

# Language Assistance Plan for Granite Falls Heartland Express

(Name of Transit System)

DATE adopted or approved by Transit System: Dec 6 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:  
(Office of Transit LAP template 9-28-10)

- The total number of LEP persons in our service area is 30\_\_\_\_\_.
- The total eligible population in our service area is 3009\_\_\_\_\_.
- The proportion of LEP persons to the total eligible service population is \_1%\_\_\_\_\_.

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

None

**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.

Annual ridership is about 19000-24000 rides of all age categories. Common destinations include shopping, doctor appointments, work, school, and social visits.

**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 \$\_\_\_-0-\_\_\_\_\_. This may include funding for staff training, translation services, brochures, flyers, posters, newspaper ads, radio ads, 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
- \_\_\_\_\_ Communicating with LEP persons' groups about transit services
- \_\_\_\_\_ Posting notices in appropriate languages informing LEP persons of available services
- \_\_\_\_\_ Other. Describe \_\_\_\_\_ None \_\_\_\_\_

### 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 if needed 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
- 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 or at bus stops

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 city of granite falls.com

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

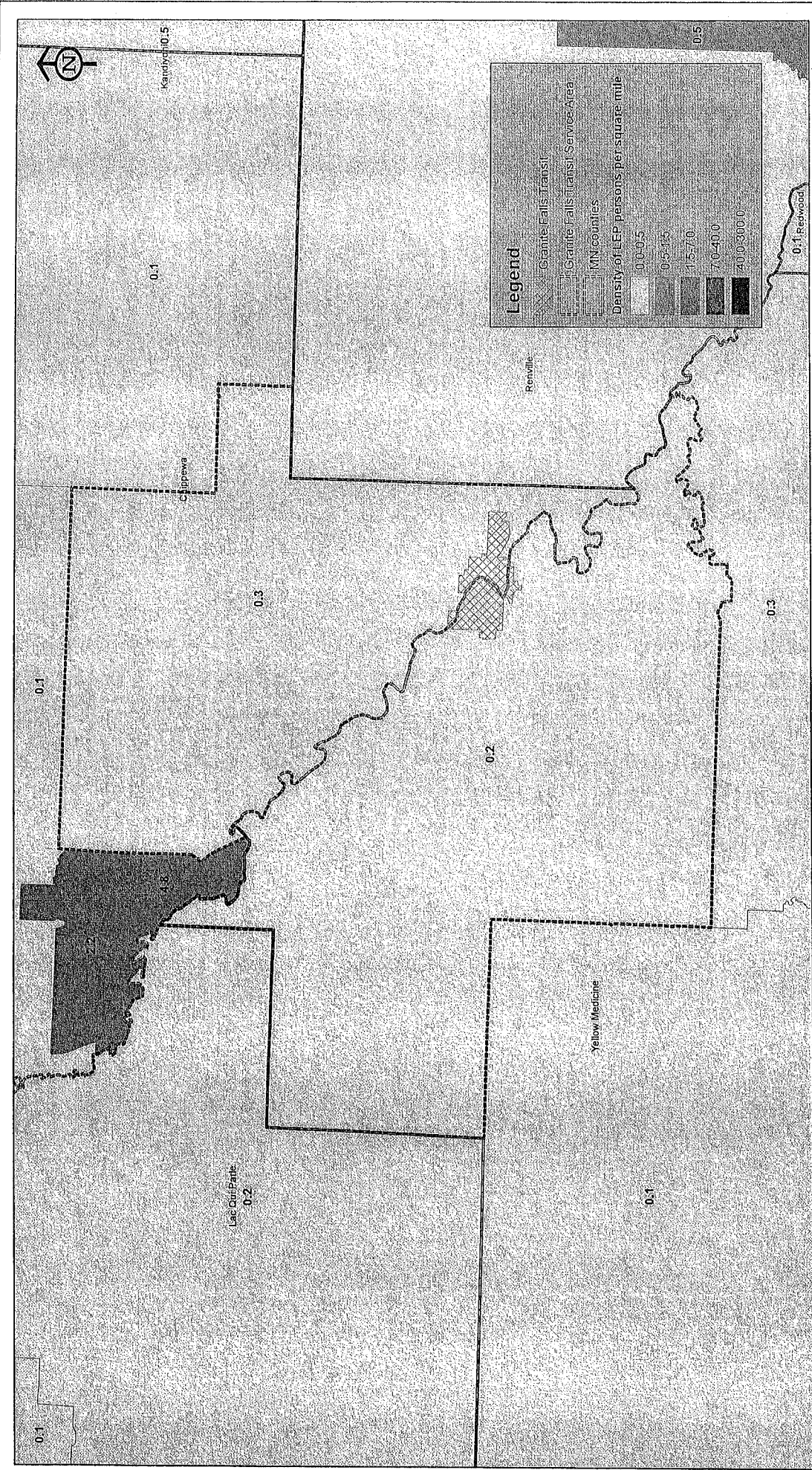
If requested to be provided in another language and it is feasible to have it translated, it shall be provided at no cost to the requester.

## **G. Contact Information**

Questions or comments about this plan may be submitted to:

Name	Dennis Smith
Title	Transit Director
Address	641 Prentice Street, Granite Falls, Mn 56241
Telephone	320-564-3011 ext # 7
Fax number	320-564-3013
E-mail address	transit@granitefalls.com





### Granite Falls Transit - LEP Populations

1 inch = 2 miles  
 0 1 2 Miles