

Lackawanna-Luzerne Transportation Study

Metropolitan
Planning
Organization



Limited-English Proficiency Plan

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Prepared for:

Lackawanna-Luzerne Transportation Study MPO

Lackawanna County Regional Planning Commission
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Background

In 1964, John F. Kennedy called for the enactment of Title VI of the Civil Rights Act, which prohibits discrimination on the basis of race, color, and national origin in programs and activities that receive federal financial assistance.

In 2000, an Executive Order was signed by President Bill Clinton titled “Improving Access to Services for Persons with Limited-English Proficiency.” A person with Limited-English Proficiency (LEP) refers to an individual for whom English is not their primary language and who has a limited ability to read, write, speak, or understand the English language. The Executive Order established that recipients of federal funds must provide meaningful access to Limited-English Proficient (LEP) individuals and thus, not discriminate on the basis of national origin. Pursuant to the Executive Order, the Department of Justice issued LEP Guidance in 2002, including compliance standards and processes that recipients must follow to ensure that the programs and activities they normally provide in English are accessible to LEP persons.

Four Factor Analysis

The Four Factor Analysis is one of the compliance processes set forth in the Department of Justice LEP Guidance. The analysis serves as a technique for organizations to examine the LEP persons in their service area and develop a cost-effective and meaningful plan for communications with those populations.

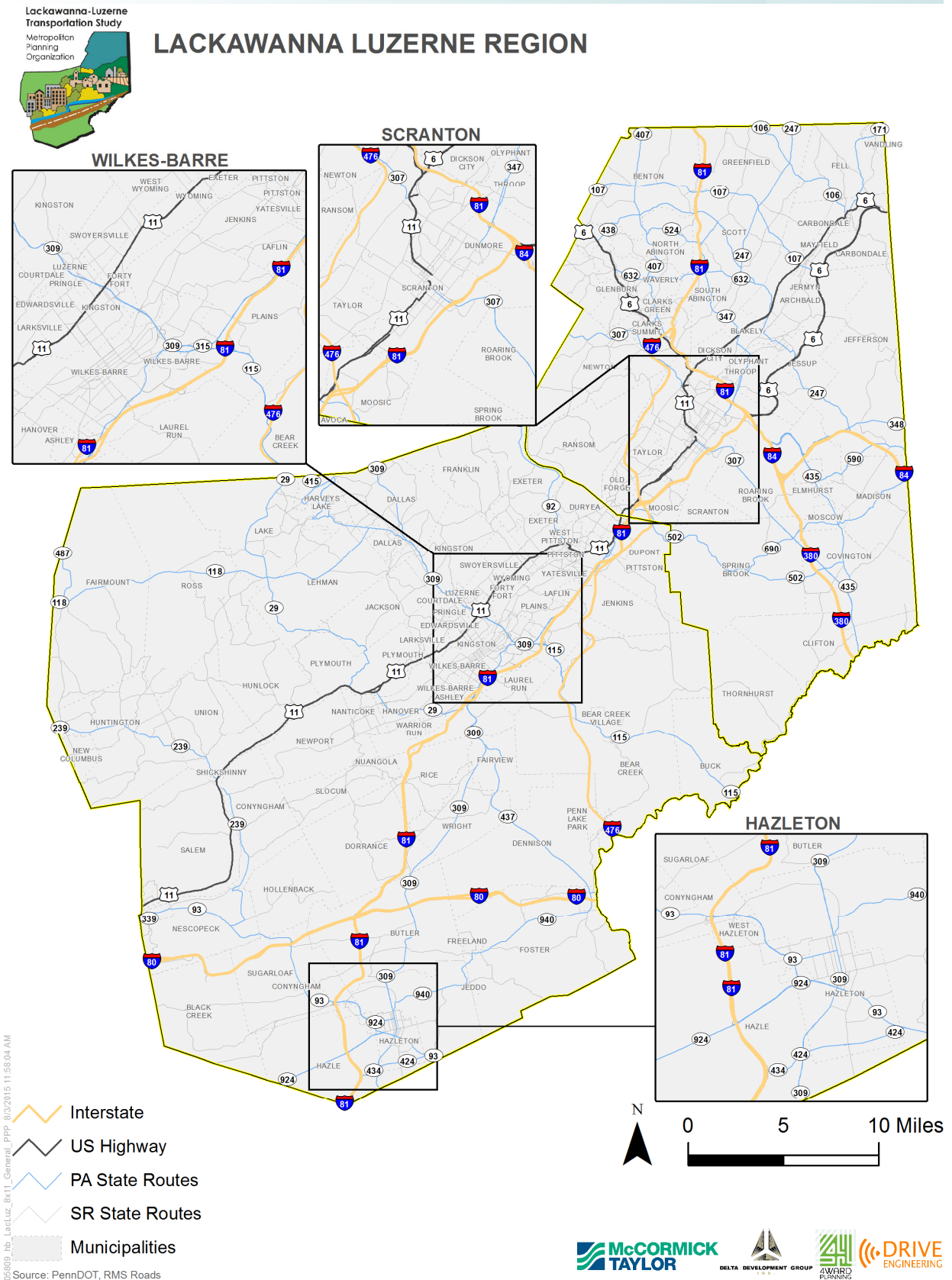
The Four Factors are as follows:

1. The number and proportion of LEP persons served or encountered in the eligible service population.
2. The frequency with which LEP individuals come into contact with the program, activity, or service provided.
3. The nature and importance of the program, activity, or service provided by the program to LEP persons.
4. The resources available to the recipient and costs associated with providing meaningful access to LEP persons.

Factor 1 - Number & Proportion of LEP Persons Encountered

Factor 1 evaluates the number of LEP persons served and the concentration of LEP persons in the service area population. In the case of the LLTS MPO, the service area population is the total population within the MPO (Lackawanna and Luzerne counties) (see **Figure 1**).

Figure 1. LLTS MPO Region



Language characteristics within the MPO region were identified using the U.S. Census Bureau's 2009-2013 American Community Survey (ACS) data. The dataset for "Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over" (Table B16001) was compiled and mapped at the tract level. Individuals are characterized as speaking English "very well" or "less than very well." For the purposes of this analysis, an individual who speaks English "less than very well" is considered an LEP person.

It is noted that the ACS data for the LLTS MPO region includes the institutionalized populations of two state penitentiaries located in Luzerne County. LLTS MPO does not provide services to these institutionalized persons. However, institutionalized populations could not be identified and specifically removed from the analysis. Therefore, the data summaries and mapping provided in this document still include the institutionalized populations.

Total LEP Population in the LLTS MPO Region

Table 1 summarizes the total population and LEP population of All Language Groups in the LLTS MPO Region, with comparison to the Commonwealth of Pennsylvania as a whole. Of the region's total population age 5 or older, about 18,500 persons or 3.6% of the total population are estimated to have Limited-English Proficiency. This is slightly below the statewide percentage of the population with Limited-English Proficiency.

Table 1. Total Population and LEP Population in the LLTS MPO Region vs. Pennsylvania

	LLTS MPO Region			Pennsylvania	
	Population Estimate	% of Total Population		Population Estimate	% of Total Population
Total Population Age 5 or Older	507,318			12,008,403	
Total LEP Population All Language Groups Speak English "less than very well"	18,458	3.6%		468,327	3.9%

Source: U.S. Census Bureau: American Community Survey (2009-2013), 5 Year Estimates. Table B16001.

Figure 2 illustrates the concentration (percentage of total population) of LEP persons. The LEP concentrations are generally higher in the more urban areas of the region in and around Hazleton, Scranton, and Wilkes-Barre. The percentage of the population that speaks English "less than very well" is approximately equal in Lackawanna County and Luzerne County (see **Table 2**).

Figure 2. LLTS MPO Concentration of Persons with Limited-English Proficiency

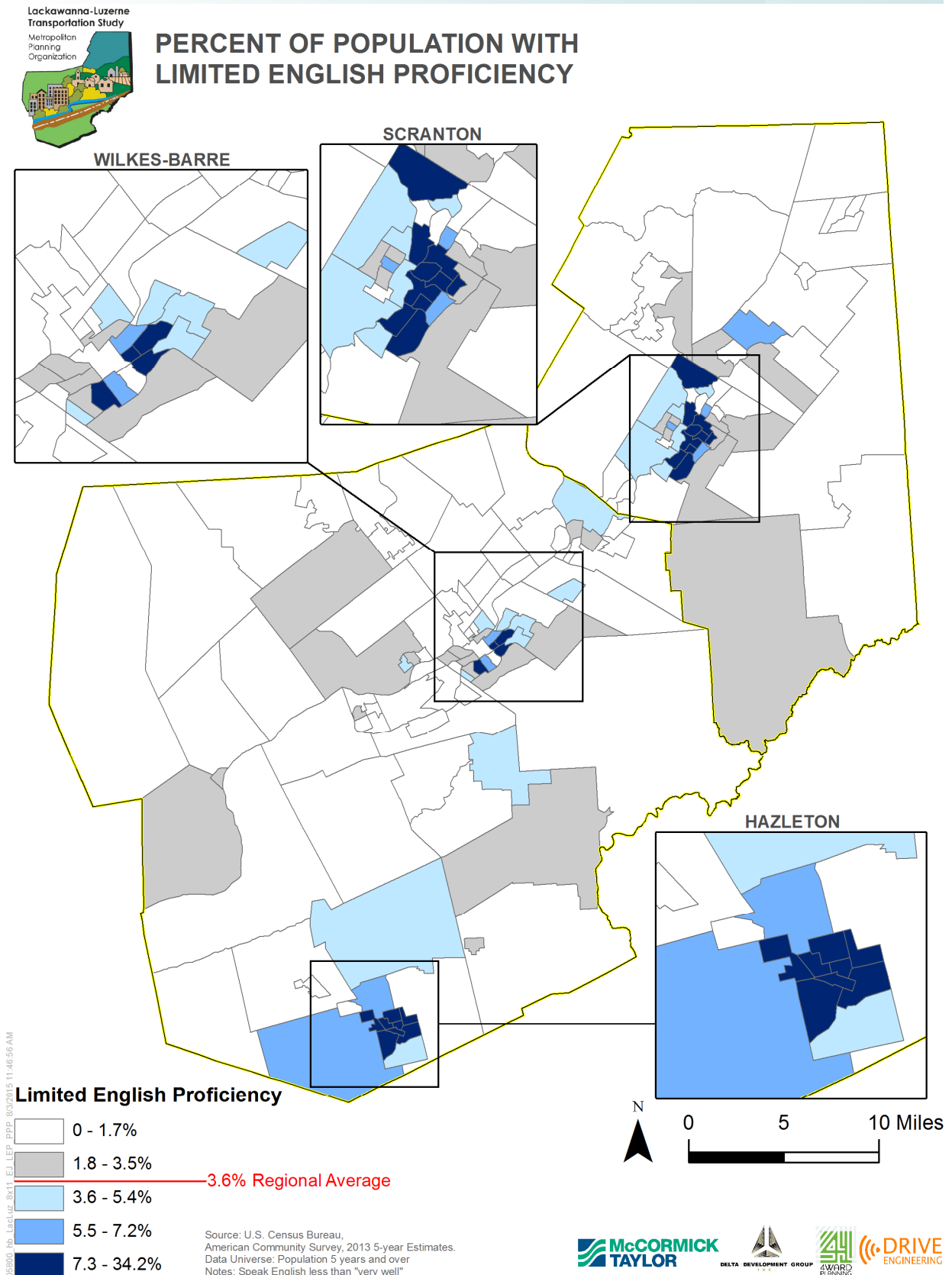


Table 2. LEP Persons for All Language Groups by County

County	Total Population 5 Years and Over	All Language Groups LEP	
		Speak English "less than very well"	% of Total Population
Lackawanna County	202,825	7,099	3.5%
Luzerne County	304,493	11,266	3.7%
Total	507,318	18,365	3.6%

Source: U.S. Census Bureau: American Community Survey (2009-2013), 5 Year Estimates. Table B16001

Largest LEP Language Groups in the LLTS MPO Region

Table 3 summarizes population data for the five (5) most populous LEP language groups in the LLTS MPO Region. Comparisons to the statewide data are provided for the same language groups. The Spanish language group is by far the largest LEP population in the region. Beyond these "Top 5" populations, the region is also home to LEP persons who speak the following (in order by decreasing population): Chinese (461); Russian (363); other Indo-European languages (348); Arabic (260); other Pacific Island languages (258); Portuguese or Portuguese Creole (245); French (218); other Slavic languages (226); and other Asian languages (208). The LEP population for each other language group not listed here is 200 or fewer.

Table 3. Top Five LEP Populations in the LLTS MPO Region vs. Pennsylvania

	LLTS MPO Region		Pennsylvania	
	Population Estimate 5 Years and Over	% of Total Population	Population Estimate 5 Years and Over	% of Total Population
Total Population	507,318		12,008,403	
LEP Language Groups – Speak English "less than very well"				
Spanish	11,688	2.30%	204,631	1.70%
Other Indic languages	784	0.15%	10,739	0.09%
Gujarati	763	0.15%	8,236	0.09%
Italian	763	0.15%	12,671	0.07%
Polish	531	0.10%	7,700	0.06%

Source: U.S. Census Bureau: American Community Survey (2009-2013), 5 Year Estimates. Table B16001

Geographic Distribution of LEP Populations

Distributive mapping of the ACS data was prepared at the tract level to develop a better understanding of the LEP populations in the LLTS MPO region, potentially qualifying for “Safe Harbor” treatment – namely the Spanish LEP population.

Figures 3 and 4 illustrate the distribution of Spanish LEP persons according to population and concentration, respectively. At the tract level, the populations of Spanish LEP persons are generally located in the more urbanized areas of the MPO region, with higher populations in the following locations:

- Hazleton
- Wilkes-Barre
- Scranton

Table 4 summarizes the Spanish LEP populations by county. The higher populations are in the more urbanized areas of the MPO. Higher concentrations of Spanish LEP persons are noted in the areas of Hazleton, West Hazleton, Hazle Township, Wilkes-Barre, and Scranton.

Table 4. Spanish Language Group LEP Persons by County

County	Total Population	Spanish Language LEP	
		<i>Speak English “less than very well”</i>	% of Total Population
Lackawanna County	202,825	3,302	1.63%
Luzerne County	304,493	8,386	2.75%
Total	507,318	11,688	2.30%

Source: U.S. Census Bureau: American Community Survey (2009-2013), 5 Year Estimates. Table B16001

Figure 3. Spanish LEP Population by Census Tract

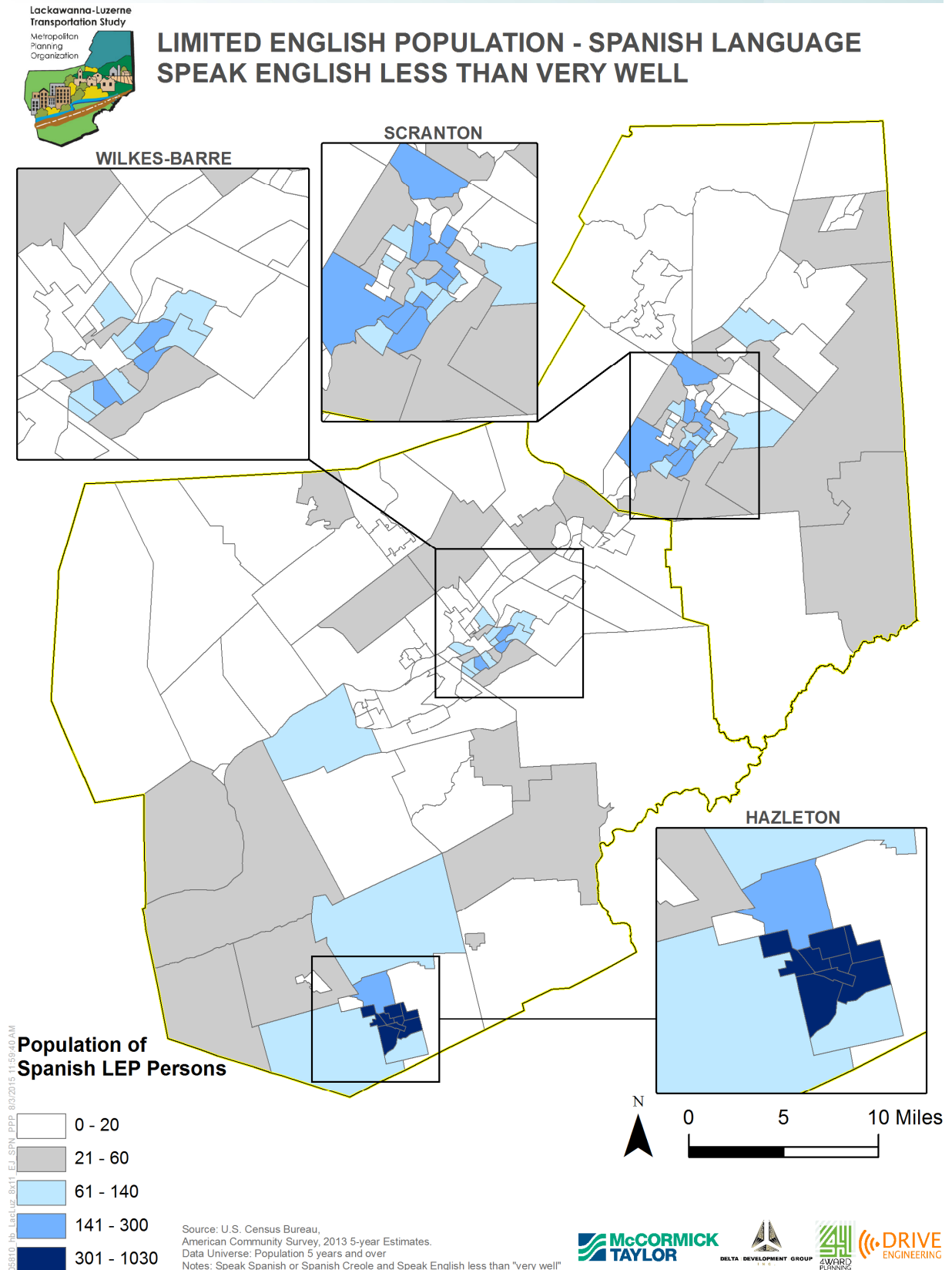
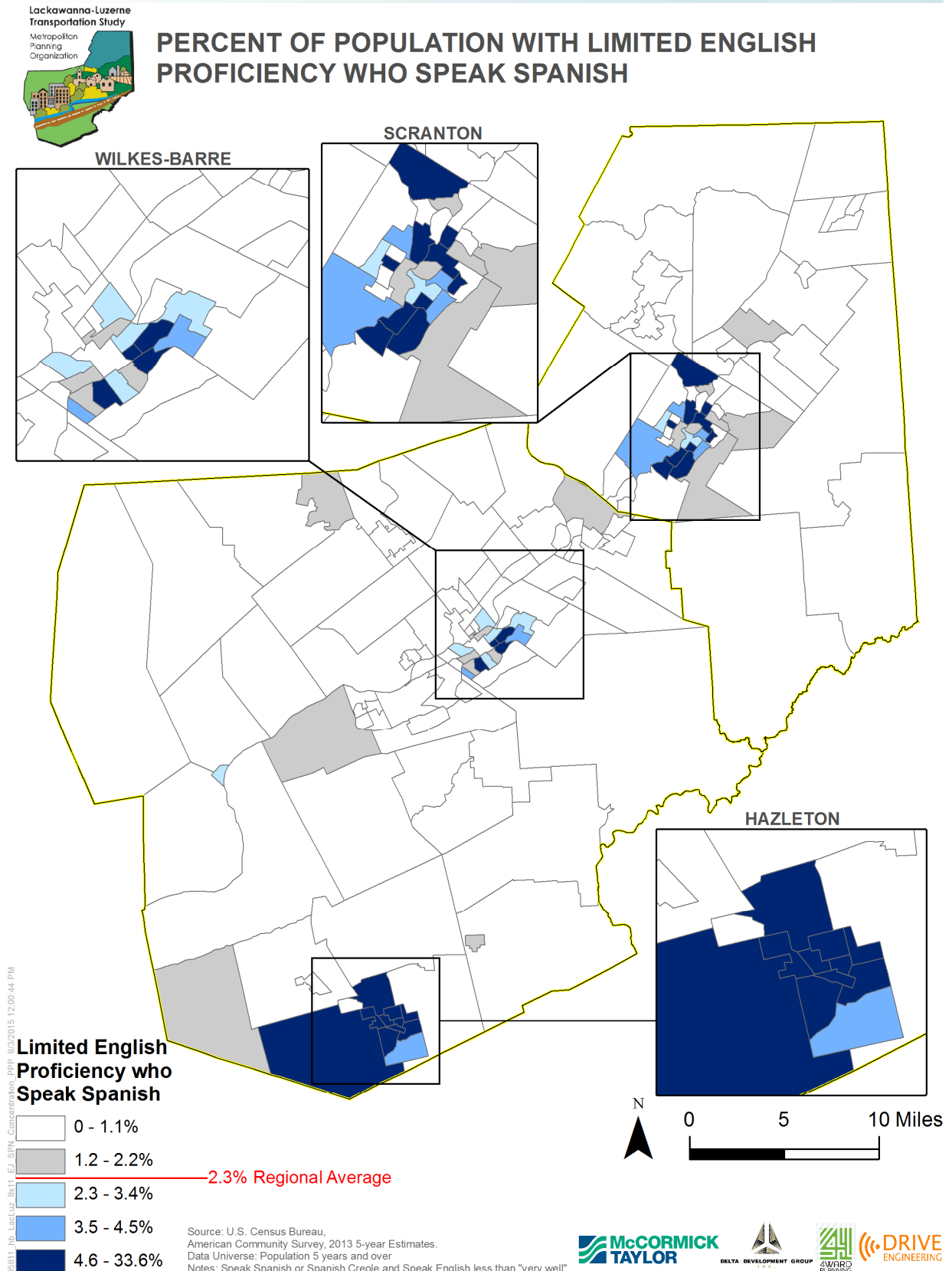


Figure 4. Spanish LEP Concentration by Census Tract



Safe Harbor Provision

The Safe Harbor Provision, as defined in the Department of Transportation’s LEP Guidance, is the most prevalent guideline used to establish when it is appropriate to provide language-specific services and what those services should entail. The provision provides a level of certainty for recipients to know at what point they may be considered to be in compliance with the federal requirements related to LEP. Specifically, the guidance provides, “If a recipient provides written translations under these circumstances, such action will be considered strong evidence of compliance with the recipient’s written translation obligations under Title VI.” The LLTS MPO will provide written translation of “vital documents” for each LEP population that exceeds the Safe Harbor thresholds for a given area. Vital documents typically include those that explain how to access an organization’s services (including language assistance services), letters that require a response from a customer, complaint forms, and notification of rights.

Safe Harbor Triggers

The Safe Harbor Provision is triggered for each LEP language group that constitutes five percent (5%) of the total population or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered (FTA C 4702.1B, Chapter III-9).

Considering the LLTS MPO region as a whole (i.e., the “service area”), the Safe Harbor Provision is potentially¹ triggered for the Spanish language group (see **Table 3**). The total LEP population for this group exceeds the 1,000 person threshold, even though the concentration of the population (at the regional level) falls well below the 5% threshold.

Safe Harbor Translation Expectations

The Provision states that providing written translation of “vital documents” for each LEP population that exceeds the Safe Harbor thresholds, “shall be considered strong evidence of compliance with the recipient’s [LLTS MPO] written translation obligations” (FTA C 4702.1B, Chapter III-9).

Based on the standard of practice, “vital documents” typically include those that explain how to access an organization’s services (including language assistance services), letters that require a response from a customer, complaint forms, and notification of rights. For the purposes of this LEP Plan, LLTS MPO has designated the following as “vital documents” for translation:

- Notification of Language Services (**Appendix B**);
- Title VI Notice to Beneficiaries (**Appendix C**);
- Title VI Complaint Form (**Appendix D**);
- Title VI Complaint Form Procedures (**Appendix E**)
- Executive Summaries of Primary Plans and Documents
 - Long-Range Transportation Plan
 - Public Participation Plan
 - Transportation Improvement Program

When a targeted outreach activity is triggered by the presence of an LEP population (see Chapter 4 of the Public Participation Plan), written materials will be made available in the LEP language according to the Safe Harbor Provision and the Public Participation Plan.

¹ This evaluation concludes that the Safe Harbor Provision is “potentially” triggered, since it does not attempt to discern the total LEP population from those “eligible to be served or likely to be affected or encountered.”

It should be noted that the LLTS MPO will provide translation of documents upon request, and will also provide translation as appropriate in other languages (in addition to the Spanish translations described above) based on specific plans or projects and the impacts they may have in areas where LEP populations are present.

Factor 2 – Frequency of Contact with LEP Persons

To date, the LLTS MPO has received no direct requests for translation or in-person interpretation services for any language, and the frequency that LEP persons come in contact with the MPO's planning program is largely unknown.

LLTS MPO staff was not aware of any projects or plans within the region that required focused outreach to non-English speaking persons. Even though the need has not arisen to date, the MPO desires to be prepared to assist LEP persons when they come in contact with the MPO's program and planning efforts. With this LEP Plan, the LLTS MPO is formally appropriating tools and training its staff for recognizing LEP persons, identifying their languages, and serving LEP persons, when the need arises. The MPO has developed an Employee Training Manual to facilitate staff training and create a central source of information related to LEP. The manual includes information about Title VI and LEP requirements; LEP in the LLTS area; resources for phone, in-person, and written translation; and LEP program evaluation techniques.

Factor 3 – Nature and Importance of the Program

The LLTS MPO is primarily a planning organization for transportation investments in the region. The MPO does not provide direct assistance to individuals; and as such, does not directly impact the day-to-day life of residents in the region. The LLTS MPO staff is aware of the importance of identifying LEP populations near a project and the need for conducting thoughtful outreach. LEP individuals commonly rely on non-motorized modes, as well as roadside and off-road pedestrian and bike facilities for day-to-day transportation. So while the planning activities of the MPO may not have urgent or direct impacts for the public, they are important to the long-term mobility and livelihood of those residing in the region.

The planning activities of the MPO provide opportunity for public participation, and the MPO is appropriating tools and training that will serve LEP persons who wish to participate.

Factor 4 – Resources & Costs of Language Assistance Services

LLTS MPO is a small agency with limited capital resources to use for LEP services. The organization does have staff available to facilitate interaction with LEP persons and will use low-cost or free services and automated techniques to provide translation and interpretation, upon request.

LLTS MPO has several staff members that answer phones. While none of the current staff are bilingual, many can recognize the Spanish language, and they have been trained on the protocols for dealing with requests for translation and interpretation and the relevant Title VI and LEP obligations of the organization.

Language Assistance Plan

Consistent with Title VI of the Civil Rights Act, Executive Order 13166, “Improving Access to Services for Persons with Limited-English Proficiency,” and the USDOT implementing guidance, the LLTS MPO is responsible to take steps that ensure meaningful access to the services, information, and other important portions of their programs and activities for individuals who are Limited-English Proficient (LEP). This includes the development of a Language Assistance Plan (LAP), which establishes an implementation program for providing access to LEP persons, based on the results of the Four Factor Analysis. The Four Factor Analysis evaluated the demography of the MPO region along with the frequency of contact with LEP persons, the importance of the MPO’s services to LEP persons, and resources available for serving LEP persons.

Consistent with the federal guidance, the overarching goal of this plan is to deploy tools and services that will enable the MPO staff to communicate with a person who does not speak English. According to the Safe Harbor Provision, this plan formally addresses accommodations for LEP persons who read Spanish. Immediate assistance for Spanish interpretation and other languages may be provided if an available service can accommodate the language requested (e.g., on-demand telephone interpretation services, language identification card, local interpreters, etc.).

Language Assistance Tools

Notices and Advertisements

The LLTS MPO utilizes various methods for providing notice and advertisement of the language assistance services they provide, as follows:

- Posting translated notices in local newspapers as part of legal ads and press releases
- Posting notices on the LLTS MPO website, which may be translated using Google Translate or another automated translation service
- Distributing written and email notices to interested parties, in their requested language

The MPO may also use the following for certain outreach efforts and plans:

- Designing and distributing informational materials detailing LLTS MPO planning efforts, including flyers, posters, brochures, and bus advertisements
- Radio or public service announcements in Spanish
- Providing real-time translation services at public meetings or events with the use of headsets
- Presenting information at community organizations frequented by LEP individuals.

Language Identification Card

The Language Identification Card is a one-page tool that states, in a number of languages, “If you need an interpreter, please point to your language.” The LEP person points to their language on the card to indicate their language. Each language is also identified in English at the right side of the page, so that an English-speaking person can accurately request interpretation services and engage an interpreter quickly. A sample Language Identification Card is provided in **Appendix F**.

This appendix also includes a Language Identification Survey from the U.S. Census Bureau, for use where the written survey version may be more efficient. The card and survey will be a part of the materials maintained at the welcome/sign-in station of a public meeting.

“One Moment Please” Tool

This LEP tool gives the English phonetic pronunciation for the phrase, “One moment please,” in 18 of the most common LEP languages. This simple phrase may be useful to encourage the LEP person while an interpreter or interpreter service is contacted. This tool is provided in **Appendix G**.

Telephone-Based Interpretation Service

The Commonwealth of Pennsylvania maintains a contract with a telephone-based (a.k.a, “on-demand”) interpretation service and provides public agencies with access to the service, free of charge. With the increasing potential for interaction with LEP persons, the LLTS MPO is prepared to utilize this service. According to the MPO’s minimal amount of interaction with LEP persons, this service should provide an adequate level of interpretation service for the MPO’s needs.

Instructions for accessing the telephone-based service (phone number and access code) along with “helpful hints” for working with an over-the-phone interpreter are provided in **Appendix H**. The MPO staff, who interacts with a LEP person, calls the phone number and the operator will either assist in identifying the LEP person’s language, or if the language is known, the language code may be entered directly. An interpreter will be connected, and the conversation can proceed in conference call or three-way call mode.

Translation Services for Written Material

In compliance with the Safe Harbor Provision, the LLTS MPO will provide human-translated versions of its vital documents. Translated summaries of LLTS MPO’s primary but non-vital planning documents will be provided in Spanish upon request. This encompasses the Long-Range Transportation Plan, Public Participation Plan, Coordinated Human Services Transportation Plan, and Transportation Improvement Program. The translations of non-vital documents may be provided via human or automated translation. The telephone-based, on-demand interpretation service may also be engaged to facilitate follow-up discussion and responses to specific questions.

The following are methods of providing written translation of documents:

► Human-Translation Services

Human translation (i.e., non-automated translation provided by human, multi-lingual translators) services are available both locally in the LLTS MPO region and through internet-based translation businesses who provide services nationally. A listing of selected providers is given in **Appendix I**.

► Automated Translation (Google Translate, Bing Translator, Babelfish)

Online automated translation services, such as Google Translate (<https://translate.google.com/>), Bing Translator (<https://www.bing.com/translator/>), or Babelfish (<https://www.babelfish.com/>) provide on-demand translation among multiple languages, as well as an application programming interface (API) that may be integrated into existing webpages. As an implementation step of this plan, LLTS MPO intends to implement Google Translate on the entire LLTS MPO website (*new website planned to be implemented*

in 2016). Similar to other agency sites, icons, or hyperlinks that identify alternative languages and initialize Google

Translate would be added to the webpage. The function would automatically translate website text into the user's language of choice. In keeping with best practices for making web-based translation services accessible, LLTS MPO intends to implement code that shows icons for the largest five (5) LEP language groups in the LLTS MPO's service area.

Providing Notice

Public Meetings

Public Meetings are the formally-announced and advertised meetings conducted by the MPO, in fulfillment of its Unified Planning Work Program (UPWP) and Public Participation Plan (PPP). In large part, this encompasses the LLTS MPO committee meetings and periodic plan-specific public meetings for the Transportation Improvement Program, Long-Range Transportation Plan, Public Participation Plan, and Coordinated Human Services-Transit Transportation Plan.

The advertisement requirements for public meetings are prescriptive, with a legal advertisement in a "newspaper of general circulation" being the standard method for meeting advertisement. Press releases, website postings/announcements, and e-mail blasts to interested parties are supplemental advertisement techniques that the LLTS MPO is committed to using, per its PPP.

The LLTS MPO will provide notice of availability of translation and/or interpretation services in legal ads, press releases, and website posts that announce or advertise a public meeting. The notice will be provided in both English and Spanish languages. The following sample text would be used and adapted, as necessary:

English:

"The content of this [advertisement / press release / posting] is available in alternative formats and other languages upon request by contacting the Lackawanna-Luzerne Transportation Study Metropolitan Planning Organization (LLTS MPO). Persons who plan to attend the announced [meeting / event / activity] and require language interpretation services and/or special accommodations under the American with Disabilities Act should contact the LLTS MPO at least five (5) business days prior to the [meeting / event / activity]. Contact the MPO by phone at (570) 963-6400 or by written letter addressed to Transportation Planning Manager, LLTS MPO 135 Jefferson Avenue, 2nd Floor, Scranton PA 18503.

Spanish:

"El contenido de este [anuncio / Comunicado de Prensa / contabilización] está disponible en formatos alternativos y otros idiomas a petición en la organizacion Lackawanna-Luzerne Transportation Study Metropolitan Planning (LLTS MPO). Las personas que planean asistir a la anunciada [evento / actividad de reunión] y que requieren servicios de interpretación de idiomas y / o alojamientos especiales en virtud de la Ley de Americanos con Discapacidades deben comunicarse con la LLTS MPO al menos cinco (5) días antes de la [reunión / evento / la actividad]. Comuníquese con la MPO por teléfono al (570) 963-6400, en carta escrita a gerente de planificación del transporte, LLTS MPO 135 Jefferson Avenue, 2nd Floor, Scranton PA 18503.

At the meeting venue, the LLTS MPO will display a poster-sized version of its *Notice of Language Services* (**Appendix B**). The notice will be displayed in both English and Spanish.

Identifying LEP Persons

As a starting point for providing language services, LEP persons must be identified or be provided with the opportunity to identify themselves. The following methods will be used situationally to accomplish the identification of LEP persons.

Language Identification Card

It is preferable that LEP persons “self-identify” themselves, as requested in the *Notice of Language Services*. LLTS MPO can utilize language identification cards at public meetings or other in-person venues (including the MPO staff offices) to identify an attendee’s language. The attendee may simply point to their language on the card to indicate their language. A sample language identification card is included in **Appendix F**. Whether or not an LEP person contacts the MPO prior to a public meeting, the key identification point will be the Welcome/Sign-In station provided at the meeting venue. The MPO will maintain a Language Identification Card as standard material for the Welcome/Sign-In station.

Local Community Organizations and Contacts

Community groups or individuals that cater to Spanish-speaking persons provide an excellent conduit for facilitating participation and assisting LEP persons at meetings and other planning activities. A listing of known local community organizations and contacts is provided in **Appendix J**.

Written Communication

Contact through written communication includes both paper and electronic e-mail correspondence. Both contact points are likely with LEP persons, as these communication methods are less confrontational and require minimal interpersonal interaction. Written correspondence may be very well-suited for certain purposes, such as identifying an issue of concern or providing specific comments on a plan or program. In other cases, written correspondence will serve as a starting point for additional contact, whether a phone call, face-to-face discussion, or a webpage visit.

Identifying the language of a paper copy, written document, may require the contracted help of a translation service. The paper copy or electronic scan (PDF or other image format) would be provided to the translation service provider, which would identify the language and translate the document into English. A listing of translation service providers, including webpage and contact phone numbers, is provided in **Appendix I**.

For email or other written electronic correspondence, the contracted translation service may be used, or the “Detect language” function of Google Translate may be used to automatically detect the language. The electronic text would be copied into an automated translation tool (Google Translate, Bing Translator, Babelfish, etc.), which would detect the language, assuming that it is one that is supported by the tool. Even if the translation is not fully accurate, this method should be sufficient to identify the language.

Some, but not all, of the correspondence from LEP persons will require a response, which would be the primary point of interaction. If the correspondence is simply providing feedback or comment on a plan or program, a response would be optional. The response would be prepared in English and then translated into the language spoken by the LEP person. Since an accurate translation would be preferred, the contracted help of a translation service would be used to prepare the response.

Google Translate (or similar) may be used if the message is simple and an immediate response is needed.

However, since it is based on automated routines (as opposed to human translation), it may not accurately communicate the message desired.

Webpage

The LLTS MPO's website address is

http://www.luzernecounty.org/county/departments_agencies/planning_commission/lackawannaluzerne-metropolitan-planning-organization. The site provides a platform for disseminating information about its plans and programs, advertising upcoming activities, and providing contact information. Contact with the LLTS MPO through their website portal is one of the more likely contact points used by LEP persons, for many of the same reasons that non-LEP persons seek out a webpage. Information and answers to questions may be handled on a self-serve basis, which is typically more comfortable for most persons who are savvy with the internet and computer technology. For an LEP person, looking up a webpage is far less confrontational than telephone or in-person contact.

LLTS MPO has identified a need to establish a new, updated website. The website is anticipated to be functional and available to the public in 2016. As an implementation step of this plan, LLTS MPO intends to implement Google Translate on the entire new website. In addition, certain human-translated "vital documents" (identified previously) will be made available on the new website in Spanish. To verify the accuracy of the Google Translate tool for the Spanish language, an analysis of the Spanish Google Translate output for the new LLTS MPO webpage will be conducted. Although some translational issues will most likely be identified, it is anticipated that there will be no substantive issues that would inhibit a speaker of Spanish from understanding the implied meaning of the text.

The *Notice of Language Services* (**Appendix B**) will be integrated into the new LLTS MPO webpage through one or more of the following:

- Adding the *Notice of Language Services* to the LLTS MPO webpage, with one or more links added in the navigation menu. The *Notice* would be displayed in Spanish and English.
- Adding a hyperlink to the *Notice of Language Services* adjacent to the Google Translate icon, when this tool is added to the webpage.
- Integrating the *Notice of Language Services* into the Google Translate tool, such that a new "popup" tab opens the first time a user activates Google Translate. The notice will display in Spanish and English.

Translation of Phone Calls & In-Person Requests

Phone and in-person interpretation is not specifically required as part of the LEP guidance and, the degree of interaction with LEP persons that is documented in the Four Factor Analysis does not indicate the need for the LLTS MPO to have extensive translation capabilities in-house; however, the potential for interaction with LEP persons is likely increasing and, preparation for these instances is appropriate. The MPO staff is equipped to meet such requests with the following techniques and resources.

Telephone calls to the LLTS MPO would likely go through the Lackawanna County and Luzerne County's planning offices. County staff (working in the same office as the LLTS MPO staff) who may be answering the phones will be advised to contact the MPO staff if any calls are received from persons speaking a language other than English.

Phone calls regarding language assistance services may be expected in reply to advertisements and other notices that request notification in advance of meeting. An LEP person who places a phone call to the LLTS MPO staff will, in all likelihood, be responding to an advertisement, web posting, or other announcement that solicits the call for a purpose and provides notice about the availability of language assistance. In this case, the LEP person would be at least partially informed about the MPO's commitment to make information available in other languages. A more expansive explanation of the specific language services provided and the expectations for how they are provided would be communicated once the language of the LEP person is identified and interpretation services are initiated.

The LEP person may not self-identify his or her preferred language, and the person taking the call may not be able to identify the language without help. In either case, assistance in identifying a caller's language can be handled via the telephone-based interpretation service described below.

Spanish and Other Spoken Languages

- Language Identification Card – The card allows an LEP individual to indicate their language in person (A sample Language Identification Card is included in **Appendix F**).
- On-Demand Interpretation Service – This service is contracted by the Commonwealth and is provided free-of-charge to the MPO. Access to the current service is described in **Appendix H**. At each public meeting, the LLTS MPO will have at least one trained staff member designated to interact with the LEP person(s) in attendance. The staff member will be trained in accessing and using the on-demand telephone interpretation service, which will be used to facilitate discussion. A cell-phone with speaker capability will be provided for this purpose. (Cell phone reception should be checked when evaluating venues as potential meeting sites.) All MPO staff will be trained in using the on-demand telephone interpretation service, in order to accommodate any in-person or call-in translation needs. Most interaction with the LEP person will occur with the interpreter's help.

LEP Coordination and Staff Training

As part of the LAP, the LLTS MPO has identified the processes and tools to be used in various contexts to provide language assistance services. A staff training program has been developed to train the staff who will be called upon to implement these processes and use the tools. The resources and tools have also been compiled into an *LEP Employee Resources Manual*.

Versions of these materials are maintained in electronic (PDF) and paper copy. Each staff member will receive a copy of the manual and be asked to complete the training presentation.

The training presentation was prepared in Microsoft PowerPoint and includes two primary sections: 1) an overview of the LEP Plan, including the Four Factor Analysis; and 2) an explanation of the tools and resources appropriated in the LAP. The training instructs employees on how to respond to LEP requests, and the process the MPO will put in place to ensure proper channels and procedures are followed. The presentation includes a hyperlink to an online 25-minute video presentation developed by the U.S. Department of Justice for laypersons who are learning about language access and assistance. With the video and a time for questions, the full Training Presentation can be completed in 1 hour.

A paper copy binder will be created and maintained (one for each office – Lackawanna County and Luzerne County) in case a translation request is made, so that the language assistance materials can be accessed quickly and discretely when an LEP person calls or visits a county office.

Review Process for the LEP Plan and LAP

The LAP, along with the larger LEP Plan, will be monitored annually and updated periodically by a member of the LLTS MPO staff, in order to comply with the most current FHWA and FTA standards. A Self-Assessment Checklist is provided in **Appendix K** of this document and may be used as a template for the annual reviews.

An update to the LAP, which is provided in the appendix of the LLTS MPO Public Participation Plan, will be considered a “technical update” and would not require public comment and re-adoption by the MPO unless the update substantially changes the public participation process.

LEP Plan Self-Assessment Checklist

The LEP Self-Assessment Checklist may be used as the overarching template for the assessment. The checklist provides a series of questions designed to encourage discussion and critical thinking about the success of interactions (if any) with LEP persons, the usefulness of the plan provisions and LAP, and the evolving nature/growth of LEP populations and their needs in the LLTS MPO region.

LEP Interaction Tracking Form

The LEP Interaction Tracking Form has two components that are used in documenting interactions with LEP persons:

- The *Record of Interactions* collects information about each interaction with an LEP person.
- The *Annual Report Summary* draws from the Record of Interactions and serves as a one-page, annual report of the information collected about LEP interactions.

The *Record* and *Annual Report* are intended to inform certain questions asked in the Self-Assessment Checklist.

Suggested LEP Plan Performance Measures

A listing of Suggested LEP Plan Performance Measures is provided as a starting point for implementing a performance-based approach to evaluations of the LEP Plan. While FHWA and FTA generally encourage this approach, no formal rulemaking has been completed.

Sources

Implementing the Department of Transportation's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons: A Handbook for Public Transportation Providers

Federal Transit Administration Office of Civil Rights

http://www.lep.gov/guidance/guidance_Fed_Guidance.html

Federal Government's Renewed Commitment to Language Access

Obligations under Executive Order 13166

http://www.lep.gov/13166/AG_021711_EO_13166_Memo_to_Agencies_with_Supplement.pdf

Title VI Requirements and Guidelines for Federal Transit Administration Recipients (FTA Circular 4702.1B)

Federal Transit Administration

http://www.fta.dot.gov/documents/FTA_Title_VI_FINAL.pdf

LEP Handbook, Federal Transit Administration

http://www.fta.dot.gov/documents/LEP_Handbook.doc

Overview of Title VI of the Civil Rights Act of 1964, Department of Justice

<http://www.justice.gov/crt/about/cor/coord/titlevi.php>

Appendix

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Appendix A

Language Assistance Interview with LLTS MPO Staff

LLTS MPO Interview Questions July 8, 2015

Participants: Nancy Snee, LLTS MPO
Steve Pitoniak, LLTS MPO
Lugene Keys, McCormick Taylor (Interviewer)
Michelle Goddard, McCormick Taylor

Interview Summary (interview consisted of questions related to the Public Participation Plan in general; those specifically dealing with LEP/LAP are included here):

Q: In the past have block ads and posters notifying public of their rights under Title VI in English published? Have the notices been published in any other languages?

A: Block Ads are used to announce public comment periods for TIP and LRTP and other plan adoptions. Ads are placed in the Hazleton Spanish newspaper (in Spanish) and in the 3 local papers – Hazleton Standard Speaker; Wilkes Barre Citizen's Voice, and the Scranton Times Tribune. There is content that is in every ad – a sample of the ad and the language was sent to Michelle Goddard.

Q: Are there translation and/or interpretation providers in the region that have been used by LLTS MPO in the past?

A: Nancy Snee has a contact that will provide these services for her at no cost; but to date there has not been a need for this service. Additionally, PennDOT has translation services that are available to the MPO.

Q: Has LLTS MPO ever received any direct requests for translation services? If so, what Languages?

A: No requests have been received to date.

Q: Are there any known plans or projects (other than public transit) in the region that have had specific, focused outreach to non-English-speaking persons or communities?

A: There are no known current plans or projects that require focused outreach to non-English speaking persons.

Appendix B

Notification of Language Services (English and Spanish Versions)

Notice of Language Services

The LLTS MPO provides language interpretation and document translation services upon request. If your preferred language is not English, please allow us to discover your preferred language and converse or correspond with you in that language. The following describes what you can expect when you interact with our staff ...

In-Person

If you are attending a meeting in-person, please approach the Welcome/Sign-In Station and state your preferred language. If the person cannot understand your request, he or she will show you a Language Identification Card. Please point to your preferred language. The person helping you will ask you to wait a moment while a telephone-based interpretation service is contacted to assist in the conversation. Interpretation is available for many different languages, and is provided free of charge. Please be patient while we bring the interpreter on the line.

By Phone

If you wish to call the LLTS MPO, please call (570) 963-6400 or (570) 825-1564 and request your preferred language. If the person answering your call cannot understand your request, he or she will ask you to wait a moment while a telephone-based interpretation service is contacted to assist in the conversation. Interpretation is available for many different languages, and is provided free of charge. Please be patient while we discover your language and bring the interpreter on the line.

By Written Correspondence

When writing correspondence to the LLTS MPO, please write in your preferred language. Address paper correspondence to LLTS MPO, 201 135 Jefferson Avenue, 2nd Floor, Scranton, PA 18503 or LLTS MPO, Suite 208, Penn Place, 20 North Pennsylvania Avenue, Wilkes-Barre, PA 18711. We will translate your correspondence and then provide a response (if feasible and appropriate) in your preferred language as well as English. Please allow up to 45 days for the written, translated response in your language.

Document Translations Available

The LLTS MPO is committed to maintaining Spanish translations of vital documents, which encompass those that explain how to access the MPO's services (including language assistance services), complaint forms, and notification of rights. These translated documents are available in paper copy through the LLTS MPO offices.

Notificación de Servicios Lingüísticos

LLTS MPO ofrece servicios de interpretación de idiomas y traducción de documentos a petición. Si su idioma preferido no es el Inglés, porfavor dejenos saber su idioma para poder conversar o mantener correspondencia con usted en ese idioma. A continuación se describe lo que puede esperar cuando usted interactúa con nuestro personal:

En persona

Si usted asiste a una reunión en persona, por favor acerquese a la Recepción / Estación de Registramiento y afirme su idioma preferido. Si la persona no puede entender su petición, él o ella le mostrará una tarjeta de identificación de idioma. Por favor, apunte a su idioma preferido. La persona que ayudará le pedirá que espere un momento mientras que un servicio de interpretación telefónica, se pone en contacto para ayudar en la conversación. Interpretación está disponible para muchos idiomas diferentes, y se proporciona de forma gratuita. Por favor, sea paciente mientras traemos el intérprete en la línea.

Por teléfono

Si desea llamar a la LLTS MPO, por favor llame al (570) 963-6400 o al (570) 825-1564 y solicite su idioma preferido. Si la persona que contesta la llamada no puede entender su petición, él o ella le pedirá que espere un momento mientras que un servicio de interpretación telefónica, se pone en contacto para ayudar en la conversación. Interpretación está disponible para muchos idiomas diferentes, y se proporciona de forma gratuita. Por favor, sea paciente mientras descubrimos su idioma y traer al intérprete en la línea.

Por correspondencia escrita

Al escribir correspondencia a LLTS MPO, por favor escriba en su idioma preferido. La dirección para la correspondencia a LLTS MPO es la siguiente: LLTS MPO, 201 135 Jefferson Avenue, 2nd Floor, Scranton, PA 18503 o a la siguiente dirección LLTS MPO, Suite 208, Penn Place, 20 North Pennsylvania Avenue, Wilkes-Barre, PA 18711. Traduiremos su correspondencia y luego le daremos una respuesta (si es posible y apropiado) en su idioma preferido, así como Inglés. Por favor espere hasta 45 días para recibir la respuesta traducida en su idioma.

Traducciones de documentos disponibles

LLTS MPO se compromete a mantener las traducciones al español y polaco de documentos vitales, los cuales explican cómo acceder a los servicios de MPO (incluidos los servicios de asistencia lingüística), hojas de reclamaciones, y la notificación de los derechos. Estos documentos traducidos están disponibles en copia impresa a través de la oficina de LLTS MPO.

Appendix C

Title VI Notice (English and Spanish Versions)

**LACKAWANNA/LUZERNE TRANSPORTATION STUDY METROPOLITAN PLANNING
ORGANIZATION (LLTS MPO)
NOTIFICATION OF PROTECTIONS TO THE PUBLIC OF RIGHTS UNDER TITLE VI
AND INSTRUCTIONS ON HOW TO FILE A COMPLAINT/GRIEVANCE**

It is LLTS MPO's policy to utilize its best efforts to ensure that no person shall, on the grounds of race, color, disability, sex, age, low income, national origin or Limited-English proficiency, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under its programs or services, as provided by Title VI of the Civil Rights Act of 1964, as amended.

Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint. All complaints received are documented and investigated.

For more information on the LLTS MPO's civil rights program and the procedures to file a complaint, or to get information in another language, please contact:

Title VI Compliance Officer
Lackawanna County Regional Planning Commission
135 Jefferson Avenue, 2nd Floor
Scranton, PA 18503
(570) 963-6400

Title VI Compliance Officer
Luzerne County Planning Commission
Suite 208, Penn Place
20 North Pennsylvania Avenue
Wilkes-Barre, PA 18711
(570) 825-1564

http://www.luzernecounty.org/county/departments_agencies/planning_commission/lackawanna-luzerne-metropolitan-planning-organization/mpo-plansdocuments

After the complaint is processed, a response (if requested) will be sent to the customer filing the complaint and appropriate corrective action is taken.

A Complainant may file a complaint directly with the Federal Highway Administration by filing a complaint with the Equal Opportunity Specialist, U.S. Department of Transportation, Federal Highway Administration, 228 Walnut Street, Room 508, Harrisburg, PA 17101-1720.

**LACKAWANNA/LUZERNE ESTUDIO DE TRANSPORTE ORGANIZACIÓN DE
PLANIFICACIÓN METROPOLITANA (LLTS MPO)
NOTIFICACIÓN DE PROTECCIONES AL PÚBLICO DE DERECHOS BAJO TÍTULO VI
Y INSTRUCCIONES PARA PRESENTAR UNA QUEJA**

LLTS MPO está comprometida asegurar que ninguna persona sea excluida de participar en sus servicios o negada los beneficios de sus servicios sobre la base de raza, color, discapacidad, edad, bajos ingresos financieros, origen nacional, o su habilidad limitada de hablar inglés. Ninguna persona debe ser excluida de participar de sus servicios según lo dispuesto por el Título VI de la Ley de Derechos Civiles de 1964, según enmendada.

Cualquier persona que cree que ha sido agraviada por una práctica discriminatoria y ilegal bajo Título VI puede presentar una queja. Todas las quejas recibidas están documentadas y asignadas a los empleados apropiados para investigación.

Para más información sobre el programa de derechos civiles de Título VI y los procedimientos para presentar una queja, o para obtener más información en otro idioma, por favor póngase en contacto con:

Title VI Compliance Officer
Lackawanna County Regional Planning Commission
135 Jefferson Avenue, 2nd Floor
Scranton, PA 18503
(570) 963-6400

Title VI Compliance Officer
Luzerne County Planning Commission
Suite 208, Penn Place
20 North Pennsylvania Avenue
Wilkes-Barre, PA 18711
(570) 825-1564

Después de procesar la queja una respuesta (si pedida) será mandada a la persona presentando la queja y acción correctiva será realizada.

El demandante puede presentar una queja directamente con la Administración Federal de Carreteras mediante la presentación de una queja ante la Especialista de Oportunidades Iguales, U.S. Department of Transportation, Federal Highway Administration, 228 Walnut Street, Room 508, Harrisburg, PA 17101-1720.

Appendix D**Title VI Complaint Form (English and Spanish Versions)**

It is LLTS MPO's policy to utilize its best efforts to ensure that no person shall, on the grounds of race, color, disability, gender, age, low income, national origin, language or Limited-English Proficiency (LEP), be excluded from participation in, be denied the benefits of, or be subjected to discrimination under its programs or services, as provided by Title VI of the Civil Rights Act of 1964, as amended. These procedures apply to all external complaints relating to any program or activity administered by LLTS MPO and/or its sub-recipients, consultants and contractors, filed under Title VI of the Civil Rights Act of 1964 as amended, (including Disadvantaged Business Enterprise and Equal Employment Opportunity components), as well as other related laws that prohibit discrimination.

The following information is necessary for processing your complaint. If you require assistance in completing this form, please contact the LLTS MPO Title VI Compliance Officer by calling (570) 963-6400 or (570) 825-1564. Please return the completed form to the LLTS MPO Title VI Compliance Officer at LLTS MPO, 135 Jefferson Avenue, 2nd Floor, Scranton, PA 18503 or LLTS MPO, Suite 208, Penn Place, 20 North Pennsylvania Avenue, Wilkes-Barre, PA 18711. Title VI complaints must be filed within 180 calendar days from the date of the alleged discrimination.

Complainant Name:

Name of Individual Assisting Complainant:

Complainant Address:

Assisting Individual Address:

Complainant Phone:

Assisting Individual Phone:

Complainant Alt. Phone:

Assisting Individual Alt. Phone:

Which of the following describes the reason(s) the alleged discrimination took place?

Race Age Color Gender Language/LEP National Origin Disability Retaliation Other

Date(s) of alleged discrimination: _____

Please provide a detailed description of the circumstances of the incident(s), including any additional information supporting your complaint (please use additional pages as necessary).

Please provide the name(s), title and address (if known) of the person who discriminated against the Complainant.

Please provide, if applicable, names and contact information of people who may have knowledge of the alleged incident(s) or are perceived as parties in the complained-of incident(s):

Please list any other agency where complaint has been filed:

I affirm that I have read the above complaint and that it is true to the best of my knowledge, information and belief.

Complainant's Signature

Print Name of Complainant

Date

Assisting Individual Complainant's Signature

Print Assisting Individual Name

Date

Date Received: _____ Received By: _____

**LACKAWANNA/LUZERNE ESTUDIO DE TRANSPORTE ORGANIZACIÓN DE PLANIFICACIÓN
METROPOLITANA (LLTS MPO)
Procedimiento de Queja del Título VI**

LLTS MPO está comprometido con asegurar que ninguna persona, por motivos de raza, color, discapacidad, edad, bajos ingresos financieros, nacionalidad, idioma, o habilidad limitada de hablar inglés, sea excluida de participar o sea negada los beneficios de sus servicios, o ser sujeto a discriminación en sus programas o servicios, según lo previsto en el Título VI de la Ley de Derechos Civiles de 1964, según enmendada. Estos procedimientos se aplican a todas las quejas externas relacionadas con cualquier programa o actividad administrada por LLTS MPO y / o sus sub-receptores, consultores y contratistas, presentada bajo el Título VI de la Ley de Derechos Civiles de 1964 según enmendada, (incluyendo Empresas en Desventaja e Igualdad componentes de Oportunidad de Empleo), así como otras leyes conexas que prohíben la discriminación.

La siguiente información es necesaria para el procesamiento de su queja. Si necesita ayuda para completar este formulario, por favor póngase en contacto con LLTS MPO Titulo VI Oficial de Cumplimiento al número telefónico (570) 963-6400 or (570) 825-1564. Por favor devuelva el formulario completo al Oficial de Cumplimiento de LLTS MPO Titulo VI at LLTS MPO, 135 Jefferson Avenue, 2nd Floor, Scranton, PA 18503 or LLTS MPO, Suite 208, Penn Place, 20 North Pennsylvania Avenue, Wilkes-Barre, PA 18711. Quejas del Título VI deben ser presentadas dentro de 180 días calendario a partir de la fecha de la supuesta discriminación.

Nombre del Demandante:

Nombre de la Persona Ayudando el Demandante:

Dirección del Demandante:

Dirección del Ayudante:

Número de Teléfono del Demandante:

Número de Teléfono del Ayudante:

Número de Teléfono Alternativo del Demandante:

Número de Teléfono Alternativo del Ayudante:

Cuál de los siguientes opciones describe la causa de la supuesta discriminación? (Márque con un círculo)

Raza Edad Color Sexo Idioma Nacionalidad Discapacidad Represalias Otro

Fecha(s) de Incidente: _____

Por favor describa el supuesto incidente de discriminación. Proporcione los nombres y títulos de los empleados de LLTS involucrados si se conocen. Explique lo que pasó y quién fue responsable (por favor utilice hojas adicionales como sea necesario).

Por favor, indique el nombre (s), y el título y dirección (si se conoce) de la persona que discrimina en contra de la demandante.

Por favor, indique el nombre (s), título y dirección (si se conoce) de la persona(s) que puedan tener conocimiento del supuesto incidente(s) o sean percibidos como partes de la queja del incidente(s):

Por favor escriba cualquier otra agencia donde una denuncia haya sido presentada:

Afirmo que he leído los cargos anteriores y que es fiel a lo mejor de mi conocimiento, la información y la creencia:

Firma del Demandante Nombre del Demandante (en letras legibles) Fecha

Firma del Ayudante Nombre del Ayudante (en letras legibles) Fecha

Fecha de Recepción: _____ Recibido por: _____

Appendix E

Title VI Complaint Form Procedure (English and Spanish Versions)

Title VI Form Procedure

The LLTS MPO will acknowledge receipt of the complaint/grievance by notifying the Complainant within 15 calendar days of the “Date Received.” If the Complainant is unsatisfied with the response from the LLTS MPO Compliance Officer, the LLTS MPO will transmit the complaint/grievance to the proper state or federal agency – Federal Highway Administration (FHWA), Federal Transit Administration (FTA), or the Pennsylvania Department of Transportation (PennDOT) for investigation and disposition pursuant to that agency’s Title VI procedures. The Complainant may also file a complaint directly with PennDOT, FHWA, or FTA at any time.

1. Complete and return form to LLTS MPO Title VI Compliance Officer at LLTS MPO, 135 Jefferson Avenue, 2nd Floor, Scranton, PA 18503 or LLTS MPO, Suite 208, Penn Place, 20 North Pennsylvania Avenue, Wilkes-Barre, PA 18711 within 180 calendar days from the date of the alleged incident.
2. The complaint/grievance will be reviewed and investigated by the LLTS MPO Title VI Compliance Officer.
3. Within 15 days, the LLTS MPO Title VI Compliance Officer will acknowledge receipt of the claim, inform the Complainant of action taken or proposed to be taken to process the allegation; advise the Complainant of their rights under Title VI and related Statutes; and advise the Complainant of their right to submit a claim directly to PennDOT, FHWA, or FTA at any time.
4. The LLTS MPO Title VI Compliance Officer will conduct an investigation of the allegation and based on the information obtained, will provide a recommendation for action in a report. The complaint/grievance should be resolved by informal means when possible. Informal attempts and their results will be summarized in the report of findings.
5. Within 120 days of receipt of the complaint, the LLTS MPO Title VI Compliance Officer will notify the Complainant of the informal findings and any proposed actions. The notification will advise the Complainant of his/her appeal rights to PennDOT, FHWA, or FTA if they are not satisfied with LLTS MPO’s response.
6. If the complaint filed with LLTS MPO is turned over to and investigated by PennDOT, FHWA, or FTA, the LLTS MPO Title VI Compliance Officer will monitor the investigation and notify the Complainant of updates, in accordance with applicable regulations, policies, and procedures.
7. A summary of the complaint and its resolution will be included as part of the Title VI updates to the proper state or federal agency (e.g.: FHWA, FTA, and PennDOT).
8. Records will be available for compliance review audits.

Título VI Procedimiento de Queja

LLTS MPO reconocerá el recibo de la denuncia mediante notificación al demandante dentro de un plazo de 15 días de la presentación de quejas. Si el demandante no está satisfecho con la respuesta del oficial de cumplimiento de LLTS MPO, la denuncia será transmitida al estado adecuado ó agencia federal – Administración Federal de Carreteras, la Administración Federal de Carreteras (FHWA), la Administración Federal de Tránsito (FTA), y el Departamento de Transporte de Pennsylvania (PennDOT) para la investigación y la disposición de conformidad con los procedimientos de queja del Título VI de dicha agencia. El demandante también puede presentar una queja directamente con PennDOT, FHWA, FTA ó en cualquier momento.

1. Llene y envíe su solicitud a: Title VI Compliance Officer, LLTS MPO, 135 Jefferson Avenue, 2nd Floor, Scranton, PA 18503 or LLTS MPO, Suite 208, Penn Place, 20 North Pennsylvania Avenue, Wilkes-Barre, PA 18711 dentro de 180 días calendarios después del supuesto incidente.
2. La queja será revisada y examinada por el administrador de LLTS MPO.
3. Dentro del plazo de 15 días, el Oficial de Cumplimiento LLTS MPO Título VI reconocera recibo de la reclamación, informará al demandante de las medidas adoptadas o propuestas que deben adoptarse para procesar la acusación; asesorará al demandante de sus derechos en virtud del título VI y los estatutos; y asesorará al demandante de su derecho a presentar una reclamación directamente a PennDOT, FHWA, ó FTA o en cualquier momento.
4. El Oficial de Cumplimiento LLTS MPO Título VI llevará a cabo una investigación de la denuncia, y en base a la información obtenida, proporcionará una recomendación para la acción en un informe. La queja debe ser resuelta por medios informales cuando sea posible. Intentos informales y sus resultados se resumen en el informe presentado.
5. Dentro de los 120 días siguientes a la recepción de la queja, el Oficial de Cumplimiento LLTS MPO Título VI notificará al demandante de las conclusiones informales y de cualquier acciones propuestas. La notificación será asesorará al demandante de sus derechos de apelación a PennDOT, FHWA, o FTA si no están satisfechos con la respuesta de LLTS MPO.
6. Si la denuncia presentada ante LLTS MPO es entregada e investigado por PennDOT, FHWA, o FTA, el Oficial de Cumplimiento LLTS MPO Título VI supervisará la investigación y notificará al demandante de cambios, de conformidad con los reglamentos, políticas y procedimientos.
7. Un resumen de la queja y su resolución se incluirá como parte de las actualizaciones del Título VI a la agencia federal o estatal apropiada (por ejemplo: FHWA, FTA, y PennDOT).
8. Anotaciones estarán disponibles para auditorías de reviso de cumplimiento.

Appendix F

Language Identification Card & Language Identification Survey

Language Identification Card

IF YOU NEED AN INTERPRETER, PLEASE POINT TO YOUR LANGUAGE



Amharic: አማርኛ
ለሰጠዎት የሚፈልጉ ከሆነ ለባዘዎን ቋንቋ ላይ ይጠቁሙ

Armenian: Հայերեն
Եթե դուք թարգմանչի կարիք ունեք, խնդրում ենք մատնանշել ձեր լեզուն

Burmese: ဗမာစာ/မာကော
အကယ်၍ သင် ကောဠိပြန်တစ်ဦးလိုအပ်ပါက ကောဠိပြောပြီး သင်၏ဘာသာစကားကို သွန်သင်ပါ

Croatian: Hrvatski
Ako vam je potreban prevoditelj, pokažite na svoj jezik

فارسی: Farsi
اگر به مترجم شغای نیاز دارید، به زبانی که تکلم می کنید اشاره نمایید

French: Français
Si vous avez besoin d'un interprète, indiquez votre langue

Greek: Ελληνικά
Αν χρειάζεστε διερμηνέα, παρακαλώ δείξτε τη γλώσσα σας

Haitian Creole: Kreyòl ayisyen
Si w bezwen yon entèprèt, montre ki lang ou pale

Hindi: हिन्दी
यदि आपको भाषा अनुवादक की आवश्यकता है, तो अपनी भाषा की ओर इशारा करें

Hungarian: magyar
Ha tolmácsra van szüksége, nézze meg a saját nyelvet

Japanese: 日本語
通訳が必要な場合は、あなたの言語を指し示してください

Korean: 한국어
통역자가 필요하시면 사용하시는 언어를 말씀해 주세요

Nepali: नेपाली
यदि तपाईंलाई दोभाषे आवश्यक भएमा, कृपया आफ्नो भाषा देखाउनुहोस्

Polish: Polski
Jeśli potrzebujesz tłumacza, wskaż swój język

Punjabi: ਪੰਜਾਬੀ
ਜੇ ਤੁਹਾਨੂੰ ਭਿੰਨ ਭਾਸ਼ੀਏ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਭਿੰਨਫ ਵਰਕੇ ਆਪਣੀ ਭਾਸ਼ਾ ਵੱਲ ਸੰਕੇਤ ਕਰੋ

Russian: Русский
Если вам нужен переводчик, выберите ваш язык

Somali: Soomaali
Hadaad u baahan tahay turjumaan, tilmaamo luqadaada

Swahili: Kiswahili
Ikiwa unahitaji mkalimani, tafadhali rejelea lugha yako

Taglog: Taglog
Kung kailangan ninyo ng interpreter o tagasalin, ituro ang inyong wika

Thai: ภาษาไทย
หากคุณต้องการล่าม กรุณาชี้ไปที่ภาษาของคุณ

اردو: Urdu
اگر آپ کو ایک مترجم درکار ہے، براہ کرم اپنی زبان بتائیں

Arabic: عربي
إذا كنت في حاجة إلى مترجم أشر إلى اللغة المطلوبة

Bosnian: Bosanski
Ako vam je potreban prevodilac, pokažite na svoj jezik

Cambodian: ភាសាខ្មែរ
បើអ្នកត្រូវការអ្នកបកប្រែ ត្រូវបង្ហាញដល់ភាសាខ្មែររបស់អ្នក

Dutch: Nederlands
Als u een tolk nodig hebt, wijs dan uw taal aan

Finnish: Suomi
Jos tarvitset tulkin, osoita kielivalintaasi

German: Deutsch
Wenn Sie einen Dolmetscher benötigen, bitte Ihre Sprache anzeigen

Gujarati: ગુજરાતી
જો તમારે ભાષાંતરકર્તાની જરૂર છે તો તમારી ભાષા તરફ ચીંટો

Albanian: Shqip
NESE keni nevojë për përkthyes, ju lutem referojuni gjuhës tuaj

Hmong: Hmoob
Yog koj xav tau ib tug kws txhais lus, thov tau tes rau koj hom lus

Italian: Italiano
Se avete bisogno di un interprete, indicate la vostra lingua

Kirundi: Kirundi
NIWOBA WIFUZA UWOGUSIGURIRA URURIMI FYONDA AHANDITSE URURIMI RWAWE

Laotian: ພາສາລາວ
ຖ້າທ່ານຕ້ອງການບາດຂາວພາສາ, ກະລຸນາຊີ້ບາດພາສາຂອງທ່ານ

Norwegian: Norsk
Hvis du trenger en tolk, kan du peke på landet ditt

Portuguese: Português
Se precisa de um intérprete, aponte para seu idioma

Romanian: Română
Daca aveți nevoie de un interpret, vă rugăm indicați limba dvs

Serbian: Српски
Ako vam je potreban prevodilac, pokažite na svoj jezik

Spanish: Español
Si necesita un intérprete, por favor seleccione su idioma respectivo

Swedish: Svenska
Om ni behöver en tolk, var god ange ert språk

Tamil: தமிழ்
மொழிபெயர்ப்பு தேவைபென்றால் தங்களுடன் மொழியைக் குறிப்பிட்டுவும்

Tigrinya: ትግርኛ
ስትዮጵያ ለተገኙት ብዙሃኖች ለብዙሃኖቻቸው ለብዙሃኖቻቸው ምልክት ያላቸው ብሉ

Vietnamese: Tiếng Việt
Nếu cần thông dịch viên, xin hãy chỉ vào ngôn ngữ của quý vị

	Simplified Chinese	Traditional Chinese
Cantonese	粵語	粵語
Chaochow	潮州話	潮州話
Fukienese	福建話	福建話
Fuzhou	福州話	福州話
Mandarin	普通話	國語
Shanghai	上海話	上海話
Taiwanese	台灣話	台語
Tolshanese	台山話	台山話
Ning Po	寧波話	寧波話

如果您需要譯員，請指向您的語言 如果您需要譯員，請指向您的語言



Client Service (913) 871-4716

Account # 9284

Language Identification Survey

2004 Census Test	United States Census 2010	LANGUAGE IDENTIFICATION FLASHCARD
<input type="checkbox"/>		1. Arabic ضع علامة في هذا المربع إذا كنت تقرأ أو تتحدث العربية.
<input type="checkbox"/>		2. Armenian Խոսողում եմ նաև հայ առաքելական, եթե խոսում եմ կաղոլում եմ հայերեն:
<input type="checkbox"/>		3. Bengali যদি আপনি বাংলা পড়েন বা বলেন তা হলে এই বাক্সে দাগ দিন।
<input type="checkbox"/>		4. Cambodian ឈ្មួញបញ្ជាក់ក្នុងប្រអប់នេះ បើអ្នកអាន ឬនិយាយភាសា ខ្មែរ ។
<input type="checkbox"/>		5. Chamorro Motka i kahhon ya yangin untungnu' manaitai pat untungnu' kumentos Chamorro.
<input type="checkbox"/>		6. Simplified Chinese 如果你能读中文或讲中文，请选择此框。
<input type="checkbox"/>		7. Traditional Chinese 如果你能讀中文或講中文，請選擇此框。
<input type="checkbox"/>		8. Croatian Označite ovaj kvadratić ako čitate ili govorite hrvatski jezik.
<input type="checkbox"/>		9. Czech Zaškrtněte tuto kolonku, pokud čtete a hovoříte česky.
<input type="checkbox"/>		10. Dutch Kruis dit vakje aan als u Nederlands kunt lezen of spreken.
<input type="checkbox"/>		11. English Mark this box if you read or speak English.
<input type="checkbox"/>		12. Farsi اگر خواندن و نوشتن فارسی بلد هستید، این مربع را علامت بزنید.

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<input type="checkbox"/>	Cocher ici si vous lisez ou parlez le français.	13. French
<input type="checkbox"/>	Kreuzen Sie dieses Kästchen an, wenn Sie Deutsch lesen oder sprechen.	14. German
<input type="checkbox"/>	Σημειώστε αυτό το πλαίσιο αν διαβάζετε ή μιλάτε Ελληνικά.	15. Greek
<input type="checkbox"/>	Make kazye sa a si ou li oswa ou pale kreyòl ayisyen.	16. Haitian Creole
<input type="checkbox"/>	अगर आप हिन्दी बोलते या पढ़ सकते हैं तो इस बक्स पर चिह्न लगाएँ।	17. Hindi
<input type="checkbox"/>	Kos lub voj no yog koj paub twm thiab hais lus Hmoob.	18. Hmong
<input type="checkbox"/>	Jelölje meg ezt a kockát, ha megérti vagy beszéli a magyar nyelvet.	19. Hungarian
<input type="checkbox"/>	Markaam daytoy nga kahon no makabasa wenno makasaoka iti Ilocano.	20. Ilocano
<input type="checkbox"/>	Marchi questa casella se legge o parla italiano.	21. Italian
<input type="checkbox"/>	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
<input type="checkbox"/>	한국어를 읽거나 말할 수 있으면 이 칸에 표시하십시오.	23. Korean
<input type="checkbox"/>	ໃຫ້ໝາຍໃສ່ຊ່ອງນີ້ ຖ້າທ່ານອ່ານຫຼືປາກມາສາລາວ.	24. Laotian
<input type="checkbox"/>	Prosimy o zaznaczenie tego kwadratu, jeżeli posługuje się Pan/Pani językiem polskim.	25. Polish

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

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Appendix G

“One Moment Please” Tool



“One Moment Please” Tool

How to Say “One Moment Please” in Eighteen Common Languages

Language:	Written in Language	Phonetic Pronunciation
Albanian:	Nje minutë ju lutem.	nee-yeh mee-noo-teh you loo-tem
Arabic:	دقيقة من فضلك	dakika meen fahdlock (masculine) dakika meen fahdlick (feminine)
Chinese:	请稍候	ching show hoe
French:	Un moment s'il vous plaît.	uhn moe-mon seal-voo-play
German:	Einen Moment bitte.	eye-nen moment bee-teh
Gujarati:	મેહરબાની કરીને એક પલ થોભશો	meherbani kariné ek pul thobso
Haitian Creole:	Tanpri tann yon ti moman.	tan-pree tan yaw tee moe-maw
Hindi:	कृपया एक पल प्रतीक्षा करें	kreepya ek pal prateeksha karen
Italian:	Un momento per favore.	oon moe-mento pair fah-vore-ay
Japanese:	少々お待ちください。	shosho omachi kudasai
Korean:	잠깐 기다리세요	jam-kan ki-da-ri-se-yo
Polish:	Moment, proszę.	moment prosheh
Portuguese:	Um momento, por favor.	um moe-mento, poor fah-vor
Russian:	Подождите, пожалуйста.	padazhdite, pazhalusta
Spanish:	Un momento por favor.	oon moe-mento poor fah-vor
Swahili:	Subiri kidogo	soo-bee-re key-dough-go
Tamil:	தயவு செய்து ஒரு நிமிடம்	dye-ya-vu seydu oru nimi-dom
Vietnamese:	Xin chờ một chút	sin char moe-chew

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Appendix H

Telephone-Based Interpretation Service Access Instructions

Over-the-phone Interpreting

Dial the Interpreter:
1-888-804-2044

The auto attendant will prompt:

- Spanish, press 1; all other languages, press 2
- (If non-Spanish) enter the language code
- Enter your 4-digit account number: **9284**
PA Department of Transportation

You will also be asked for:
 Caller first and last name
 Site Number
 LES First Name and last initial

For 3-way calls:
 Ask the first person who answers (interpreter or operator) to place the call.

Back-Up Interpreter Number: 1-866-386-1284
(Only use if interpreter is unavailable at primary number above)

language services **Client Support:** (888)-528- 6692

Top Language Code Choices			
Language	code	Language	code
Albanian	47	Karenni	60
Amharic	39	Karen	34
Arabic	23	Korean	30
Bengali	48	Laotian	50
Bosnian	37	Mandarin	24
Burmese	21	Nepali	25
Cambodian	51	Portuguese	35
Cantonese	31	Punjabi	49
Chin	32	Russian	27
Farsi	33	Somali	29
French	26	Swahili	38
Gujarati	40	Tagalog	46
Haitian Creole	28	Thai	57
Hakka(chin)	87	Turkish	54
Hindi	43	Urdu	41
Hmong	44	Vietnamese	22
Italian	56	All other languages	99

Telephone-Based Interpretation Service Tips for Working with an Over-the-Phone Interpreter



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TIPS

How to Work with an Over-the-phone interpreter

Your role

Over-the-phone interpreters may receive several calls a day—each one requiring special attention in a specific field. When working with an interpreter over the phone, there are a few things you should keep in mind to ensure your call is handled quickly and successfully.

- Always speak in first person, just as you would in normal conversation. For example, say, "Do you have a fever?" rather than "Ask her if she has a fever, please."
- Immediately introduce yourself to the limited-English speaker (LES) client and explain your reason for calling.
- Telephone interpretation is "consecutive" interpretation. That means you will experience pauses when the interpreter repeats each statement in the respective language.
- After you speak a few sentences or finish a thought, pause to give the interpreter enough time to interpret.
- Be prepared to explain some things in more detail for the interpreter. Some terminology and concepts may not have an equivalent in the target language.
- Control the conversation. The interpreter is only there to interpret. You are responsible for making sure the LES client receives the same service as an English-speaking client.
- Ask the interpreter and the LES client questions to ensure they understand what you want to communicate.
- We can accommodate three-way telephone interpretation calls. Tell the call center agent the name and phone number of the third party, and they will arrange the call for you. The interpreter cannot facilitate this for you. You must ask the call center agent at the beginning of the call.
- Follow up by providing us with feedback about your interpretation services.

Your interpreter's role

We expect interpreters to meet high standards and want to know when they are meeting expectations. To that end, your feedback is critical.

- Make sure your interpreter introduces himself/herself using a first name and ID number. They are not required to provide a last name.
- Your interpreter should not have a side conversation with you or the client. He or she must relay everything that is said back to you or your client. This includes any advice that the client may ask of the interpreter.
- Your interpreter should not discuss anything unrelated to the telephone interpretation assignment.

More questions about over-the-phone interpretation? Contact us at 913-381-3143 or email Interpreter@propio-ls.com.

Appendix I

Human Translation & Interpretation Service Providers

National and International Language Services

Current PennDOT Provider:

- Propio Language Services
<http://propio-ls.com/index.asp>
Provides telephone interpretation service only

Other PennDOT Recommended Regional Providers:

- Quantum, Inc.
240 South 9th Street
Philadelphia, PA 19107
<http://www.quantumtranslations.com/>
- Cetra
7804 Montgomery Avenue, Suite 10
Elkins Park, PA 19027
<http://www.cetra.com/>
- ParaPlus
2 Coleman Avenue #1
Cherry Hill, NJ 08034
<http://www.para-plus.com/>
- Language Services Consultants
P.O. Box 412
Ardmore, PA 19003
<http://www.lsctranslations.com/welcome>

Web-Based National & International Providers:

- inWhatLanguage
<http://www.inwhatlanguage.com/>
- Straker Translations
<https://www.strakertranslations.com/>
- Net-Translations
<https://www.net-translators.com/>

Human Translation & Interpretation Service Providers

Information Provided by PennDOT Central Office

Watts, Robert

From: Kelly, Matthew <mattkelly@pa.gov>
Sent: Friday, May 29, 2015 1:25 PM
To: Watts, Robert
Subject: (NEW) Translation for Documents
Attachments: Vendors who Provide Translation Services.pdf

Bill, I sent this out yesterday to all the MPOs & RPOs and at the time forgot that I owed you a response..

ALCON,
Interpretation/Translations

With a new contract comes some changes. Propio Language Service handles all of the “over the phone interpretation”, they ***do not*** provide translation services. I have attached a list of Vendors that can provide translation services for documents or anything written. You can call around to get a good price or I have put a check next to companies that we have used with positive results.

Remember that you are a planning partner with PennDOT (Commonwealth of Pennsylvania) and you have the account number to use.

If you have any further question, just give me a call.

Matthew G Kelly | Title VI Specialist
PA Department of Transportation | Bureau of Equal Opportunity
DBE/Title VI Division
400 North Street | Harrisburg, PA 17120
Desk Phone: 717.783.1370
Toll Free: 800.468.4201
Fax: 717.772.4026
www.dot.state.pa.us

Limited-English Proficiency Plan

Contract Number	Supplier Number	Supplier Name	Supplier Mailing Address	Contact Person	Contact Telephone Number	Contact Fax Number	Contact Email Address
4400013539	131275	Quantum Inc ✓	240 S 9th St Philadelphia, PA 19107-5733	Jean Wang	215-627-2251	215-627-5570	jwang@quantumtranslations.com
4400013540	209572	MTM Linguasoft Inc	4621 Cedar Ave Philadelphia, PA 19143-2117	Kathy Quinn	215-729-6765	215-729-1935	siftar@mtmlinguasoft.com
4400013544	422762	Southern Wisconsin Interpreting	110 S 3rd St Delavan, WI 53115-1702	Linda Scaro	262-740-2590	262-740-2592	SAULART@SWITS.US
4400013545	177754	Cetra ✓	7804 Montgomery Ave, Ste 10 Elkins Park, PA 19027-2649	Jule Karmazin	215-635-7090	215-635-6610	julie.karmazin@cetrafed.com
4400013547	385927	Fox Medical	1152 Mae St Ste 122 Hummelstown PA 17033-9185	L Fox	443-244-0193	866-764-3898	lfox@foxcasemanagement.com
4400013549	419194	Logistics Plus Linguistic Solutions	1406 Peach St Ste 3 Erie, PA 16501-1879	Ramzi Zinnekeh	814-240-6850		ZINNEKAH@PLINGUISTICSOLUTION
4400013551	315084	Interpreters and Translators, Inc.	263 Main Street Manchester CT 06042	Anthony Pagano	860-647-0686	860-646-3590	apagano@ititranslates.com
4400013552	309947	Trusted Translations	108 N Virginia Ave Falls Church, VA 22046		202-640-1134	202-351-0512	government@trustedtranslations.com
4400013586	202242	Translating Services Inc. Lazar & Associates	1516 South Bundy Drive, Suite 311 Los Angeles CA 90025	Lisa Solomon	(310) 453-3302	(310) 453-6002	proposals@lazar.com
4400013587	422696	KTL	5055 Seminary Rd Apt 1220 Alexandria, VA 22311-2018	Amir Khan	703-662-0465		info@kti-communications.com
4400013588	404779	Linguistica International	8819 S Redwood Rd Ste D1 West Jordan UT 84088-9278	Sabrina Morales	801-262-4550	801-262-4622	smorales@linguisticainternational.com
4400013589	422446	ATI LanguageLine	6100 Edinger Ave APT 634 Montebello, CA 90647	Raymond Abbas	714-362-1204	714-846-0602	raymond.abbas@yahoo.com
4400014283	324441	Global Arena	230 S Broad St Ste 1605 Philadelphia PA 19102	Carles Pont	215-735-1055	215-735-4188	CPont@globalarena.com
4400014256	193784	Geneva Worldwide	256 W 38th St Fl 10 New York, NY 10018	Jennifer DeJesus	212-255-8400	212-255-8409	rft@genevaworldwide.com
4400014264	316600	Northwest Interpreters	12500 SE 2nd Cir Vancouver, WA 98684	Vic Marcus	360-566-0492	360-566-0453	vic@nwiservices.com
4400014265	439807	Latitude Prime LLC	80 S 8th St Minneapolis, MN 55402	Elle B Jahansouz	888-341-9080	888-341-9120	email@latitudeprime.com
4400014262	427708	Bilingual Conexion	155 South Queen Street York PA 17401	Claudio Dignuttola	717-521-1551	717-521-1551	CLAUDI@BILINGUALCONEXION.COM
4400013968	115509	ParaPlus ✓	2 Coleman Ave #1 Cherry Hill, NJ 08034	Carlos Santiago	856-547-3695	856-547-3345	csantiago@para-plus.com
4400014056	135937	Language Services Consultants ✓	PO Box 412 Ardmore, PA 19003	Ruth Karpeles	610-617-8962	610-617-9108	ruth.karpeles@lsctranslations.com

Appendix J

Community and Agency Contacts

Spanish – Community Contacts

Amilcar Arroyo
Molinegocio\$ USA
Monthly Spanish Newspaper
100 West Broad Street, Suite 107
Hazleton, PA 18201
(570) 501-2177

Dr. Paola Bianco
Professor of Spanish
Wilkes University
(570) 408-4519
paola.bianco@wilkes.edu

Spanish – Church Contacts

Church of Saint Gabriel
Holy Annunciation Parish
122 South Wyoming Street
Hazleton, PA 18201
(570) 454-0212
stgabes@ptd.net
Sunday Mass in Spanish at 12:00 pm and 7 pm

Iglesia Pentecostal Bethesda
311 Rose Street
West Hazleton, PA 18202
(570) 497-4161

Iglesia Cristianna Nuevo
363 Park Avenue
Wilkes-Barre, PA 18702
(570) 970-2882

Appendix K**Limited-English Proficiency Plan Self-Assessment Checklist**

LEP Plan Status			
Is LLTS MPO receiving federal funding?	<input type="checkbox"/> Yes <input type="checkbox"/> No		
Date of the most recent LEP Plan/LAP:			
Date of most recent Four Factor Analysis:			
Date(s) of demographic data:			
Is an update to the current LEP Plan/LAP needed?	<input type="checkbox"/> Yes <input type="checkbox"/> No		
LEP Interaction with LLTS MPO			
Has LLTS MPO interacted with any LEP individuals during the past year?	<input type="checkbox"/> Yes <input type="checkbox"/> No		
If so, how many interactions with LEP persons were recorded?	Telephone Call		
	Written Correspondence		
	Office Walk-In		
	At Public Meetings		
	Webpage (e.g. Unique Google Translate users)		
Identifying LEP Communities			
Does LLTS MPO have a process for collecting data on the number of LEP persons in the service area and the languages most commonly spoken?	<input type="checkbox"/> Yes <input type="checkbox"/> No		
How often is the language data for LLTS MPO's service area analyzed?	Once every ____ years.		
What techniques and resources are used by LLTS MPO to identify LEP communities? (e.g. spatial mapping, community input, etc.)	Describe: _____ _____ _____ _____		
What data does LLTS MPO use for identifying LEP communities and the languages most commonly spoken?	Describe: _____ _____ _____ _____		
SAFE HARBOR POPULATIONS			
In the most recent Four Factor Analysis, what language group(s) DID meet the Safe Harbor Thresholds? Please list the LEP population, the percentage of the total service area population, and whether the population is increasing or decreasing vs. the previous Four Factor Analysis.			
Language	LEP Population	% of Total Population	<input type="checkbox"/> Increasing <input type="checkbox"/> Decreasing
1.			
2.			
3.			

OTHER POPULATIONS

In the most recent Four Factor Analysis, what language group(s) **DID NOT** meet the Safe Harbor Thresholds? Please list the LEP population, the percentage of the total service area population, and whether the population is increasing or decreasing vs. the previous Four Factor Analysis.

Language	LEP Population	% of Total Population	<input type="checkbox"/> Increasing <input type="checkbox"/> Decreasing
1.			
2.			
3.			

Providing Notice of Language Assistance

How does LLTS MPO inform the public about the availability of language assistance services (e.g. posters, website, etc.)?	Describe: _____ _____ _____
In what language(s) does LLTS MPO advertise language assistance services?	1. _____ 2. _____ 3. _____

Providing Language Assistance

For the Safe Harbor LEP populations, what vital documents are translated	1. _____ 2. _____ 3. _____ 4. _____ 5. _____
Does LLTS MPO offer automated translation services on its website?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If yes, what services are currently used?	<input type="checkbox"/> Google Translate <input type="checkbox"/> Bing Translator <input type="checkbox"/> Other: _____ <input type="checkbox"/> Other: _____
What are the top three (3) languages for which translation are most requested?	1. _____ 2. _____ 3. _____

Training & Staff Resources

How does LLTS MPO train staff for interacting with LEP persons? (e.g. identify language spoken, handle translation requests, access interpretation services)	Describe: _____ _____ _____
--	-----------------------------------

Monitoring and Updating the Language Assistance Plan

Is the LEP Plan and LAP available to the public for review?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If yes, where is it available?	Describe: _____ _____ _____
How often is the LAP updated (i.e., annually, biennially, etc.)?	<input type="checkbox"/> Annually <input type="checkbox"/> Biennially <input type="checkbox"/> Every _____ years
When was the LAP last updated?	Month _____ Year _____

LEP Interaction Tracking Form
Record of Interactions

Year: _____ Page _____ of _____

Interaction Tracking <i>(to be filled out after each interaction with an LEP Individual)</i>							
No.	Date of Interaction	Name of LEP Individual	Location of Interaction	Language Spoken by LEP Individual	Service requested by LEP Individual	LEP Tools Used	Successful Interaction Y / N

LEP Interaction Tracking Form
Annual Report Summary

Year: _____

Interactions Summary			
Total Interactions	Successful Interactions	Unsuccessful Interactions	Top Interaction Location

Language Summary	
Language	Number of Times Requested
Spanish	
Other	

Services / Requests Summary	
Services most frequently requested ...	
Plans or programs most frequently addressed ...	