TITLE VI

NON-DISCRIMINATION PLAN

City of Norway
915 Main Street
Norway, MI 49870
906-563-9961

Table of Contents

Resolution Adopting the Title VI Non-Discrimination Plan 1

City of Norway Policy Statement 2

City of Norway Title VI Assurance 4

Authorities 6

Definitions 7

Administration - General 9

Limited English Proficiency 10

Environmental Justice 14

Filing a Complaint 15

Appendix A Required Contract Language 19

Appendix B Transfer of Property 21

Appendix C Permits, Leases and Licenses 23

Appendix D Title VI Complaint Form 24

Appendix E Determine/Distinguish Significant/Non-Significant Effects 26

Appendix F Program Compliance/Program Review Goals for Current Plan Year 27

City of Norway

P.O. Box 99 • 915 Main Steet • Norway, Michigan 49870-0099 • Phone 906-563-9961 • Fax 906-563-7502

RESOLUTION 2012-10

ADOPTING THE TITLE VI NON-DISCRIMINATION PLAN

WHEREAS, in accordance with Title VI of the Civil Rights Act of 1964, all recipients and sub-recipients of federal aid highway funds are to have a Title VI Plan, and

WHEREAS, failure to comply with this requirement may place the city of Norway in deficiency status as stipulated by 23 CFR Part 200 and 49 CFR Part 21, and

WHEREAS, the City of Norway has drafted a plan to be in compliance with Title VI regulations, and

NOW THERE FOR BE IT RESOLVED, the City Council of the City of Norway adopts this Title VI Non Discrimination Plan and authorizes the City Manager to implement the provisions of the Plan.

ENTERED this 21st day of May, 2012.

Jeremy Oja, Mayor

Trisha Plante, City Clerk

CERTIFICATION OF CLERK

I hereby certify that the foregoing constitutes a true and complete copy of a Resolution adopted by the Council Members for the City of Norway, County of Dickinson, State of Michigan, at a regular meeting held on May 21st, 2012 and that public notice of said meeting was given as required by Statute.

Trisha Plante, City Clerk

The City of Norway is an Equal Opportunity provider and employer.

CITY OF NORWAY
POLICY STATEMENT

The City of Norway reaffirms its policy to allow all individuals the opportunity to participate in federal financially assisted services and adopts the following provision:

> 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 financial assistance. In applying this policy, the City of Norway and its sub-recipients of federal funds will not:

1. Deny any individual with any services, opportunity, or other benefit for which such individual is otherwise qualified;

2. Provide any individual with any service, or other benefit, which is inferior (in quantity or quality) to, or which is provided in a different manner from that which is provided to others;

3. Subject any individual to segregated or disparate treatment in any manner related to such individual's receipt of services or benefits;

4. Restrict an individual in any way from the enjoyment of services, facilities or any other advantage, privilege or other benefit provided to others;

5. Adopt or use methods of administration, which would limit participation by any group of recipients or subject any individual to discrimination;

6. Address any individual in a manner that denotes inferiority because of race, color, or national origin;

7. Permit discriminatory activity in a facility built in whole or in part with federal funds;

8. Deny any segment of the population the opportunity to participate in the operations of a planning or advisory body that is an integral part of a federally funded program;

9. Fail to provide information in a language other than English to potential or actual beneficiaries who are of limited English speaking ability, when requested and as appropriate;

10. Subject an individual to discriminatory employment practices under any federally funded program whose object is to provide employment;

11. Locate a facility in any way, which would limit or impede access to a federally funded service or benefit.

The City of Norway will actively pursue the prevention of any Title VI deficiencies or violations and will take the necessary steps to ensure compliance. If irregularities occur in the administration of the program's operation, procedures will be promptly implemented to resolve Title VI issues all within a period not to exceed 90 days.

_____

Jeremy Oja
Mayor

_____

Ray D. Anderson
City Manager

CITY OF NORWAY TITLE VI ASSURANCE

The City of Norway (hereinafter referred to as the City) 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, Non-discrimination in Federally-Assisted Programs for 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 gender, race, color 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 City received Federal financial assistance from the Department of Transportation, including the Federal Highway Administration, and hereby gives assurances that it will promptly take any measures necessary to effectuate this agreement. This assurance is required by subsection 21.7 (a) (1) and (b) of the Regulations.

More specifically and without limiting the above general assurance, the City hereby gives the following specific assurance with respect to the Federal Aid Highway Program:

1. That the City 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 City shall insert the following notification in all solicitations for bids for work or material subject to the Regulations and, in adapted form, in all proposals for negotiated agreements:

   "The City of Norway in accordance with Title VI of the Civil Rights Act of 1964, 78 State. 252, 42 USC 2000d to 2000d-4 and Title 49, Code of Federal Regulations, Department of Federally-assisted programs of the Department of Transportation issued pursuant to such Act, hereby notifies all bidders that it will affirmatively ensure that in any contract entered into pursuant to this advertisement, minority business enterprises will be afforded full opportunity to submit bids in response to this invitation and will not be discriminated against on the grounds of gender, disability, race, color or national origin in consideration for an award."

3. That the City shall insert the clauses of Appendix A of this assurance in every contract subject to the Act and the Regulations.
4. That where the City receives Federal financial assistance to construct a facility, or part of a facility, the assurance shall extend to the entire facility and any facilities operated in connection therewith.
5. That where the City receives Federal financial assistance in the form, or for the acquisition of real property or an interest in real property, the assurance shall extend to rights to space on, over or under such property.

6. That this assurance obligates the City for the period during the Federal financial assistance is extended to the program, except where the Federal financial assistance is to provide, 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 City or any transferee for the longer 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 City retains ownership or possession of the property.
7. The City shall provide for such methods of administration for the program as are found by the Secretary of Transportation or the official to whom he/she delegates specific authority to give reasonable guarantee that it, other recipients, sub-grantees, contractors, sub-contractors, 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.
8. This assurance obligates the Recipient for the period during which Federal Financial assistance is extended to the program except where the federal financial assistance is to provide, 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 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 to give reasonable guarantee that it, other recipients, sub-grantees, contractors, sub-contractors, transferees, successors in interest, and other participants of Federal financial assistance under such program will comply with all requirements imposed by, or pursuant to, the Act, the regulations and this assurance.
10. The Recipient agrees that the United States has a right to seek judicial enforcement 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 City under the Federal Aid Highway Program and is binding on it, other recipients, sub-grantees, contractors, sub-contractors, 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 City.

Dated: _____

City of Norway

_____

Ray D. Anderson, City Manager

AUTHORITIES

Title VI of the Civil Rights Act of 1964, 42 USC 2000d to 2000d-4; 42 USC 4601 to 4655; 23 USC 109(h);

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 (including Limited English Proficiency), 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 (please refer to 23 CFR 200.9 and 49 CFR 21). Related statutes have broadened the grounds to include age, low income, and disability.

The Civil Rights Restoration Act of 1987 also broadened the scope of Title VI coverage by expanding the definition of 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 100-259 [S. 557] March 22, 1988).

Federal Aid Highway Act of 1973, 23 USC 324: No person shall on the ground of sex 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 on under this title.

Age Discrimination Act of 1975, 42 USC 6101: No person in the United States shall, on the basis of age, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under, any program or activity receiving federal financial assistance.

Americans With Disabilities Act of 1990 PL 101-336: No qualified individual with a disability shall, by reason of his/her handicap, be excluded from participation in, be denied the benefits of, or be subjected to discrimination by a department, agency, special purpose district or other instrumentality of a state or local government.

Section 504 of the Rehabilitation Act of 1973: No qualified handicapped person shall, solely by reason of his handicap, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity that receives or benefits from federal financial assistance.

USDOT Order 1050.2: Standard Title VI Assurances.

EO12250: Department of Justice Leadership and coordination of Non-discrimination Laws.

EO12898: Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations; and

28 CFR 50.3: Guidelines for the enforcement of Title VI, Civil Rights Act of 1964.

EO13166: Improving Access to Services for Persons with Limited English Proficiency.

DEFINITIONS

Adverse Effects – The totality of significant individual or cumulative human health or environmental effects including interrelated social and economic effects, which may include, but are not limited to: (See Appendix B for additional discussion of "significant")

- Bodily impairment, infirmity, illness or death
- Air, noise and water pollution and soil contamination
- Destruction or disruption of man-made or natural resources
- Destruction or diminution of aesthetic values
- Destruction or disruption of community cohesion or community's economic vitality
- Destruction or disruption of the availability of public and private facilities and services
- Adverse employment effects
- Displacement of person's businesses, farms or non-profit organizations
- Increased traffic congestion, isolation, exclusion or separation of minority or low-income individuals within a given community or from the broader community
- Denial of, reduction in, or significant delay in the receipt of benefits of the City programs, policies and activities

Significant Adverse effects on Minority and Low-Income Populations – An adverse effect that:

a. is predominantly borne by a minority population and/or a low-income population, or
b. will be suffered by the minority population and/or low-income population and is shown to be appreciably more severe or greater in magnitude than the adverse effect that will be suffered by the non-minority population and/or non-low-income population.

Limited English Proficiency - Individuals with a primary or home language other than English who much, due to limited fluency in English, communicate in that primary or home language if the individuals are to have an equal opportunity to participate effectively in or benefit from any aid, service or benefit provided by the City.

Federal Assistance – Includes grants and loans of federal funds; the grant or donation of federal property and interests in property; the detail of federal personnel, federal property or any interest in such property without consideration or at a nominal consideration or at a consideration which is reduced for the purpose of assisting the recipient, or in recognition of the public interest to be served by such sale or lease to the recipient; and any federal agreement, arrangement or other contract which has, as one of its purposes, the provision of assistance.

Low-Income – A person whose median household income is at or below the Department of Health and Human Service Property guidelines. http://aspe.hhs.gov/poverty/

Low-Income Population – Any readily identifiable group of low-income persons who live in geographic proximity and, if circumstances warrant, geographically dispersed/transient persons (such as migrant

workers or Native Americans) who will be similarly affected by a proposed City program, policy or activity.

Minority – A person who is:

a. Black – A person having origins in any of the black racial groups of Africa;
b. Hispanic – A person of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish culture or origin, regardless of race;
c. Asian American – A person having origins in any of the original people of the Far East, Southeast Asia, the Indian sub-continent, or the Pacific Islands; or
d. American Indian and Alaskan Native – A person having origins in any of the original people of North American and who maintains cultural identification through tribal affiliation or community recognition.

Minority Population – Any readily identifiable groups of minority persons who live in geographic proximity and, if circumstances warrant, geographically dispersed/transient persons (such as migrant workers or Native Americans) who will be similarly affected by a proposed City program, policy or activity.

Non-Compliance – A recipient has failed to meet prescribed requirements and has shown an apparent lack of good faith effort in implementing all the requirements of Title VI and related statues.

Persons – Where designation of persons by race, color or national origin is required, the following designation ordinarily may be used; "White not of Hispanic origin", "Black not of Hispanic origin", "Hispanic", "Asian or Pacific Islander", "American Indian or Alaskan Native". Additional sub-categories based on national origin of primary language spoken may be used, where appropriate, on either a national or a regional basis.

Program – Includes any road or park project including planning or any activity for the provision of services financial aid or other benefits to individuals. This includes education or training, work opportunities, health welfare, rehabilitation, or other services, whether provided directly by the recipient of federal financial assistance or provided by others through contracts or other arrangements with the recipient.

Recipient - Any state, territory, possession, the District of Columbia, Puerto Rico, or any political subdivision, or instrumentality thereof, or any public or private agency, institution, or organization, or other entity, or any individual, in any state, territory, possession, the District of Columbia, or Puerto Rico, to whom Federal assistance is extended, either directly or through another recipient, for any program. Recipient includes any successor, assignee, or transferee thereof, but does not include any ultimate beneficiary under any such program.

Sub-Recipient – Any agency such as a council or governments, regional planning agency, education institution, for example, that received Federal Highway Administration (FHWA) funds through the State

DOT and not directly from the FHWA. Other agencies, local governments, contractors, consultants that receive these funds are all considered sub-recipients.

ADMINISTRATION – GENERAL

The City Manager shall have lead responsibility for coordinating the administration of the Title VI and related statutes program, plan and assurances.

Complaints: If any individual believes that he/she or any other program beneficiaries have been the object of unequal treatment or discrimination as to the receipt of benefits and/or service, or on the grounds of race, color, national origin (including Limited English Proficiency), sex, age or handicap, she/he may exercise his/her right to file a complaint with the City. Complaints may be filed with the City Manager. Every effort will be made to resolve complaints informally at the lowest level.

Data Collection: Statistical data on race, color, national origin, English language ability and sex of participants in, and beneficiaries of City programs; e.g., impacted citizens and affected communities will be gathered and maintained by the City. The gathering procedures will be reviewed annually to ensure sufficiency of the data in meeting the requirements of the Title VI program.

City Reviews: Special emphasis program reviews will be conducted based on the annual summary of Title VI activities accomplishments and problems. The reviews will be conducted by the City to assure effectiveness in their compliance of Title VI provisions. The City Manager will coordinate efforts to ensure the equal participation in all their programs and activities at all levels. The City does not have any special emphasis programs at this time.

Title VI Reviews on Sub-Recipients: Title VI compliance reviews will be conducted annually by the City Manager. Priority for conducting reviews will be given to those recipients of federal (U.S. Department of Transportation) funds with the greatest potential of impact to those groups covered by the act. The reviews will entail examination of the recipients' adherence to all Title VI requirements. The status of each review will be reported in the annual update and reported to relevant U.S. Department of Transportation (USDOT) modes upon request.

Annual Reporting Form: An annual report will be required by August 1 of each year. The City Manager will be responsible for coordination, compilation, and submission of this information and provide the data to the Michigan Department of Transportation, Office of Civil Rights Programs and Federal Highway Administration via the Sub-Recipient Annual Certification Form (MDOT form #0179) by September 1st.

Title VI Plan Updates: If updated, a copy of Title VI Plan will be submitted by October 1 to the Michigan Department of Transportation.

Public Dissemination: The City will disseminate Title VI Program information to City employees and to the general public. Title VI Program information will be submitted to sub-recipients, contractors and

beneficiaries. Public dissemination will include inclusions of Title VI language in contracts and publishing the Title VI policy Statement on the City internet website, www.norwaymi.gov.

Remedial Action: The City, through the City Manager will actively pursue the prevention of Title VI deficiencies and violations and will take the necessary steps to ensure compliance with all program administrative requirements. When deficiencies are found, procedures will be promptly implemented to correct the deficiencies and to put in writing the corrective action(s). The period to determine corrective action(s) and put it/them in writing to effect compliance may not exceed 90 days from the date the deficiencies are found.

LIMITED ENGLISH PROFICIENCY

The federal government and those receiving assistance from the federal government must take reasonable steps to ensure that person with Limited English Proficiency (LEP) have meaningful access to the program, services, and information those entities provide. This requires agencies to address the needs of population of individuals for whom English is not their primary language. In August 2000, Executive Order 13166 "Improving Access to Services for Persons with Limited English Proficiency" issued requiring federally assisted agencies to improve the language accessibility of their own programs.

The Four-Factor Analysis

This plan uses the recommended four-factor analysis of an individualized assessment considering the four factors outlined above. Each of the following factors is examined to determine the level and extent of language assistance measures required to sufficiently ensure meaningful access to City of Norway services and activities that may affect their quality of life. Recommendations are then based on the results of the analysis.

Factor 1: The Proportion, Numbers and Distribution of LEP Persons

The Census Bureau has a range of four classifications of how well people speak English. The classifications are 'very well', 'not well', and 'not at all'. For our planning purposes, we are considering people that speak English 'less than very well' as Limited English Proficient persons.

As seen in the chart below, the latest US Census Bureau data for the City of Norway shows that there are 31 persons who speak English "less than very well", which is 1.1% of the population 5 years of age and over.

LANGUAGE SPOKEN AT HOME City of Norway		
	Estimate	Percent
Population 5 years and over	2,726	-
English only	2,594	95.2%
Language other than English	132	4.8%
Speak English less than "very well"	31	1.1%
Spanish	73	2.7%
Speak English less than "very well"	7	0.3%
Other Indo-European languages	51	1.9%
Speak English less than "very well"	24	0.9%
Asian and Pacific Islander languages	8	0.3%
Speak English less than "very well"	0	0.0%
Other languages	0	0.0%
Speak English less than "very well"	0	0.0%

Source: Table DP02, Selected Social Characteristics in the United States, 2006-2010 American Community Survey 5-Year Estimates, U.S. Bureau of the Census

Factor 2: Frequency of Contact with LEP Individuals

Due to the small percentage of language groups other than English, the City of Norway has had very little contact with persons who have limited English proficiency. Public works staff providing routine road services have infrequent contact with the public, those employees working in public parks and recreation, sewer and water department activities will have frequent contact with the public. The city hall office staff handles service requests and inquiries from the public concerning recreation programs, utility and property tax billing, cable television service, cemetery plots, planning and zoning, elections and voting. There have been no recorded instances of persons with limited English proficiency seeking assistance from the city. Regular City Council meetings are held the 1st and 3rd Monday evening of each month, with public hearings and special meetings held as required.

Factor 3: The Nature and Importance of the Program, Activity, or Service to LEP

The more important the activity, information, service or program, the greater the possible consequences of the contact to the LEP individuals, the more like language services are needed. Denial or delay of access to services or information provided by the City of Norway public works, recreation or city office staff would not have life-threatening implications on a LEP individual. It is believed that denial or delay of access to such services or information provided by the City of Norway would not have serious implications on a LEP individual, especially compared to the services, such as health, emergency transportation, water, sewer, fire protection, police protection and other emergency services.

Factor 4: The Resources Available to the City of Norway and Overall Cost

US Department of Transportation Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons published in the Federal Register: December 14, 2005 (Volume 70, Number 239) states:

> *Certain DOT recipients, such as those serving very few LEP persons or those with very limited resources, may choose not to develop a written LEP plan.*

Even though the census data reveals the City of Norway serves 31 (1.1% of the population age 5 years and over) LEP persons, the City has decided to include a LEP section in its Title VI Plan.

Safe Harbor Stipulation

Federal law provides a "Safe Harbor" situation so that recipients can ensure with greater certainty that they comply with their obligation to provide written translations in languages other than English. A "safe harbor" means that if a recipient provides written translation in certain circumstances, such action will be considered strong evidence of compliance with the recipient's written-translation obligations under Title VI.

The failure to provide written-translations under the circumstances does not mean there is noncompliance, but rather provides a guide for recipients that would like greater certainty of compliance than can be provided by a fact-intensive, four factor analysis. For example, even if a safe harbor is not used, if written translation of a certain document(s) would be so burdensome as to defeat the legitimate objectives of its program, it is not necessary. Other ways of providing meaningful access, such as effective oral interpretation of certain vital documents, might be acceptable under such circumstances.

Strong evidence of compliance with the recipient's written-translation obligations under "safe harbor" includes providing written translations of vital documents for each eligible LEP language group eligible to be served or likely to be affected or encountered. Translation of other documents, if needed, can be provided orally.

This "safe harbor" provision applies to the translation of written documents only. It does not affect the requirement to provide meaningful access to LEP individuals through competent oral interpreters where oral language services are needed and are reasonable.

Given the small number of potential LEP language group members, the City of Norway budget and number of staff, it is deemed that written translations of vital documents would be so burdensome as to defeat the legitimate objectives of our programs. It is more appropriate for City of Norway to proceed with oral interpretation options for compliance with LEP regulations.

Providing Notice to LEP Persons

USDOT LEP guidance says:

Once an agency has decided, based on the four factors, that it will provide language service, it is important that the recipient notify LEP persons of services available free of charge. Recipients should provide this notice in languages LEP persons would understand.

The guidance provides several examples of notification including:

1. Signage when free language assistance is available with advance notice.
2. Stating in outreach documents that language services are available from the agency.
3. Working with community-based organizations and other stakeholders to inform LEP individuals of the recipient's services, including the availability of language assistance services.

The City of Norway will provide statements in public information and public notices that persons requiring language assistance or special accommodations will be provided, with reasonable advance notice to the City of Norway.

Options and Proposed Actions

Options:
Federal fund recipients have two (2) main ways to provide language services: oral interpretation either in person or via telephone interpretation service and written translation. The correct mix should be based on what is both necessary and reasonable in light of the four-factor analysis.

The City of Norway is defining as interpreter as a person who translates spoken language orally, as opposed to a translator, who translates written language and a translator as a person who transfers the meaning of written text from one language into another. The person who translates orally is not a translator, but an interpreter.

Considering the relatively small scale of the City of Norway, the small number of LEP individuals in the service area, and limited financial resources, it is necessary to limit language aid to the most basic and cost-effective services.

What the City of Norway will do. What actions will the City of Norway take?
With advance notice of seven calendar days, the City of Norway will provide interpreter services at the public meetings. Interpreter to include foreign language, and hearing impaired.

The City of Norway will utilize the *Translators Resource List* as provided by MDOT for translation services and verbal interpretation.

Placement of statements in notices and publications that interpreter services are available for these meetings, with seven days advance notice. I-speak identification language cards will be available at all public meetings and at city offices to assist city staff in identifying the language spoken by an LEP person so that assistance can be provided.

The federal complaint form will be available at public meetings.

City of Norway Staff Training
City of Norway staff will be provided training on the requirements for providing meaningful access to services for LEP persons.

LEP Provisions Access
The City of Norway will post these LEP provisions on the bulletin board at City Hall and make them available on the city's website: www.norwaymi.gov.

For more information with regarding the city LEP policies contact the city manager or request a copy of the plan from:

City of Norway
Attn: Ray Anderson, City Manager
915 Main Street, P.O. Box 99
Norway, MI 49870
Phone: 906-563-9961
Fax: 906-563-7502
Email: citymanager@norwaymi.com

ENVIRONMENTAL JUSTICE

Compliance with Title VI includes ensuring that no minority or low income population suffers "disproportionately high and adverse human health or environmental effect" due to any "programs, policies and activities" undertaken by any agency receiving federal funds. This obligation will be met by the City of Norway in the following ways:

When planning specific programs or projects, identifying those populations that will be affected by a given program or project.
If a disproportionate effect is anticipated, following mitigation procedures.
If mitigation options do not sufficiently eliminate the disproportionate effect, discussing and, if necessary, implementing reasonable alternatives

Disproportionate effects are those effects which are appreciably more severe for one group or predominantly borne by a single group. The City of Norway will use U.S. Census data to identify low income and minority populations.
Where a project impacts a small number or area of low income or minority populations, the City of Norway will document that:

Other reasonable alternatives were evaluated and were eliminated for reasons such as the alternatives impacted a far greater number of people or did greater harm to the environment, etc.

The project's impact is unavoidable,

The benefits of the project far out-weigh the overall impacts and

Mitigation measures are being taken to reduce the harm to low income or minority populations.

If it is concluded that no minority and/or low income population groups are present in the project area, the City of Norway will document how the conclusion was reached. If it is determined that one or

more of these population groups are present in the area, the City of Norway will administer potential disproportionate effects test.

The following steps will be taken to assess the impact of project on minority and/or low income population groups:

STEP ONE: Determine if a minority of low income population is present within the project area. If a conclusion is that no minority and/or low income population is present within the project area, document how the conclusion was reached. If the conclusion is that there are minority population and/or low income population groups present, proceed to Step Two.

STEP TWO: Determine whether project impacts associated with the identified low income and minority populations are disproportionately high and adverse. In doing so, refer to the list of potential impacts and questions contained in Appendix E. If it is determined that there are disproportionately high and adverse impacts to minority and low income populations, proceed to Step Three.

STEP THREE: Propose measures that will avoid, minimize and/or mitigate disproportionately high and disproportionate adverse impacts and provide offsetting benefits and opportunities to enhance communities, neighborhoods and individuals affected by proposed project.

STEP FOUR: If after mitigation, enhancements and off setting benefits to the affected populations, there remains a high and disproportionate adverse impact to minority or low income populations, then the following questions must be considered:

> Question 1: Are there further mitigation measures that could be employed to avoid or reduce the adverse effect to the minority or low income population?
> Question 2: Are there other additional alternatives to the proposed action that would avoid or reduce the impacts to the low income or minority populations?
> Question 3: Considering the overall public interest, is there a substantial need for the project?
> Question 4: Will the alternatives that would satisfy the need for the project and have less impact on protected populations (a) have other social economic or environmental impacts that are more severs than those of the proposed action (b) have increased costs of extraordinary magnitude?

STEP FIVE: Include all findings, determinations or demonstrations in the environmental document prepared for the project.

FILING A COMPLAINT

I. Introduction

The Title VI complaint procedures are intended to provide aggrieved persons an avenue to raise complaints of discrimination regarding the City programs, activities and services as required by statute.

II. Purpose

The purpose of the discrimination complaint procedures is to describe the process used by the City for processing complaints of discrimination under Title VI of the Civil Rights Act of 1964 and related statutes.

III. Roles and Responsibilities

The City Manager has overall responsibility for the discrimination complaint process and procedures. The City Manager may, at his/her discretion assign a capable person to investigate the complaint.

The designated investigator will conduct an impartial and objective investigation, collect factual information and prepare a fact-finding report based upon information obtained from the investigation.

IV. Filing a Complaint

The complainant shall make him/herself reasonably available to the designated investigator, to ensure completion of the investigation within the timeframes set forth.

Applicability: The complaint procedures apply to the beneficiaries of City programs, activities and services, including but not limited to: the public, contractors, sub-contractors, consultants, and other sub-recipients of federal and state funds.

Eligibility: Any person who believes that he/she has been excluded from participation in, denied benefits or services of any program or activity administered by the City or its sub-recipients, consultants and contractors on the basis of race, color, national origin (including Limited English Proficiency), sex, age or disability may bring forth a complaint of discrimination under Title VI.

Time Limitation on Filing Complaints: Title VI complaints may be filed with the City of Norway's City Manager. In all situations, the City of Norway employees must contact the City Manager immediately upon receipt of Title VI related statutes complaints.

Complaints must be filed within 180 days of the alleged discrimination. If you could not reasonably be expected to know that the act was discriminatory within the 180 day period, you have 60 days after you became aware to file your complaint.

Complaints must be in writing, and must be signed by the complainant and/or the complainant's representative. The complaint must set forth as fully as possible the facts and circumstances surrounding the claimed discrimination. In cases where the complainant is unable or incapable of providing a written statement, the complainant will be assisted in converting the verbal complaint into a written complaint. All complaints, however, must be signed by the complainant and/or by the complainant's representative. Items that should not

be considered a formal complaint: (unless the items contain a signed cover letter specifically alleging a violation of Title VI) include but are not limited to:

1. An anonymous complaint that is too vague to obtain required information
2. Inquiries seeking advice or information
3. Courtesy copies of court pleadings
4. Newspaper articles
5. Courtesy copies of internal grievances

V. Investigation

Investigation Plan: The investigator shall prepare a written plan, which includes, but is not limited to the following:

- Names of the complainant(s) and respondent(s)
- Basis for complaint
- Issues, events or circumstances that caused the person to believe that he/she has been discriminated against
- Information needed to address the issue
- Criteria, sources necessary to obtain the information
- Identification of key people
- Estimated investigation time line
- Remedy sought by the complainant(s)

Conducting the Investigation:

- The investigation will address only those issues relevant to the allegations in the complaint.
- Confidentiality will be maintained as much as possible.
- Interviews will be conducted to obtain facts and evidence regarding the allegations in the complaint. The investigator will ask questions to elicit information about aspects of the case.
- A chronological contact sheet is maintained in the case file throughout the investigation.
- If a Title VI complaint is received on a MDOT related contract against the City of Norway, MDOT will be responsible for conducting the investigation of the complaint. Upon receipt of a Title VI complaint filed against the City of Norway, the complaint and any pertinent information should immediately be forwarded to the MDOT Office of Civil Rights Programs.

Investigation Reporting Process:

- Within 40 days of receiving the complaint, the investigator prepares an investigative report and submits the report and supporting documentation to the office of the City Manager for review.
- The City Manager reviews the file and investigative report. Subsequent to the review, the City Manager makes a determination of "probable cause" or "no probable cause" and prepares the decision letter.

Retaliation

The laws enforced by the City of Norway, Dickinson County, prohibit retaliation or intimidation against anyone because that individual has either taken action or participated in action to secure rights protected by these laws. If you experience retaliation or intimidation separate from the discrimination alleged in this complaint please contact:

Ray Anderson, City Manager
City of Norway
915 Main Street, P.O. Box 99
Norway, MI 49870
906-563-9961
906-563-7502
citymanager@norwaymi.com

Reporting Requirements to an External Agency

A copy of the complaint, together with a copy of the investigation report and final decision letter will be forwarded to the Michigan Department of Transportation, Office of Civil Rights Program within 60 days of the date the complaint was received.

Records

All records and investigative working files are maintained in a confidential area. Records are kept for three years.

APPENDIX A REQUIRED CONTRACT LANGUAGE

During the performance of this contract, the contractor, for itself, its assignees and successors, in interest (hereinafter referred to as the "contractor") agrees, as follows:

1. **Compliance with Regulations**: The contractor shall comply with Regulations relative to nondiscrimination in Federally-assisted programs of the Department of Transportation, Title 49, Code of Federal Regulations, Part 21, as they may be amended from time to time (hereinafter referred to as the Regulations), which are herein incorporated by reference and made a part of this contract.

   Further, on any federal assisted contract, the Contractor and sub-contractor agree to comply with the Equal Employment Opportunity provisions cited in CFR 23, Subpart D – Construction Contract Equal Employment Opportunity Compliance Procedures, CFR 49 – Non-Discrimination in Federally-assisted Programs of the Department of Transportation – Effectuation of Title VI of the Civil Rights Act of 1964, E.E. 11246, Title VII of the Civil Rights Act of 1964, Michigan's Persons With Disabilities Act of 1976, and the Michigan Elliot-Larsen Civil Rights Act of 1976.

2. **Nondiscrimination:** The contractor, with regard to the work performed by it during the contract, shall not discriminate on the grounds of race, color, sex, or national origin in the selection, retention, and treatment of subcontractors, including procurements of materials in the discrimination prohibited by Section 21.5 of the Regulation, including employment practices when the contractor covers a program set for in Appendix B of the Regulations.

3. **Solicitation for Subcontracts, Including Procurements of Materials and Equipment:** In all solicitations either by competitive bidding or negotiation made by the contractor for work to be performed under a subcontract, including procurements of materials or leases of equipment, each potential subcontractor or supplier shall be notified by the contractor of the contractor's obligations under the contract and the Regulations relative to nondiscrimination on the grounds of race, color, or national origin.

4. **Information and Reports:** The contractor shall provide all information and reports required by the Regulations, or directives issues pursuant thereto, and shall permit access to its books, records, accounts, other sources of information, and its facilities as may be determined by the State Highway Department of the Federal Highway Administration to be pertinent to ascertain compliance with such Regulations or directives. Where any information required of a contractor is in the exclusive possession of another who fails or refuses to furnish this information, the contractor shall so certify to the State Highway Department or the Federal

Highway Administration, as appropriate, and shall set forth what efforts it has made to obtain the information.

5. **Sanctions for Noncompliance:** In the event the contractor's noncompliance with the nondiscrimination provisions of this contract, the State Highway Department shall impose such contract sanctions as it or the Federal Highway Administration may determine to be appropriate, including, but not limited to:

   a. Withholding payments to the contractor under the contract until the contractor complies and/or
   b. Cancellation, termination or suspension of the contract, in whole or in part.

6. **Incorporation of Provisions:** The contractor shall include provisions of paragraphs (1) through (6) in every subcontract, including procurement of material and leases of equipment, unless exempt by the Regulations, or directives issued pursuant thereto. The contractor shall take such action with respect to any subcontract or procurement as the State Highway Department or the Federal Highway Administration may direct as a means of enforcing such provisions including sanctions for noncompliance: Provided, however, that, in the event a contractor becomes involved in, or is threatened with, litigation with a subcontractor or supplier as a result of such direction, the contractor may request the State Highway Department to enter into such litigation to protect the interests of the State, and, in addition, the contractor may request the United States to enter into such litigation to protect the interests of the United States.

APPENDIX B TRANSFER OF PROPERTY

The following clauses shall be included in any and all deeds effecting or recording the transfer of real property, structures or improvements thereon, or interest therein from the United States.

(GRANTING CLAUSE)

NOW THEREFORE, the Department of Transportation, as authorized by law, and upon the condition that the State of Michigan, will accept title to the lands and maintain the project constructed thereon, in accordance with Title 23, United States Code, the Regulations for the Administration of the Department of Transportation and, also in accordance with and in compliance with 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 (hereinafter referred to as the Regulations) pertaining to and effectuating the provisions of Title VI of the Civil Rights Act of 1964 (78 Stat. 252; 42 U.S.C. 2000d to 2000d-4) does hereby remise, release, quitclaim and convey unto the State of Michigan all the right, title and interest of the Department of Transportation in and to said lands described Exhibit "A" attached hereto and made a part hereof.

(HABENDUM CLAUSE)*

TO HAVE AND TO HOLD said lands and interests therein unto the State of Michigan, and its successors forever, subject, however, the covenant, conditions, restrictions and reservations herein contained as follows, which will remain in effect for the period during which the real property or structures are used for a purpose for which Federal financial assistance is extended or for another purpose involving the provision of similar services or benefits and shall be binding on the State of Michigan, its successors and assigns.

The State of Michigan, in consideration of the conveyance of said lands and interests in lands, does hereby covenant and agree as a covenant running with the land for itself, its successors and assigns, that (1) no person shall on the grounds of race, color, national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination with regard to any facility located wholly or in part, on, over, or under such lands hereby conveyed (,) (and)*(2) that the State of Michigan shall use the lands and interests in lands so conveyed, in compliance with 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, and as said Regulations may be amended (,) and (3) that in the event of breach of any of the above-mentioned nondiscrimination conditions, the Department shall have a right to re-enter said lands and facilities on

said land, and the above described land and facilities shall thereon revert to and vest in and become the absolute property of the Department of Transportation and its assigns as such interest existed prior to this deed.

*Reverter clause and related language to be used only when it is determined that such a clause is necessary in order to effectuate the purpose of Title VI of the Civil Rights Act of 1964.

The following clauses shall be included in all deeds, licenses, leases, permits, or similar instruments entered into by the State of Michigan pursuant to the provisions of the Civil Rights Act of 1964.

The (grantee, licensee, lessee, permittee, etc., as appropriated) for himself, his heirs, personal representatives, successors in interests, and assigns, as a part of the consideration hereof, does hereby covenant and agree (in the case of deeds and leases add "as a covenant running with the land") that in the event facilities are constructed, maintained, or otherwise operated on the said property described in this (deed, license, lease, permit, etc.,) for a purpose for which a Department of Transportation program or activity is extended or for another purpose involving the provision of similar services or benefits, the (grantee, licensee, lessee, permittee, etc.) shall maintain and operate such facilities and services in compliance with all other requirements imposed 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, and as said regulations may be amended.

(Include in licenses, lease, permits, etc.)

That in the event of breach of any of the above nondiscrimination covenants, the State of Michigan, shall have the right to re-enter said lands and facilities thereon, and the above described lands and facilities shall thereupon revert to and vest in and become the absolute property of the State of Michigan and its assigns.

*Reverter clause and related language to be used only when it is determined that such a clause is necessary in order to effectuate the purposes of Title VI of the Civil Rights Act of 1964.

APPENDIX C PERMITS, LEASES AND LICENSES

The following clauses shall be included in all deeds, licenses, leases, permits, or similar instruments entered into by the Michigan Department of Transportation, pursuant to the provisions of Assurance 7(a).

The grantee, licensee, lessee, permittee, etc., (as appropriate) for himself, his heirs, personal representative, successors in interest, and assigns, as a part of the consideration hereof, does hereby covenant and agree (in the case of deeds and leases, add, "as a covenant running with the land") that in the event facilities are constructed, maintained, or otherwise operated on the said property described in this (deed, license, lease, permit, etc.) for a purpose for which a Department of Transportation program or activity is extended or for another purpose involving the provision of similar services or benefits, the (grantee, licensee, lessee, permittee, etc.) shall remain and operate such facilities and services in compliance with all other requirements imposed 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, and as said Regulations may be amended.

(Include in licenses, leases, permits, etc.)*

That in the event of breach of any of the above nondiscrimination covenants, the Michigan Department of Transportation shall have the right to terminate the license, lease, permit, etc., and to re-enter and repossess said land and the facilities thereon, and hold the same as if said license, lease, permit, etc., had never been made or issued.

(Include in deeds)*

That in the event of breach of any of the above nondiscrimination covenants, the Michigan Department of Transportation shall have the right to re-enter lands and facilities hereon, and the above described lands and facilities shall thereupon revert to and vest in and become the absolute property of the State of Michigan Department of Transportation and its assigns.

*Reverter clause and related language to be used only when it is determined that such a clause is necessary in order to effectuate the purpose of the Title VI of the Civil Rights Act of 1964 and the Civil Rights Act of 1987.

APPENDIX D TITLE VI COMPLAINT FORM

CITY OF NORWAY
TITLE VI COMPLAINT FORM

This form may be used to file a complaint with the City of Norway based on violations of Title VI of the Civil Rights Act of 1964. You are not required to use this form; a letter that provides the same information may be submitted to file your complaint.

Complaints should be filed within 180 days of the alleged discrimination. If you could not reasonably be expected to know the act was discriminatory within 180 day period, you have 60 days after you became aware to file your complaint.

If you need assistance completing this form due to a physical impairment, please contact Ray Anderson at 906-563-9961by fax at 906-563-7502 or by e-mail at citymanager@norwaymi.com. The City of Norway prohibits retaliation or intimidation against anyone because that individual has either taken action or participated in action to secure rights protected by policies of the City. Please inform the City Manager if you feel you were intimidated or experience perceived retaliation in relation to filing this complaint.

Name: _____ Date: _____

Street Address: _____

City: _____ State: _____ Zip: _____

Telephone: _____(home) _____(work)

Individual(s) discriminated against, if different than above (use additional pages, if needed).

Name: _____ Date: _____

Street Address: _____

City: _____ State: _____ Zip: _____

Telephone: _____(home) _____(work)

Please explain your relationship with the individual(s) indicated above: _____

_____

Name of agency and department or program that discriminated:
Agency or department name: _____

Name of individual (if known): _____

Address: _____

City: _____ State: _____ Zip: _____
Date(s) of alleged discrimination:
Date discrimination began _____
Last or most recent date _____

ALLEGED DISCRIMINATION:

If your complaint is in regard to discrimination in the delivery of services or discrimination that involved the treatment of you by others by the agency or department indicated above, please indicate below the basis on which you believe these discriminatory actions were taken.

___ Race
___ Color
___ Age
___ Disability
___ Religion
___ National Origin
___ Sex

Explain: Please explain as clearly as possible what happened. Provide the name(s) of witness(es) and others involved in the alleged discrimination. (Attach additional sheets, if necessary, and provide a copy of written material pertaining to your case).

_____

_____

_____

Signature: _____ Date: _____
Return the form to:

Ray Anderson, City Manager
City of Norway
915 Main Street, P.O. Box 99
Norway, MI 49870

Appendix E DETERMINE/DISTINGUISH/NON-SIGNIFICANT EFFECTS

"Significant" requires considerations of both context and intensity:

(a) *Context*. This means that the significance of an action must be analyzed in several contexts such as society as a whole (human, nation), the affected region, the affected interests, and the locality. Significance varies with the setting of the proposed action. For instance, in the case of a site-specific action, significance would usually depend upon the effects in the local area rather than in the world as a whole. Both short-and long-term effects are relevant.

(b) *Intensity*. This refers to the severity of impact. Responsible officials must bear in mind that more than one agency may make decisions about partial aspects of a major action. The following should be considered in evaluating intensity:

(1) Impacts that may be both beneficial and adverse. A significant effect may exist even if, on balance, the effect would be beneficial.

"Non-significant effect" means no substantial change to an environmental component and this no material bearing on the decision-making process.

Scientific, technical, institutional, the public's value, and the local economic conditions influence the meaning of significant effect.

If an alternative would provide a beneficial effect, then the alternative would cause no significant adverse effect. If an alternative would provide an adverse effect, the effect might be significant or the effect might be non-significant.

Determinations of "significant" and "non-significant" effects will be made by the City Manager.

APPENDIX F Program Compliance/Program review Goals for Current Plan Year

1. The City Title VI Policy will be communicated to each City Department Head who will review the Policy with appropriate departmental employees.
2. The City Title VI Policy will be published on the City of Norway's website.
3. Appendix A will be included in all City contracts as outlined in the Title VI Plan.
4. The language in Number 2 of the City of Norway Title VI Assurance will be included in all solicitations for bids for work or material subject to the Regulations and in all proposals for negotiated agreements.
5. A procedure for responding to individuals with Limited English Proficiency will be developed.
6. All City employees will be trained or made aware of the LEP procedure and the Title VI complaint procedure.
7. A review of City facilities will be conducted in reference to compliance with the American Disabilities Act.
8. The following data will be collected and reviewed by the City Manager and included, where appropriate, in the annual report submitted to MDOT.
   a. **Boards and Commissions:** The number of vacancies; how vacancies are advertised and filled; the number of applicants; the representation of minorities will be evaluated.
   b. **Public Meetings:** The number of open meetings. How meeting dates and times communicated to the general public and to individuals directly affected by the meeting.
   c. **Construction Projects:** The number of construction projects, number of minority contractors bidding and the number selected; Verification that Title VI language was included in bids and contracts for each project.
   d. **LEP Needs:** How many requests for language assistance were requested or required and the outcome of these requests.
   e. **Complaints:** The number of Title VI complaints received; nature of the complaints; resolution of the complaints.
   f. **Timeliness of Services:** Number of requests for services; Amount of time from request to when service was delivered; Number of requests denied.
   g. **Right of Way/Imminent Domain:** Numbers of such actions and diversity of individual affected.
   h. **Program Participants:** Racial Data of program participants where possible.

APPENDIX F Program Compliance/Program review Goals for Current Plan Year

1. The City Title VI Policy will be communicated to each City Department Head who will review the Policy with appropriate departmental employees.
2. The City Title VI Policy will be published on the City of Norway's website.
3. Appendix A will be included in all City contracts as outlined in the Title VI Plan.
4. The language in Number 2 of the City of Norway Title VI Assurance will be included in all solicitations for bids for work or material subject to the Regulations and in all proposals for negotiated agreements.
5. A procedure for responding to individuals with Limited English Proficiency will be developed.
6. All City employees will be trained or made aware of the LEP procedure and the Title VI complaint procedure.
7. A review of City facilities will be conducted in reference to compliance with the American Disabilities Act.
8. The following data will be collected and reviewed by the City Manager and included, where appropriate, in the annual report submitted to MDOT.
    a. **Boards and Commissions:** The number of vacancies; how vacancies are advertised and filled; the number of applicants; the representation of minorities will be evaluated.
    b. **Public Meetings:** The number of open meetings. How meeting dates and times communicated to the general public and to individuals directly affected by the meeting.
    c. **Construction Projects:** The number of construction projects, number of minority contractors bidding and the number selected; Verification that Title VI language was included in bids and contracts for each project.
    d. **LEP Needs:** How many requests for language assistance were requested or required and the outcome of these requests.
    e. **Complaints:** The number of Title VI complaints received; nature of the complaints; resolution of the complaints.
    f. **Timeliness of Services:** Number of requests for services; Amount of time from request to when service was delivered; Number of requests denied.
    g. **Right of Way/Imminent Domain:** Numbers of such actions and diversity of individual affected.
    h. **Program Participants:** Racial Data of program participants where possible.

TRANSLATORS RESOURCE LIST

Translators do not have to be on the Translators Resource List to be acceptable, but they must be a community or government agency, attorney, college, university, or *translation-related* business. Translators are not certified by the Michigan Department of State. Translators must follow the procedures on the back of the DE-40 form (original letterhead stationery, address of agency, etc.) when providing acceptable translated documents. Translations do not need to be notarized.

The agencies listed below may charge a fee for translating documents. Please inform your customer to ask the agency about any fees that they may be expected to pay.

Note: An organization or individual not on this list may provide translations if they meet the requirements listed above. The agencies and information on this list is subject to change without notice. Please check the yellow pages of your local telephone directory under "Translations" or "Translators" for other resources that may be available in your area. Translation services may also be available from local community agencies, attorneys, and government agencies.

AGENCY	CITY	TELEPHONE NUMBER	LANGUAGES
A-Chau Translation Services	Wyoming	(616) 452-4000	Vietnamese
A+ Spanish Translations	Grand Rapids	(616) 742-0805	Spanish
A&D Translation Consultants	Southfield	(248) 790-9371	Italian, Portuguese, Spanish
AA Translations	Ann Arbor	(734) 665-7295	Any language
Access International Language Institute	Ann Arbor	(734) 994-1456	Any language
Ace Notary and Tax Service	Detroit	(313) 841-5539	Spanish
Acumen Capital Associates, Inc.	Detroit	(313) 506-2339	Any language
Aguilar Notary Public and Translator Services	Capac	(810) 531-5759	Spanish
Alma College	Alma	(989) 463-7210 (989) 463-7117 (989) 463-7270	French German Spanish
Amigos en Accion	Eau Claire	(269) 461-4181	Spanish
Amine Translation Services, LLC	Clinton Twp	(586) 792-3884	Arabic
Andrews University	Berrien Springs	(269) 471-3181	French, German, Spanish
Annaseeha Consultants	Detroit	(313) 923-2905	Arabic, Somali
Arab-American & Chaldean Council	Lathrup Village	(248) 559-0960 (248) 559-1990	Arabic, Chaldean
Atlantic Translations	Dearborn	(313) 520-3030	Albanian, French, German, Greek, Italian, Macedonian, Romanian, Spanish, Turkish
Babel Latina Inc. Language Services	Ann Arbor	(734) 995-0373 (734) 417-6176	Any language
Baker College	Flint	(810) 766-4160 (810) 766-4159	Taiwanese
Bi-Lingual Communications	Auburn Hills	(248) 364-4178	Spanish
Boloms Globalnet, Inc.	Detroit	(313) 341-4777	Arabic, French, German, Italian, Portuguese, Spanish
Brazilian Portuguese Language Services	Whitmore Lake	(810) 231-6596	Portuguese
Bromberg and Associates (SOS – refer to page 7)	Southfield	(313) 871-0080	Any language
CALL Immigration Services	Grand Rapids	(616) 452-2433	Bosnian (Serbo-Croatian), French, Italian, Russian, Spanish, Vietnamese
Catholic Charities of Lenawee	Adrian	(517) 263-4681	Spanish
Catholic Human Development Outreach	Grand Rapids	(616) 248-3030	Bosnian (Serbo-Croatian), French, Spanish, Vietnamese
Catholic Social Services of Oakland	Pontiac	(248) 338-4250	Spanish
Centro Hispano	Waterford	(248) 618-9273	Spanish

AGENCY	CITY	TELEPHONE NUMBER	LANGUAGES
Coin a Phrase Language Services	Livonia	(734) 968-8264	French
Connie's Translating Service	Hartford	(269) 424-9952	Spanish
Cristo Rey Community Center	Lansing	(517) 372-4700	Spanish
D's Translating Service	Muskegon	(231) 206-0064	Spanish
Danka International	Hamtramck	(313) 871-0080 1 pm - 9 pm	Any language
Delta College	University Center	(989) 686-9000	French, German, Spanish
Diocese of Saginaw Hispanic Ministries Cultural Center	Saginaw	(989) 797-6646	Spanish
Diversified Graphix	Troy	(248) 879-6702	Portuguese
Eastern Michigan University	Ypsilanti	(734) 487-0130	French, German, Japanese, Spanish
El Centro of Bethany Christian Services	Holland	(616) 396-3391	Spanish
Encouraging Words International	Grand Rapids	(616) 363-5993	Bosnian (Serbo-Croatian), Chinese, Czech, French, German, Italian, Spanish, Ukrainian, Vietnamese
Enlaces	Kalamazoo	(269) 553-3304	Spanish
Erbach & Associates	Norton Shores	(231) 798-4903	Spanish
Espanol Translations	Grand Rapids	(616) 451-6777	Spanish
Executive Language Services, Inc.	Southfield	(248) 357-0625	Any language
Ferris State University	Big Rapids	(231) 591-3988	French, German, Spanish
Forefront Corporation	Ann Arbor	(248) 705-2605	Dutch, French, German
German Communications	Auburn Hills	(248) 377-4306	German
Global ATR, Inc.	Sterling Heights	(586) 795-8100	Any language
Global Image Network	Lansing	(517) 337-2700	Arabic, Chinese, Dutch, French, German, Japanese, Korean, Portuguese, Somali, Spanish, Urdu
Good Samaritan Baptist Church	Lawrence	(269) 427-0110	Spanish
Grand Valley State University (SOS – refer to page 7)	Allendale	(616) 331-3203	Chinese, French, Spanish
Groeneveld Productions & Translations	Madison, WI	(608) 231-9985 (608) 239-3233	Dutch, Flemish
Hillsdale College	Hillsdale	(517) 437-7341	French, German, Spanish
Hispanic American Council	Kalamazoo	(269) 385-6279	Spanish
Hispanic Center of Western Michigan	Grand Rapids	(616) 742-0200	Spanish
Hispanic Services	Imlay City	(810) 724-3665	Spanish
Hispanic Technology Community Center	Flint	(810) 424-3760	Spanish
Interactive Designs for Translation & Instruction	East Lansing	(517) 575-8878 (517) 337-4486	Chinese
International Institute	Flint	(810) 767-0720	Any language
International Translating Bureau	Southfield	(248) 559-1677	Any language
International Translation Services	Dearborn	(313) 563-7850	Bosnian (Serbo-Croatian), Croatian, Macedonian, Serbian
International Translations & Services	Sterling Heights	(586) 202-0512 (586) 726-7564	Albanian, Italian, Polish, Russian, Spanish
Interpress, Inc.	Detroit and Harper Woods	(313) 365-4547	Albanian, Arabic, Bosnian (Serbo-Croatian), Czech, French, German, Italian, Japanese, Lithuanian, Mandarin, Polish, Russian, Slovak, Spanish, Ukrainian

AGENCY	CITY	TELEPHONE NUMBER	LANGUAGES
Interpreter/Translator Services, Inc.	Grosse Pointe Park	(313) 331-4285 (313) 821-5521	Albanian, Arabic, Bosnian (Serbo-Croatian), Chinese, Czech, French, German, Hindi, Italian, Japanese, Macedonian, Polish, Portuguese, Romanian, Russian, Spanish, Vietnamese
J & M Service	Westland	(734) 522-4524	Spanish
J & S Translations	Belleville	(734) 796-0310	Spanish
Kalamazoo Valley Community College	Kalamazoo	(269) 488-4236	French, Spanish
Kan Group	Detroit	(313) 566-0546	Any languagge
KNE Translating Services	Sterling Heights	(586) 979-5229	Any language
LA 6 Mini-Mart/ Notary/ Income Tax/ Translating	Muskegon	(231) 722-7179	Spanish
La Amistad Unida	Saginaw	(989) 529-2272	Spanish
La Oficina	Detroit	(313) 554-0060	Arabic, French, German, Portuguese, Spanish
Lakeshore Latino Outreach Center Inc	Holland	(616) 499-4872	Spanish
Language Center International (SOS – refer to page 7)	Southfield	(248) 355-5506	Any language
Language Experts	Washington	(586) 677-1096	French, Spanish
Language Services	Petoskey	(231) 439-5181	Spanish
Languages International	Grand Rapids	(616) 285-0005	Any language
Lansing Catholic Social Services	Lansing	(517) 484-1010	Arabic, Bosnian (Serbo-Croatian), Somali, Spanish, Vietnamese
Latin-Americans for Social and Economic Development, Inc. (La Sed) (SOS – refer to page 7)	N/A	N/A	N/A
Latin Americans United for Progress, Inc.	Holland	(616) 392-5058	Spanish
Lingua Science	Ann Arbor	(734) 930-1553	Japanese
Lost In Translation	Hart	(231) 873-0809	Spanish
Lutheran Social Services of Michigan	Southfield	(248) 423-2790	Albanian, Arabic, Bosnian (Serbo-Croatian), Chaldean, French, Romanian, Spanish, Vietnamese
Marielas Bilingual Services	Holland	(616) 283-1952	Spanish
MGR Translation (SOS – refer to page 7)	Hamtramck	(313) 673-9072	Polish
Mi Reina, L.L.C.	Milford	(248) 361-3979	Spanish
Michigan State University	East Lansing	(517) 353-0740 (517) 353-8351 (517) 355-8350	Arabic, Chinese, German, Japanese, Russian, Swahili French, Greek, Italian Portuguese, Spanish
Monroe Community College	Monroe	(734) 384-4153	French, German
Moore Interpreter, Inc.	Grand Rapids	(616) 247-4810	Creole, Spanish, Vietnamese
MRG Translations	Holland	(616) 392-5358	Spanish
MTM Translations	Lake City	(231) 920-8345	Spanish
Multilingual Services	Walled Lake	(248) 722-1471 (248) 960-0488	Russian, Ukrainian
Musashi International, Inc.	Southfield	(248) 358-1911	Japanese

AGENCY	CITY	TELEPHONE NUMBER	LANGUAGES
New Vallarta Tax and Translation Services	Kalamazoo	(269) 385-2281	Spanish
Northern Michigan University	Marquette	(906) 227-1000	Finnish, French, German, Hebrew, Italian, Japanese, Portuguese, Russian, Spanish
Olas Translations	Ann Arbor	(734) 213-5396	Spanish
Ole Servicios Latinoamericanos Translation	Ypsilanti	(734) 528-1212	Arabic, French, Italian, Portuguese, Spanish, Swahili, Turkish
OmniCom International	Kalamazoo	(269) 323-8887	Czech, French, German, Hungarian, Polish, Slovak, Spanish
Persia House of Michigan	West Bloomfield	(248) 302-1447	Farsi, Persian
Pimentel Multiple Services	Grand Rapids	(616) 475-0755	Spanish
Pro-Tax & Notary - Translation Services	Holland	(616) 392-7603	Spanish
Professional Translation & Interpretation Services	Kalamazoo	(269) 324-4303	Spanish
Rainbow Visa and Passport Services	Dearborn	(313) 582-3322	Arabic, Chaldean, French
Rashmawi Translation Services	Flint	(810) 732-5955	Arabic
Richardson International	West Bloomfield	(248) 865-5099	Chinese, Japanese
Rojas Translating Services	Coldwater	(517) 278-4038	Spanish
Sanchez Income Tax & Translation Services	Grand Rapids	(616) 248-3688	Spanish
SCT Translation Service	Detroit	(313) 841-4411 12 pm – 6:30 pm	Spanish
Servicio Latino	Williamsburg	(231) 267-5214	Spanish
Servicios Diversos, LLC	Ann Arbor	(734) 973-9824	French, German, Italian, Portuguese, Russian, Spanish, Thai
Spanish Language Services	Hart	(231) 873-8145	Spanish
St. Clair County Community College	Port Huron	(810) 989-5578	French, German, Spanish
St. Clement of Rome Catholic Church	Romeo	(586) 752-9611	Spanish
Suzuki Myers & Associates	Novi	(248) 344-0909	Japanese
Translation Consultants	Brownstown	(734) 783-0633	Romanian
Translation International, Inc.	Warren	(586) 201-0502	Hungarian, Romanian
Translation Services of Muskegon County	Muskegon	(231) 736-7776	Spanish
Translations Unlimited	Grand Rapids	(616) 942-5742	Any language
Trident Trade Group	Warren	(586) 759-6563	Russian, Ukrainian
Ukrainian Cultural Center	Warren	(586) 757-8130	Russian, Ukrainian
University Translators Services LLC	Ann Arbor	(734) 665-7295	Any language
Verbum Translations	Troy	(248) 224-8600	French, German, Japanese, Romanian, Spanish
Vital International Programs	Sterling Heights	(586) 795-2500 ext. 105	Any language
Voices Around the World	Royal Oak	(248) 288-6440	Albanian, Arabic, Bosnian (Serbo-Croatian), Chinese, French, German, Japanese, Macedonian, Polish, Portuguese, Russian, Spanish
Washtenaw Community College	Ann Arbor	(734) 973-3300	French, German, Spanish
Wayne County Community College	Detroit	(313) 943-4000	Arabic, Spanish
Weller Language Services	Holland	(616) 396-2201	Spanish
WorldWide Translating/Interpreting Service, Inc.	Sterling Heights	(586) 978-2500	Any language

2004 Census Test

United States Census 2010

LANGUAGE IDENTIFICATION FLASHCARD

☐ ضع علامة في هذا المربع إذا كنت تقرأ أو تتحدث العربية.	1. Arabic
☐ Խնդրում ենք նշում կատարեք այս քառակուսում, եթե խոսում կամ կարդում եք Հայերեն:	2. Armenian
☐ যদি আপনি বাংলা পড়েন বা বলেন তা হলে এই বাক্সে দাগ দিন।	3. Bengali
☐ ឈូមបញ្ជាក់ក្នុងប្រអប់នេះ បើអ្នកអាន ឬនិយាយភាសា ខ្មែរ ។	4. Cambodian
☐ Motka i kahhon ya yangin ûntûngnu' manaitai pat ûntûngnu' kumentos Chamorro.	5. Chamorro
☐ 如果你能读中文或讲中文，请选择此框。	6. Simplified Chinese
☐ 如果你能讀中文或講中文，請選擇此框。	7. Traditional Chinese
☐ Označite ovaj kvadratić ako čitate ili govorite hrvatski jezik.	8. Croatian
☐ Zaškrtněte tuto kolonku, pokud čtete a hovoříte česky.	9. Czech
☐ Kruis dit vakje aan als u Nederlands kunt lezen of spreken.	10. Dutch
☐ Mark this box if you read or speak English.	11. English
☐ اگر خواندن و نوشتن فارسي بلد هستيد، اين مربع را علامت بزنيد.	12. Farsi

U.S. DEPARTMENT OF COMMERCE
Economics and Statistics Administration
U.S. CENSUS BUREAU

☐ Cocher ici si vous lisez ou parlez le français.	13. French
☐ Kreuzen Sie dieses Kästchen an, wenn Sie Deutsch lesen oder sprechen.	14. German
☐ Σημειώστε αυτό το πλαίσιο αν διαβάζετε ή μιλάτε Ελληνικά.	15. Greek
☐ Make kazye sa a si ou li oswa ou pale kreyòl ayisyen.	16. Haitian Creole
☐ अगर आप हिन्दी बोलते या पढ़ सकते हों तो इस बक्स पर चिह्न लगाएँ।	17. Hindi
☐ Kos lub voj no yog koj paub twm thiab hais lus Hmoob.	18. Hmong
☐ Jelölje meg ezt a kockát, ha megérti vagy beszéli a magyar nyelvet.	19. Hungarian
☐ Markaam daytoy nga kahon no makabasa wenno makasaoka iti Ilocano.	20. Ilocano
☐ Marchi questa casella se legge o parla italiano.	21. Italian
☐ 日本語を読んだり、話せる場合はここに印を付けてください。	22. Japanese
☐ 한국어를 읽거나 말할 수 있으면 이 칸에 표시하십시오.	23. Korean
☐ ໃຫ້ໝາຍໃສ່ຊ່ອງນີ້ ຖ້າທ່ານອ່ານຫຼືປາກພາສາລາວ.	24. Laotian
☐ Prosimy o zaznaczenie tego kwadratu, jeżeli posługuje się Pan/Pani językiem polskim.	25. Polish

U.S. DEPARTMENT OF COMMERCE
Economics and Statistics Administration
U.S. CENSUS BUREAU

☐ Assinale este quadrado se você lê ou fala português.	26. Portuguese
☐ Însemnaţi această căsuţă dacă citiţi sau vorbiţi româneşte.	27. Romanian
☐ Пометьте этот квадратик, если вы читаете или говорите по-русски.	28. Russian
☐ Обележите овај квадратић уколико читате или говорите српски језик.	29. Serbian
☐ Označte tento štvorček, ak viete čítať alebo hovoriť po slovensky.	30. Slovak
☐ Marque esta casilla si lee o habla español.	31. Spanish
☐ Markahan itong kuwadrado kung kayo ay marunong magbasa o magsalita ng Tagalog.	32. Tagalog
☐ ให้กาเครื่องหมายลงในช่องถ้าท่านอ่านหรือพูดภาษาไทย.	33. Thai
☐ Maaka 'i he puha ni kapau 'oku ke lau pe lea fakatonga.	34. Tongan
☐ Відмітьте цю клітинку, якщо ви читаєте або говорите українською мовою.	35. Ukranian
☐ اگر آپ اردو پڑھتے یا بولتے ہیں تو اس خانے میں نشان لگائیں۔	36. Urdu
☐ Xin đánh dấu vào ô này nếu quý vị biết đọc và nói được Việt Ngữ.	37. Vietnamese
☐ באצייכנט דעם קעסטל אויב איר לייענט אדער רעדט אידיש.	38. Yiddish

U.S. DEPARTMENT OF COMMERCE
Economics and Statistics Administration
U.S. CENSUS BUREAU

AMERICAN FactFinder

DP02

SELECTED SOCIAL CHARACTERISTICS IN THE UNITED STATES

2006-2010 American Community Survey 5-Year Estimates

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

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

Although the American Community Survey (ACS) produces population, demographic and housing unit estimates, for 2010, the 2010 Census provides the official counts of the population and housing units for the nation, states, counties, cities and towns. For 2006 to 2009, the Population Estimates Program provides intercensal estimates of the population for the nation, states, and counties.

Subject	Norway city, Michigan			
	Estimate	Estimate Margin of Error	Percent	Percent Margin of Error
HOUSEHOLDS BY TYPE				
Total households	1,253	+/-118	1,253	(X)
Family households (families)	789	+/-96	63.0%	+/-9.1
With own children under 18 years	384	+/-75	30.6%	+/-7.4
Married-couple family	471	+/-94	37.6%	+/-8.0
With own children under 18 years	285	+/-80	22.7%	+/-7.3
Male householder, no wife present, family	99	+/-66	7.9%	+/-5.2
With own children under 18 years	58	+/-52	4.6%	+/-4.2
Female householder, no husband present, family	219	+/-108	17.5%	+/-8.3
With own children under 18 years	41	+/-49	3.3%	+/-3.9
Nonfamily households	464	+/-143	37.0%	+/-9.1
Householder living alone	438	+/-143	35.0%	+/-9.3
65 years and over	205	+/-91	16.4%	+/-6.6
Households with one or more people under 18 years	450	+/-79	35.9%	+/-7.9
Households with one or more people 65 years and over	347	+/-100	27.7%	+/-6.4
Average household size	2.31	+/-0.22	(X)	(X)
Average family size	2.89	+/-0.24	(X)	(X)
RELATIONSHIP				
Population in households	2,896	+/-31	2,896	(X)
Householder	1,253	+/-118	43.3%	+/-4.1
Spouse	509	+/-92	17.6%	+/-3.2
Child	907	+/-125	31.3%	+/-4.3
Other relatives	76	+/-70	2.6%	+/-2.4
Nonrelatives	151	+/-108	5.2%	+/-3.7
Unmarried partner	67	+/-53	2.3%	+/-1.8
MARITAL STATUS				
Males 15 years and over	1,079	+/-147	1,079	(X)
Never married	285	+/-130	26.4%	+/-10.5
Now married, except separated	527	+/-99	48.8%	+/-11.5
Separated	14	+/-22	1.3%	+/-2.1
Widowed	99	+/-70	9.2%	+/-6.0
Divorced	159	+/-83	14.7%	+/-6.9
Females 15 years and over	1,220	+/-110	1,220	(X)
Never married	429	+/-122	35.2%	+/-9.3

Subject	Norway city, Michigan			
	Estimate	Estimate Margin of Error	Percent	Percent Margin of Error
Now married, except separated	492	+/-95	40.3%	+/-9.1
Separated	26	+/-31	2.1%	+/-2.5
Widowed	146	+/-83	12.0%	+/-6.5
Divorced	127	+/-79	10.4%	+/-6.1
FERTILITY				
Number of women 15 to 50 years old who had a birth in the past 12 months	5	+/-10	5	(X)
Unmarried women (widowed, divorced, and never married)	0	+/-109	0.0%	+/-100.0
Per 1,000 unmarried women	0	+/-59	(X)	(X)
Per 1,000 women 15 to 50 years old	6	+/-13	(X)	(X)
Per 1,000 women 15 to 19 years old	0	+/-156	(X)	(X)
Per 1,000 women 20 to 34 years old	22	+/-43	(X)	(X)
Per 1,000 women 35 to 50 years old	0	+/-67	(X)	(X)
GRANDPARENTS				
Number of grandparents living with own grandchildren under 18 years	18	+/-26	18	(X)
Responsible for grandchildren	0	+/-109	0.0%	+/-64.3
Years responsible for grandchildren				
Less than 1 year	0	+/-109	0.0%	+/-64.3
1 or 2 years	0	+/-109	0.0%	+/-64.3
3 or 4 years	0	+/-109	0.0%	+/-64.3
5 or more years	0	+/-109	0.0%	+/-64.3
Number of grandparents responsible for own grandchildren under 18 years	0	+/-109	0	(X)
Who are female	0	+/-109	-	**
Who are married	0	+/-109	-	**
SCHOOL ENROLLMENT				
Population 3 years and over enrolled in school	820	+/-140	820	(X)
Nursery school, preschool	25	+/-28	3.0%	+/-3.5
Kindergarten	67	+/-44	8.2%	+/-5.5
Elementary school (grades 1-8)	350	+/-97	42.7%	+/-12.4
High school (grades 9-12)	226	+/-91	27.6%	+/-8.9
College or graduate school	152	+/-86	18.5%	+/-9.2
EDUCATIONAL ATTAINMENT				
Population 25 years and over	1,888	+/-157	1,888	(X)
Less than 9th grade	96	+/-81	5.1%	+/-4.2
9th to 12th grade, no diploma	84	+/-58	4.4%	+/-3.0
High school graduate (includes equivalency)	733	+/-148	38.8%	+/-8.1
Some college, no degree	595	+/-166	31.5%	+/-8.4
Associate's degree	119	+/-61	6.3%	+/-3.2
Bachelor's degree	189	+/-83	10.0%	+/-4.2
Graduate or professional degree	72	+/-46	3.8%	+/-2.5
Percent high school graduate or higher	(X)	(X)	90.5%	+/-4.6
Percent bachelor's degree or higher	(X)	(X)	13.8%	+/-4.7
VETERAN STATUS				
Civilian population 18 years and over	2,116	+/-153	2,116	(X)
Civilian veterans	361	+/-126	17.0%	+/-5.4
DISABILITY STATUS OF THE CIVILIAN NONINSTITUTIONALIZED POPULATION				
Total Civilian Noninstitutionalized Population	(X)	(X)	(X)	(X)
With a disability	(X)	(X)	(X)	(X)
Under 18 years	(X)	(X)	(X)	(X)
With a disability	(X)	(X)	(X)	(X)
18 to 64 years	(X)	(X)	(X)	(X)
With a disability	(X)	(X)	(X)	(X)
65 years and over	(X)	(X)	(X)	(X)
With a disability	(X)	(X)	(X)	(X)
RESIDENCE 1 YEAR AGO				
Population 1 year and over	2,890	+/-82	2,890	(X)
Same house	2,430	+/-244	84.1%	+/-8.3

Subject	Norway city, Michigan			
	Estimate	Estimate Margin of Error	Percent	Percent Margin of Error
Different house in the U.S.	460	+/-238	15.9%	+/-8.3
Same county	304	+/-214	10.5%	+/-7.5
Different county	156	+/-118	5.4%	+/-4.1
Same state	47	+/-66	1.6%	+/-2.3
Different state	109	+/-104	3.8%	+/-3.6
Abroad	0	+/-109	0.0%	+/-0.9
PLACE OF BIRTH				
Total population	2,896	+/-31	2,896	(X)
Native	2,851	+/-56	98.4%	+/-1.7
Born in United States	2,826	+/-66	97.6%	+/-2.0
State of residence	2,121	+/-180	73.2%	+/-6.2
Different state	705	+/-176	24.3%	+/-6.1
Born in Puerto Rico, U.S. Island areas, or born abroad to American parent(s)	25	+/-29	0.9%	+/-1.0
Foreign born	45	+/-48	1.6%	+/-1.7
U.S. CITIZENSHIP STATUS				
Foreign-born population	45	+/-48	45	(X)
Naturalized U.S. citizen	7	+/-12	15.6%	+/-32.6
Not a U.S. citizen	38	+/-47	84.4%	+/-32.6
YEAR OF ENTRY				
Population born outside the United States	70	+/-58	70	(X)
Native	25	+/-29	25	(X)
Entered 2000 or later	0	+/-109	0.0%	+/-54.6
Entered before 2000	25	+/-29	100.0%	+/-54.6
Foreign born	45	+/-48	45	(X)
Entered 2000 or later	30	+/-47	66.7%	+/-50.8
Entered before 2000	15	+/-15	33.3%	+/-50.8
WORLD REGION OF BIRTH OF FOREIGN BORN				
Foreign-born population, excluding population born at sea	45	+/-48	45	(X)
Europe	30	+/-47	66.7%	+/-50.8
Asia	15	+/-15	33.3%	+/-50.8
Africa	0	+/-109	0.0%	+/-40.7
Oceania	0	+/-109	0.0%	+/-40.7
Latin America	0	+/-109	0.0%	+/-40.7
Northern America	0	+/-109	0.0%	+/-40.7
LANGUAGE SPOKEN AT HOME				
Population 5 years and over	2,726	+/-113	2,726	(X)
English only	2,594	+/-123	95.2%	+/-3.3
Language other than English	132	+/-92	4.8%	+/-3.3
Speak English less than "very well"	31	+/-33	1.1%	+/-1.2
Spanish	73	+/-74	2.7%	+/-2.7
Speak English less than "very well"	7	+/-12	0.3%	+/-0.4
Other Indo-European languages	51	+/-54	1.9%	+/-2.0
Speak English less than "very well"	24	+/-30	0.9%	+/-1.1
Asian and Pacific Islander languages	8	+/-12	0.3%	+/-0.4
Speak English less than "very well"	0	+/-109	0.0%	+/-1.0
Other languages	0	+/-109	0.0%	+/-1.0
Speak English less than "very well"	0	+/-109	0.0%	+/-1.0
ANCESTRY				
Total population	2,896	+/-31	2,896	(X)
American	63	+/-73	2.2%	+/-2.5
Arab	0	+/-109	0.0%	+/-0.9
Czech	0	+/-109	0.0%	+/-0.9
Danish	105	+/-85	3.6%	+/-4.7
Dutch	32	+/-35	1.1%	+/-1.2
English	145	+/-97	5.0%	+/-3.3
French (except Basque)	593	+/-188	20.5%	+/-6.5
French Canadian	154	+/-109	5.3%	+/-3.8
German	829	+/-203	28.6%	+/-7.0

Subject	Norway city, Michigan			
	Estimate	Estimate Margin of Error	Percent	Percent Margin of Error
Greek	0	+/-109	0.0%	+/-0.9
Hungarian	0	+/-109	0.0%	+/-0.9
Irish	612	+/-180	10.8%	+/-3.2
alian	558	+/-200	19.3%	+/-6.9
Lithuanian	22	+/-33	0.8%	+/-1.1
Norwegian	92	+/-72	3.2%	+/-2.5
Polish	280	+/-130	10.0%	+/-4.5
Portuguese	50	+/-65	1.7%	+/-2.2
Russian	0	+/-109	0.0%	+/-0.9
Scotch-Irish	0	+/-109	0.0%	+/-0.9
Scottish	50	+/-48	1.7%	+/-1.7
Slovak	0	+/-109	0.0%	+/-0.9
Subsaharan African	0	+/-109	0.0%	+/-0.9
Swedish	403	+/-149	13.8%	+/-5.1
Swiss	33	+/-35	1.1%	+/-1.2
Ukrainian	0	+/-109	0.0%	+/-0.9
Welsh	0	+/-109	0.0%	+/-0.9
West Indian (excluding Hispanic origin groups)	0	+/-109	0.0%	+/-0.9

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

While the 2006-2010 American Community Survey (ACS) data generally reflect the December 2009 Office of Management and Budget (OMB) definitions of metropolitan and micropolitan statistical areas; in certain instances the names, codes, and boundaries of the principal cities shown in ACS tables may differ from the OMB definitions due to differences in the effective dates of the geographic entities.

Estimates of urban and rural population, housing units, and characteristics reflect boundaries of urban areas defined based on Census 2000 data. Boundaries for urban areas have not been updated since Census 2000. As a result, data for urban and rural areas from the ACS do not necessarily reflect the results of ongoing urbanization.

Source: U.S. Census Bureau, 2006-2010 American Community Survey

Explanation of Symbols:

1. An '**' entry in the margin of error column indicates that either no sample observations or too few sample observations were available to compute a standard error and thus the margin of error. A statistical test is not appropriate.
2. An '-' entry in the estimate column indicates that either no sample observations or too few sample observations were available to compute an estimate, or a ratio of medians cannot be calculated because one or both of the median estimates falls in the lowest interval or upper interval of an open-ended distribution.
3. An '-' following a median estimate means the median falls in the lowest interval of an open-ended distribution.
4. An '+' following a median estimate means the median falls in the upper interval of an open-ended distribution.
5. An '***' entry in the margin of error column indicates that the median falls in the lowest interval or upper interval of an open-ended distribution. A statistical test is not appropriate.
6. An '*****' entry in the margin of error column indicates that the estimate is controlled. A statistical test for sampling variability is not appropriate.
7. An 'N' entry in the estimate and margin of error columns indicates that data for this geographic area cannot be displayed because the number of sample cases is too small.
8. An '(X)' means that the estimate is not applicable or not available.