

# Prairie Five RIDES Language Assistance Plan



**Reviewed 6/5/2019**  
**Approved 4/28/2014**

# Language Assistance Plan For Prairie Five RIDES

Effective:

6/5/2019

## Purpose

The purpose of this Language Assistance 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 sub recipient of FTA funds, this transit system is pledged to take reasonable steps to provide meaningful access to its transit services for persons who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English. The FTA refers to these persons as Limited English Proficient (LEP) persons.

The completion of this plan for persons with Limited English Proficiency conforms to the requirements of the FTA Circular 4702.1B Title VI Requirements and Guidelines for Federal Transit Administration Recipients.

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," dated April 13, 2007, was used in the preparation of this plan.

The plan for Prairie Five RIDES contains:

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

- X 2010 US Census data/American Community Survey data
- Survey results
- Local school district data
- Locally Coordinated Human Services Plan
- Other Human Services data
- X Area/Metropolitan Planning Organizations/Regional Development Commission data

- Information from local organizations (religious, legal, social service, etc.) about LEP persons in our service area
- X Reports from drivers, dispatchers and others about contact with LEP persons
- Other information: Describe: \_\_\_\_\_

According to data provided by Mn/DOT from the 2010 American Community Survey 2007-2011 Five-Year estimate:

- 1) The total number of LEP persons in our service area is 54181.
- 2) The total eligible population in our service area is 579.
- 3) The proportion of LEP persons to the total eligible service population is 1.07.

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

On average, our program receives approximately 20 requests for LEP assistance and approximately one time per year a request from our TTL system which go to the executive secretary and are delivered to our office to complete the request. Prairie Five RIDES has the capability to translate for Spanish speaking individuals and will rely on the county family services in our area for any other language translation we may need, however, Spanish speaking individuals are the dominate LEP persons in our local area.

Our bus drivers are in contact with Spanish speaking individuals on a regular basis; our program continues to translate documents and postings so there is a complete understanding of our system's operations and procedures. Office staff with the ability to speak Spanish follow-up with individuals and families requesting an interpreter. Office staff have also spoken to teachers of children of Spanish-speaking families to clarify schedules, fares, etc. Our program continues to offer translations of any program document.

Prairie Five RIDES offers brochures illustrating our operations and procedures translated to Spanish and accessible throughout the communities in our service area including medical facilities, assisted living facilities, some area apartment buildings and are available as well in each bus that provides service in our area.

The agency's translator is a tremendous asset to our program and is available to take transferred calls and interpret the transportation needs of LEP persons. The agency's translator is also available to translate in writing all program documents.

The conclusions drawn from examining this information regarding LEP persons seeking transit services are: we will continue to reach out to LEP persons in our area and work with them to ensure they have a full understanding of our service and answer any questions they may have to make the service more user-friendly.

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

Our transit system considers transportation to be an important and essential service for many people living in our service area. Many LEP persons use our transit service to travel

to medical appointments, social outings, and reach essential shopping. Many students from LEP families also received transportation to and from school. Prairie Five RIDES provides trips locally as well as to the Twin Cities, St. Cloud, and many other destinations across Minnesota. We continue to provide over 160,000 rides annually and ridership continues to increase as more people move into our 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 is available. This may include funding for staff training, translation services, brochures, flyers, posters, newspaper ads, radio ads, website, etc. We also utilize family services, the workforce center, and other entities to help reach the LEP community.

## **B. Language Assistance Measures**

There are several language assistance measures that are available to Prairie Five RIDES. These include:

- X Translation of key documents in the following language(s): Spanish and others as needed.
- X Arranging for availability of oral translators
- X Communication with LEP persons' groups about transit services
- X Posting notices in appropriate languages informing LEP persons of available services
- X Other: The agency has the capability to talk over the phone with hearing impaired individuals as well.

## **C. Staff Training**

To ensure effective implementation of this plan, the transit system will schedule training at orientations for new staff and for all relevant employees on an annual basis to review:

- the transit system's Language Assistance Plan
- demographic data about local LEP population
- printed LEP persons' materials
- how to handle verbal requests for transit service in a foreign language
- responsibility to notify transit manager about any LEP persons' unmet needs.

## **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:

- X signs on buses or at bus stops
- X brochures
- posters

- X sending information to local organizations that work with LEP persons
- telephone messages
- local ads (newspaper , radio, TV)
- X website notices
- X information tables at local events, grocery stores, pharmacies, and churches
- X Other: We attend health fairs and county fairs where information and surveys are made available

**E. Annual 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 its effectiveness (e.g., comparing numbers of LEP persons served by year, number of requests for language assistance received during the year),
- assessing the sufficiency of staff training and budget for language assistance,
- reviewing current sources for assistance to ensure continued availability, and
- reviewing any complaints from LEP persons or concerns regarding their needs that were received during the past year.

**This plan will be reviewed by our transit system annually. Revisions of this plan will be approved or adopted by the transit system (transit director or board) and dated accordingly.**

**F. Dissemination of Plan**

This Language Assistance Plan is available on our website at:

<http://prairiefive.com/transLanguage.html>

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

If requested to be provided in another language and it is feasible to have it translated, information will be provided at no cost to the requester.

**G. Contact Information**

Questions or comments about this plan may be submitted to:

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 Transportation Program Director  
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