

APPENDIX£

**OGEMAW COUNTY PUBLIC TRANSIT
LIMITED ENGLISH PROFICIENCY PLAN**

I. Introduction.

- A. *Title VI* Title VI of the Civil Rights Act of 1964, 42 U.S.C. § 2000d *et seq.* ("Title VI"), and its implementing regulations provide that no person shall be subject to discrimination on the basis of race, color, or national origin under any program or activity that receives federal financial assistance. The Department of Transportation has released guidance to recipients of Federal financial assistance to clarify their responsibilities and to assist them in fulfilling their responsibilities to limited English proficient persons pursuant to Title VI and its implementing regulations.
- B. *Executive Order 13166*. Executive Order 13166, "Improving Access to Services for Persons With Limited English Proficiency," reprinted at 65 FR 50121 (August 16, 2000), directs each Federal agency that is subject to the requirements of Title VI to publish guidance for its respective recipients of its services clarifying its obligation to provide meaningful access to their programs and services by persons with limited English proficiency. Executive Order 13166 applies to all federal agencies and all programs and operations of entities that receive funding from the federal government, including state agencies, local agencies and governments, private and non-profit entities. The Ogemaw County Public Transit ("OCPT") is subject to Title VI and Executive Order 13166.

11. Plan Summary.

- A. OCPT is committed to ensuring that no person is excluded from participation in, or denied the benefits of its services on the basis of race, color or national origin. People, who have a limited ability to read, write, speak or understand English are Limited English Proficient ("LEP"). As a result, OCPT has developed this Limited English Proficiency Plan ("LEP Plan") to help identify steps to provide language assistance for LEP persons seeking meaningful access to OCPT services. This LEP Plan details the way in which OCPT determined the extent of services required under Title VI and its implementing regulations including Executive Order 13166 and also provides OCPT's policies and procedures concerning: A) identification of persons who are LEP and may need language assistance; B) the ways in which assistance may be provided; C) how to notify LEP persons that assistance is available; D) OCPT's procedures for training staff; and E) information concerning future plan updates.

III. Determination of Extent of Services.

- A. In order to determine the extent of LEP services to be provided by OCPT, OCPT utilized the U.S. Department of Transportation four factor LEP analysis, which is an individualized assessment that balances the following four factors: 1) The number or proportion of LEP persons eligible to be served or likely to be encountered by the program, activity, or service of the recipient or grantee; 2) the

frequency with which LEP individuals come into contact with the program; 3) the nature and importance of the program, activity or services provide by the recipient to people's lives; and 4) the resources available to the recipient and costs. This analysis is intended to ensure meaningful access by LEP persons to critical services while not imposing undue burdens on small business, small local governments, or small nonprofit organizations.

1. *The number or proportion of LEP persons eligible to be served or likely to be encountered by program, activity, or service of the recipient or grantee.* Per the 2012 US Census report, the service area population for OCPT, is 24,106, with 2.5% (602 individuals) speaking a language other than English, including Spanish, Polish and Chinese.
2. *The frequency with which LEP individuals come into contact with the program.* Since 1980, the OCPT has had no requests for interpreters and no requests for translated OCPT documents. As such, to date, OCPT is not aware of any contact with LEP individuals.
3. *The nature and importance of the program, activity or services provide by the recipient to people's lives.* As noted above, there are no large geographic concentrations of any type of LEP within in OCPT's service area. The majority of the population, 23,504 or 97.5% of the population is English speaking. While the level of LEP persons within the OCPT service area is low, OCPT understands the importance of public transportation to our riders. It is our goal to see that LEP persons are able to report to work, school, doctor's visits etc., and OCPT will offer assistance to LEP individuals as outlined in this plan.
4. *The resources available to the recipient and costs.* Based upon the limited number of LEP persons within OCPT services area, OCPT has determined that a professional interpreter will not be used and documents will not be translated to non-English languages at this time. However, the OCPT has analyzed its resources and the costs associated with providing a professional interpreter as needed and assessed which documents would need to be translated should the LEP population grow to support implementation of such programs. In the interim, OCPT utilizes computer aided language assistances programs, like www.language.com or www.bablefish.com in connection with a Language Identification Log. When an interpreter is needed, in person or on the telephone, staff will first attempt to determine what language is required. Then, if needed a phone interpreter services language line could be called. There are no costs for these services.

IV. Policies and Procedures.

- A. *Identification of persons who are LEP and may need language assistance.* OCPT will have US Census Bureau's "I Speak" cards available at OCPT Board meetings and also at its central dispatch window. While staff may not be able to translate for individuals who fill out the "I Speak" cards, those cards will be maintained to further determine the extent that translation services are needed.
- B. *The ways in which assistance may be provided.* OCPT will utilize computer aided language assistances programs, like www.language.com in connection with a Language Identification Log. When an interpreter is needed, in person or on the telephone, staff will first attempt to determine what language is required. Then, if needed a phone interpreter services language line could be called.
- C. *How to notify LEP persons that assistance is available.* "I Speak" cards will be available at OCPT's front reception area. In addition, OCPT will provide copies of this LEP Plan at the front reception area for anyone wishing to review it. Copies of this LEP Plan will also be provided, on request, to any person(s) requesting the document via telephone, in person, by mail or e-mail and will be provided to all staff at training.
- D. *OCPT's procedures for training staff:* OCPT has conducted Title VI compliance training including: dispatchers, financial services providers (individuals from whom to obtain fare tokens) receptionists and drivers. In addition, Drivers have been trained on how to deal with LEP walk on passengers and dispatchers have been trained on how to deal with calls from first time LEP riders. All new hires receive LEP compliance training and all staff receives annual LEP refresher training.
- E. *Information concerning future plan updates.* This LEP Plan is flexible and can easily be updated. The OCPT follows the Title VI program update schedule for our LEP Plan. As a result, no major updates are likely until the next census. The four Factor Analysis will be completed after every official census and the LEP Plan updated accordingly.

V. Title VI Coordinator.

- A. Any questions or comments concerning this Limited English Proficiency Plan should be direct to the Ogemaw County Public Transit Title VI coordinator Ray Blamer:

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