Public Involvement Plan

Prepared by the Northwest Louisiana Council of Governments
Adopted April 9, 2009

Updated 2011
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Disclaimer:

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Public Involvement Coordinator
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Lisa.frazier@nlcog.org
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Shreveport, LA 71101

These policies are intended to cover the most common situations not already covered by the Northwest Louisiana Council of Governments (NLCOG) Bylaws or Personnel Policies. In situations not specifically detailed herein, NLCOG, its committees, supervisors and employees, shall use its respective best judgment in responding to unusual situations.
Table of Contents

Introduction

Purpose and Mission of NLCOG

Policy Statement

Federal Legislation Requiring Public Involvement

Principles of Public Involvement

Goals and Objectives of Public Involvement

Informing the Public

Providing Opportunities for Public Involvement

Access to NLCOG Records and Information

Environmental Justice Considerations

MPO Planning Rule Requirements and Methods of Compliance

Appendices

Appendix A – Glossary

Appendix B – Title VI Program Plan and Responsibilities

Appendix C – Engaging Individuals with Limited English Proficiency

Appendix D – Toolbox for Public Involvement

Appendix E – Public Involvement Performance Measures

Appendix F – Media and Community Contacts

Appendix G – Public Comments

List of Figures

Figure 1 – Urbanized Area Boundary

Figure 2 – Transportation Management Area Boundary

Figure 3 - NLCOG Organization Chart

Figure 4 – Levels of Public Participation

Figure 5 – Spectrum of Public Participation

Figure 6 – Northwest Louisiana Language Characteristics

Figure 7 – Kids On the Move! Neighborhood Language Characteristics
Introduction

Transportation planners must know the community in which they serve. This means knowing what residents in a community want and need by involving the community in the planning process. Special consideration must be taken to involve groups traditionally underserved including the elderly, low-income, disabled and minority.

Under federal law, the Northwest Louisiana Council of Governments (NLCOG) is recognized as the Metropolitan Planning Organization (MPO) for Northwest Louisiana. For any urbanized area (UZA) with a population of more than 50,000, the formation of an MPO is mandated (see Figure 1). An Urbanized Area is a statistical geographic entity designated by the Census Bureau, consisting of a central core and adjacent densely settled territory that together contain at least 50,000 people, generally with an overall population density of at least 1,000 people per square mile. Within the transportation planning community, Urbanized Areas are typically referred to as the UZAs.¹

Figure 1 – Urbanized Area Boundary

¹ http://www.fhwa.dot.gov/planning/census/qa2c.htm#q25
As the MPO for Northwest Louisiana, it is NLCOG’s responsibility to create a forum where transportation planning decisions are made jointly with input from federal, state and local agencies; private organizations; non-profits agencies; and interested citizens – in short, any person, business or agency that is affected by transportation decisions.

Transportation affects all of us each and every day. Visitors, residents and businesses use various forms of transportation each day to travel to work, school, meetings, events, activities, and to ship or receive goods. Economic and land use trends, as well as population, must be accounted for while recognizing the values and visions of the region’s residents. Public involvement is vital to determine the values, visions and needs of such a diverse group.

NLCOG is also recognized as the Regional Planning Council (RPC). As the RPC, NLCOG and its member agencies strive to strengthen both the individual and collective power of local governments to improve the quality of life for all residents.

Regions with more than 200,000 people are known as Transportation Management Areas (TMAs). Figure 2 shows the TMA boundary. All TMAs must maintain a Congestion Management Plan (CMP) and use it to inform transportation planning and decision-making. A CMP’s purpose in the transportation planning process is to help qualify and/or identify potential projects for inclusion into the regional transportation program. Environmental programs that involve air quality and natural hazard mitigation also benefit from the CMP process.

The principal responsibilities of NLCOG include the development of a 20-year Long Range Transportation Plan, a Congestion Management System, a five-year Transportation Improvement Program, and related planning studies and projects deemed necessary to address transportation issues in Northwest Louisiana. NLCOG and its members evaluate local transportation needs evaluated annually. Based on this evaluation, project priorities are established and made part of the NLCOG’s annual Transportation Improvement Program.

This information is forwarded to the Louisiana Department of Transportation and Development (LaDOTD) for inclusion into its Five Year Work Program. The LaDOTD then programs these projects, in priority order, considering production schedules and funding constraints. In the event the LaDOTD cannot meet all of NLCOG’s priorities, LaDOTD reports to the Board to explain why its priorities cannot be met.

By Federal and State law, all multi-modal transportation improvement projects must be included in and consistent (to the maximum extent feasible) with NLCOG’s Transportation Improvement Program in order to be eligible for federal and state funding. Therefore, NLCOG’s Transportation Improvement Program is the primary plan that guides all state and federally funded transportation improvements in Northwest Louisiana.
Figure 2 – Transportation Management Area Boundary
Purpose and Mission of NLCOG

NLCOG is an intergovernmental association established to assist local governments in planning for the commons needs, cooperating for the mutual benefit, and coordinating for sounds regional development. NLCOG is composed of state and local decision makers and elected officials. Please see Figure 3 for the organization chart of NLCOG. The following are members of NLCOG:

- City of Bossier City
- City of Shreveport
- Village of Greenwood
- Town of Stonewall
- Town of Vivian
- Parish of Bossier
- Parish of Caddo
- Parish of DeSoto
- Parish of Webster
- Bossier E-911
- Caddo E-911
- Bossier Parish Tax Assessor
- Caddo Parish Tax Assessor
- Caddo Parish Schools
- Port of Shreveport—Bossier
- Louisiana Department of Transportation and Development (LaDOTD)
- Federal Highway Administration (FHWA)
- Federal Transit Administration (FTA)

Along with the municipal representatives, NLCOG has three policy committees:

**Executive Committee** – composed of the Bossier Parish Police Jury, Caddo Parish Commission, Caddo Parish Tax Assessor, City of Bossier City and City of Shreveport. The members meet bi-monthly to facilitate the administration of NLCOG, to ensure that policy and planning recommendations are brought before the Board, and confirm that the decisions of NLCOG are implemented.

**MPO Transportation Policy Committee** – composed of the Bossier Parish Police Jury, Caddo Parish Commission, City of Bossier City, City of Shreveport, Town of Greenwood, Town of Stonewall, DeSoto Parish, Port of Shreveport – Bossier, LaDOTD District IV, Bossier City / Parish Metropolitan Planning Commission, and Shreveport – Caddo Metropolitan Planning Commission. The LaDOTD Planning and Programming section, FHWA, and FTA also sit on the committee; however, they are non-voting members. The members meet quarterly to approve and adopt all the transportation planning activities and programs of the MPO. All Transportation Committee meetings are open to the public.

**Regional Geographic Information Systems Policy Committee** (ReGIS) – composed of the Caddo Parish Communications District #1 (E-911), Caddo Parish Commission, Caddo Parish Tax Assessor, City of Shreveport, Bossier Parish Police Jury, Bossier Parish Tax Assessor, Bossier Parish E-911, City of Bossier City, Caddo Parish Public Schools
NLCOG utilizes several project-specific and standing advisory committees. Membership in the subcommittees is generally open to all interested parties. In order to maintain diverse committees that represent the region, NLCOG asks members and prospective members to complete a “nomination form.” NLCOG accepts all requests for inclusion on a committee, with the understanding that a committee should be composed of a workable number of members. Please see the Nomination Form in Appendix C. The standing advisory committees that take an active role in guiding and participating in the planning process include:

**Bicycle / Pedestrian Advisory Committee (BPAC)** – composed of residents, members of academia, local business owners and representatives from Shreveport’s Public Assembly and Recreation (SPAR).

*Merge with the BPAC with the proposed CAC, then change to Livable Communities Advisory Committee?*

**Citizen’s Advisory Committee (CAC)** – currently in the planning stages with a standing committee scheduled to be seated before December 31, 2009.

**Technical Advisory Committee (TAC)** – composed of the LaDOTD, Shreveport – Caddo Metropolitan Planning Commission, Bossier City Chamber of Commerce, Port of Shreveport – Bossier, LaDOTD District IV, SporTran, Coordinating and Development Corporation (CDC), FHWA, Caddo Parish Commission, FTA, Caddo Parish Commission, Greater Shreveport Chamber of Commerce, City of Bossier City, City of Shreveport. The members meet as needed to provide planning and engineering guidance to the MPO’s Transportation Policy Committee in dealing with issues of the MPO’s transportation programs. Inclusion of improvement projects into the MPO program (TIP) and regional, long range planning issues are brought forth during a typical TAC meeting.

NLCOG convenes stakeholder committees, task forces, and special-purpose committees for special projects and initiatives. Meetings of these groups are open to the public except as otherwise allowed under Louisiana’s Open Meetings Act.

For a visual description of how these committees work within the overall structure of NLCOG, please see Figure 3 for NLCOG’s Organization Chart.
Figure 3 – NLCOG’s Organization Chart
NLCOG also helps recognize regional opportunities, eliminate unnecessary duplication among the governments, and coordinate joint decisions for the benefit of the community. NLCOG seeks to provide opportunities for interested residents and organizations to participate in the decision-making process, as well as reach out to and involve members of the community who have been traditionally underserved.

NLCOG provides a partnership among the local governments for the benefit of the community. Our focus is on developing Northwest Louisiana economically, socially, and environmentally through a variety of projects aimed at improving the quality of life for all residents. Seeking meaningful public involvement is important for sharing the concerns of the community. NLCOG is committed to actively involving the public in identifying and addressing quality of life issues.

**Transportation Plans and Programs**

NLCOG develops several transportation plans and programs through a public transportation planning process. At key points during the development of the plans and implementation of the programs, the public can review NLCOG’s work and provide feedback to the planning process. Final products / reports are adopted after careful consideration of community comments.

Public participation requirements prescribed by the federal government vary with each document. Specific requirements for each plan / program are outlined in the table on page [insert page number].

**Long Range Transportation Plan (LRP)** – As the MPO for Northwest Louisiana, NLCOG updates and adopts a Long Range Transportation Plan at least every three years. The LRP is a strategic planning tool providing MPO members, transportation providers, the public and others with a blueprint to blend transportation, economic development and land use strategies over a 25-year horizon. The LRP provides a common vision for the future supported by goals, objectives and on-going assessment. The LRP vision also is supported by identification of future transportation needs, clearly-defined fundamental strategies, actions, a budget, and an implementation plan.

**Transportation Improvement Program (TIP)** – The TIP contains funded transportation projects to meet state, local and parish goals through funded transportation projects. The TIP is a prioritized list of projects including highway, local roads and public transit that the Louisiana Department of Transportation expects to undertake during a three-year period. TIP projects are also identified in the LRP. Amendments occur as needed; the TIP is updated at least every three years.

**Unified Planning Work Program and Budget (UPWP)** – The UPWP identified the planning activities that NLCOG intends to accomplish during the fiscal year using federal, state and local resources. It outlines responsibilities and procedures for carrying out the cooperative transportation planning process. The UPWP is the management tool for directing the MPO staff responsibilities annually.
**Coordinated Human Services Transportation Plan (CHSTP)** – Encompassing a ten-parish region in Northwest Louisiana, the CHSTP was developed by representatives of public, private, and non-profit transportation and human services providers and members of the public. It establishes an on-going process for continual coordination and improvement of public transportation services by assessing needs, determining available services, closing gaps and reducing redundancy in services.

**Other Plans** – Periodically, NLCOG undertakes special planning studies that are prepared by staff or consultants. These studies also include opportunities for public participation and involvement in the planning process.

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**Key Public Participation Evaluation Criteria**

NLCOG determines the public evaluation criteria for each plan and program. The following questions help NLCOG determine the objectives for public participation in each plan, project and program:

<table>
<thead>
<tr>
<th>Who do you want to build awareness with or provide information to?</th>
<th>Various interested groups or organizations?</th>
<th>Identify who you want to reach and the media you will use.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Various interested groups or organizations?</td>
<td>Residents and workers in certain geographic areas?</td>
<td>Others?</td>
</tr>
<tr>
<td>What do you want them to do with the information?</td>
<td>To just be aware?</td>
<td>Decide the most appropriate means for building awareness and / or sharing information and how the input will be compiled.</td>
</tr>
<tr>
<td>To just be aware?</td>
<td>To attend a meeting?</td>
<td></td>
</tr>
<tr>
<td>To attend a meeting?</td>
<td>To respond to an inquiry – e-mail, survey, etc.?</td>
<td></td>
</tr>
<tr>
<td>To respond to an inquiry – e-mail, survey, etc.?</td>
<td>Other?</td>
<td></td>
</tr>
<tr>
<td>How will you measure your efforts?</td>
<td>Readership or viewing audience?</td>
<td>Evaluate the method of building awareness / sharing information.</td>
</tr>
<tr>
<td>Readership or viewing audience?</td>
<td>Number of responses received from a survey?</td>
<td></td>
</tr>
<tr>
<td>Number of responses received from a survey?</td>
<td>Quantity of households a notice is sent to?</td>
<td></td>
</tr>
<tr>
<td>Quantity of households a notice is sent to?</td>
<td>Number of people attending or not attending a public meeting?</td>
<td></td>
</tr>
<tr>
<td>Number of people attending or not attending a public meeting?</td>
<td>Other?</td>
<td></td>
</tr>
</tbody>
</table>
Figure 4 – Public Comment Requirements

<table>
<thead>
<tr>
<th>Product</th>
<th>Public Participation Process</th>
<th>Public Comment Period</th>
</tr>
</thead>
<tbody>
<tr>
<td>Long Range Transportation Plan (LRP)</td>
<td>Issue media notices as needed during the development of the plan; distribute draft copies for public input; engage the public in the planning process; receive and respond to public comments; advise MPO council about issues raised in public comments; amend the plan as needed based on public response; prepare a summary of comments received and appropriate responses; prepare and distribute the final document</td>
<td>Not less than 30 calendar days prior to the adoption of the LRP, any amendments*, or updates; notice will be advertised in two newspapers of general circulation, minority community newspapers, and various other publications prior to the commencement of the comment period</td>
</tr>
<tr>
<td>Transportation Improvement Program (TIP)</td>
<td>Issue media releases to explain the process that creates the TIP; distribute the draft document for public input; receive and respond to public comments; advise MPO council about issues raised in public comments; prepare a summary of comments received and appropriate responses; prepare and distribute the final document</td>
<td>Not less than 30 calendar days prior to the adoption of the TIP, any amendments*, or updates; notice will be advertised in two newspapers of general circulation, minority community newspapers, and various other publications prior to the commencement of the comment period</td>
</tr>
<tr>
<td>Unified Planning Work Program and Budget (UPWP)</td>
<td>Issue media releases announcing availability of and impending adoption of the draft UPWP; distribute the draft UPWP; present public comments to MPO council for consideration; respond to public comments; issue the adopted UPWP</td>
<td>Not less than 30 calendar days prior to the adoption of the UPWP, any amendments*, or updates; notice will be advertised in two newspapers of general circulation, minority community newspapers, and various other publications prior to the commencement of the comment period</td>
</tr>
<tr>
<td>Plan Type</td>
<td>Description</td>
<td>Timeframe</td>
</tr>
<tr>
<td>---------------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Coordinated Human Services</td>
<td>Issue media releases to explain the process that creates the CHSTP; distribute the draft document for public input; receive and respond to public comments; advise human services providers about issues raised in comments; prepare a summary of comments received and appropriate responses; prepare and distribute the final document</td>
<td>Not less than 30 calendar days prior to the adoption of the CHSTP, any amendments*, or updates; notice will be advertised in two newspapers of general circulation, minority community newspapers, and various other publications prior to the commencement of the comment period</td>
</tr>
<tr>
<td>Transportation Plan (CHSTP)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Public Involvement Plan (PIP)</td>
<td>Issue media releases to explain the process that creates the PIP; distribute the draft document for public input; receive and respond to public comments; MPO council about issues raised in comments; prepare a summary of comments received and appropriate responses; prepare and distribute the final document</td>
<td>At least 45 calendar days prior to the adoption of the PIP and/or any amendments. Notice of the 45-day comment period will be advertised in two newspapers of general circulation, minority community newspapers, and various other publications prior to the commencement of the 45-day comment period</td>
</tr>
<tr>
<td>Other Plans</td>
<td>Issue media notices as needed during the development of the plan; distribute draft copies for public input; engage the public in the planning process; receive and respond to public comments; advise MPO council about issues raised in public comments; amend the plan as needed based on public response; prepare a summary of comments received and appropriate responses; prepare and distribute the final document</td>
<td>Provide a public comment period of not less than 30 calendar days prior to the adoption of the appropriate transportation plans, projects, any amendments*, or updates; notice will be advertised in two newspapers of general circulation, minority community newspapers, and various other publications prior to the commencement of the comment period</td>
</tr>
</tbody>
</table>

* Administrative amendments excluded
Public Involvement Plan Statement

The purpose of the public involvement plan is to foster two-way communication and trust between NLCOG and the residents. Although a federal requirement, NLCOG feels that local contribution to the decision-making process is vital for the growth of Northwest Louisiana. The residents of this area deserve the advantages of coordinated decision-making that cannot be accomplished without involving the public at an early stage and continually throughout the decision-making process.

Often on public issues, there is heightened attention from the media and others as a decision point draws near. A lack of understanding by those who recently became aware or interested in the decision and its potential impacts becomes apparent. The NLCOG organizational structure is intended to support timely decision-making and implementation to meet federal mandates. This is another important reason for the public to be involved early, as the NLCOG decision-making process is structured to meet these federal mandates.

Figure 4 – Public Participation and Relative Influence on Transportation Planning

<table>
<thead>
<tr>
<th>LRTP</th>
<th>TIP</th>
<th>Project Design</th>
<th>Project Construction</th>
</tr>
</thead>
<tbody>
<tr>
<td>Long Range Transportation Plan</td>
<td>Transportation Improvement Program</td>
<td>3 – 5 years before project completion</td>
<td>2 + years before project completion</td>
</tr>
<tr>
<td>10 – 20 years before project completion</td>
<td>3 – 7 years before project completion</td>
<td>Public participation is traditionally at a low level because of the long-term nature of decisions being made.</td>
<td>Public participation is traditionally at a high level but typically too late to make substantial changes to the project.</td>
</tr>
</tbody>
</table>

Challenges: How to motivate the public to be involved during long range transportation planning and to keep them informed about previous decisions that affect current actions.

During the entire planning process, alternatives are considered, choices are made, and plans are readied for final approval. When the planning options are narrowed through technical and public reviews and a timely decision reached, the transportation planning process is
considered efficient. When the planning process to develop the transportation systems also helps to meet the goals and objectives of the community, then it is also considered effective.

This plan is intended to ensure that public participation is an integral and effective part of the activities and decisions that are made with the benefit and consideration of important public perspectives. Early public involvement enables NLCOG to make more informed recommendations, improve quality through collaborative efforts, and build mutual understanding and trust. NLCOG is committed to a comprehensive and inclusive approach by involving the public in developing plans and programs that fit harmoniously within the community without sacrificing quality of life.

NLCOG’s public involvement plan is intended to provide direction for public involvement activities to be conducted by NLCOG and contains the policies, goals, objectives, and techniques used by NLCOG for public involvement. In its public participation process, NLCOG will:

- Provide timely information about transportation issues and processes to residents, affected public agencies, representatives of transportation agencies, private providers of transportation, other interested parties and segments of the community affected by transportation plans, programs and projects (including but not limited to local jurisdiction concerns).

- Provide reasonable public access to technical and policy information used in the development of the Long Range Transportation Plan, the Transportation Improvement Program, and other appropriate transportation plans and projects, and conduct open public meetings where matters related to transportation programs are being considered.

- Give adequate public notice of public involvement activities and allow time for public review and comment at key decision points, including, but not limited to, approval of the Long Range Transportation Plan, the Transportation Improvement Program, and other appropriate transportation plans and projects. If the final draft of any transportation plan differs significantly from the one available for public comment by NLCOG and raises new material issues which interested parties could not reasonably have foreseen, an additional opportunity for public comment on the revised plan shall be made available. NLCOG’s public involvement plan satisfies SporTran’s, the local transit agency, public participation process for the program of projects.

- Respond in writing to all applicable public input. When significant written and oral comments are received on the draft transportation plan (including the financial plan) as a result of the public involvement process or the interagency consultation process required under the U.S. Environmental Protection Agency conformity regulations, a summary, analysis, and report on the disposition of comments shall be made part of the final plan.

- Solicit the needs of those traditionally underserved by existing transportation systems, including but not limited to minorities, elderly, persons with disabilities, and low-income households.
- Coordinate its Public Involvement Process with statewide Public Involvement Processes wherever possible to enhance public consideration of the issues, plans and programs, and reduce redundancies and costs.

There are three levels of public participation as shown below in Figure 5. It is NLCOG’s desire for the public of Northwest Louisiana to be “involved” in the transportation decision-making process.

**Figure 4 – Levels of Public Participation**

![Levels of Public Participation Diagram]

**Federal Legislation Requiring Public Involvement**

The Safe, Accountable, Flexible, Efficient Transportation Equity Act – A Legacy for Users (SAFE-TEA-LU) emphasizes public participation by all interested parties in transportation planning and programming processes. SAFE-TEA-LU requires NLCOG and other metropolitan planning organizations (MPOs) to involve the community in developing and revising plans and processes. These plans and processes are developed through a continuing, cooperative, and comprehensive planning process. More information may be found by visiting: [http://www.fhwa.dot.gov/safetealu/index.htm](http://www.fhwa.dot.gov/safetealu/index.htm)
The Federal Highway Administration (FHWA) and the Federal Transit Administration (FTA) regulations outline requirements to go through prior to implementing projects.


The Americans with Disabilities Act of 1990 (ADA) encourages the involvement of persons with disabilities in the development and improvement of transportation and paratransit plans and services. Also in accordance with ADA guidelines, all meetings conducted by NLCOG will take place at locations which are accessible facilities to accommodate persons with mobility limitations. More information may be found by visiting: [http://www.dotcr.ost.dot.gov/Documents/ycr/ADA1990.htm](http://www.dotcr.ost.dot.gov/Documents/ycr/ADA1990.htm)

The Clean Air Act Amendments of 1990 (CAAA) require the transportation community to improve air quality while sustaining adequate mobility for the transportation users. CAAA and the provisions of TEA-21 are intended to ensure that integrated transportation and air quality planning occurs in metropolitan areas. More information may be found by visiting: [http://www.epa.gov/air/caa/peg/](http://www.epa.gov/air/caa/peg/)

Title VI of the Civil Rights Act of 1964 (Title VI) set the standards that outlawed discrimination in all Federal activities. NLCOG is committed to involving all residents living within Northwest Louisiana in the decision-making process and ensuring that all residents receive the opportunity and resources to participate actively in the planning and decision-making processes. To access the Department of Justice’s brochure, Your Rights Under Title VI of the Civil Rights Act, please visit: [http://www.usdoj.gov/crt/cor/Pubs/TitleVIEng.pdf](http://www.usdoj.gov/crt/cor/Pubs/TitleVIEng.pdf)

**Principles of Public Involvement**

1. No major public policy decision is reached or large project implemented without significantly affecting someone.
2. Professionals do not have a monopoly on good solutions.
3. Even if a project or policy decision is sensible and beneficial, it must be arrived at properly to be acceptable.
4. People are much more willing to live with a decision that affects different interests unequally if the decision-making process is open, objective and considers all viewpoints.
5. If staffs don’t provide all relevant information necessary for an informed decision, the public will rely on – and trust – others.
6. Interacting with an official representative of an organization or group is no substitute for interacting directly with that organization or group.

7. Effective public notification and participation takes time and effort, and can be expensive, yet is essential to sound decision-making.

**Keys to Effective Public Involvement and Participation**

There are several keys to effective public involvement and participation in transportation planning and decision-making:

*Public awareness* is a key to communicating to the general public that a planning effort is underway and how they can either participate or gain more information.

*Public education* provides the general public with enough information to become more knowledgeable about the issues and what is happening in their community without having to spend an enormous amount of time to “come-up-to-speed.” They can then choose to participate or not.

*Public involvement or participation* provides members of the public with opportunities to engage in the discussion and help shape decisions, which ultimately will be made by elected and appointed officials to balance the community’s diverse needs. Determining who is interested, impacted, or cares the most; seeking them out and inviting them to participate and then using public participation techniques that work for them (e.g. holding open houses at a time and place convenient to their schedule and locations) helps make a public participation program effective.

According to the International Association for Public Participation (IAP2):

“‘public participation’ means to involve those who are affected by a decision in the decision-making process. It promotes sustainable decisions by providing participants with the information they need to be involved in a meaningful way, and it communicates to participants how their input affects the decision. The practice of public participation might involve public meetings, surveys, open houses, workshops, polling, citizen’s advisory committees and other forms of direct involvement with the public.”

The IAP2 developed a Spectrum of Public Participation that outlines five increasing levels of public participation, each with its own goals, promises, and techniques.
### Figure 5 – Spectrum of Public Participation

<table>
<thead>
<tr>
<th>Public participation goal</th>
<th>Inform</th>
<th>Consult</th>
<th>Involve</th>
<th>Collaborate</th>
<th>Empower</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Promise to the public</strong></td>
<td>Provide the public with objective information about a plan, project or policy to assist them in understanding the problem, alternatives, opportunities and/or solutions</td>
<td>To obtain public feedback on decisions, alternatives, and/or analysis</td>
<td>Work directly with the public throughout the planning process to ensure that concerns and goals are understood and considered</td>
<td>Partner with the public in each aspect of the decision, including the development of alternatives, and the identification of the preferred solution</td>
<td>To place final decision-making in the hands of the public</td>
</tr>
<tr>
<td><strong>Example techniques</strong></td>
<td>We will keep you informed</td>
<td>We will keep you informed, listen to and acknowledge concerns and goals, and provide feedback on how public input influenced the final decision</td>
<td>We will work with you to ensure that your concerns and goals are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision</td>
<td>We will look to you for advice and innovation in formulating solutions and incorporate your recommendations into the decision(s) to the maximum extent possible</td>
<td>We will implement what you decide</td>
</tr>
</tbody>
</table>

- **Inform**
  - Fact sheets
  - Web sites
  - Open houses

- **Consult**
  - Public comment
  - Focus groups
  - Surveys
  - Public meetings

- **Involve**
  - Workshops
  - Charrettes
  - Deliberative polling

- **Collaborate**
  - Citizen advisory committees
  - Participatory decision-making

- **Empower**
  - Citizen juries
  - Ballots
  - Delegated decision

*Adapted from the IAP2 Spectrum of Public Participation*
Goals and Objectives of Public Involvement

Public involvement activities seek to "give the public an opportunity to influence decision-making." Some of the greatest challenges in public involvement are:

- Maintaining focus on the issues;
- Educating agencies and the public on the importance of early and continued public involvement;
- Involving the public early in the process;
- Proactively reaching the public;
- Decreasing public apathy;
- Reaching out to and including all stakeholders;
- Receiving a variety of input from a variety of stakeholders;
- Evaluating the effectiveness of public involvement activities; and
- Involving the media in positive and informative ways.

As NLCOG’s responsibility to the public, our public involvement activities will encompass four basic components:

1. Early notification – NLCOG will inform, engage and involve the public early in the decision-making process.
2. Periodic information sharing – NLCOG will improve the public’s knowledge through creative and interactive approaches.
3. Thorough search for stakeholders – NLCOG will undertake an inclusive approach in searching for all stakeholders, soliciting the input of other agencies, neighborhood groups and the public at-large.
4. Clear and open decision-making processes – NLCOG will engage in honest and transparent decision-making processes.

In order to continue to fulfill its federal mandates, NLCOG has developed several specific and functional goals and objectives for the Public involvement plan. The following is a comprehensive, though not exhaustive, list of the goals and objectives of this policy:

**Goal 1: Increase the public’s understanding of the transportation planning and decision-making process in Northwest Louisiana.**

- Meeting procedures
  - Provide agendas for all NLCOG Committee meetings to members
  - Post NLCOG Committee meeting agendas and minutes on the [www.nlcog.org](http://www.nlcog.org) website under the appropriate committee’s webpage

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2 Public Involvement in the Transportation Decision-making Process, FHWA Pub. No. FHWA-NHI-02-049, March 2002
- Notify interested parties/residents, as maintained by an NLCOG database, of upcoming NLCOG Committee meetings
- Designate time on each NLCOG Committee meeting agenda for comments from interested parties/residents

**Public Informational Materials**
- Maintain the NLCOG webpage, [www.nlcog.org](http://www.nlcog.org)
- Develop other information materials as needed, i.e., quarterly newsletters, brochures, citizen guides, etc.
- Develop information presentations to increase awareness of public involvement and promote staff availability at local government and community meetings to discuss current issues and initiatives, as well as provide an overview of NLCOG’s processes
- Evaluate public information materials using quantitative and qualitative measures

**Media Relations**
- Identify media outlets, such as print, radio, and television, and maintain contact/mailing list
- Notify media of all regularly scheduled NLCOG Committee meetings
- Work with the media to inform and educate the public about the decision-making process and regional issues

**Goal 2:** *Ensure that residents of Northwest Louisiana are aware of involvement opportunities and that they are adequate, appropriate, and meaningful.*

**Public Forum/Public Meetings Procedures**
- Hold at least one NLCOG Town Hall meeting each fiscal year
- Publicize all public meetings, public hearings, and public review periods through aggressive media outreach and public notice advertisements
- Provide public access to all draft plans and reports at various local public agencies
- Report through NLCOG Committees all significant public comments on draft plans and reports

**Special Transportation Plans and Studies**
- When warranted, convene task forces, focus groups, and advisory committees, etc. comprised of interested residents, planners, technical experts and others who have expressed an interest in a particular topic and involve them in the decision-making process
- Provide fact sheets on specific projects
- Conduct surveys on significant regional issues, at appropriate times, to produce statistical information to help identify the desires of the region

**Goal 3:** Identify and involve traditionally underserved communities in Northwest Louisiana in the decision-making process

- Outreach efforts
  - Identify groups, through the use of GIS analysis, that represent or assist traditionally underserved communities and maintain contact/mailing list
  - Meet with community leaders to identify ways of reaching these groups and involving them in the NLCOG transportation planning and decision-making processes
  - Identify media serving these communities and maintain contact/mailing list
  - Notify the media of all regularly scheduled NLCOG Committee meetings
  - Work with media to inform and educate these communities about regional issues

- Meeting Locations
  - Choose meeting locations and times served by transit whenever possible and include bus route information in meeting announcements
  - Ensure that meetings are held at locations accessible to persons with disabilities
  - Include alternate forms of information (when requested) to assist those residents with Limited English Proficiency (LEP), i.e. interpreters, information printed in alternative languages, etc.

**Informing the Public**

Public involvement is an ongoing activity of NLCOG, with several techniques continuously occurring. Public involvement is also an integral part of one-time activities such as corridor studies and regularly repeated activities such as the annual Transportation Improvement Program process and Long Range Transportation Plan updates.

This section contains descriptions of public involvement tools currently being used by NLCOG. Additionally, tools being developed for possible future use by the NLCOG are included to present a more complete picture of the techniques used.

By using a number of approaches, such as contacting organizations and individuals, working through media outlets, radio, television, newspapers; posting information to the www.nlcog.org website and flyers to raise awareness of issues; and scheduling
meetings and providing opportunities and outlets for public review and comments, NLCOG will provide ample opportunities for the public to participate in the decision-making process. A comprehensive, thought not exhaustive, list of strategies is provided:

- Publications – NLCOG will provide clear and understandable printed informational materials appropriate to the particular planning process or event. Where appropriate and feasible, these materials will be made available on the website. NLCOG may charge for maps, major reports and other materials to cover printing or photocopying costs, based on the current NLCOG policy. NLCOG may also charge for shipping and handling costs if the materials are mailed per the customer's request.
  - Brochures
    - NWLAinfo Newsletter - NLCOG mails a quarterly newsletter (NWLAinfo) to a mailing list of 200, including all local government jurisdictions in the area, all committee members and others on request.
      - The newsletter includes articles on current initiatives and a calendar of meetings and events.
      - Information is included on how to register for major public events and public input opportunities for the transportation plan, TIP, etc.
      - It references where additional information can be found on the NLCOG website.
  - Information Guides – NLCOG seeks to educate the public on specific aspects of its daily activities. These guides usually accompany a presentation; however, these guides may be used independently. Guides currently used or in development include:
    - Citizen's Guide to the Transportation Planning Process
    - What is GIS? A Citizen's Guide to Geographic Information Systems
    - Overview of Title VI and Environmental Justice
    - Limited English Proficiency (LEP) Guide

- News Releases
  - Sent as appropriate regarding NLCOG programs and other information to news media in the Northwest Louisiana region.
  - Provided to news media in the region regarding major upcoming actions, when and where the action will be taken, and whom to contact for more information.
  - Published on NLCOG’s website, www.nlcog.org.

- Website – NLCOG’s website, www.nlcog.org, seeks to provide information to the public on opportunities for participation, maintains up-to-date information about
NLCOG programs and activities, as well as upcoming meetings. NLCOG continually seeks to improve the site to make it increasingly user-friendly, informational, and interactive. Other areas of interest include:

- Regular features such as the calendar of events, standing committee meeting agendas and contact information.
- Visual information including GIS maps, charts, pictures and slide shows.
- Draft documents open for public comment.
- Other information as appropriate and related to NLCOG programs and activities.
- NLCOG’s website will never replace other forms of involvement and notice, to ensure that all non-computer users continue to be fully engaged in the planning process.

- Presentations - NLCOG will use a variety of other means of providing public information and seeking public comment through presentations to area organizations. Examples of presentations currently used or in development:
  - Transportation 101: A Citizen’s Guide to the Transportation Planning Process
  - What is GIS? A Citizen’s Guide to Geographic Information Systems
  - Overview of Title VI and Environmental Justice
  - Putting the Pieces Together: A Consultant’s Guide to Federal Requirements

- Public Outreach Events, Presentations and Displays – NLCOG will use a variety of other means to provide the public information and to seek public comment. These events will include:
  - Booths and displays at public events and sites.
  - Participation in broadcast media events.

- Public Service Announcements
- Advertisements of Upcoming Meetings – Placed in the local newspapers, The (Shreveport) Times and Bossier Press – Tribune.

Providing Opportunities for Public Involvement

Incorporating innovative approaches to the community in order to foster a two-way, open line of trust and communication, will not only allow NLCOG to gain input from the residents, it will also give knowledge to the residents to become more active in the decision-making process. Below is an inclusive, but not exhaustive, list of activities that
NLCOG will strive to implement in order to help increase the level of public involvement in the planning and decision-making process.

- Town Hall Meetings/Dialogue Sessions
- Presentations
- Neighborhood/Community Liaisons
- Surveys
- Community meetings
- Transportation Planning Forums
- Charrettes
- Public Review and Comment Periods
- Email and Feedback forms

Because public involvement is not “one size fits all”, NLCOG will customize each project’s approaches and activities in order to be effective with different publics and different cultures as represented by the project. Most require minimal effort on the part of the community and the majority of the effort is concentrated in either attending a meeting/community forum or completing a survey. NLCOG will make every effort to go to the community in a way that is the least invasive and most convenient.

Public meetings afford the community an opportunity to interact with NLCOG staff, members and other members of the public and to provide direct input to the planning process. Public meetings and hearings encompass a large part of NLCOG’s information sharing and public input processes. With this in mind, NLCOG seeks to follow these guidelines:

- **Types of Public Meetings -** Public meetings are defined as including:
  - Public hearings (usually a required hearing, announced via legal notice, with formal rules of participation);
  - Public forums (usually single-topic meetings, with or without speakers, and affording full opportunity for attendee discussion);
  - Public open houses (informational displays, staff available to take written or spoken comments and questions);
  - Modified open house meetings (including an unstructured open house portion plus a traditional meeting portion);
  - Board, committee and task force meetings (primarily for member participation, with public welcome and public comment period provided); or
  - Live radio or TV forums (public comment via telephone, e-mail or fax).

- **Accessibility of Public Meetings**
  - All public meetings shall be held in facilities accessible to the disabled and transit-dependent residents.
If a series of three or more meetings is held throughout the region to capture general public input region-wide:

- one or more of the meetings will be at a location served by public transportation, and
- the series will include both daytime (regular business hours) and evening or weekend (non-business hours) meetings.

Five day notice is requested of residents who require special assistance to ensure NLCOG can accommodate all requests in a timely manner. If special accommodations are requested, NLCOG will provide such persons an opportunity to participate, either by providing special accommodations at the meeting site, or providing an alternative opportunity to participate.

**Notification of Public Meetings (at minimum)**

- Posting at the NLCOG offices.
- Additional notice of meetings should be made via:
  - NLCOG website calendar,
  - NLCOG newsletter,
  - Posting to other local electronic events calendars as appropriate, and/or
  - Legal notice to newspapers of record.
- Press releases will be sent to encourage additional media announcements.
- Any person may, upon request and payment of a reasonable fee, obtain advance notification of any specific committee meetings.
- Any person who inquires, in person or by telephone, concerning the date, time and place of such meetings shall be so informed.

**Components of Public Meetings - Public meetings include:**

- A sign-in sheet to document attendance.
- Information on the meeting topic that will enable participation, for example, agenda, displays, informational handouts.
- Clearly explained opportunity for public participation in the meeting.
- Documentation of input.

**Access to NLCOG Records and Information**

NLCOG holds all Committee meetings in barrier-free sites. Accommodation will be made for those with special needs if the request is made at least 48 hours prior to the meeting.
Minutes are maintained for all NLCOG Committee meetings. Minutes are available upon request and posted to the [www.nlco.org](http://www.nlco.org) website. Materials from Committee meetings are also available upon request and at no cost.

The Long Range Transportation Plan, Transportation Improvement Program and other special studies are available upon request and posted to the [www.nlco.org](http://www.nlco.org) website; should the public desire further information or clarification on any of the plans or programs, a member of the staff will be available upon request.

**Environmental Justice Considerations**

Environmental Justice refers to federal mandates to ensure that federal funds available for projects and programs are used fairly, so that low-income and minority groups benefit along with the rest of the population. In addition, care must be taken so these groups do not suffer disproportionately from negative impacts of transportation projects.

As recommended by, and in compliance with federal law and rules, NLCOG will:

- **Identify and Involve Target Populations**
  - Identify low-income and minority neighborhoods.
  - Identify organizations and neighborhood leaders who can assist with outreach efforts to those communities.
  - Seek out and consider the needs of those traditionally underserved by existing transportation systems, such as low-income and minority households, who may face challenges accessing employment and other services.

- **Adapt Advertising**
  - Meeting notices and materials communicate clearly, and acronyms and other jargon will be avoided.
  - NLCOG will seek assistance from neighborhood leaders and organizations to help publicize meetings, distribute questionnaires, etc.
  - Announcements will be sent to ethnic radio stations and newspapers.
  - As needed, notices or surveys may be translated into other languages.

- **Choose Appropriate Meeting Times and Locations**
  - When appropriate to the particular planning process (examples, regional transportation plan update; transit plan), meetings will be held in target neighborhoods:
    - in familiar locations
    - near transit routes
• all buildings accessible to those with disabilities.
  o Meetings may be held in conjunction with a regularly-scheduled community meeting.
  o Meetings may be held during daytime to accommodate seniors, second-shift workers, after-dark safety concerns, and transit schedules.

• Structure Meetings to Encourage Participation
  o Refreshments and child care may be provided to encourage attendance.
  o The room set-up and meeting structure will aim to provide an inviting atmosphere.
  o Techniques may include small-group discussions; recording all comments on a tablet easel; use of a familiar neighborhood gathering spot, for example a library or house of worship.
  o NLCOG will strive for diversity in the meeting leadership. Example, neighborhood leaders may be invited to open the meeting.
  o Visual images will be used in presentations to make information clear and understandable
  o Meetings will be kept reasonably brief.

• Availability of Public Documents
  o Plan or project-related documents will be placed in locations convenient to the low-income and minority target populations (example, public libraries in target population neighborhoods).
  o These locations should be open evenings and weekends.
  o Copies will be free or low cost.
MPO Planning Rule Requirements and Methods of Compliance

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<thead>
<tr>
<th>Requirement</th>
<th>Method of Compliance</th>
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<tr>
<td>Provide timely information on regional issues.</td>
<td>Publish quarterly NWLAinfo newsletter and post information on the <a href="http://www.nlco.org">www.nlco.org</a> website. The staff of NLCOG is also available to speak at various organizations about regionally significant issues and opportunities for public involvement.</td>
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<td>Provide adequate notice of public involvement activities and time for public review and comments at key points.</td>
<td>Notice of public involvement activities is achieved through legal notices in local newspapers, including those predominately serving low income and minority groups; web postings; mail outs; and press releases.</td>
</tr>
<tr>
<td>Demonstrate consideration and response to public input received during the decision-making process.</td>
<td>All correspondence is answered in a timely manner; public meeting comments and their responses are summarized and included as an appendix to the respective project, study, or plan.</td>
</tr>
<tr>
<td>Seek out and consider the needs of the traditionally underserved in the decision-making process.</td>
<td>NLCOG will contact minority, disabled, low-income, and other traditionally underserved communities to exchange information regarding participation in the decision-making process.</td>
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Appendix A

Glossary
**Glossary**

**ADA** - Americans with Disabilities Act of 1990: Federal law that requires public facilities (including transportation services) to be accessible to persons with disabilities including those with mental disabilities, temporary disabilities, and the conditions related to substance abuse.

**CAAA** - Clean Air Act Amendments: 1990 amendments to the federal Clean Air Act which classify non-attainment areas and provide for rules dealing with air pollution in such areas; specifically brought transportation decisions into the context of air quality control.

**CIA** - Community Impact Assessment: Community impact assessment is "a process to evaluate the effects of a transportation action on a community and its quality of life." It is a way to incorporate community considerations into the planning and development of major transportation projects. From a policy perspective, it is a process for assessing the social and economic impacts of transportation projects as required by the National Environmental Policy Act (NEPA). The assessment may address a variety of important community issues such as land development, aesthetics, mobility, neighborhood cohesion, safety, relocation, and economic impacts.

**CMP** - Congestion Management Process: A systematic process required under SAFETEA-LU for all TMAs that shall address congestion management through the metropolitan planning process that provides for effective management and operation, based on a cooperatively developed and implemented metropolitan-wide strategy of new and existing transportation facilities eligible for funding under title 23 and chapter 53 of title 49 through the use of travel demand reduction and operational management strategies. The CMP is required under 23 CFR 500.109 and shall include methods to monitor and evaluate the performance of the multi-modal transportation system, identify causes of congestion, identify and evaluate alternative actions, provide information supporting the implementation of actions, and evaluate the efficiency and effectiveness of implementation actions. The CMP is periodically reviewed for efficiency and effectiveness of the implemented strategies, the results of this evaluation shall be provided to decision-makers to provide guidance on selection of effective strategies for future implementation purposes.

**DOT** - Department of Transportation: Agency responsible for transportation at the local, state, or federal level. For title 23 U.S.C. federal-aid highway actions, this would mean the Federal Highway Administration and for federal-aid transit actions under title 49 U.S.C, this would mean the Federal Transit Administration.

**EIS** - Environmental Impact Statement: A National Environmental Policy Act (NEPA) document that explains the purpose and need for a project, presents project alternatives, analyzes the likely impact of each, explains the choice of a preferred alternative, and finally details measures to be taken in order to mitigate the impacts of the preferred alternative.

**Environmental Justice** – Derived from Title VI of the Civil Rights Act of 1964, it describes the impact of transportation plans or projects, either positive or negative, on a particular community or population. Environmental Justice strives to ensure public involvement of low income and minority groups in decision-making, to prevent disproportionately high and
adverse impacts on low income and minority groups, and to assure that these groups receive equal benefits from transportation improvements.

FHWA - Federal Highway Administration: Division of the U.S. Department of Transportation responsible for administering federal highway transportation programs under title 23 U.S.C.

Fiscal Constraint - A requirement, originally of ISTEA, that all plans be financially constrained, balanced expenditures to reasonably expected sources of funding over the period of the TIP or Long-Range Transportation Plan.

FTA - Federal Transit Administration: Federal entity responsible for transit planning and programs under title 49 U.S.C.

FY - Fiscal Year: A federal fiscal or budget year; runs from October 1 through September 30 for the MPO and the federal government.

ISTEA - Intermodal Surface Transportation Efficiency Act of 1991: Federal law which restructured transportation planning and funding by requiring consideration of multimodal solutions, emphasis on the movement of people and goods as opposed to traditional highway investments, flexibility in the use of transportation funds, a greater role of MPOs, and a greater emphasis on public participation.

Intergovernmental Agreement - Legal instrument describing tasks to be accomplished and/or funds to be paid between government agencies.

MPO Activities - Plans, programs and projects related to the MPO process.

MPO - Metropolitan Planning Organization: The forum for cooperative transportation decision-making; required for urbanized areas with populations over 50,000.

Officials - Are people who have governmental decision-making, planning or administrative responsibilities that relate to MPO activities.

Public Participation / Public Involvement - An integral part of a planning or major decision-making process. It provides opportunities for the public to be involved with the MPO in an exchange of data and ideas. Citizen participation offers an open process in which the rights of the community, to be informed to provide comments to the Government and to receive a response from the government, are met through a full opportunity to be involved and to express needs and goals.


Sponsoring Agencies - Are organizations or governmental units, which enter into agreements with the MPO to undertake transportation related activities, which will be part of the MPO planning process.

Stakeholders – Anyone who has an interest in a project; anyone who will be impacted by a project; will be a user of a project; who holds an affected value; and/or those whose participation is necessary for NLCOG to make sound decisions.
**TAC** - Technical Advisory Committee: A standing committee of most metropolitan planning organizations (MPOs); function is to provide advice on plans or actions of the MPO from planners, engineers and other staff members (not general residents).

**TPC** - Transportation Policy Committee: A standing committee created for the purpose of serving as spokespersons for the residents of the metropolitan area and is the designated MPO to prioritize and direct federal transportation funds to local projects. The TPC is comprised of elected and non-elected officials from the cities and parishes in the urbanized area. The TPC also has representatives from LaDOTD and SporTran. The TPC is responsible for creating policies regarding transportation planning issues. The TPC meetings are open to the public and where any member of the public can address the MPO on any transportation issue.

**Transportation Disadvantaged** - People who are unable to transport themselves or to purchase transportation due to disability, income status or age.

**Transportation Enhancements** - Specific activities that can be funded with Surface Transportation Program funds; activities include pedestrian/bicycle facilities, acquisition of scenic easements and scenic historic sites, scenic or historic highway programs, scenic beautification, historic preservation, rehabilitation/operation of historic transportation structures, railway corridor preservation, control/removal of outdoor advertising, archeological planning/research and mitigation of highway runoff water pollution.

**TEA-21** - Transportation Equity Act for the 21st Century: Federal Legislation authorizing funds for all modes of transportation and guidelines on the use of those funds. Followed ISTEA, this legislation clarified the role of the MPOs in the local priority setting process. TEA-21 emphasizes increased public involvement, simplicity, flexibility, fairness, and higher transportation funding levels.

**The Public** - Includes residents, public agencies, representatives of public transportation employees, freight shippers, providers of freight transportation services, private providers of transportation, representatives of users of public transportation, representatives of users of pedestrian walkways and bicycle transportation facilities, representatives of the disabled, advocacy groups and the private sectors that have an interest in or may be affected by MPO activities.

**TIP** - Transportation Improvement Program: A priority list of transportation projects developed by a metropolitan planning organization that is to be carried out within the four (4) year period following its adoption; must include documentation of federal and state funding sources for each project and be consistent with adopted MPO Long-Range transportation plans and local government comprehensive plans.

**TMA** - Transportation Management Area: An area designated by the U.S. Department of Transportation given to all urbanized areas with a population over 200,000 (or other area when requested by the Governor and MPO); these areas must comply with special transportation planning requirements regarding congestion management systems, project selection and certification; requirements identified in 23 CFR - 450.300-33.6.

**UPWP** - Unified Planning Work Program: Developed by Metropolitan Planning Organization (MPOs); identifies all transportation and planning activities anticipated within the next one to two years, including a schedule for the completion of the identified tasks and activities.
Appendix B

Title VI Program Plan and Responsibilities
Title VI Program Plan and Responsibilities

As a recipient of federal financial assistance, the NLCOG is required to comply with various non-discrimination laws and regulations, including Title VI of the Civil Rights Act of 1964, which provides:

“No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal assistance under this title or carried out under this title.”

The Federal-Aid Highway Transportation Act of 1973 added sex to the list of prohibitive factors. Disability was added through Section 504 of the Rehabilitation Act of 1973. Age was subsequently added in 1975 under the Age Discrimination Act. The Civil Rights Restoration Act of 1987 broadened the scope of Title VI coverage by expanding the definition of the term “programs or activities” to include all programs or activities of federal-aid recipients, sub-recipients, and contractors, whether or not such programs and activities are federally assisted.

Title VI was further defined in 1994. Executive Order 12898 - Environmental Justice (EJ), directed federal agencies to identify and address the effects of all programs, policies, and activities on “minority populations and low-income populations.” In 2000, Executive Order 13166 - Limited English Proficiency (LEP), was also signed into effect requiring federal agencies to assess and address the needs of otherwise eligible limited English proficient persons seeking access to the programs and activities of recipients of federal financial assistance.

Under Title VI, NLCOG’s efforts to prevent such discrimination must address, but not be limited to, a program’s impacts, access, benefits, participation, treatment, services, contracting opportunities, training opportunities, investigation of complaints, allocation of funds, prioritization of projects, and the functions of planning, project development, right-of-way, construction, and research.

TITLE VI OBJECTIVES

The primary objectives of NLCOG’s Title VI plan are:

- To assign and clarify roles, responsibilities, and procedures for assuring compliance with Title VI of the Civil Rights Act of 1964 and all related regulations and directives.

- To assure that all people affected (directly or indirectly) by NLCOG’s federal-aid programs and projects or by any activity receive the services, benefits, and opportunities to which they are entitled without regard to race, color, national origin, age, gender, disability, economic status or Limited English Proficiency.
• To help prevent discrimination and ensure nondiscrimination in all NLCOG programs and activities, whether those programs and activities are federally-funded or not.

• To establish procedures for identifying and eliminating discrimination when found to exist.

• To establish procedures to annually review NLCOG’s compliance with Title VI and to determine the effectiveness of NLCOG’s Title VI activities.

• To set forth procedures for the filing and processing of complaints by persons who believe they have been subjected to discrimination under Title VI in any NLCOG service, program, or activity.

**Title VI Policy Statement**

The Northwest Louisiana Council of Governments (NLCOG) assures that no person shall, on the grounds of race, color, national origin, or sex, as provided by Title VI of the Civil Rights Act of 1964 and the Civil Rights Restoration Act of 1987 (PL 100.259), be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity.

NLCOG further assures that every effort will be made to ensure nondiscrimination in all of its programs and activities, whether those programs and activities are federally funded or not. In the event NLCOG distributes federal aid funds to another governmental entity, NLCOG will include Title VI language in all written agreements and will monitor for compliance. NLCOG’s Title VI Coordinator is responsible for initiating and monitoring Title VI activities, preparing required reports, and other NLCOG responsibilities as required by Title 23 Code of Federal Regulations (CFR) Part 200, and Title 49 CFR Part 21.

**Adopted April 9, 2009**

J. Kent Rogers, Executive Director  
April 9, 2009
Authorities

Title VI of the 1964 Civil Rights Act provides that no person in the United States shall, on the grounds of race, color, national origin, or sex, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving federal financial assistance (refer to 23 CFR 200.9 and 49 CFR 21). The Civil Rights Restoration Act of 1987 broadened the scope of Title VI coverage by expanding the definition of the terms “programs or activities” to include all programs or activities of Federal Aid recipients, sub-recipients, and contractors, whether such programs and activities are federally assisted or not (Public Law 100259 [S. 557] March 22, 1988).

Additional Authorities and Citations Include: Title VI of the Civil Rights Act of 1964, 42 USC 2000d to 2000-4; 42 USC 4601 to 4655; 23 United States Code 109(h); 23 United States Code 324; Department of Transportation Order 1050.2; Executive Order 12250; Executive Order 12898; 28 CFR 50.

General Title VI Program Responsibilities

Following are general Title VI responsibilities of the agency applicable to all Title VI Program Areas. NLCOG’s Executive Director is responsible for ensuring implementation of the agency’s Title VI program. The Title VI Coordinator, under supervision of the Executive Director, is responsible for coordinating the overall administration of the Title VI program, plan, and Assurances.

1. Data collection

Statistical data on race, color, national origin, income level, language spoken, and sex of participants in, and beneficiaries of, federally funded programs is to be gathered and maintained by the Title VI Coordinator. The data gathering process will be reviewed regularly to ensure sufficiency of the data in meeting the requirements of the Title VI program.

2. Annual Report and Update

An Annual Report and Update is to be submitted with the next fiscal year’s work plan as part of the Unified Planning Work Program (UPWP) submitted to the Louisiana Department of Transportation and Development (LaDOTD), Federal Highway Administration (FHWA) and Federal Transit Administrator (FTA). The document is to include:

- A report on the previous year’s Title VI-related activities and efforts, including accomplishments and program changes.
- An update on Title VI-related goals and objectives for the coming year.

3. Annual review of Title VI program

Each year, in preparing for the Annual Report and Update, the Title VI Coordinator will review the agency’s Title VI program to assure compliance with Title VI. In addition,
review of agency operational guidelines and publications, including those for contractors, to ensure that Title VI language and provisions are incorporated, as appropriate.

4. Dissemination of information related to the Title VI program

Information on the agency's Title VI program is to be disseminated to agency employees, contractors, and beneficiaries, as well as to the public, and in other languages when needed.

5. Resolution of complaints

Any individual may exercise his or her right to file a complaint with NLCOG, if that person believes that s/he or any other program beneficiaries have been subjected to unequal treatment or discrimination, in their receipt of benefits/services or on the grounds of race, color, national origin, income, sex, or disability. NLCOG will make a concerted effort to resolve complaints informally at the lowest level, using the agency’s Nondiscrimination Complaint Procedures, as described at the end of this document.

6. Procedures manual

A procedures manual for the agency's Title VI program, incorporating the day-to-day procedures necessary to maintain the program, will be developed by NLCOG, after LaDOTD completes their version and provides a copy to the agency as an example. The manual will be updated regularly to incorporate changes and additional responsibilities.

Responsibilities of the Title VI Coordinator

The Title VI Coordinator is responsible for implementing, monitoring, and reporting on NLCOG’s compliance with Title VI regulations. In support of this, the Title VI Coordinator will:

- Identify, investigate, and eliminate discrimination when found to exist.
- Process Title VI complaints received by NLCOG.
- Meet with the planning team quarterly to monitor and discuss progress, implementation, and compliance issues.
- Periodically review the agency's Title VI program to assess if administrative procedures are effective.
- Assure staffing is appropriate, and adequate resources are available to ensure compliance.
- Develop and submit the Annual Title VI Report and Update to LaDOTD, FHWA, and FTA with the next fiscal year’s UPWP.
- Review the Annual Title VI Report and Update to determine the effectiveness of the Title VI program and related efforts.
• If a subrecipient is found to not be compliance with Title VI, work with the subrecipient to resolve the deficiency status and write a remedial action if necessary, as described in the Consultant Contracts section of this plan.

• Review important Title VI-related issues with the Executive Director, as needed.

• Assess communications and public involvement strategies to ensure adequate participation of impacted Title VI protected groups and address additional language needs when needed.

Title VI Assurances

The Northwest Louisiana Council of Governments hereinafter referred to as the “Recipient”), HEREBY AGREES THAT as a condition to receiving any federal financial assistance from the U.S. Department of Transportation, it will comply with Title VI of the Civil Rights Act of 1964, 78 Stat. 252, 42 USC 2000d—42 USC 2000d—4 (hereinafter referred to as the “Act”), and all requirements imposed by or pursuant to Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, Office of the Secretary Part 21, Nondiscrimination in Federally Assisted Programs of the Department of Transportation—Effectuation of Title VI of the Civil Rights Act of 1964 (hereinafter referred to as the “Regulations”), and other pertinent directives, to the end that in accordance with the Act, Regulations, and other pertinent directives, no person in the United States shall, on the grounds of race, color, sex, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity for which the Recipient receives federal financial assistance from the Department of Transportation, including the Federal Highway Administration, and HEREBY GIVES ASSURANCE THAT it will promptly take any measures necessary to effectuate this agreement. This Assurance is required by Subsection 21.7(a) (1) of the Regulations.

More specifically and without limiting the above general assurance, the Recipient hereby gives the following specific assurances to its Federal Aid Highway Program:

1. That the Recipient agrees that each “program” and each “facility”, as defined in Subsections 21.23(e) and 21.23(b) of the Regulations, will be (with regard to a “program”) conducted or will be (with regard to a “facility”) operated in compliance with all requirements imposed by, or pursuant to, the Regulations.

2. That the Recipient shall insert the following notification in all solicitations for bids for work or material subject to the Regulations made in connection with the Federal Aid Highway Program, and in adapted form in all proposals for negotiated agreements:

“The Northwest Louisiana Council of Governments, in accordance with Title VI of the Civil Rights Act of 1964 and 78 Stat. 252, 42 USC 2000d—42 and Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, Office of the Secretary, part 21: Nondiscrimination in Federally Assisted Programs of the Department of Transportation Issued Pursuant to Such Act, hereby notifies all bidders that it will affirmatively ensure that any contract entered pursuant to
this advertisement will afford minority business enterprises full opportunity to submit bids in response to this invitation, and will not discriminate on the grounds of race, color, sex, or national origin in consideration for an award.”

3. That the Recipient shall insert the clauses of Appendix 1 of this Assurance in every contract subject to the Act and the Regulations.

4. That the Recipient shall insert the clauses of Appendix 2 of this Assurance, as a covenant running with the land, in any deed from the United States effecting a transfer of real property, structures, or improvements thereon, or interest therein.

5. That where the Recipient receives federal financial assistance to construct a facility, or part of a facility, the Assurance shall extend to the entire facility and facilities operated in connection therewith.

6. That where the Recipient received federal financial assistance in the form, or for the acquisition of real property, or an interest in real property, the Assurance shall extend rights to space on, over, or under such property.

7. That the Recipient shall include the appropriate clauses set forth in Appendix 3 of this Assurance, as a covenant running with the land, in any future deeds, leases, permits, licenses, and similar agreements entered into by the Recipient with other parties: (a) for the subsequent transfer of real property acquired or improved under the Federal Aid Highway Program; and (b) for the construction or use of, or access to space on, over, or under, real property acquired or improved under the Federal Aid Highway Program.

8. That this Assurance obligates the Recipient for the period during which federal financial assistance is extended to the program, or is in the form of personal property, or real property or interest therein or structures or improvements thereon, in which case the Assurance obligates the Recipient or any transferee for the longer of the following periods: (a) the period during which the property is used for a purpose for which the federal financial assistance is extended, or for another purpose involving the provision of similar services or benefits; or (b) the period during which the Recipient retains ownership or possession of the property.

9. The Recipient shall provide for such methods of administration for the program, as are found by the State Secretary of Transportation or the official to whom s/he delegates specific authority, to give reasonable guarantee that it, other recipients, sub-grantees, contractors, subcontractors, transferees, successors in interest, and other participants of federal financial assistance under such program will comply with all requirements imposed or pursuant to the Act, the Regulations, and this Assurance.

10. The Recipient agrees that the United States has a right to seek judicial endorsement with regard to any matter arising under the Act, the Regulations, and this Assurance.
THIS ASSURANCE is given in consideration of, and for the purpose of obtaining, any and all federal grants, loans, contracts, property, discounts, or other federal financial assistance extended after the date hereof to the Recipient by the Department of Transportation under the Federal Aid Highway Program and is binding on it, other recipients, sub-grantees, contractors, subcontractors, transferees, successors in interest, and other participants in the Federal Aid Highway Program. The person or persons whose signatures appear below are authorized to sign this Assurance on behalf of the Recipient.

**Adopted April 9, 2009**

[Signature]

J. Kent Rogers, Executive Director

April 9, 2009

Date
Title VI Complaint Procedures

1. Any individual, group of individuals, or entity that believes they have been subjected to discrimination prohibited by Title VI nondiscrimination provisions may file a written complaint with NLCOG’s Title VI Coordinator. A formal complaint must be filed within 180 calendar days of the alleged occurrence or when the alleged discrimination became known to the complainant. The complaint must meet the following requirements:
   a. Complaint shall be in writing and signed by the complainant(s).
   b. Include the date of the alleged act of discrimination (date when the complainant(s) became aware of the alleged discrimination; or the date on which that conduct was discontinued or the latest instance of the conduct.
   c. Present a detailed description of the issues, including names and job titles of those individuals perceived as parties in the complained-of incident.
   d. Allegations received by fax or e-mail will be acknowledged and processed, once the identity(ies) of the complainant(s) and the intent to proceed with the complaint have been established. For this, the complainant is required to mail a signed, original copy of the fax or e-mail transmittal for NLCOG to be able to process it.
   e. Allegations received by telephone will be reduced to writing and provided to the complainant for confirmation or revision before processing. A complaint form will be forwarded to the complainant for him/her to complete, sign, and return to NLCOG for processing.

2. Upon receipt of the complaint, the Title VI Coordinator will determine its jurisdiction, acceptability, and need for additional information, as well as investigate the merit of the complaint. In cases where the complaint is against one of NLCOG’s sub-recipients of federal funds, NLCOG will assume jurisdiction and will investigate and adjudicate the case. Complaints against NLCOG will be referred to the LaDOTD’s Compliance Office (Section 37), the Federal Highway Administration or the Federal Transit Administration, as appropriate, for proper disposition pursuant to their procedures. In special cases warranting intervention to ensure equity, these agencies may assume jurisdiction and either complete or obtain services to review or investigate matters.

3. In order to be accepted, a complaint must meet the following criteria:
   a. The complaint must be filed within 180 calendar days of the alleged occurrence or when the alleged discrimination became known to the complainant.
   b. The allegation(s) must involve a covered basis such as race, color, national origin, gender, disability, or retaliation.
c. The allegation(s) must involve a program or activity of a Federal-aid recipient, subrecipient, or contractor, or, in the case of ADA allegations, an entity open to the public.

d. The complainant(s) must accept reasonable resolution based on NLCOG’s administrative authority (reasonability to be determined by NLCOG.

4. A complaint may be dismissed for the following reasons:

   a. The complainant requests the withdrawal of the complaint.
   
   b. The complainant fails to respond to repeated requests for additional information needed to process the complaint.
   
   c. The complainant cannot be located after reasonable attempts.

5. Once NLCOG or LaDOTD decides to accept the complaint for investigation, the complainant and the respondent will be notified in writing of such determination within five calendar days. The complaint will receive a case number and will then be logged in NLCOG’s or LaDOTD’s records identifying its basis and alleged harm, and the race, color, national origin, and gender of the complainant.

6. In cases where NLCOG assumes the investigation of the complaint, NLCOG will provide the respondent with the opportunity to respond to the allegations in writing. The respondent will have 10 calendar days from the date of NLCOG’s written notification of acceptance of the complaint to furnish his/her response to the allegations.

7. In cases where NLCOG assumes the investigation of the complaint, within 40 calendar days of the acceptance of the complaint, NLCOG’s Investigator (the Title VI Coordinator) will prepare an investigative report for review by the agency’s Legal Counsel and Executive Director. The report shall include a narrative description of the incident, identification of persons interviewed, findings, and recommendations for disposition.

8. The investigative report and its findings will be sent to NLCOG’s Legal Counsel for review. The Counsel will review the report and associated documentation and will provide input to the Investigator within 10 calendar days.

9. Any comments or recommendations from NLCOG’s Legal Counsel will be reviewed by NLCOG’s Investigator. The Investigator will discuss the report and recommendations with the Executive Director within 10 calendar days. The report will be modified as needed and made final for its release.

10. NLCOG’s final investigative report and a copy of the complaint will be forwarded to LaDOTD’s Compliance Office (Section 37) within 60 calendar days of the acceptance of the complaint. LaDOTD’s Compliance Office (Section 37) will share the report with FHWA and FTA.

11. NLCOG will notify the parties of its preliminary findings, which are subject to concurrence from LaDOTD’s Compliance Office (Section 37). LaDOTD’s Compliance
Office (Section 37) will issue the final decision to NLCOG based on NLCOG’s investigative report.

12. Once LaDOTD’s Compliance Office (Section 37) issues its final decision, NLCOG will notify all parties involved about such determination. LaDOTD’s Compliance Office (Section 37) final determination is not subject to an appeal.

13. LaDOTD’s Compliance Office (Section 37) will also serve as the appealing forum to a complainant that is not satisfied with the outcome of an investigation conducted by NLCOG. LaDOTD’s Compliance Office (Section 37) will analyze the facts of the case and will issue its conclusion to the appellant according to their procedures.
Title VI Complaint Form

The purpose of this form is to assist you in filing a complaint with NLCOG. You are not required to use this form; a letter with the same information is sufficient. However, the information requested in **bold** must be provided, whether or not the form is used.

1. **State your name and contact information.**

   Name: __________________________________________

   Address: _________________________________________

   City, State: __________________________ Zip: __________

   Home Telephone: (______) __________________________

   Other Telephone: (______) __________________________

2. **Person(s) discriminated against, if different from above:**

   Name: __________________________________________

   Address: _________________________________________

   City, State: __________________________ Zip: __________

   Home Telephone: (______) __________________________

   Other Telephone: (______) __________________________

   Please explain your relationship to this person(s): ______________

3. **Agency and department or program that discriminated:**

   Agency Name: ______________________________________

   Any individual if known: ______________________________

   Address: __________________________________________

   City, State: __________________________ Zip: __________

   Telephone: (______) ________________________________
4. Please indicate below the basis on which you believe the discrimination occurred. (Please check all that apply.)

- Race / Color: ________________________________
- Ethnicity / National origin: ________________________________
- Sex: ________________________________
- Age: ________________________________
- Disability: ________________________________
- Retaliation: ________________________________

5. What is the most convenient time and place for us to contact you?

__________________________________________

6. To your best knowledge, on what date(s) did the alleged discrimination take place?

Date: ______________________________________

7. Please explain as clearly as possible what happened, why you believe it happened, and how you were discriminated against. Indicate who was involved. Be sure to include how other persons were treated differently from you.

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
Please list below any persons (witnesses, fellow employees, supervisors, or others), if known, whom we may contact for additional information to support or clarify your complaint.

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>Area Code/Telephone</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
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<tr>
<td></td>
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</tr>
</tbody>
</table>

Do you have any other information that you think is relevant to our investigation of your allegations?

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

8. **We cannot accept a complaint if it has not been signed. Please sign and date this complaint form below.**

<table>
<thead>
<tr>
<th>Signature</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Please feel free to add additional sheets to explain the present situation to us. Attach a copy of written materials pertaining to your case. Please mail the completed, signed Discrimination Complaint Form (make a copy of each for your records) to:

**Northwest Louisiana Council of Governments**  
**Attn: Lisa M. Frazier, Title VI Coordinator**  
**401 Market Street, Suite 460**  
**Shreveport, Louisiana 71101**

Telephone: (318) 841-5950  
Fax: (318) 841-5952
Title VI Notice to the Public

The paragraph below will be inserted in all significant publications that are distributed to the public; Metropolitan Transportation Plan; and Transportation Improvement Program for the region. The text will remain permanently on the agency’s Web site, www.nlcog.org. The version below is the preferred text, but where space is limited or in publications where cost is an issue, the abbreviated version can be used in its place.

The Northwest Louisiana Council of Governments (NLCOG) hereby gives public notice that it is the policy of the agency to assure full compliance with Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, Executive Order 12898 on Environmental Justice, and related statutes and regulations in all programs and activities.

Title VI requires that no person in the United States of America shall, on the grounds of race, color, sex, or national origin, be excluded from the participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity for which NLCOG receives federal financial assistance.

Any person who believes they have been aggrieved by an unlawful discriminatory practice under Title VI has a right to file a formal complaint with NLCOG. A any such complaint must be in writing and filed with NLCOG’s Title VI Coordinator within one hundred eighty (180) days following the date of the alleged discriminatory occurrence. For more information, or to obtain a Title VI Discrimination Complaint Form, please see our Web site at www.nlcog.org or call (318) 841-5950.

Abbreviated Title VI Notice to the Public

The following shortened version of the above paragraph can be used in publications where space or cost is an issue, such as for the newsletter and in classified newspaper announcements.

NLCOG fully complies with Title VI of the Civil Rights Act of 1964 and related statutes and regulations in all programs and activities. For more information, or to obtain a Title VI Complaint Form, see www.nlcog.org or call (318) 841-5950.
Appendix C
Engaging Individuals with Limited English Proficiency (LEP)
Engaging Individuals with Limited English Proficiency (LEP)

Limited English Proficiency Policy Statement


The U.S. Department of Justice has provided some guidance on engaging LEP individuals. The guidance offers a “four-factor analysis” process, which the Title VI Team has used to determine the number and proportion of LEP individuals in the region and how to cost effectively provide information services to these individuals. The guidance also offers a safe harbor of 5% of the effected population or 1,000 people in the effected neighborhood.

The “four-factor analysis” process includes determining the number and proportion of LEP individuals within the population, the frequency with which LEP individuals will come in contact with the program, the importance of the program to people’s lives, and the resources available to provide translation services.3

A number of languages are spoken within the four-parish region of Bossier, Caddo, DeSoto and Webster, but proportionally the percentages of people speaking a language other than English at home was relatively low. The number of people reporting that they also speak English “very well” or “well” offset this even more. According to the Census 2000, the top two languages spoken at home in the region are Spanish and French. Spanish is spoken at home by 1.9% of the region’s population. More than 75% of this group reported that they speak English “very well” or “well.” French is spoken at home by 0.76% of the region’s population and 92.87% of people speaking French at home reported that they speak English “very well” or “well.”4

3 This language was taken directly from the U.S. Government’s Limited English Proficiency Web site, http://www.lep.gov/recipbroch.html.

4 NLCOG based this analysis on data from the Census 2000, Summary File 3, “Language Spoken at Home” and “Ability to Speak English.” Numbers shown are for people who are over 18.
**Figure 5 – Northwest Louisiana Language Characteristics**

<table>
<thead>
<tr>
<th>Total Population (all parishes)</th>
<th>388645</th>
</tr>
</thead>
<tbody>
<tr>
<td>Speak Spanish</td>
<td>7622</td>
</tr>
<tr>
<td>Speak French</td>
<td>2955</td>
</tr>
<tr>
<td>Speak Spanish % of Population</td>
<td>1.53%</td>
</tr>
<tr>
<td>Speak French % of Population</td>
<td>0.76%</td>
</tr>
<tr>
<td>% of Spanish Speakers who Speak English &quot;Very well&quot; or &quot;Well&quot;</td>
<td>95.60%</td>
</tr>
<tr>
<td>% of French Speakers who Speak English &quot;Very well&quot; or &quot;Well&quot;</td>
<td>92.87%</td>
</tr>
<tr>
<td>% of Spanish &amp; French Speakers who Don't Speak English at all</td>
<td>2.53%</td>
</tr>
</tbody>
</table>

Data obtained from the Census 2000, Summary File 3.

<table>
<thead>
<tr>
<th>Total Population (18 or over)</th>
<th>304791</th>
</tr>
</thead>
<tbody>
<tr>
<td>Speak Spanish</td>
<td>5932</td>
</tr>
<tr>
<td>Speak French</td>
<td>2244</td>
</tr>
<tr>
<td>Speak Spanish % of Population</td>
<td>1.95%</td>
</tr>
<tr>
<td>Speak French % of Population</td>
<td>0.74%</td>
</tr>
</tbody>
</table>

Data obtained from the Census 2000, Summary File 3.

NLCOG provides neighborhood-specific programs as part of its Kids On the Move! Safe Routes to School program. These neighborhoods include Bellaire, Pecan Park, Shady Grove, Central Park (Bossier City); and Cedar Grove, Pierremont, Broadmoor, South Highland, Fairfield, Madison Park, Cherokee Park, Agurs, and Dixie Highway (Shreveport). NLCOG took into account the language characteristics of these neighborhoods and the region as a whole. Central Park Elementary’s language composition, and the data the school shared regarding its ESL population (57 students), offered NLCOG the opportunity to print materials in Spanish for the Neighborhood Open House meetings and Walk to School day.
**Figure 6 – Kids On the Move! Neighborhood Language Characteristics**

<table>
<thead>
<tr>
<th>Total Population (Bellaire Elementary school district)</th>
<th>5,073</th>
</tr>
</thead>
<tbody>
<tr>
<td>Speak Spanish</td>
<td>204</td>
</tr>
<tr>
<td>Speak French</td>
<td>65</td>
</tr>
<tr>
<td>Speak Spanish % of Population</td>
<td>4.02%</td>
</tr>
<tr>
<td>Speak French % of Population</td>
<td>1.28%</td>
</tr>
<tr>
<td>% of Spanish Speakers who Speak English &quot;Very well&quot; or &quot;Well&quot;</td>
<td>84.31%</td>
</tr>
<tr>
<td>% of French Speakers who Speak English &quot;Very well&quot; or &quot;Well&quot;</td>
<td>97.67%</td>
</tr>
<tr>
<td>% of Spanish &amp; French Speakers who Don't Speak English at all</td>
<td>0%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Total Population (Bellaire Elementary School District - 18 or over)</th>
<th>4,178</th>
</tr>
</thead>
<tbody>
<tr>
<td>Speak Spanish</td>
<td>155</td>
</tr>
<tr>
<td>Speak French</td>
<td>65</td>
</tr>
<tr>
<td>Speak Spanish % of Population</td>
<td>3.71%</td>
</tr>
<tr>
<td>Speak French % of Population</td>
<td>1.56%</td>
</tr>
<tr>
<td>Total Population (Central Park Elementary district)</td>
<td>4,688</td>
</tr>
<tr>
<td>-----------------------------------------------</td>
<td>-------</td>
</tr>
<tr>
<td>Speak Spanish</td>
<td>218</td>
</tr>
<tr>
<td>Speak Vietnamese</td>
<td>32</td>
</tr>
<tr>
<td>Speak Spanish % of Population</td>
<td>4.65%</td>
</tr>
<tr>
<td>Speak Vietnamese % of Population</td>
<td>0.68%</td>
</tr>
<tr>
<td>% of Spanish Speakers who Speak English &quot;Very well&quot; or &quot;Well&quot;</td>
<td>81.65%</td>
</tr>
<tr>
<td>% of Vietnamese Speaker who Speak English &quot;Very well&quot; or &quot;Well&quot;</td>
<td>75.68%</td>
</tr>
<tr>
<td>% of Spanish &amp; Vietnamese Speakers who Don't Speak English at all</td>
<td>0.04%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Total Population (Central Park Elementary district - 18 or over)</th>
<th>3,596</th>
</tr>
</thead>
<tbody>
<tr>
<td>Speak Spanish</td>
<td>184</td>
</tr>
<tr>
<td>Speak Vietnamese</td>
<td>26</td>
</tr>
<tr>
<td>Speak Spanish % of Population</td>
<td>5.12%</td>
</tr>
<tr>
<td>Speak Vietnamese % of Population</td>
<td>0.72%</td>
</tr>
<tr>
<td>Total Population (Arthur Circle Elementary district)</td>
<td>20,361</td>
</tr>
<tr>
<td>--------------------------------------------------</td>
<td>-------</td>
</tr>
<tr>
<td>Speak Spanish</td>
<td>361</td>
</tr>
<tr>
<td>Speak French</td>
<td>169</td>
</tr>
<tr>
<td>Speak Spanish % of Population</td>
<td>1.77%</td>
</tr>
<tr>
<td>Speak French % of Population</td>
<td>0.83%</td>
</tr>
<tr>
<td>% of Spanish Speakers who Speak English &quot;Very well&quot; or &quot;Well&quot;</td>
<td>83.93%</td>
</tr>
<tr>
<td>% of French Speaker who Speak English &quot;Very well&quot; or &quot;Well&quot;</td>
<td>95.53%</td>
</tr>
<tr>
<td>% of Spanish &amp; French Speakers who Don't Speak English at all</td>
<td>0.00%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Total Population (Arthur Circle Elementary district - 18 or over)</th>
<th>16,887</th>
</tr>
</thead>
<tbody>
<tr>
<td>Speak Spanish</td>
<td>361</td>
</tr>
<tr>
<td>Speak French</td>
<td>210</td>
</tr>
<tr>
<td>Speak Spanish % of Population</td>
<td>2.14%</td>
</tr>
<tr>
<td>Speak French % of Population</td>
<td>1.24%</td>
</tr>
</tbody>
</table>
### Total Population (Cherokee Park Elementary district)

<table>
<thead>
<tr>
<th></th>
<th>5,839</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Population</td>
<td>5,839</td>
</tr>
<tr>
<td>Speak Spanish</td>
<td>400</td>
</tr>
<tr>
<td>Speak French</td>
<td>18</td>
</tr>
<tr>
<td>Speak Spanish % of Pop.</td>
<td>6.85%</td>
</tr>
<tr>
<td>Speak French % of Pop.</td>
<td>0.31%</td>
</tr>
<tr>
<td>% Spanish Speakers</td>
<td>57.25%</td>
</tr>
<tr>
<td>% French Speakers</td>
<td>83.33%</td>
</tr>
<tr>
<td>% Spanish Speakers who</td>
<td>10.00%</td>
</tr>
<tr>
<td>Don’t Speak English</td>
<td>0.00%</td>
</tr>
</tbody>
</table>

### Total Population (Cherokee Park Elementary district - 18 or over)

<table>
<thead>
<tr>
<th></th>
<th>4,230</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Population</td>
<td>4,230</td>
</tr>
<tr>
<td>Speak Spanish</td>
<td>298</td>
</tr>
<tr>
<td>Speak French</td>
<td>6</td>
</tr>
<tr>
<td>Speak Spanish % of Pop.</td>
<td>7.04%</td>
</tr>
<tr>
<td>Speak French % of Pop.</td>
<td>0.14%</td>
</tr>
</tbody>
</table>

As an association of cities, towns, parishes, ports, and state agencies that serves as a forum for developing policies and making decisions about regional growth and transportation issues, NLCOG does not provide any direct services to the population of Northwest Louisiana. However, NLCOG encourages public comment on its policies, programs, and funding cycles, and would like to increase opportunities for public comment, particularly by historically underserved populations, including LEP individuals.

NLCOG has limited resources to pursue translation services; therefore an ideal solution would be to find a low cost point-of-access for LEP individuals. This gives LEP individuals a way to find out about NLCOG’s activities and provides a method for NLCOG to determine the demand for translation services.

**ACTION:** The Regional Council has established the following policy for providing information to individuals with Limited English Proficiency (LEP):


“The Northwest Louisiana Council of Governments (NLCOG) is always seeking opportunities to increase opportunities for public comment on its activities, including policies, programs, and funding cycles. NLCOG is particularly interested in increasing opportunities for historically underserved populations to provide input regarding its planning activities. The results of the “four-factor analysis” showed that there is not a great need for translation services, but that it is a good time to find a starting place for providing access to individuals with Limited English Proficiency. The analysis showed that the greatest benefits would be for people who speak Spanish at home (95.60% of the population).”

NLCOG developed a creative solution to provide the starting place for providing interpretive services for all residents in need. NLCOG put together a list of contacts that would be available for assistance if there were a high demand for translation services. These include:

- Community Liaison Officers / Neighborhood Assistant Team (Shreveport Police Department)
- Community Relations/Crime Prevention Officers (Bossier City Police Department)
- The Facet Group (318) 861-5757
- The Language Exchange (318) 868-4504
- Foreign Language Lab, Bossier Parish Community College Genevieve Tournebize-Iliev, (318) 678-6000
- Foreign Language Audio and Multimedia Laboratories, Louisiana State University - Shreveport Lynn Marie Walford, (318) 797-5140
- Betty and Leonard Phillips Deaf Action Center (318) 425-7781
  On-site interpreters and video remote interpreting

In the future, NLCOG may consider purchasing online services that would offer instant translation of the NLCOG Web site, www.nlcog.org.

Adopted April 9, 2009

__________________________________________  April 9, 2009
J. Kent Rogers, Executive Director               Date
Appendix D
Toolbox for Public Involvement
Toolbox for Public Involvement

A toolbox is important for any line of work. It helps a person or agency complete the required tasks in the most efficient and effective way. As with any toolbox, this toolbox is meant to be the building block for public involvement. Like the entire public involvement plan, this toolbox will be re-evaluated when needed to identify if the tools are working, if they need to be improved upon, or if new tools need to be added.

NLCOG identified several practical techniques of public involvement to use in a variety of situations. While these techniques allow a wide-range of use, NLCOG will tailor each technique to the specific project and needs of the community. These techniques and descriptions are a general guideline of how NLCOG can incorporate a variety of approaches to involve the public to achieve the maximum impact with every opportunity for public involvement from all audiences. The following is a thorough, though not exhaustive, list of public involvement techniques NLCOG will employ.

As needed, NLCOG will reference Public Involvement in the Transportation Decision-making Process (Pub No. FHWA–NHI–02–049) for additional techniques.

*Techniques listed in alphabetical order.*
<table>
<thead>
<tr>
<th>Technique</th>
<th>Use</th>
<th>Participants</th>
<th>Goals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Brainstorming</td>
<td>Participants come together in a democratic, freethinking forum to generate ideas and help find common ground for consensus about a solution. Brainstorming can help NLCOG develop projects, policies and programs as we become aware of issues, problems and solutions that might not otherwise come to our attention.</td>
<td>Anyone can participate in a brainstorming session and should bring all ideas to the table.</td>
<td>Brainstorming sessions bring new ideas to difficult problems. Brainstorming gives participants a sense of progress and accomplishment while helping to resolve issues.</td>
</tr>
<tr>
<td>Charrettes</td>
<td>Participants work together to resolve a problem or issue within a specified time limit. A charrette calls attention to an issue and can generate alternative solutions to the problem through smaller work groups.</td>
<td>Anyone can participate and is assured an opportunity to speak out.</td>
<td>Charrettes produce visible results through open, honest examination of the issues and help participants reach consensus on an appropriate solution. Charrettes encourage public comment by being interactive, responsive, and focusing on the generation of fresh ideas and approaches.</td>
</tr>
<tr>
<td>Citizen’s Advisory Committee (CAC)</td>
<td>A representative group meets regularly to discuss issues of common concern. It is a forum for hearing ideas and bringing those ideas directly into the process. A CAC creates a working group for sharing ideas in a representative environment of opposing viewpoints. Each participant shares equal status and has an ongoing opportunity for input.</td>
<td>Representatives are selected to participate and include a diversity of viewpoints and backgrounds.</td>
<td>A CAC demonstrates commitment to participation in all stages of the process. Participants typically have a broad, long-term view in discussing regional issues, not specific projects.</td>
</tr>
<tr>
<td>Collaborative Task Force</td>
<td>A task force is assigned the task of resolving a difficult issue within a specified time limit. The participants are directly involved in developing plans and making decisions for official ratification by the Board. A collaborative task force deals with high-profile issues that generate considerable public or media attention and community polarization.</td>
<td>Member groups are selected to represent a broad cross-section of interests.</td>
<td>A task force brings together a wide range of backgrounds and opinions to help in exploring significant issues. NLCOG assumes a non-participatory role, but provides technical assistance as needed.</td>
</tr>
<tr>
<td>Facilitation</td>
<td>Facilitation is the guidance of a group in a democratic, problem-solving process and brings out all points of view represented in the group. Facilitation is a commitment to action and involving residents in the decision-making process. Widespread diversity in viewpoints is expected to exist in the group.</td>
<td>Representatives of citizen groups or stakeholders are invited to participate.</td>
<td>Facilitation leads to empowerment and consensus from members of the group. It aids citizen input in a variety of settings and includes consideration of conflicting goals, needs or interests.</td>
</tr>
<tr>
<td>Focus Groups</td>
<td>Focus groups gauge public opinion through the identification of concerns, needs and expectations from a particular policy, program or project. Groups can explore attitudes and responses as a basis for broader participatory efforts. A focus group can provide public input from otherwise unrepresented individuals and a place for people to speak out without criticism of their comments or concerns.</td>
<td>Random selection assures representation of all segments of society.</td>
<td>Focus groups produce opinions and ideas from participants. This helps NLCOG understand overall public reactions to projects, programs or policies. The goal is to obtain opinions; specific viewpoints are the principal product of the focus group meetings.</td>
</tr>
<tr>
<td>Media Strategies</td>
<td>Media strategies inform the public about projects and programs and encourage consensus, understanding and responses using newspapers, radio, TV, flyers, newsletters, and brochures. The selected medium will provide a wide dissemination of information addressing three questions: &quot;What is the plan or project?&quot; - &quot;Who is the audience?&quot; - &quot;What does the public need to know to participate effectively?&quot;</td>
<td>NLCOG, with assistance from the Board, the CAC and other community representatives.</td>
<td>Media strategies seek to enhance public understanding through the dissemination of uniform information, thus alleviating the spread of misinformation that often becomes a barrier to understanding or implementation.</td>
</tr>
<tr>
<td>Public Meetings and Hearings</td>
<td>Public meetings present information to the public and obtain informal (meetings) or formal (hearings) input. They provide early, timely citizen input through the give-and-take of citizen and agency questions and responses, along with the interaction among the public and staff.</td>
<td>All participants are self-selected based on their interest.</td>
<td>Meetings can be held at specific milestones or phases within a project or program. Public meetings help monitor public reactions to policy, proposals, and progress on specific projects.</td>
</tr>
<tr>
<td>Surveys and Questionnaires</td>
<td>Surveys assess widespread public opinion and gather information for use in the planning process. Surveys also show public reactions and portray perceptions and preferences.</td>
<td>Random selection and self-selection</td>
<td>Better information enhances NLCOG’s understanding of public concern and helps guide the process of public involvement. Because surveys are one-way communication, results of surveys should guide efforts to meet public concerns and develop effective messages for public information.</td>
</tr>
<tr>
<td>Transportation Fairs</td>
<td>Transportation fairs and events are used to interest the public in transportation projects, policies and programs using visual exhibits. Comments received increase NLCOG’s awareness of opinions and views of participants.</td>
<td>Participants are self-selected based on their interest.</td>
<td>Fairs present information to the public and create interest in the project or specific program. Fairs and events seek to keep the public informed, interested and updated about programs and projects. A fair provides opportunity for casual input and seeks to increase community awareness.</td>
</tr>
<tr>
<td>Visioning</td>
<td>Participants work in a democratic environment that directly involves a cross-section of residents. It is proactive in nature, exploring and advocating strategies for the future. After open consideration of many options, it generates a single, integrated vision for the region based on the diverse viewpoints of those represented.</td>
<td>Typically, representatives are selected to participate through meetings and surveys.</td>
<td>Visioning leads toward a greater degree of public participation in the process while looking for common ground among participants. Visioning uses public participation as a source of ideas in the establishment of long-range policies. Visioning helps NLCOG become aware of issues and problems, and different points of view.</td>
</tr>
<tr>
<td>Visualization Techniques</td>
<td>A visualization technique could be as simple as a dry erase board for a small group discussion focused on a specific issue. Other simple techniques include: PowerPoint, detailed maps with aerial photography, or display boards for scenario development. More detailed approaches include 3-D computer modeling and interactive maps that allow for proposal comparison. Visualization is often used in conjunction with other techniques in the toolbox.</td>
<td>Typically, representatives are present at project-specific meetings, fairs, charrettes, open houses, etc.</td>
<td>Visualization allows the public to better understand how a project might look and/or affect a certain area. In some cases, input can allow adjustments may be made in “real time” for the public to immediately see the results of a decision or suggestion.</td>
</tr>
</tbody>
</table>
Advisory Committee
Nomination Form

Name ____________________________________________
Mailing Address ____________________________________________
Alternate Address ____________________________________________
Phone ____________________ Email ____________________________

The following questions are optional and confidential.

Are you ... ☐ Male ☐ Female

What is your age range?
☐ 18 – 30 years ☐ 31 – 45 years ☐ 46 – 60 years ☐ Over 60 years

Please identify which ethnic group(s) you identify with:
☐ Black/African American ☐ White/Caucasian ☐ Hispanic
☐ Asian American ☐ American Indian/Alaskan Native ☐ Other

What is your employment status?
☐ Employed ☐ Unemployed ☐ Student ☐ Retired

What is the highest level of education you completed?
☐ High school/GED ☐ Technical/trade ☐ College ☐ Other

What is your income level?
☐ Under $25,000 ☐ $25,000 – $50,000 ☐ $50,000 – $100,000
☐ $100,000 - $150,000 ☐ $150,000 - $200,000 ☐ Over $200,000

What form(s) of transportation do you use?
☐ Personal vehicle ☐ Public Transportation ☐ Carpool
☐ Taxi Cab ☐ Bicycle/Walk ☐ Other _____________

Please continue on the back.
Are you a member of and/or do you participate in any of the following categories of professional/community organizations?

<table>
<thead>
<tr>
<th>Economic development</th>
<th>Board of Realtors</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rural development</td>
<td>Neighborhood Association/Revitalization</td>
</tr>
<tr>
<td>Natural Resources/Environmental Protection</td>
<td>Public Health and Safety</td>
</tr>
<tr>
<td>Recreational Opportunities</td>
<td>Public Services</td>
</tr>
<tr>
<td>Cultural Resource Preservation</td>
<td>Other (please list)</td>
</tr>
<tr>
<td>Religious/Faith-based</td>
<td></td>
</tr>
</tbody>
</table>

Describe any community project in which you previously or currently participate:

______________________________________________________________________________________________________________
______________________________________________________________________________________________________________

Briefly, describe your interest in serving on the committee:

______________________________________________________________________________________________________________
______________________________________________________________________________________________________________

What specialized skill(s) or experience(s) will you bring to the committee?

______________________________________________________________________________________________________________
______________________________________________________________________________________________________________

Are you willing and able to make a conscientious effort to give membership on this committee a priority and participate as necessary? ☐ Yes ☐ No

Are you willing to serve on any of the subcommittees that may require more of your time? ☐ Yes ☐ No

Are you willing and able to define and evaluate issues without expressing a personal bias? ☐ Yes ☐ No

I agree to abide by future by-laws and procedures adopted by the Citizen's Advisory Committee. It is my intention to familiarize myself to the duties and responsibilities necessary and to fulfill my obligation on this committee to the best of my ability, exercising good judgment, fairness, impartiality, and faithful attendance.

____________________________________  __________________________
Applicant’s Signature                     Date
Appendix E
Public Involvement Performance Measures
## Public Involvement Performance Measures

<table>
<thead>
<tr>
<th>Involvement Tool</th>
<th>Evaluation Criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Quantitative</td>
</tr>
<tr>
<td>Brainstorming</td>
<td>• Number of participants</td>
</tr>
<tr>
<td></td>
<td>• Number of ideas shared</td>
</tr>
<tr>
<td></td>
<td>• Diversity of representation</td>
</tr>
<tr>
<td>Charrettes</td>
<td>• Number of participants</td>
</tr>
<tr>
<td></td>
<td>• Diversity of representation</td>
</tr>
<tr>
<td></td>
<td>• Number of ideas</td>
</tr>
<tr>
<td>Citizen's Advisory</td>
<td>• Number of participants</td>
</tr>
<tr>
<td>Committee</td>
<td>• Diversity of representation</td>
</tr>
<tr>
<td></td>
<td>• Number of ideas and/or suggestions on NLCOG's plans/programs</td>
</tr>
<tr>
<td>Collaborative Task Force</td>
<td>• Number of participants</td>
</tr>
<tr>
<td></td>
<td>• Diversity of representation</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>Facilitation</td>
<td>• Number of participants</td>
</tr>
<tr>
<td></td>
<td>• Diversity of representation</td>
</tr>
<tr>
<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Focus Groups</td>
<td>Number of participants</td>
</tr>
<tr>
<td>--------------</td>
<td>------------------------</td>
</tr>
<tr>
<td>Media Strategies</td>
<td>Extent and quantity of media coverage</td>
</tr>
<tr>
<td>Public Meetings and Hearings</td>
<td>Number of meetings</td>
</tr>
<tr>
<td>Surveys and Questionnaires</td>
<td>Number of surveys given out</td>
</tr>
<tr>
<td>Transportation Fairs</td>
<td>Number of visitors</td>
</tr>
<tr>
<td>Visioning</td>
<td>Number of participants</td>
</tr>
<tr>
<td>----------------</td>
<td>------------------------</td>
</tr>
<tr>
<td>Visualization Techniques</td>
<td>Number of visual aid used</td>
</tr>
</tbody>
</table>
Appendix F

Media and Community Contacts
## Media and Community Contacts

In order to maintain adequate flow of information to the community, NLCOG has compiled and periodically updates a database of media and community contacts. The members of this database are from a variety of media outlets, community representatives, and residents.

### Media

<table>
<thead>
<tr>
<th>Newspaper</th>
<th>Phone Number</th>
<th>Fax Number</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Caddo Citizen</strong></td>
<td>(318) 375-3294</td>
<td>(318) 375-3308</td>
</tr>
<tr>
<td>Barbara Dendy, Editor</td>
<td></td>
<td></td>
</tr>
<tr>
<td>203 S. Spruce Street</td>
<td>(318) 375-3294</td>
<td>(318) 375-3308</td>
</tr>
<tr>
<td>Vivian, Louisiana 71082</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>The Times</strong></td>
<td>(318) 459-3233</td>
<td>(318) 459-3462</td>
</tr>
<tr>
<td>Africa Price, Executive Editor</td>
<td></td>
<td></td>
</tr>
<tr>
<td>222 Lake Street</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shreveport, Louisiana 71101</td>
<td>(318) 631-6222</td>
<td>(318) 635-3485</td>
</tr>
<tr>
<td><strong>Shreveport Sun</strong></td>
<td>(318) 631-6222</td>
<td>(318) 635-3485</td>
</tr>
<tr>
<td>Sonya C. Landry, Editor</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2224 Jewella Avenue</td>
<td>(318) 631-6222</td>
<td>(318) 635-3485</td>
</tr>
<tr>
<td>Shreveport, Louisiana 71104</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Bossier Press-Tribune</strong></td>
<td>(318) 747-7900</td>
<td>(318) 747-5298</td>
</tr>
<tr>
<td>David A. Specht, Editor &amp; Publisher</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4250 Viking Drive</td>
<td>(318) 747-7900</td>
<td>(318) 747-5298</td>
</tr>
<tr>
<td>Bossier City, Louisiana 71111</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Radio Station

<table>
<thead>
<tr>
<th>Radio Station</th>
<th>Phone Number</th>
<th>Fax Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>KDKS</td>
<td>(318) 320-1021</td>
<td>(318) 459-1493</td>
</tr>
<tr>
<td>KEEL</td>
<td>(318) 320-5336</td>
<td>(318) 687-8574</td>
</tr>
<tr>
<td>KFLO</td>
<td>(318) 222-2744</td>
<td>(318) 425-7507</td>
</tr>
<tr>
<td>KMJJ</td>
<td>(318) 865-5173</td>
<td>(318) 865-3657</td>
</tr>
<tr>
<td>KNCB</td>
<td>(318) 375-3278</td>
<td>(318) 375-3329</td>
</tr>
<tr>
<td>KOKA</td>
<td>(318) 424-7951</td>
<td>(318) 459-1493</td>
</tr>
<tr>
<td>KSCL</td>
<td>(318) 869-5297</td>
<td>(318) 869-5219</td>
</tr>
<tr>
<td>KSYR</td>
<td>(318) 320-9292</td>
<td>(318) 459-1493</td>
</tr>
<tr>
<td>KVKI</td>
<td>(318) 320-9696</td>
<td>(318) 687-8574</td>
</tr>
<tr>
<td>KWKH</td>
<td>(318) 320-1130</td>
<td>(318) 687-8574</td>
</tr>
<tr>
<td>KYLA</td>
<td>(318) 927-3122</td>
<td>(318) 459-1493</td>
</tr>
<tr>
<td>Red River Public Radio</td>
<td>(318) 797-5150</td>
<td>(318) 797-5153</td>
</tr>
<tr>
<td>Television Station</td>
<td>Phone Number</td>
<td>Fax Number</td>
</tr>
<tr>
<td>--------------------</td>
<td>--------------</td>
<td>------------</td>
</tr>
<tr>
<td>KMSS</td>
<td>(318) 631-5677</td>
<td>(318) 631-4195</td>
</tr>
<tr>
<td>KPXJ-PAX</td>
<td>(318) 861-5800</td>
<td>(318) 219-4634</td>
</tr>
<tr>
<td>KSHV</td>
<td>(318) 631-4545</td>
<td>(318) 631-4195</td>
</tr>
<tr>
<td>KSLA</td>
<td>(318) 222-1212</td>
<td>(318) 677-6703</td>
</tr>
<tr>
<td>KTAL</td>
<td>(318) 629-6000</td>
<td>(318) 425-2488</td>
</tr>
<tr>
<td>KTBS</td>
<td>(318) 320-5827</td>
<td>(318) 219-4680</td>
</tr>
</tbody>
</table>

**Community/Neighborhood Agencies**

Barksdale Forward, Inc.
Biomedical Research Foundation
Bossier Chamber of Commerce
Bossier Economic Foundation
Christian Services
Committee of 100
Coordinating and Development Corporation
Greater Shreveport Chamber of Commerce
Highland Area Partnership, Inc.
North Louisiana Interfaith Association
North Shreveport Development
Providence House
Queensborough Neighborhood Association
Shreveport – Bossier African American Chamber of Commerce
Shreveport – Bossier Community Renewal
Shreveport Green
St. Elizabeth Ann Seton Catholic Church
Stoner Neighborhood Action Group
The Glen Retirement System
United Way of NWLA
Volunteers of America/Red River Employment Services

**City/Parish Agencies**

Bossier Council on Aging
Bossier Office of Community Services
Caddo Council on Aging
City of Bossier City Community Development Department
City of Bossier City Housing Authority
City of Shreveport Community Development Department
City of Shreveport Housing Authority
Appendix G
Public Comments
Lisa Frazier

From: Shelly Barrett [Shelly.Barrett@BossierSchools.Org]
Sent: Friday, July 24, 2009 3:40 PM
To: Lisa Frazier
Subject: Public Involvement Plan

Dear Mrs. Frazier,

A notice in The Shreveport Times regarding NLCOG’s Public Involvement Plan prompted me to review the document which was easily accessed via www.nlcoq.org. I found this plan to be both informative and interesting. The clearly defined mission was reflected in the policy statement as well as the goals and objectives. Helpful resources such as community contacts, community/neighborhood agencies, and policy committees were identified and described.

Due to an increase in my school’s Hispanic population, the section regarding strategies for engaging LEP individuals was of great interest to me. By providing print materials in Spanish for specific family oriented programs, you have enabled parents to break through an existing communication barrier and ultimately participate in educational opportunities for their children. Additionally, the list of community contacts that provide translation services is both innovative and cost-effective.

It is apparent that NLCOG is committed to finding solutions which allow full access to its services. Your efforts reflect those of an agency committed to the success of its stakeholders. Thank you for pursuing excellence in our community.

Sincerely,
Shelly Barrett

Dr. Shelly Barrett, Principal
Meadowview Elementary School
4312 Shed Road
Bossier City, LA 71111
(318) 549-5845

7/24/2009