manager will connect LEP Persons with translation services.

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

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

- Title VI Program including the Language Assistance Plan is made available on website and hard copy in central office.
- Language needs are identified by any Future In Sight team members which will match LEP persons with Language translation services.

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

Future In Sight will continue to update the LEP plan as required by U.S. DOT. At a minimum, the Title VI Plan will continue to be reviewed and updated every three (3) years in conjunction with the Title

VI submission and use data from the U.S. Decennial Census or the American Community Survey as available, or when it is clear that the concentrations of LEP individuals are present in the Future In Sight service area.

Updates will continue to include the following:

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

Item # 5 - Description of how Employees are Trained to Provide Language Assistance to LEP Persons
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The following training will continue to be provided to Future In Sight staff:

- Information on the Future In Sight Title VI Procedures and LEP responsibilities.
- Description of language assistance services offered to the public.
- PowerPoint presentation is reviewed yearly with service providers on how to access and document language assistance services.
- Process for using interpreter services.
- How to handle a potential Title VI / LEP complaint.

Limited English Proficient (LEP) Resource Materials:

LEP Policy

**Future In Sight** shall provide for communication for limited English proficient riders to ensure them equal opportunity to benefit from services. Family members or friends of limited English proficient riders will not be used as translators unless specifically requested by that individual. Arrangements have been made with Ascentria Community Services, Inc / Language Bank to obtain translators. The agency will also utilize web-based translator programs if available.

**If you need help with English, please call 603-224-4039.**

## Log of LEP Encounters

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

### Section 9: Minority Representation Information

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

**\*Guidance:** Elected transit-related board, committee, or council, do not need to complete the table below, and write in section B that there are no non-elected transit-related boards, committees, or councils.

#### A. Minority Representation Table

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

Body	Caucasian	Hispanic	African American	Asian American	Native American	Two or More Races
Not applicable						

*Note: insert the number of people and % of total board membership*

#### B. Efforts to Encourage Minority Participation

*To encourage participation on its boards, committees, and councils, Future In Sight will make every effort to encourage minority participation on the boards.*

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

1. Does agency provide funding to subrecipients?

No, the agency does not have subrecipients.

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

Agency monitors subrecipients using the following process:

1. Agency uses the following process for ensuring all subrecipients are complying with the general reporting requirements of FTA Circular 4702.1B: (document the process here)
2. Agency collects Title VI programs from the subrecipients listed above and reviews programs for compliance by (list the process here)

### **Section 11: Title VI Equity Analysis for Facility Acquisition**

Title 49 CFR, Appendix C, Section (3)(iv) requires “the location of projects requiring land acquisition and the displacement of persons from their residences and business may not be determined on the basis of race, color, or national origin.” For purposes of this requirement, “facilities” does not include bus shelters, as they are considered transit amenities. It also does not include transit stations, power substations, or any other project evaluated by the National Environmental Policy Act (NEPA) process. Facilities included in the provision include, but are not limited to, storage facilities, maintenance facilities, operations centers, etc. Has the agency built a facility? (check a response below)

No, the agency has not built a facility.

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

### **Section 12: Fixed Route Transit Providers Service Standards and Policies**

*FTA Circular 4702.1B, Chapter III, Paragraph 10: All fixed route transit providers shall set service standards and policies for each specific fixed route mode of service they provide.*

Future In Sight:

is a fixed route transit provider

is **not** a fixed route transit provider

Agency has adopted the following system-wide standards and policies to ensure service design and operations practices do not result in discrimination on the basis of race, color, or national origin. Service policies differ from service standards in that they are not necessarily based on a quantitative threshold.

***Title VI Program  
Addendum***

## Language Assistance Plan – Limited English Proficiency Study/Analysis

Future In Sight distributed a language survey to its employees. The objective of the survey was to evaluate the needs of FUTURE IN SIGHT customers who are not able to communicate in English. The first question asked, In What Way(s) Do You Interact with FUTURE IN SIGHT riders? The chart below illustrates the results.

Method of Interaction	Percent of Responses
Telephone	25%
Face to Face	50%
Email	25%
Fax	0%

Next, the survey asked how often employees come into contact with LEP customers. The chart below outlines the results.

Frequency of Interaction	Percent of Responses
Often	
Sometimes	
Rarely	100%
Never	

Next, the survey asked employees to identify how often they interact with the following languages on a typical workday.

Language	Percent of Interactions
Spanish	0%
Other Indo-European languages	0%
French, Haitian, or Cajun	0%
Chinese	0%
Other Asian and Pacific Island languages	0%
Russian, Polish, or other Slavic languages	0%
Vietnamese	0%
Arabic	0%
German or other West Germanic languages	0%
Korean	0%
Tagalog,	0%
Other and unspecified languages	0%

The survey asked, overall, how effective employees are in communicating with Limited English Proficient FUTURE IN SIGHT passengers. The results are summarized below.

Effectiveness	Percent of Total Responses
Very Effective	100%

## Language Assistance Plan – Limited English Proficiency Study/Analysis

Moderately Effective	
Less Effective	
Unable to Communicate	

### Survey of Agency Practices

FUTURE IN SIGHT assessed the extent to which it came into contact with LEP populations and asked the following questions:

1. Do we encounter non-English speaking/reading people who need your services? Yes, but infrequently.
2. If so, what are the top three languages that you encounter? Spanish, French and Korean
3. How do you address language barriers? We enlist language translator services.
4. Do you find language to be a barrier in preventing you from providing service? No.

### Consulting Directly with the LEP Population

In addition to the U.S. Census, American Community Survey data, employee survey, and survey of agency practices, FUTURE IN SIGHT identifies LEP populations as part of its intake process. In the last year no LEP populations were identified.