

Lincoln County Transit Office's
Limited English Proficiency (LEP) Plan

This policy was adopted by the Lincoln County Transit Office and
put in place on: 10-22-2010 by CN

I. LEGAL BASIS AND PURPOSE

This Document serves as a plan for the Lincoln County Transit Office to provide services to LEP individuals in compliance with the Title VI of the Civil Rights Act of 1964; which prohibits discrimination on the basis of race, color, or national origin. As a sub recipient of FTA funds, this transit system is pledged to take reasonable steps to provide meaningful access to its transit services for persons who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English.

This LEP Plan was developed to ensure equal access to Transportation Services for persons with limited English proficiency and for the hearing impaired persons. Although deaf and hard of hearing individuals are covered under the American with Disabilities Act (ADA) rather than Title VI of the Civil Rights Act, they have been included in this plan insofar as they relate to transportation services!

CONTENTS

This plan contains:

- A. A needs assessment based on the four-factor analysis
- B. Language assistance measures
- C. A staff training plan
- D. Methods for notifying LEP persons about available language Assistance
- E. Methods for monitoring, evaluating and updating the LEP plan

II. NEEDS ASSESSMENT

The Lincoln County Transit Office provides transit services to a wide range of persons, including people who do not speak English or who are hearing impaired.

According to the 2000 US Census data, reports from drivers, dispatchers and others that have contact with LEP persons and the Human Services Department it shows that Lincoln County has approximately 1% of it's total population eligible for LEP services.

The most widely used languages are listed below (in descending order of frequency):

1. American Sign Language
2. Spanish

According to reports from our driver's and dispatchers, we do not have any LEP persons that ride our transit system on a regular basis. Any rides that are taken by LEP persons are usually set up through the Human Services Department or through the MN Relay Service for the hearing impaired.

When we do have LEP persons that use our services, we have not had problems, at this time, communicating with them. We use pens and paper to communicate with the hearing impaired and most of our LEP persons use enough limited English so that we can understand what they need. Again, the non-English speaking persons are usually set up through a program and they are told at that time what our transit program entails.

Because of the low percentage of LEP persons in Lincoln County, we have at this time not set aside any monies to market to or communicate about our system to them. If the need becomes greater, we would at that time, re-evaluate our current situation and determine then what course we would take to address the issue, whether it be brochures, flyers, posters, radio or newspaper ads, or website restructuring. We would also work on including funding for staff training and for translation services.

III. LANGUAGE ASSISTANCE MEASURES

Language assistance measures that we plan on using when the need arises to help us address the needs of any LEP persons shall include the following:

- A. Arranging for the availability of Oral Translators.
- B. Translating key documents from English to the following: Spanish or other pertinent languages as they arise.
- C. Communicating with Groups that provide assistance to the LEP population about what our transit services entail.
- D. Posting notices in the appropriate languages informing LEP persons of available services and any changes in those services.

IV. STAFF TRAINING

The Lincoln County Transit System is committed to providing LEP training to all pertinent staff members who come in contact with LEP persons. To ensure effective implementation of this plan, the transit system will schedule training at all new staff orientations and will continue to be held on an as needed basis for all other relevant employees making sure that it is re-addressed at least annually. Things that will be reviewed during orientation or during our annual review of the policy and the issues that have come up during the course of the past year will include:

- a. The Transit Systems Language Assistance Implementation Plan.
- b. Demographic data about local LEP populations.
- c. Printed Materials for all LEP persons'.
- d. Handling of verbal requests for transit services in foreign languages.
- e. Staff responsibility to inform Transit Manager about any LEP persons' unmet needs.

Training will be conducted in-house or will run in conjunction with the Lincoln County District Court system in utilizing their ITV for training as offered by the State.

V. PUBLIC NOTIFICATION TO LEP PERSONS'

The Lincoln County Transit Office plans on notifying LEP persons', when the need arises, in their own language about the language assistance that is available to them without cost by using the following methods:

- a. Brochures
- b. Posting Signs on buses
- c. Hanging Posters in Neighborhoods
- d. Sending information to local organizations that work with LEP persons on a regular basis
- e. Using local papers and radio ads to communicate to them
- f. Post notices on our website
- g. Set up information packets and make them available at local events, grocery stores, pharmacies and churches, among others

VI. MONITORING, EVALUATING & UPDATING LEP PLAN

The Lincoln County Transit Office will review this plan with Bev Herfindahl, MN/DOT Transit Project manager, at the time of our annual review. At this time we will look at and assess the following:

- a. Assessing it's effectiveness (e.g. comparing numbers of LEP persons that we've served and the number of requests for language assistance that we've had during the past year)
- b. Assessing the sufficiency of staff training and ascertain if there is sufficient budget set aside for language assistance
- c. Review the current sources for assistance to ensure continuing availability, and
- d. Review any complaints from LEP persons about their needs that were received during the past year and what was done to meet those needs.

After the annual review any and all updates and changes that are needed to be made to the current LEP plan will then be put into place and all staff notified of said changes.

This Language Assistance Plan will placed on Lincoln County's Website at www.co.lincoln.mn.us Please click on the Transportation Tab under the Department and Agencies Tab.

This plan is also available at no cost in English upon request by telephone, fax, mail or in person.

If this plan is asked to be provided in another language and it is feasible to have it translated, it shall be provided at no cost to the requestor.

