

LIMITED ENGLISH PROFICIENCY PLAN

Outback Express Public Transit System

I. INTRODUCTION

This Limited English Proficiency (LEP) Plan, for *Outback Express Public Transit, including ECCOG, City of Burlington, Dynamic Dimensions, Inc. and Town of Limon* has been developed in response to federal requirements included under Section 601 of Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d), which provides that no person shall “on the grounds of race, color or national origin be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.”

Federal Executive Order No. 13166, issued in August 2000 by President Clinton, "Improving Access to Services for Persons with Limited English Proficiency," was created to "... improve access to federally conducted and federally assisted programs and activities for persons who, as a result of national origin, are limited in their English proficiency (LEP)..." President Bush affirmed his commitment to Executive Order 13166 through a memorandum issued on October 25, 2001, by Assistant Attorney General for Civil Rights, Ralph F. Boyd, Jr. and Acting Assistant Attorney General, Loretta King directed a strengthening of enforcement of Title VI in a memorandum dated July 10, 2009.

As a sub-recipient of funds from the Federal Transit Administration (FTA), through the Colorado Department of Transportation (CDOT), this Limited English Proficiency (LEP) Plan for *Outback Express Public Transit, including ECCOG, City of Burlington, Dynamic Dimensions, Inc. and Town of Limon* has been developed to ensure compliance with Federal LEP regulations. It includes an assessment of the limited English proficiency needs of the region, an explanation of the steps we are currently taking to address these needs, and the steps we plan to take in the future to ensure meaningful access to our transit programs by persons with limited English proficiency.

II. LIMITED ENGLISH PROFICIENCY NEEDS OF AREA

The *Four-Factor Analysis* developed by the FTA requires that information be included in LEP Plans regarding the number and percentage of LEP persons in the region, and the nature, frequency and importance of the contact we have, with LEP persons, in providing transit services. Each of these elements is addressed below.

Number and Percentage of LEP Persons in The Region

Permanent Population

U.S. Census Data

The U.S. Census provides information to assist in estimating the number of limited English speakers in the region. While the 2010 Census will provide up-to-date data, that information is not yet available. Therefore, year 2000 data was used as a base. Table 1 presents information on *Language Spoken at Home by Ability to Speak English*, taken from the U.S. Census 2000.

As the table shows, the number and percentage of LEP persons in the permanent population of the Outback Express service area is quite small. For the region as a whole only 1.4% of the population age 5 and over speak English “Not well” or “Not at All,” according to the 2000 Census. The highest number and percentage is in Kit Carson County, with 290 people, 3.9% of the population. By a large majority, (81% for the region as a whole), those who have difficulty with English, speak Spanish in the home.

Other Local Data

Based on our contacts with local school districts, drivers, and other local contacts, information provided in the 2000 Census is generally representative. No additional concentrations of individuals with limited English proficiency were identified.

Visitors

The Outback Express focuses on the permanent population of the region, especially seniors. The Outback Express is subsidized by local governments; therefore, it does not transport visitors from outside the region into the region.

Summary

Based on the information available on the permanent population of the region, there is a very small percentage of persons with Limited English Proficiency who are potential users of our service

TABLE 1 - Individuals Speaking English "Not Well" or "Not at All"

Data Category	Cheyenne County		Elbert County		Kit Carson County		Lincoln County		Total Region	
	#	%	#	%	#	%	#	%	#	%
Total Population (5 years old & older)	2,090	100%	18,606	100%	7,521	100%	5,765	100%	33,982	100%
<i>Populaton Speaking English "Not Well" or "Not at All"</i>	46	2.2%	82	0.4%	290	3.9%	48	0.8%	466	1.4%
<i>Populaton Speaking English "Not Well" or "Not at All"</i>										
Spanish	44	96%	82	100%	272	94%	39	81%	437	94%
Other Indo-European	2	4%	0	0%	15	5%	0	0%	17	4%
Asian and Pacific Islander	0	0%	0	0%	3	1%	9	19%	12	3%
Other	0	0%	0	0%	0	0%	0	0%	0	0%
Total	46	100%	82	100%	290	100%	48	100%	466	100%

Source: U.S. Census 2000 - population 5 years old and older, speaking another language in the home, who speak English "Not Well" or "Not at All."

Nature, Frequency and Importance of LEP Contact

While the nature and importance of LEP contact is high for public transit services in general, as stated above, the frequency of contact with LEP individuals in the Outback Express service area is extremely rare.

III. CURRENT LEP EFFORTS

While the numbers and percentages of LEP persons in our service area are small and our contact is minimal, as a transit service provider we are sensitive to the potential need to service LEP individuals. Therefore, in recent years we have undertaken the following efforts. (*LEP policy and LEP procedures*). Adopted LEP Policy and will, to the extent possible, respond to requests as needed.

IV. PLAN FOR THE FUTURE LEP EFFORTS

Given the current and potential future need to respond to individuals with Limited English Proficiency our LEP Plan includes the elements identified below.

Identifying LEP Persons Who Need Language Assistance

In order to identify potential future LEP needs with respect to our transit service the system will undertake the following:

- Review Census updates as they become available;
- Periodically review perceived LEP needs with drivers and other first-line staff;
- Make periodic contacts with school districts and other community agencies that may know of LEP persons or groups.

Language Assistance Measures

As the need arises, the system will consider the following to respond to LEP needs:

- Obtain copies of Census Bureau's "I Speak Cards" to have on hand if needed;
- Develop Spanish versions of marketing materials, customer complaint forms, public notices, and related information, as appropriate;
- Hire Spanish-speaking customer service staff and/or drivers;
- Obtain copies of CDOT's "Basic Spanish for Transit Employees" and distribute to drivers and customer service staff, as appropriate;
- Become familiar with web-based **AltaVista Babel Fish** for phrase translation into or from multiple languages;
- Become familiar with Language Line Services at <http://www.languageline.com>;

- Identify other community resources such as agencies serving LEP persons which may have resources to share.

Staff Training

Similarly, as the need arises, the system will consider the following staff training topics:

- Federal LEP requirements, your LEP Plan and Title VI;
- Documenting language assistance requests;
- Use of any of the language assistance measures as described above.

Outreach Efforts

Similarly, as the need arises, the system will consider the following topics:

- Identify agencies in the region that may serve LEP populations
- Provide information on services to those agencies, as appropriate
- Provide opportunities for LEP participation at public meetings, through advertising and conduct of meetings, as appropriate

Monitoring and Updating The Plan

The system will monitor and update this plan every 3 years, as needed, including:

- Reviewing the LEP Plan with staff and make adjustments, as needed
- Pay particular attention to demographic changes in the region and to any LEP-related complaints received.

Disseminating the LEP Plan

- Copies of the plan are available to those requesting it
- The plan is posted on the Outback Express website;
- The Plan was adopted by ECCOG Board of Directors at its meeting on September 8, 2010 ; recommended by the Senior Services & Transit Advisory Board at its meeting on August 12, 2010.

APPENDIX A

U.S. CENSUS DATA SOURCES

The U.S. Census provides two good sources for estimating the number of limited English speakers by various geographic areas (counties, urban areas, places, etc.). The year 2000 Census has the most complete data in terms of areas covered. Updates are also provided for cities over 60,000 population (2008 updates) and for cities over 20,000 population (2006 to 2008 updates). Beginning October 2010 data will be updated annually for all geographic areas.

Year 2000 Census Data

Data from the 2000 Census is available for a variety of geographic areas (counties, urban areas, places, etc.). To access 2000 census data go to the U.S. Census web site at <http://www.census.gov> and follow these steps:

- Select "American FactFinder"(on left)
- Select "Data sets" and choose "Decennial Census".
- Select "Census 2000 Summary File 3 (SF3) Sample Data" and choose "Detailed Tables".

Click on the geography drop down box and choose "County" (or "Urban Area," "Place" or some other geographic area listed). If you're looking for data by county, select the state of your choice and the county of your choice and then enter "Add" and "Next" or "Show Result". Click on "by keyword" and type in "Language" and then choose "Search." Wait for the data to be retrieved, then click on the desired table and then "Add" and "Show Results."

Two tables appear to be most useful, Table P19 and Table P20:

Table P19 is titled "Age by Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over." It identifies, by age group and language group, the number of individuals who speak English "very well," "well," "not well" and "not at all" in the geographic area you have selected.

Table P20 is titled "Household Language by Linguistic Isolation" and shows the numbers of households which are "linguistically Isolated" by language group for the region selected. Households that are "linguistically isolated" are those in which all household members age 14 and over have some difficulty with English.

Census Updates

For 2008 estimates (available for cities over 60,000 population) and for 2006-2008 estimates (available for cities over 20,000 population), go to www.census.gov.

Then, after going to American FactFinder, select “American Community Survey” as the data set. Then work your way through the choices in the same manner as for the year 2000 data set.

For additional information, contact either: 1) the U.S Census, Information Resources and Dissemination Branch, Data Integration Division, U.S. Census Bureau, 301-763-2422 or toll free 1-866-758-1060 (on ask a question on-line and you will get a response in a day or two), or 2) the Colorado Demographers Office, Colorado Department of Local Affairs, 303 866-2156

Approved by ECCOG Board of Directors: September 8, 2010