

City of New London, Connecticut

Four-Factor Analysis

Title VI Compliance

I. Introduction

The City of New London is committed to ensuring meaningful access to all programs, services, and activities for individuals with Limited English Proficiency (LEP), in accordance with Title VI of the Civil Rights Act of 1964 and FTA Circular 4702.1B.

II. Four-Factor Analysis

Factor 1: Demography

New London has a significant Spanish-speaking LEP population (~13–15%), exceeding the 5% threshold requiring translation of vital documents. Other language groups exist in smaller proportions.

Language	LEP Population	% Population	Threshold
Spanish	3,500–4,000	13–15%	Yes
Other Indo-European	200–300	~1%	Possible
Chinese	<100	<1%	No
Arabic	<100	<1%	No

Factor 2: Frequency

City staff frequently encounter Spanish-speaking LEP individuals, with occasional need for other language assistance.

Factor 3: Importance

Transportation services impact employment, healthcare, education, and safety. These are critical services requiring accessible communication.

Factor 4: Resources and Costs

The City uses bilingual staff, translation tools, and external services as needed. Costs are managed through efficient solutions.