

# Language Assistance Plan for Wadena County Friendly Rider Transit

(Name of Transit System)

DATE adopted by Transit System: 11/15/2010

## 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 387.
- The total eligible population in our service area is 17,296.
- The proportion of LEP persons to the total eligible service population is 2%.

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

We currently have no information about LEP persons in our service area that need or may need language assistance in relation to our transit services. We will make efforts in the upcoming year to research this information.

**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.

Friendly Rider Transit provides services to the general population and the elderly and disabled. It operates throughout Wadena County and in the city of Staples. Four sixteen-passenger buses with lift capacity operate Monday through Friday. Saturday and Sunday transportation is available in the city of Wadena.

Public transit has made a big difference in the quality of life for many people in Wadena County. We anticipate our total ridership for 2010 will be about 42,000. So far in 2010, people being transported fell into the following Mn/DOT categories: 30% were handicapped, 30% were elderly, 34% were adults, 4% were students, and 2% were children. Citizens use the bus to go to many different destinations including medical appointments, work, shopping, beauty shop, school, supported employment, church, etc. We used the lift 2710 times for people in wheelchairs, thus increasing their independence.

**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 \$500. This includes funding for staff training, interpreter/translation services that may be needed, posters, website, etc.

**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): \_\_\_\_\_, \_\_\_\_\_
- Arranging for availability of oral translators, when needed
- Communicating with LEP persons' groups about transit services
- Posting notices in appropriate languages informing LEP persons of available services
- Other. Describe \_\_\_\_\_

**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 Implementation Plan
- demographic data about local LEP population
- printed LEP persons' materials
- how to handle verbal requests for transit service in a foreign language
- their 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:

- signs on buses
- brochures

- posters
  - sending information to local organizations that work with LEP persons
  - telephone messages
  - local ads (newspaper , radio, TV)
  - website notices
  - information tables at local events, grocery stores, pharmacies, and churches
  - 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 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 continuing availability, and
- reviewing any complaints from LEP persons or about 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 manager or board) and dated accordingly.**

### F. Dissemination of Plan

This Language Assistance Plan is available on our website at <http://www.co.wadena.mn.us> (choose Friendly Rider link).

This plan is also available at no cost in English upon request by telephone, fax, and 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:

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