

Limited English Proficiency (LEP) Plan

CHILTON COUNTY TRANSIT
508 ENTERPRISE ROAD, CLANTON, AL 35045
(205) 755-5941
CHILTONCOUNTY.ORG

Introduction

This Limited English Proficiency Plan (LEP) has been prepared to address Chilton County Transit's responsibilities as a recipient of federal financial assistance as they relate to the needs of individuals with limited English skills. This plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, et seq, and its implementing regulations, which state that no person shall be subjected to discrimination on the basis of race, color or national origin.

Plan Summary

Chilton County Transit has developed this LEP Plan to help identify reasonable steps for providing language assistance to persons with limited English proficiency (LEP) who wish to access transit services provided by the Chilton County Transit. As defined in Executive Order 13166, LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write or understand English.

This plan outlines how to identify a person who may need language assistance, the ways in which assistance may be provided, staff training that may be required, and how to notify LEP persons that assistance is available.

In order to prepare this plan, the Chilton County Transit undertook the U.S. DOT four-factor LEP analysis which considers the following factors:

1. The number or proportion of LEP persons in the service area who may be served or are likely to encounter a Chilton County Transit program, activity or service.
2. The frequency with which the LEP persons come in contact with Chilton County Transit programs activities or services.
3. The nature and importance of programs, activities or services provided by Chilton County Transit to the LEP population.
4. The resources available to Chilton County Transit and overall cost to provide LEP assistance.

Four-Factor Analysis

1. ***The number or proportion of LEP persons in the service area who may be served or are likely to encounter Chilton County Transit program, activity or service.***

Chilton County Transit reviewed the 2010 U.S. Census Report and 40,445 is the total population for Chilton County and 1,436 persons (3.6%) speak a language other than English. Of those persons 3.6% 1,436 residents report speaking English less than very well. Those persons with limited English proficiency are in the following groups: 1,358 speak Spanish, 16 Indo-European languages, 56 speak Asian and Pacific Island languages, and 6 speak other languages. The most popular language

spoken at home is Spanish. The Chilton County Transit will likely encounter more Spanish speaking persons that benefit from the transit programs than any other LEP persons.

2. The frequency with which the LEP persons come in contact with Chilton County Transit programs, activities or services.

Chilton County Transit assessed the frequency with which staff and drivers have, or could have, contact with LEP persons. The following touch points and frequencies have been identified:

CONTACT POINTS	FREQUENCY
Bus Drivers - Demand Response	Moderate
Dispatchers	Moderate
Web Site	Minimum
Annual Events	Moderate

3. The nature and importance of programs, activities or services provided by Chilton County Transit to the LEP population.

The largest geographic concentration of LEP individuals in the Chilton County Transit service area is Spanish. Services provided by the Chilton County Transit that are most likely to encounter LEP individuals are the demand response system which serves the general public. It is also likely that the Chilton County Transit will encounter LEP individuals at community outreach events.

4. The resources available to Chilton County Transit and overall cost to provide LEP assistance.

The Chilton County Transit assessed its available resources that could be used for providing LEP assistance and which of its documents would be most valuable to be translated if the need should arise, and taking an inventory of available organizations that the Chilton County Transit could partner with for outreach and translation efforts. Bilingual staff, volunteer community agencies, web based translation services are resources that can assist in reducing the cost of translation services.

Limited English Proficiency (LEP) Plan Outline

There are five (5) areas that comprise the Chilton County Transit LEP PLAN:

1. Identifying LEP individuals who need language assistance
2. Providing Language assistance Measures
3. Training Staff
4. Providing Notice to LEP persons
5. Monitoring and Updating the LEP Plan

1. Identifying LEP individuals who need language assistance

How the Chilton County Transit may identify an LEP person who needs language assistance:

- Examine customer service records for language assistance that has been received in the past, either at meetings or over the phone, to be determined whether language assistance might be needed for future events;

- Regularly survey drivers and other first line staff that have direct or indirect contact with LEP individuals.
- When Chilton County Transit sponsors an event, have a staff person greet participants as they arrive. By informally engaging participants in conversation, it is possible to informally gauge each attendee's ability to speak and understand English.
- Provide Language Identification Flash Cards at public meetings.

2. Language Assistance Measures

How the Chilton County Transit will assist LEP person who needs language assistance:

- Network with local human service organizations that provide service to LEP individuals and seek opportunities to provide information on Chilton County Transit programs and services;
- Post Chilton County Transit Title VI Notice, Complaint Procedures, Complaint Form, and LEP Plan on the agency website;
- Identify in-house staff with other language abilities to assist with translation services;
- Public notice, publications, and other printed material, including webpage content, may be made available in other languages.
- Provide a bilingual Community Outreach Coordinator at community events and public hearings;
- Placement of statements in notices and publications that interpreter services are available for meetings, with a seven day advance notice free of charge in other languages;
- Provide Language Identification Flash Cards onboard the Chilton County Transit fleet and at the Administrative Office;
- Utilize a web-based translation service application such as Google Translate
<http://translate.google.com/> ;
- Utilize telephone translation services

3. Staff Training

How the Chilton County Transit will train staff on its role and responsibilities in providing meaningful access to services for LEP persons:

- Develop a curriculum and corresponding PowerPoint to educate staff on the Title VI requirements for providing meaningful access to services for LEP persons;
- Provide staff with a description of language assistance services offered by the Chilton County Transit;
- Provide staff with specific procedures to be followed when encountering an LEP person, including how to handle a potential Title VI / LEP complaint;
- Instruct staff on the use of Language Identification Flash Cards

4. Providing Notice to LEP Persons

How the Chilton County Transit will provide Notice to LEP persons, both oral and written communications:

- Implementing the use of Language Line, over the phone interpreting, to help interact with Limited English individuals.;

PROVIDE THE FOLLOWING WRITTEN COMMUNICATIONS IN BOTH ENGLISH AND SPANISH:

- Introduction section of the Chilton County Transit Route Guides which contains information on fares, accessibility, fare / ticket discount information and general riding information;
- Onboard flyers containing information about route changes, rider alerts, fare increases and public hearings;
- Interior bus signage at transit center that display safety or system policy information;
- Title VI Notice, Complaint Procedures and Complaint Form.

5. Monitoring and Updating the LEP PLAN

This plan is designed to be flexible, and should be viewed as a work in progress. As such, it is important to consider whether new documents and services need to be made accessible for LEP persons, and also to monitor changes in demographics and types of services.

Chilton County Transit will update the LEP as required by U.S. DOT. At a minimum, the plan will be reviewed and updated when data from the most recent U.S. Census is made available, or when clear and higher concentrations of LEP individuals are present in the Chilton County Transit service area and/or during the process of updating Title VI Program.

How the Chilton County Transit will examine and update its' LEP PLAN:

- Determine how the needs of LEP persons have been addressed;
- Determine the current LEP population in the service area and whether the need for translation services has changed;
- Determine whether local language assistance programs have been effective and sufficient to meet the need;
- Determine whether transit systems financial resources are sufficient to fund language assistance resources needed;
- Determine whether the Chilton County Transit has fully complied with the goals of the LEP Plan
- Determine whether complaints have been received concerning the company's failure to meet the needs of the LEP individuals.

Dissemination of the Chilton County Transit LEP Plan

How the LEP Plan will be disseminated to customers and the community:

- The LEP Plan and the Title VI Plan will be included on the Chilton County Transit website, therefore; any person or agency with internet access will be able to access and download the plan. Alternatively, any person or agency may also request a copy of the plan via telephone, fax, mail or in person, and shall be provided a copy of the plan at no cost. LEP individuals may request that plans are translated in various languages which the Chilton County Transit will provide, if feasible.
- Distribute the LEP Plan to human service organizations in the service area.

Questions or comments regarding the LEP Plan may be submitted to the Chilton County Transit, at the following:

Jessica Carter
508 Enterprise Rd, Clanton, AL 35045
(205) 755-5941
Chiltoncounty.org

Attachment 10

Additional Title VI Information (All subrecipients complete)

All subrecipients must address each of the following:

1. Describe all pending applications for financial assistance currently provided by other Federal agencies to the applicant. N/A
2. Summarize all civil rights compliance reviews conducted by other local, state or federal agencies during the last three years. (Include the reason for review, name of agency performed the review, and report on the status of findings or recommendations.) None

3. Is your agency considered a minority organization: Yes No

If yes, check the category(ies) that apply.

- | | |
|--|---|
| <input type="checkbox"/> Black American | <input type="checkbox"/> Sub-Continent Asian-American |
| <input type="checkbox"/> Hispanic American | <input type="checkbox"/> Asian-Pacific American |
| <input type="checkbox"/> Native American | <input type="checkbox"/> Other |

4. Does your agency provide transportation services to minority communities?
 Yes No

If yes, check the category(ies) that apply.

- | | |
|--|---|
| <input type="checkbox"/> Black American | <input type="checkbox"/> Sub-Continent Asian-American |
| <input type="checkbox"/> Hispanic American | <input type="checkbox"/> Asian-Pacific American |
| <input type="checkbox"/> Native American | <input type="checkbox"/> Other |

5. List the date of the most recent signing of the Annual Certification and Assurances.

6. Has your Title VI Coordinator/EEO Officer changed during the reporting period or since your last Title VI Plan was approved? If yes, please provide the name and contact information for the new coordinator/EEO Office.

Jessica Carter
P.O. Box 1245
Clanton, AL 35046
(205) 755-5941

7. Has your organization had any projects and/or service changes that have Title VI, Limited English Proficiency (LEP), or Environmental Justice (EJ) impacts? No

If yes, please complete the following items:

- a. Provide a brief description of these projects/service changes.

- b. What did you do to ensure that populations affected by the project and/or service change had meaningful access to and involvement in the development process?

- c. What is the number of percentage of LEP or EJ populations affected by the project and/or service change?

