

Language Assistance Plan for Winona Transit Service

Purpose

The purpose of this Language Assistance Implementation Plan (hereinafter "plan") is to meet Federal Transit Administration's (FTA's) requirements to comply with Title VI of the Civil Rights Act of 1964, which prohibits discrimination on the basis of race, color, or national origin. As a subrecipient of FTA funds, this transit system is pledged to take reasonable steps to provide meaningful access to its transit services for persons who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English. The FTA refers to these persons as Limited English Proficient (LEP) persons.

The U.S. DOT's FTA Office of Civil Rights' publication "*Implementing the Department of Transportation's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient Persons – A Handbook for Public Transportation Providers*" was used in the preparation of this plan.

Contents

This plan contains:

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

A. LEP Needs Assessment – the Four-Factor Analysis

Factor 1. The number or proportion of LEP persons in our service area who may be served or are likely to encounter a transit program, activity, or service.

We assessed the following information (as checked) about LEP persons to determine the number or proportion of LEP persons who might use or want to use our transit services:

- GIS map showing transit service area and concentrations of LEP persons (Attachment A)
- 2000 US Census data
- Survey results
- Reports from drivers, dispatchers, others about contact with LEP persons
- Local school district data
- Human Services Dept. data
- Information from local organizations (religious, legal, social service, etc.) about LEP persons in our service area
- Other information. Describe: _____

According to data provided by Mn/DOT from the 2000 US Census:

- The total number of LEP persons in our service area is: 739.
- The total eligible population in our service area is: 27,354.
- The proportion of LEP persons to the total eligible service population is: 3%.

Factor 2. The frequency with which LEP persons come in contact with our transit programs, activities, or services.

We do not have any data regarding data requests from LEP persons; however since the transit routes serve most of the Winona County social service agencies as well as a number of non-profit agencies, it is likely that we are providing services to LEP persons. We do know that Project FINE assists LEP persons in learning how to use the transit services today.

The main languages spoken by LEP persons within our service area are Spanish, Hmong and Somali.

Factor 3 . The nature and importance of programs, activities, or services provided to the LEP population.

Our transit system considers transit to be an important and essential service for many people living in our service area.

Factor 4. The resources available to our transit system and the overall cost to provide language assistance.

Our current budget for marketing to or communicating with LEP persons in their language about transit services that are available to them is \$200. This includes funding for translation services of current brochures. We would like to increase this in future years to include training for all drivers.

B. Language Assistance Measures

Language measures currently used and planned to be used by our transit system to address the needs of LEP persons include the following:

- Translating key documents in the following language(s): Spanish and Somali
- Arranging for availability of oral translators
- Communicating with LEP persons' groups about transit services
- Posting notices in appropriate languages informing LEP persons of available services
- Other, describe: work with Project FINE in training new residents on how to use system

C. Staff Training

To ensure effective implementation of this plan, the transit system will schedule training at orientations for new staff and annually for all employees with contact with the public to review this plan and how to handle verbal requests for transit service in a foreign language.

D. Notice to LEP Persons about Available Language Assistance

Our transit system plans to notify LEP persons in their own language about the language assistance available to them without cost by using the following methods:

- brochures
- sending information to local organizations that work with LEP persons
- website notices
- Other, describe _____

E. Monitoring, Evaluating and Updating Plan

The transit system will review this plan during its annual review with its Mn/DOT transit project manager by:

- assessing the sufficiency of staff training and budget for language assistance,
- reviewing current sources for assistance to ensure continuing availability, and
- reviewing any complaints, comments and suggestions from LEP persons, or agencies that serve them, that were received during the past year.

This plan will be reviewed by our transit system annually. Revisions of this plan will be approved by the transit system manager and dated accordingly.

F. Dissemination of Plan

This Language Assistance Plan is available on our website at www.cityofwinona-mn.com.

This plan is also available at no cost in English upon request by telephone, fax, mail, e-mail, or in person. If requested to be provided in another language and it is feasible to have it translated, it shall be provided at no cost to the requester.

G. Contact Information

Questions or comments about this plan may be submitted to:

Name: Monica Hennessy Mohan
Title: City Clerk
Address: PO Box 378, Winona, MN 55987
Telephone: 507-457-8200
Fax number: 507-457-8285

Date approved by Transit System: November 30, 2010