



# Limited English Proficiency Plan



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This document is based on the Oregon Department of Transportation's Limited English Proficiency Plan adopted in 2010. This updated version, issued in September 2020, includes revisions to the original plan's demographic data, resource links and other information. For more information, please contact David Morrissey, Title VI Program Manager, ODOT Office of Civil Rights, 503-986-3870.

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## **INTRODUCTION**

Most individuals living in the United States read, write, speak, and understand English. There are many individuals, however, for whom English is not their primary language. The 2017 U.S. Census Bureau American Community Survey (ACS) data shows that the U.S. population, age 5 years and older, includes over 41 million individuals that speak Spanish and over 10 million individuals that speak an Asian or Pacific Island language at home. If these individuals have a limited ability to read, write, speak, or understand English, they are limited English proficient, or “LEP.” Of the 41 million Spanish speakers 40.1% reported they spoke English less than “very well.” Among those that speak Asian or Pacific Island languages 45.9% reported that they spoke English less than “very well.” Language for LEP individuals can be a barrier to accessing important benefits or services, understanding and exercising important rights, complying with applicable responsibilities, or understanding other vital information. The Oregon Department of Transportation (ODOT) is committed to improving the accessibility of its programs, services and activities to eligible LEP persons, a goal that reinforces its overall commitment to promoting equitable access to all its programs, services, and activities to all segments of the population and particularly to those that may be the most vulnerable. Oregon is home to millions of individuals from different cultures and backgrounds.

A significant number are limited English proficient (LEP). The 2017 ACS data shows that among those 5 years and older in Oregon, 5.5%, or 215,262 individuals,

*According to the 2017 U.S. Census American Community Survey estimates, nationwide 8.5% of the population 5 years and older speak English less than “very well.” In*

reported that they spoke English less Oregon 5.5% of the State is LEP than “very well.” The 2017 ACS data also reveals that there are 11 counties in Oregon with 5% or more of the population having limited English proficiency, as detailed on page 9.

**United States  
Percent of specified language  
speakers**

	<b>Total</b>	<b>Speak English "very well"</b>	<b>Speak English less than "very well"</b>
	<b>Estimate</b>	<b>Estimate</b>	<b>Estimate</b>
Population 5 years and over	305,924,019	91.5%	8.5%
Speak only English	78.2%	(X)	(X)
Speak a language other than English	21.8%	61.0%	39.0%
Spanish or Spanish Creole	13.4%	59.9%	40.1%
Other Indo-European languages	3.7%	68.5%	31.5%
Asian and Pacific Island languages	3.5%	54.1%	45.9%
Other languages	1.1%	69.0%	31.0%

**Oregon  
Percent of specified language  
speakers**

	<b>Total</b>	<b>Speak English "very well"</b>	<b>Speak English less than "very well"</b>
	<b>Estimate</b>	<b>Estimate</b>	<b>Estimate</b>
Population 5 years and over	3,910,523	94.5%	5.5%
Speak only English	84.8%	(X)	(X)
Speak a language other than English	15.3%	64.2%	35.8%
Spanish or Spanish Creole	10.50%	55.0%	45.0%
Other Indo-European languages	2.6%	75.7%	24.3%
Asian and Pacific Island languages	3.1%	54.0%	46.0%
Other languages	0.7%	63.5%	36.5%

Source: U.S. Census Bureau, 2017 American Community Survey

## **PURPOSE OF THE LEP PLAN**

The Oregon Department of Transportation, as a recipient of funding from the United States Department of Transportation (USDOT), must assure that Limited English Proficient (LEP) people have meaningful language assistance by reasonable means when using ODOT services, or services provided by recipients of federal funds through ODOT. Funding assistance from the USDOT agencies, the Federal Highway Administration (FHWA) and the Federal Transit Administration (FTA) require a plan for providing this meaningful access in accordance with Title VI of the Civil Rights Act of 1964 and implementing regulations.

This plan was developed to provide ODOT divisions and business lines with guidelines and resources that will ensure that the Agency is fulfilling our commitment to the LEP public. The plan also has the purpose of establishing the expectation of how ODOT will assess the relevance of the LEP programs being executed by the agencies and organizations that are ODOT subrecipients of federal funds. Our goal is to provide a framework that will help ODOT and its subrecipients better serve the LEP members of our communities.

The Oregon Department of Transportation, Office of Civil Rights, keeps a copy of its Limited English Proficiency (LEP) Plan on file. The most recent version of this plan has estimates from the 2017 U.S. Census Bureau American Community Survey. All population estimates in this document are for persons 5 years and over.

U.S. Census estimates from 2017 show that 41 million persons speak Spanish at home, 11 million persons speak Indo-European languages at home, and 10 million persons speak Asian or Pacific Island languages at home. Overall, it is estimated that 8.5% of the total U.S. population are LEP.

## **AUTHORITY**

Executive Order (EO) 13166 – Improving Access to Services for Persons with Limited English Proficiency, August 2000 is directed at implementing the protections afforded by Title VI of the Civil Rights Act of 1964 and related regulations. Accordingly, it prohibits recipients of federal financial assistance from discriminating based on national origin by failing to provide meaningful access to services to individuals who are LEP. This protection requires that LEP persons be provided an equal opportunity to benefit from or have access to services that are normally provided in English.

### **EXECUTIVE ORDER 13166**

#### ***IMPROVING ACCESS TO SERVICES FOR PERSONS WITH LIMITED ENGLISH PROFICIENCY***

*By the authority vested in me as President by the Constitution and the laws of the United States of America, and 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), it is hereby ordered as follows:*

##### *Section 1. Goals.*

*The Federal Government provides and funds an array of services that can be made accessible to otherwise eligible persons who are not proficient in the English language. The Federal Government is committed to improving the accessibility of these services to eligible LEP persons, a goal that reinforces its equally burdening, the fundamental mission of the agency. Each Federal agency shall also work to ensure that recipients of Federal financial assistance (recipients) provide meaningful access to their LEP applicants and beneficiaries. To assist the agencies with this endeavor, the Department of Justice has today issued a general guidance document (LEP Guidance), which sets forth the compliance standards that recipients must follow to ensure that the programs and activities they normally provide in English are accessible to LEP persons and thus do not discriminate on the basis of national origin in violation of title VI of the Civil Rights Act of 1964, as amended, and its implementing regulations. As described in the LEP Guidance, recipients must take reasonable steps to ensure meaningful access to their programs and activities by LEP persons.*

##### *Sec. 2. Federally Conducted Programs and Activities.*

*Each Federal agency shall prepare a plan to improve access to its Federally conducted programs and activities by eligible LEP persons. Each plan shall be consistent with the standards set forth in the LEP Guidance, and shall include the steps the agency will take to ensure that eligible LEP persons can meaningfully access the agency's programs and activities. Agencies shall develop and begin to implement these plans within 120 days of the date of this order, and shall send copies of their plans to the Department of Justice, which shall serve as the central repository of the agencies' plans.*

### *Sec. 3. Federally Assisted Programs and Activities.*

*Each agency providing Federal financial assistance shall draft title VI guidance specifically tailored to its recipients that is consistent with the LEP Guidance issued by the Department of Justice. This agency- specific guidance shall detail how the general standards established in the LEP Guidance will be applied to the agency's recipients. The agency-specific guidance shall take into account the types of services provided by the recipients, the individuals served by the recipients, and other factors set out in the LEP Guidance. Agencies that already have developed title VI guidance that the Department of Justice determines is consistent with the LEP Guidance shall examine their existing guidance, as well as their programs and activities, to determine if additional guidance is necessary to comply with this order. The Department of Justice shall consult with the agencies in creating their guidance and, within 120 days of the date of this order, each agency shall submit its specific guidance to the Department of Justice for review and approval. Following approval by the Department of Justice, each agency shall publish its guidance document in the Federal Register for public comment.*

### *Sec. 4. Consultations.*

*In carrying out this order, agencies shall ensure that stakeholders, such as LEP persons and their representative organizations, recipients, and other appropriate individuals or entities, have an adequate opportunity to provide input. Agencies will evaluate the particular needs of the LEP persons they and their7 recipients serve and the burdens of compliance on the agency and its recipients. This input from stakeholders will assist the agencies in developing an approach to ensuring meaningful access by LEP n carrying out this order, agencies shall ensure that stakeholders, such as LEP persons and their representative organizations, recipients, and other appropriate individuals or entities, have an adequate*

*Sec. 5. Judicial Review.*

*This order is intended only to improve the internal management of the executive branch and does not create any right or benefit, substantive or procedural, enforceable at law or equity by a party against the United States, its agencies, its officers or employees, or any person.*

*WILLIAM J. CLINTON THE WHITE HOUSE, August 11, 2000.*

## **FOUR FACTOR ANALYSIS**

Following are factors to consider when determining what reasonable steps to take to provide LEP individuals with meaningful access to its programs, activities and services.

1. Determine the **number or proportion of people** served or likely to be encountered who would potentially be excluded from the program or activity absent efforts to remove language barriers; the "reasonableness" of a program's/division's efforts should correspond to the analysis.
2. Consider the **frequency of contact** Title VI obligations/divisions and local agencies who have little contact with LEP individuals compared to an entity who serves a large LEP population and whose core business is to provide projects, products, and services to the general public.
3. Assess the **nature and importance of the program**, activity, or service provided by the agency or organization to the LEP community; the more important the activity, information, service or program, or the greater the possible consequences of the contact to the LEP individuals, the more likely language services will be needed.
4. Consider the **available resources and costs**. "Reasonable steps" may cease to be reasonable where available resources and the costs imposed substantially exceed the benefits in light of the factors outlined in the U.S. Department of Justice (DOJ), LEP Guidance.

### ***Number or Proportion of People***

Analysis of 2017 U.S. Census Bureau American Community Survey county-level data for the State of Oregon identifies those areas within the state that have proportionally higher numbers of individuals that are categorized as LEP.

The 2017 ACS data shows that Oregon statewide has an estimate 5.5% of the population that is considered as LEP. Oregon is comprised of 36 counties, of which the most populace (population over 100,000) are:

Multnomah	788,459
Washington	572,071
Clackamas	399,962
Lane	363,471
Marion	330,453
Jackson	212,070
Deschutes	175,321
Linn	121,074
Douglas	109,405

Analysis of the 2017 ACS data reveals those 11 Oregon counties with the highest concentration (exceeding 5%) of individuals 5 years of age and over that reported speaking English “less than very well.” They are:

Hood River	15.8%	Malheur	8.4%
Morrow	15.8%	Wasco	6.3%
Marion	10.8%	Yamhill	5.4%
Umatilla	10.5%	Polk	5.1%
Washington	9.1%	Jefferson	5.1%
Multnomah	8.5%		

Additionally, there are 10 Oregon counties with LEP populations exceeding 1,000 individuals but less than 5% of the population age 5 years and over. They are:

Clackamas	4.2%	Lincoln	2.5%
Benton	4.2%	Deschutes	2.1%
Jackson	3.3%	Linn	2.1%
Klamath	3.2%	Josephine	1.3%
Lane	2.6%	Douglas	1.2%

Based on the 2017 ACS data, Oregon has 25 counties with LEP populations of less than 5%.

ODOT and those agencies and organizations that are federal aid subrecipients of ODOT, are required to analyze data to determine the needed actions to respond to those LEP populations within their service area or jurisdiction. The number and proportion of LEP individuals within these geographies should be used to determine the level of required response to ensure access to programs, services, and activities by these vulnerable populations. Ongoing analyses of state language data should be conducted to maintain an accurate understanding of where LEP populations exist in order to support transportation and related services planning processes that are inclusive of persons with limited English proficiency.

### ***Frequency of Contact***

Oregon LEP populations are present throughout the state, with concentrations in those areas described in the data summaries in the previous section. Areas with LEP populations exceeding 5% or 1000 individuals include both metropolitan and rural areas. The Portland metro area includes notable concentrations in the three county region of Multnomah, Washington, and Clackamas counties.

South of the Portland metro area is Marion County, which includes the City of Salem and the State Capitol. Marion County has the third highest percentage of LEP populations in the state at 10.8%. The Portland metro 3 county region, plus Marion, County and the two counties adjoining to the west, Polk and Yamhill, represent 6 of the 21 counties that have LEP populations in excess of 5% or 1000 individuals.

It is more likely that ODOT programs, projects and other transportation related services could encounter a need to provide translation or interpretation services in areas with higher estimated LEP populations. This is not to say that those cities, counties, and agencies that serve other areas of the State have any less responsibility to serve the needs of the LEP populations that they encounter. This particular analysis only addresses the potential frequency of LEP contact based on where these individuals reside and what language is their primary dialect.

ODOT divisions, regions, programs, and project teams, as well as ODOT subrecipient business units, have a responsibility to analyze the demographic data of each specific geographic area that a program maintains operations or in which a project may have an impact. Frequency of contact is going to vary based on a specific geographic area or region. The design of LEP services should be based on this analysis. Some regions, communities, or neighborhoods may not have significant levels of LEP populations, while other geographical areas may have a high number of LEP individuals. Language diversity is another consideration – In certain high density urban areas it is possible that language assistance to multiple languages may be needed. By understanding where the LEP populations reside and what languages are spoken, a concise plan can be developed to establish the necessary language assistance. Whether the language assistance need is interpretation services or translation services, or both, these services can be applied with more accuracy if basic analysis has been conducted. In some instances assistance could be in the form of both services, as well as the potential for multiple languages, to effectively provide access to LEP individuals.

### ***Nature and Importance of the Program***

In addition to assessing the demographics related to LEP populations and the frequency of contact, it is also necessary to examine the nature and importance of the programs, activities and services that you provide to that population. As a general rule, the more important the activity, information, service or program, or the greater the possible consequences of the contact to the LEP individuals, the more likely services will be needed. If the denial or delay of access to services or information could have serious implications for the LEP individual, procedures should be in place to provide language assistance to LEP persons as part of standard business practices.

There are two main ways to provide language services: 1) oral interpretation either in person or via telephone interpretation services; 2) written translation services. Oral interpretation can range from on-site interpreters for critical services provided to a high volume of LEP persons, to access through commercially available telephonic interpretation services. Written translation can range from translation of an entire document to translation of a short description of the document. In some cases, language services should be made available on an expedited basis while in other cases, the LEP individuals may be referred to another office of the Agency for language assistance. The correct mix of interpretation and translation services should be based on what is both necessary and reasonable in light of the four factor analysis.

Transportation programs, activities and services touch the lives of a broad cross-section of the public including those that are LEP. ODOT provides a vital link for LEP individuals to transportation services ranging from roadway planning and improvement projects, to motor vehicle licensing, public transportation, and public safety programs. Each area of ODOT's transportation system will have a different importance and affect on LEP individuals. From each region, division or project prospective, the importance of the activity, or the likelihood of consequences to LEP people, has to be reviewed and balanced against the other three factors.

For example, an LEP person's inability because of language barriers to effectively utilize public transportation may adversely affect their ability to obtain health care, education, or access to employment. It is necessary for each ODOT program to identify activities and services which would have serious consequences to individuals if language barriers prevented access to information or the benefits of those programs. For example, an ODOT program, or sub-recipient of ODOT's, may be responsible for providing emergency evacuation instructions in its facilities, stations and vehicles or may provide information to the public on security awareness or emergency preparedness. If this information is not accessible to the people with limited English proficiency, or if language services in these areas are delayed, the consequences to these individuals could be life threatening.

An assessment of what programs, activities and services are most critical should include contact with community organizations that serve LEP persons, as well as contact with LEP persons themselves to obtain information on the importance of the modes or the types of services that are provided to the LEP populations. Each ODOT program that has contact with LEP populations should seek this input as they identify these needs and as they make decisions on what are the appropriate actions necessary to ensure access.

### ***Available Resources and Cost***

A larger organization or business line with extensive resources may have to take greater steps than a smaller entity with limited resources. Providing translators on the premises may be appropriate in some circumstances however, written translation, access to centralized interpreter language lines, or mobilizing staff to provide services maybe appropriate in other situations. "Reasonable steps" may cease to be reasonable where available resources and the costs imposed substantially exceed the benefits in light of the factors outlined in the U.S. Department of Justice (DOJ), LEP Guidance.

It is necessary to identify the resources available to ensure that an organization will be able to provide language assistance to LEP persons participating in programs or activities. The particular demographics, and frequency and importance of contacts, will dictate the level of services that should be committed. Some language services can be provided at little or no cost, such as using community volunteers or bilingual staff as interpreters. Using a telephone language line is less expensive than hiring an interpreter. An organization should carefully explore the most cost-effective means of delivering competent and accurate language services before deciding to limit services due to resource concerns.

Along with all State agencies, ODOT has its external internet site available on the State of Oregon site. The State internet allows a user to access agency web content in 26 different languages. This represents an excellent example of a readily available resource that has relatively little associated cost. Web-based LEP solutions can provide LEP individuals access to vital information and also provide a resource to access contacts or other resources within an agency.

The availability of web-based language services provides only a portion of the language accessibility needs of the LEP public. Each Division, Region, program, and organization is required to apply the four factor analysis, and based on the outcome of the analysis, be prepared to design appropriate responses to ensure program accessibility. In general, any vital communication that is made available to the general public has to be made accessible to those that are language challenged. Providing translation of documents on a “by request” basis is one approach that is reasonable. Including a statement in the document informing people that the document is available for translation “by request” can provide sufficient notice and access to LEP persons. Also, providing only summaries of large documents can help minimize strain on resources and contain costs.

It is important to develop a strategy and ultimately decide what resources are made available for front-line staff when, and if, they need to respond to an LEP person that is making direct contact by phone or in person. Using bi-lingual staff to interpret and translate is widely-used and has minimal cost impact. There is a caution with using staff or other “uncertified” translation services or interpreters. If the importance of the information that needs to be translated or interpreted is high and there is a need for

absolute accuracy then a certified translator or interpreter should be used. An example of this would be a real estate transaction within right-of-way business lines or when there is a potential for the LEP person's rights to be compromised.

As a result of conducting the four factor analysis it may become evident that it is necessary to provide LEP services at a public involvement event. It can be a challenge and often requires additional coordination and expense to include both translation of documents and interpretation services at the event. Using volunteers from a stakeholder group or from the community to act as interpreters is a viable approach to fill part of this need.

Various translation and interpretation businesses that are language services providers are available on ORPIN, the state procurement website. These resources for language assistance are under contract (price agreements) to provide on-demand services to state agencies and local governments without having to establish a competitive bid process or enter into a complex contract. Because there is a broad diversity of available services and service providers on ORPIN, an organization is capable to design an LEP solution specific to a program's needs and in this way potentially help to contain costs. See the attachment to this plan that lists those language services providers available under price agreement (**Appendix A**). This list of providers can change, so always confirm that the listed provider is still under contract.

The State of Oregon ORPIN website is at:

<http://orpin.oregon.gov/open.dll/welcome>

If resources are not available to an organization or if the costs impact are too great to provide services to LEP individuals it is necessary to be able to exhibit how this determination was made. One way to accomplish this would be to create a record that clearly establishes that the 4 factor analysis (including demographic data analysis) was applied. It is recommended that a program or organization be prepared to present a rationale that explains why the availability of resources limited the ability to provide services. This may be simply that the proportion of LEP persons in a service area was very small, the information, products, or services provided were of low importance, or that the frequency of contact made it unreasonable to take action. This rationale could also be a cost/benefit analysis.

There are some factors that need serious consideration if a program or organization limits LEP services. First, always consider if there is a potential for an LEP person to

be adversely impacted, be excluded from use or benefits of a program, or even to be injured if LEP services are not provided. Secondly, consider that valid concern may be raised if a program fails to respond to the needs of the LEP public, particularly if the number of LEP persons that need language services is high, and/or the frequency of use is high, and/or the importance of the need is high. An attempt to exhibit that a lack of available resources or funding has limited the ability of the organization to provide adequate language services may cause the program, and ultimately the Agency, to come under regulatory or legal scrutiny. It is always good business practice to make every attempt, within reason, to provide full, comprehensive, LEP services and to ensure that these individuals are provided meaningful access to the benefits of our transportation programs.

**LANGUAGE ASSISTANCE MEASURES**

Executive Order (EO) 13166 directs recipients of Federal financial assistance to take reasonable steps to provide LEP individuals with meaningful access to their programs, activities, and services.

Because the needs of LEP populations vary throughout Oregon, the definition of meaningful access to ODOT services is also varied. As such, each division within ODOT or recipient of federal funds through ODOT will determine the extent of obligation a project or federal funding recipients has to LEP people by using this plan as a guide.

The following chart, although not exhaustive, illustrates ODOT Division and Program activities and responsibilities relative to LEP services.

Activity	Division/ Program	Title VI Program
• Assessing and addressing the needs of eligible persons	X	
• Taking reasonable steps or ensuring that responsible steps are taken to ensure meaningful access	X	
• Developing and implementing monitoring control mechanisms to ensure ongoing compliance	X	
• Compliance, monitoring and oversight	X	X
• Providing technical assistance and guidance		X

The key to providing meaningful access for LEP persons is to ensure effective communication exists between ODOT, each affected division/program, and the LEP person(s). To accomplish effective communication the following actions and discussions are considered appropriate at the divisional and program level:

1. Perform a needs assessment
2. Provide for oral language assistance
3. Notify LEP customers of the availability of language assistance services
4. Translate vital documents in languages other than English
5. Train staff
6. Develop written procedures
7. Monitor and evaluate access to language assistance
8. Responding to a complaint

### ***1. Needs Assessment***

Each Division and Program is to continuously assess language assistance needs of the population to be served by identifying the following:

- Languages likely to be encountered and number of LEP persons in the eligible population likely to be directly affected by its program
- Public contact where languages assistance is needed
- Resources needed to provide effective language assistance, including location, availability and arrangements necessary for timely use

### ***2. Oral Language Assistance***

Providing LEP persons with oral language assistance at public service counters or when telephone contact is appropriate. Such assistance may take the form of bilingual staff, contracting with an outside interpreter service or the use of voluntary community interpreters who are skilled and competent in interpreting. Employment of bilingual staff in divisions and programs is recommended, when feasible, where the percentage of LEP customers or potential customers is statistically significant, or where the frequency of contact with such persons will provide for efficient and effective communication. A decision to employ bilingual staff should be based on a needs assessment with due consideration given to budget constraints and in accordance with department policy.

ODOT Headquarters' main telephone lines are housed in the Director's Office. The "Ask ODOT" toll-free line is highly published and receives a high volume of phone calls.

The main receptionist in the Director's Office also receives a fair amount of calls based on the publication of this number as an alternative to the "Ask ODOT" line. A phone triage for language assistance has been established to respond to LEP callers.

ODOT is looking at several language services providers that are capable of providing these services and that have price agreements with the State of Oregon. Currently, ODOT Driver and Motor Vehicles staff are assisting to answer calls. ODOT staff say that calls received in languages other than English are rare.

### ***3. Notification of Availability of Language Assistance Services***

LEP persons have the right to free language assistance in their spoken language. Divisions and Programs are responsible for informing the public of this right. Language identification cards or posting signs in public areas are methods that can be used to provide notice (**see the printable "I Speak Booklet" attached in Appendix B**).

Published and distributed notices of public involvement activities and events should have information available on how LEP individuals can obtain translated material or how they can request an interpreter at the event. This should always be applied if LEP analysis shows that LEP populations are stakeholders in the subject matter that will be presented.

A notice in Spanish regarding Title VI, ADA, and LEP policy and information on how to access services is available in **Appendix C**. It is recommended that this notice in English and Spanish be posted in main lobby or other areas of ODOT facilities that are accessible to the public, and which, based on the 4 factor analysis, are likely to have LEP traffic.

A resource is provided in **Appendix D** for suggested language to use for Title VI and ADA notices in publications and communications. This notice language is available in English and Spanish.

#### **4. Translation of Written Materials**

It is appropriate to have written materials that are routinely provided in English to applicants, customers, and the general public translated into language that are regularly encountered. The translation of vital documents into languages other than English is particularly important where a significant number or percentage of customers served or who are eligible to be served have limited English proficiency. Written materials include electronic documents and websites. "Vital Documents" are documents that convey information that critically affects the ability of the recipient/customer to make decisions about his/or her participation in the program. Examples of vital documents include but are not limited to: applications, public notices, consent forms, letters containing important information regarding participation in a program, eligibility rules, notices pertaining to the reduction, denial or termination of services or benefits, right to appeal, notices advising of the availability of language assistance, and outreach and community education materials. It is recommended that programs develop criteria for deciding which documents are vital thereby subject to translation.

Translating documents to a fourth (4th) grade literacy level ensures the targeted audience understands the information. Community based organizations or focus groups can assist with testing translations for language and literacy level appropriateness.

#### **5. Training**

Training staff on policies and procedures of language assistance and how to determine whether a customer needs language assistance services is essential to bridging the gap between policies and actual practices. Training should include how to obtain language assistance services and communication with interpreters and translators. Because LEP persons can file a complaint on the basis of national origin, staff should be trained on how to properly handle a Title VI complaint. Refer to Office of Civil Rights Title VI website for the Title VI Complaint Process for reference.

#### **6. Development of Written Procedures**

To implement a successful language assistance program, provide guidance to employees through written procedures that address the following::

- Identifying and assessing language needs
- Oral language assistance; including vendor charges for services, procedures on how to access and to request Department translation assistance
- Written translation of materials and publications
- Oral and written notification of the availability of language assistance
- Staff training on language service provision
- Monitoring access to language assistance

## **7. Monitoring and Evaluation**

Monitoring and evaluating accessibility and quality of language assistance needs of LEP persons ensures that LEP persons can meaningfully access programs and activities and is the responsibility of the divisions. One mechanism for monitoring is to seek feedback from customers and advocates. At a minimum, divisions should conduct an annual assessment to determine:

1. Current LEP composition of its service area;
2. Current communication needs of LEP persons;
3. Whether existing assistance meets LEP needs;
4. Whether staff is knowledgeable about policies and procedures and how to implement them;
5. Whether sources of and arrangements for assistance are still current and viable.

Data collection and record keeping are key elements to an effective monitoring and compliance system. Analysis of data collected provides an overview of how services are provided. Data collection mechanisms include the following, however keep in mind that when collecting data on race or ethnicity, this information is voluntary and should not include personal information such as name, address or phone number:

- race of LEP person
- ethnicity of LEP person
- primary language of the population in the program service area
- primary language of customers served
- data upon which the division based language needs assessment
- number of LEP persons, by language group, who received language services
- names and categories of staff who received training and training dates

## **8. Responding to a Complaint**

It is always necessary to notify the appropriate senior manager if an issue over LEP services has occurred. The senior manager's first responsibility is to attempt to provide the need services in the most expedient manner. ODOT's Title VI Program manager shall be apprised of the issue as soon as possible and consulted with to determine the effectiveness of the response and what potential next steps need to be taken.

A formal Title VI complaint involves a well-defined complaint process that needs to be adhered to and requires the involvement of the Office of Civil Rights. The ODOT Title VI Complaint Process is posted on the OCR website at:

<https://www.oregon.gov/odot/>

[Business/OCR/Pages/OCR\\_DIS\\_CMLPNT\\_FORM.aspx](https://www.oregon.gov/odot/Business/OCR/Pages/OCR_DIS_CMLPNT_FORM.aspx). If the complaint meets the criteria and definition what is national origin discrimination under the law then the complaint needs to be forwarded to the appropriate federal agency for investigation as required by regulation.

### **STATUS OF LEP EFFORTS**

The highest potential frequency of LEP contact with ODOT is likely going to occur with Driver and Motor Vehicle Services (DMV). DMV serves 2.9 million Oregon residents each year in 62 field offices spread throughout the State. DMV has established a policy in its field offices to have bilingual personnel on staff in those locations that have high LEP contact. DMV uses targeted recruitments specifying bilingual position description requirements to fill these specialized jobs. In addition, DMV headquarters uses bilingual staff assigned to their call centers. DMV has developed policy and procedures to provide guidance for front line staff as they encounter and respond to LEP customers. DMV core program documents, such as the driver instruction manual, are provided in Spanish and made available in other languages as requested. Licensing testing is available in Spanish as well as other languages.

ODOT Office of Civil Rights and DMV will continue to seek out ways to better serve those LEP populations that rely on the wide variety of services that they provide. This can be accomplished by maintaining quality LEP demographic data, by always applying the latest technological solutions and by seeking out public comment from members of the public that have a vested interest in the effectiveness of DMV's LEP resources.

A high frequency of contact with LEP individuals is also very likely in the area of public transportation. ODOT and its transportation partners are meeting the requirements of EO 13166 through a variety of accommodations for the LEP public.

The largest provider of public transportation in the State of Oregon is TriMet. TriMet serves a population base in a tri-county region that covers 570 square miles and serves approximately 1.5 million people or close to 40% of the state's population.

The National Cooperative Highway Research Program titled "Research Results Digest - State DOT Best Practices for Title VI," highlighted TriMet's LEP program as an example of a LEP program that represents best practice: TriMet in Portland, Oregon, is another large urban system with a thoroughly developed LEP program that states could look to for guidance in developing a more comprehensive state plan. TriMet's language assistance focus areas are broken into six categories:

- *Capital Projects and Facilities,*
- *Legal/Human Resources,*
- *Marketing and Customer Service,*
- *Operations,*
- *Diversity and Transit Equity, and*
- *Additional Services.*

TriMet launched a targeted outreach campaign and developed new culturally appropriate rider information to assist Spanish-speaking LEP riders. TriMet has outlined a program that would assist all LEP populations by:

- Translating vital documents and replacing text with universal icons whenever possible;
- Notifying populations of the availability to have non-vital documents translated;
- Establishing guidelines for interpretive services to aid LEP populations;
- Developing an employee training curriculum so employees are better equipped to serve the unique needs of LEP customers;
- Expanding community partnerships that serve LEP populations.

Making the system accessible and easy has been made an agency priority. To aid riders who have limited English proficiency, TriMet produces customer information in Spanish, Chinese, Vietnamese, Korean and Russian, and provides interpreters for the agency's customer service call center, 503-238-RIDE. The automatic stop announcements on all bus and MAX vehicles are provided in English and Spanish.

ODOT is currently participating in TriMet's Title VI Working Group to gain information on best practices pertaining to Title VI compliance, including serving LEP populations, data collection and analysis, disparate impact and disproportionate burden policies. This working group consists of 15 transit agencies and over 50 Title VI staff leads from FTA Region 9 and 10 transit agencies.

## **COMPLIANCE AND ENFORCEMENT**

ODOT Directors, Division Administrators, and other managers are responsible for ensuring that meaningful services to LEP persons are provided in their respective divisions, programs and regions. Additionally, regional Civil Rights Field Coordinators and Title VI subject matter experts are available to provide guidance or referral to the Office of Civil Rights on LEP services. The Title VI Program will assess whether LEP the division's procedures allow LEP persons to overcome language barriers and participate in a meaningful way in the division's programs, activities and services. The division's appropriate use of methods and options detailed in this LEP Guidance document including analysis and documentation will be viewed as evidence of intent to comply with LEP requirements and Title VI of Civil Rights Act of 1964.

## **GUIDANCE/RESOURCES**

The following guidance documents and resources are provided to assist ODOT Divisions and Programs with implementing LEP requirements and may be used in conjunction with this LEP Guidance Document.

The U.S. Department of Transportation Guidance to Recipients on Special Language Services to Limited English Proficient Beneficiaries, Federal Register/Vol. 66, No. 14/ Monday, January 22, 2001 (Civil Rights Title VI Program Resource Directory, Tab 29).  
<https://www.federalregister.gov/documents/2001/01/22/01-1745/dot-guidance-to-recipients-on-special-language-services-to-limited-english-proficient-lep>

The U.S. DOJ Policy Guidance, Enforcement of Title VI of the Civil Rights Act of 1964- National Origin Discrimination Against Persons With Limited English Proficiency, Federal Register/Vol. 65, No. 159/Wednesday, August 16, 2000.  
<https://www.federalregister.gov/documents/2002/03/11/02-5616/enforcement-of-title-vi-of-the-civil-rights-act-of-1964-national-origin-discrimination-against>

**US Department of Justice Limited English Proficiency Website:**

<https://www.lep.gov/>

**US Department of Justice Civil Rights Division:**

<https://www.justice.gov/crt>

**U.S. Department of Justice Clarifying Memorandum, dated October 26, 2001:**

<https://www.lep.gov/sites/lep/files/resources/Oct26memorandum.pdf>

**United States Census 2000 Language Identification Booklet (Appendix B):**

<https://www.lep.gov/sites/lep/files/media/document/2020-02/crcl-i-speak-booklet.pdf>

**TECHNICAL ASSISTANCE**

The ODOT Office of Civil Rights Title VI Program is responsible for providing ODOT divisions, programs and subrecipient with technical assistance. This includes advising divisions and programs of LEP requirements, its implementation, and assistance in developing individual division and program plans.

# APPENDIX A

## **ORPIN Language Providers List**

INTERPRETATION SERVICES-Personal Services (PSK) Non-IT						
Supplier	Address	City	State	Zip Code	Effective Date	Expiration Date
TRANSPERFECT	700 6TH STREET, NW 2ND FLOOR	WASHINGTON	DC	20001	10/25/2019	03/01/2022
TRANSLATING SERVICES, INC.	1516 S. BUNDY DRIVE SUITE 311	LOS ANGELES	CA	90025	10/07/2019	03/01/2022
THE SPANISH GROUP LLC	1 PARK PLAZA	IRVINE	CA	92614	10/07/2019	03/01/2022
PRESCIENT TECHNOLOGIES, LLC	161 FORT EVANS ROAD SUITE 250	LEESBURG	VA	20176	10/07/2019	03/01/2022
PASSPORT TO LANGUAGES, INC.	6443 SW BEAVERTON HILLSDALE HWY STE 390	PORTLAND	OR	97221-4211	10/25/2019	03/01/2022
OREGON TRANSLATION LLC	12655 SW CENTER ST #520	BEAVERTON	OR	97005	10/07/2019	03/01/2022
OREGON CERTIFIED INTERPRETER'S NETWORK, INC.	680 NW ALTISHIN PL	BEAVERTON	OR	97006	10/07/2019	03/01/2022
NORTHWEST INTERPRETERS, INC.	12500 SE 2ND CIRCLE, SUITE 140	VANCOUVER	WA	98684	10/07/2019	03/01/2022
MINDLINK RESOURCES, LLC	129 PENDLETON WAY #431	WASHOUGAL	WA	97217	10/25/2019	03/01/2022
MAYBEL SIDOINE WEEKS	2835 TERRMONT LOOP	WHITE CITY	OR	97503-1752	10/07/2019	03/01/2022
MASTERWORD SERVICES, INC.	303 STAFFORD ST.	HOUSTON	TX	77079	10/07/2019	03/01/2022
LINGUAVA INTERPRETERS INC	7931 NE HALSEY ST STE 305	PORTLAND	OR	97213-6794	10/07/2019	03/01/2022
LINGUALINX LANGUAGE SOLUTIONS, INC.	433 RIVER STREET	TROY	NY	12180	01/02/2020	03/01/2022
LIBERTY LANGUAGE SERVICES, LLC	8300 GREENSBORO DRIVE SUITE L1-800	TYSONS	VA	22102	11/27/2019	03/01/2022

LATITUDE PRIME LLC	80 SOUTH 8TH STREET SUITE 900	MINNEAPOLIS	MN	55402	10/25/2019	03/01/2022
LANGUAGELINE SERVICES INC.	1 LOWER RAGSDALE DRIVE BUILDING 1	MONTEREY	CA	93940	11/22/2019	03/01/2022
LANGUAGES TRANSLATION SERVICES	34726 31 CT SW	FEDERAL WAY	WA	98023	10/25/2019	03/01/2022
CTS LANGUAGE LINK	701 NE 136TH AVE #200	VANCOUVER	WA	98684	10/07/2019	03/01/2022
IZO, INC.	P.O. BOX 553	WOODBURN	OR	97071-9707	11/27/2019	03/01/2022
IRCO	10301 NE GLISAN ST.	PORTLAND	OR	97220	10/07/2019	03/01/2022
INTERPRETERS UNLIMITED	11199 SORRENTO VALLEY ROAD #203	SAN DIEGO	CA	92121	10/25/2019	03/01/2022
INDUS TRANSLATION SERVICES, INC.	35 PEAKE ROAD	EDISON	NJ	08837	10/25/2019	03/01/2022
IDEA LANGUAGE SERVICES, LLC	8719 EVANGEL DR.	SPRINGFIELD	VA	22153	10/07/2019	03/01/2022
GLOBAL LINK LANGUAGE SERVICES, INC.	71 COMMERCIAL STREET #218	BOSTON	MA	02109	10/07/2019	03/01/2022
GAUCHA TRANSLATIONS LLC	7710 SOUTHWEST 184TH AVENUE	ALOHA	OR	97007	10/25/2019	03/01/2022
ELENA'S LANGUAGE SERVICES, LLC	6901 SE OAKS PARK WAY #9	PORTLAND	OR	97202	02/28/2020	03/01/2022
DYNAMIC LANGUAGE CENTER	15215 52ND AVENUE SOUTH SUITE 100	SEATTLE	WA	98188	10/07/2019	03/01/2022
DATAGAIN INC.	709 MAINSAIL LANE	SECAUCUS	NJ	07094	10/07/2019	03/01/2022
CAL INTERPRETING & TRANSLATIONS, INC.	12304 SANTA MONICA BLVD SUITE 300	LOS ANGELES	CA	90025	10/07/2019	03/01/2022
BARBIER INTERNATIONAL, INC.	8046 SW CAPITOL HILL ROAD	PORTLAND	OR	97219	10/07/2019	03/01/2022

AVANTPAGE, INC.	1138 VILLAVERDE LN	DAVIS	CA	95618	11/27/2019	03/01/2022
ACCURATE TRANSLATION BUREAU	9525 S. 79TH AVE SUITE 6	HICKORY HILLS	IL	60457	10/25/2019	03/01/2022
<b>TRANSLATION SERVICES-Personal Services (PSK) Non-IT</b>						
<b>Supplier</b>	<b>Address</b>	<b>City</b>	<b>State</b>	<b>Zip Code</b>	<b>Effective Date</b>	<b>Expiration Date</b>
ACCURATE TRANSLATION BUREAU	9525 S. 79TH AVE SUITE 6	HICKORY HILLS	IL	60457	10/25/2019	3/1/2022
AVANTPAGE, INC.	1138 VILLAVERDE LN	DAVIS	CA	95618	11/27/2019	3/1/2022
BARBIER INTERNATIONAL, INC.	8046 SW CAPITOL HILL ROAD	PORTLAND	OR	97219	10/07/2019	03/01/2022
CAL INTERPRETING & TRANSLATIONS, INC.	12304 SANTA MONICA BLVD SUITE 300	LOS ANGELES	CA	90025	10/07/2019	03/01/2022
CTS LANGUAGE LINK	701 NE 136TH AVE #200	VANCOUVER	WA	98684	10/07/2019	03/01/2022
DATAGAIN INC.	709 MAINSAIL LANE	SECAUCUS	NJ	07094	10/07/2019	03/01/2022
DYNAMIC LANGUAGE CENTER	15215 52ND AVENUE SOUTH SUITE 100	SEATTLE	WA	98188	10/07/2019	03/01/2022
ELENA'S LANGUAGE SERVICES, LLC	6901 SE OAKS PARK WAY #9	PORTLAND	OR	97202	02/28/2020	03/01/2022
GAUCHA TRANSLATIONS LLC	7710 SOUTHWEST 184TH AVENUE	ALOHA	OR	97007	10/25/2019	03/01/2022
GLOBAL LINK LANGUAGE SERVICES, INC.	71 COMMERCIAL STREET #218	BOSTON	MA	02109	10/07/2019	03/01/2022
IDEA LANGUAGE SERVICES, LLC	8719 EVANGEL DR.	SPRINGFIELD	VA	22153	10/07/2019	03/01/2022
INDUS TRANSLATION SERVICES, INC.	35 PEAKE ROAD	EDISON	NJ	08837	10/25/2019	03/01/2022
INTERPRETERS UNLIMITED	11199 SORRENTO VALLEY ROAD #203	SAN DIEGO	CA	92121	10/25/2019	03/01/2022
IRCO	10301 NE GLISAN ST.	PORTLAND	OR	97220	10/07/2019	03/01/2022

IZO, INC.	P.O. BOX 553	WOODBURN	OR	97071-9707	11/27/2019	03/01/2022
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LANGUAGES TRANSLATION SERVICES	34726 31 CT SW	FEDERAL WAY	WA	98023	10/25/2019	03/01/2022
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LIBERTY LANGUAGE SERVICES, LLC	8300 GREENSBORO DRIVE SUITE L1-800	TYSONS	VA	22102	11/27/2019	03/01/2022
LINGUALINX LANGUAGE SOLUTIONS, INC.	433 RIVER STREET	TROY	NY	12180	01/02/2020	03/01/2022
LINGUAVA INTERPRETERS INC	7931 NE HALSEY ST STE 305	PORTLAND	OR	97213-6794	10/07/2019	03/01/2022
MASTERWORD SERVICES, INC.	303 STAFFORD ST.	HOUSTON	TX	77079	10/07/2019	03/01/2022
MAYBEL SIDOINE WEEKS	2835 TERRMONT LOOP	WHITE CITY	OR	97503-1752	10/07/2019	03/01/2022
MINDLINK RESOURCES, LLC	129 PENDLETON WAY #431	WASHOUGAL	WA	97217	10/25/2019	03/01/2022
NORTHWEST INTERPRETERS, INC.	12500 SE 2ND CIRCLE, SUITE 140	VANCOUVER	WA	98684	10/07/2019	03/01/2022
OREGON CERTIFIED INTERPRETER'S NETWORK, INC.	680 NW ALTISHIN PL	BEAVERTON	OR	97006	10/07/2019	03/01/2022
OREGON TRANSLATION LLC	12655 SW CENTER ST #520	BEAVERTON	OR	97005	10/07/2019	03/01/2022
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PRESCIENT TECHNOLOGIES, LLC	161 FORT EVANS ROAD SUITE 250	LEESBURG	VA	20176	10/07/2019	03/01/2022

THE SPANISH GROUP LLC	1 PARK PLAZA	IRVINE	CA	92614	10/07/2019	03/01/2022
TRANSLATING SERVICES, INC.	1516 S. BUNDY DRIVE SUITE 311	LOS ANGELES	CA	90025	10/07/2019	03/01/2022
TRANSPERFECT	700 6TH STREET, NW 2ND FLOOR	WASHINGTON	DC	20001	10/25/2019	03/01/2022

# APPENDIX B

## **I Speak Booklet**

# *I speak ...*

## A

### **Amharic**

እኔ አማርኛ ነው ምናገረው.

### **Arabic**

أنا أتحدث اللغة العربية

### **Armenian**

Ես խոսում եմ հայերեն

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## B

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### **Bengali**

আমি বাংলা কথা বলতে পারি

### **Bosnian**

Ja govorim bosanski

### **Bulgarian**

Аз говоря български

### **Burmese**

ကျွန်တော်/ကျွန်မ မြန်မာလို ပြောတတ်ပါတယ်။

## C

### Cambodian

ខ្ញុំនិយាយភាសាខ្មែរ

### Cantonese

我講廣東話 (Traditional)

我讲广东话 (Simplified)

### Catalan

Parlo català

### Croatian

Govorim hrvatski

### Czech

Mluvím česky

---

## D

---

### Danish

Jeg taler dansk

### Dari

من دری حرف می زنم

### Dutch

Ik spreek het Nederlands

---

## E

---

### Estonian

Ma räägin eesti keelt

---

## F

---

### Finnish

Puhun suomea

### French

Je parle français

## G

---

### **German**

Ich spreche Deutsch

### **Greek**

Μιλώ τα ελληνικά

### **Gujarati**

હુ ગુજરાતી બોલુ છુ

# H

---

## Haitian Creole

M pale kreyòl ayisyen

## Hebrew

אני מדבר עברית

## Hindi

मैं हिंदी बोलता हूँ ।

## Hmong

Kuv has lug Moob

## Hungarian

Beszélek magyarul

## I

---

### **Icelandic**

Èg tala íslensku

### **Ilocano**

Agsaonak ti Ilokano

### **Indonesian**

syay bisa berbahsa Indonesia

### **Italian**

Parlo italiano

## J

---

### **Japanese**

私は日本語を話す

## K

---

### **Kackchiquel**

Quin chagüic'ká chabal' ruin' rí  
tzújon cakchiquel

### **Korean**

한국어 합니다

### **Kurdish**

man Kurdii zaanim

### **Kurmanci**

man Kurmaanji zaanim

---

## L

---

### **Laotian**

ຂອຍປາກພາສາລາວ

### **Latvian**

Es runāju latviski

### **Lithuanian**

Aš kalbu lietuviškai

## M

---

### Mandarin

我講國語 (Traditional)

我讲国语/普通话 (Simplified)

### Mam

Bán chiyola tuj kíyol mam

### Mon

အဲဟို အဂျင် ခဉ်

---

## N

---

### Norwegian

Jeg snakker norsk

## P

---

### **Persian**

من فارسی صحبت می کنم.

### **Polish**

Mówię po polsku

### **Portuguese**

Eu falo português do Brasil  
(for Brazil)

Eu falo português de Portugal  
(for Portugal)

### **Punjabi**

ਮੈਂ ਪੰਜਾਬੀ ਬੋਲਦਾ/ਬੋਲਦੀ ਹਾਂ।

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## Q

---

### **Qanjobal**

Ayin tí chí walq' anjob' al

### **Quiche**

In kinch'aw k'uin ch'e quiche

## R

---

### Romanian

Vorbesc românește

### Russian

Я говорю по-русски

---

## S

---

### Serbian

Ја говорим српски

### Sign Language (American)



I, ME



SIGN, SIGN LANGUAGE

## **Slovak**

Hovorím po slovensky

## **Slovenian**

Govorim slovensko

## **Somali**

Waxaan ku hadlaa af-Soomaali

## **Spanish**

Yo hablo español

## **Swahili**

Ninaongea Kiswahili

## **Swedish**

Jag talar svenska

## **T**

---

## **Tagalog**

Marunong akong mag-Tagalog

## **Tamil**

நான் தமிழ் பேசுவேன்

**Thai**

พุดภาษาไทย

**Turkish**

Türkçe konuşurum

---

**U**

---

**Ukrainian**

Я розмовляю українською мовою

**Urdu**

میں اردو بولتا ہوں

---

**V**

---

**Vietnamese**

Tôi nói tiếng Việt

---

**W**

---

**Welsh**

Dwi'n siarad

---

## X

---

### **Xhosa**

Ndithetha isiXhosa

---

## Y

---

### **Yiddish**

איך רעד יידיש

### **Yoruba**

Mo nso Yooba

---

## Z

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### **Zulu**

Ngiyasikhuluma isiZulu

Agrupación Lingüística	Variante Lingüística	Frase en español	Frase en lengua
chichimeo jonaz	chichimeco jonaz	yo hablo chichimeca	ikájúj úza' ér~í
mazateco	mazateco del norte	yo hablo mazateco Hablo la lengua de Santa María Chilchotla	Cha'ña enná Cha'ña énn nda xo
maya	maya	Yo hablo maya	teen k-in t'aan maya
mixe	mixe bajo	Yo hablo mixe	Madyakpiëch ayuuk
	mixe alto, de Tlahuitoltpec	Yo hablo mixe	Xaamkëjxpët ayuujk äts nkajpyxypy
mixteco	mixteco del oeste de la costa	yo hablo mixteco	Yuu kain se'en savi ñu ñundua

<b>Agrupación Lingüística</b>	<b>Variante Lingüística</b>	<b>Frase en español</b>	<b>Frase en lengua</b>
náhuatl	náhuatl de la huasteca veracruzana (se entiende junto con Veracruz y San Luis Potosí)	yo hablo náhuatl	Na nitlajtowa náhuatl
tojolabal	tojolabal	yo hablo tojolabal	Ja´ke´ni wala kúmaniyon tojol-abál
triqui	triqui de la baja	yo hablo triqui	‘unj a’mii xna’ ánj nu’ a
tseltal	tseltal (variante unificada)	Yo hablo tseltal	Te jo’one ja k’op te bats’il k’op tseltal
tsotsil	tseltal (variante unificada)	Yo hablo tsotsil	Vu’une jna’xi k’ opoj ta bats’i k’op
zapoteco	zapoteco de la planicie costera	yo hablo zapoteco	Naa riné’ diidxazá
chinanteco	chinanteco del sureste medio	yo hablo chinanteco	Jnea lo’n jujmií kiee’ dsa mo’ kuöo

**A - pg. 3**

Amharic  
Arabic  
Armenian

**B - pg. 3**

Bengali  
Bosnian  
Bulgarian  
Burmese

**C - pg. 4**

Cambodian  
Cantonese  
Catalan  
Croatian  
Czech

**D - pg.5**

Danish  
Dari  
Dutch

**E - pg.5**

Estonian

**F - pg. 5**

Finnish  
French

**G - pg.6**

German  
Greek  
Gujarati

**H - pg. 7**

Haitian Creole  
Hebrew  
Hindi  
Hmong  
Hungarian

**I - pg. 8**

Icelandic  
Ilocano  
Indonesian  
Italian

**J - pg.8**

Japanese

**K - pg. 9**

Kackchiquel  
Korean  
Kurdish  
Kurmanci

**L - pg. 9**

Laotian  
Latvian  
Lithuanian

**M - pg. 10**

Mandarin  
Mam  
Mon

**N - pg. 10**

Norwegian

**P - pg. 11**

Persian  
Polish  
Portuguese  
Punjabi

**Q - pg. 11**

Qanjobal  
Quiche

**R - pg. 12**

Romanian  
Russian

**S - pg. 12, 13**

Serbian  
Sign Language  
Slovak  
Slovenian  
Somali  
Spanish  
Swahili  
Swedish

**T - pg. 13, 14**

Tagalog  
Tamil  
Thai  
Turkish

**U - pg.14**

Ukrainian  
Urdu

**V - pg.14**

Vietnamese

**W - pg. 14**

Welsh

**X - pg. 15**

Xhosa

**Y - pg. 15**

Yiddish  
Yoruba

**Z - pg. 15**

Zulu

**See page 16,17**  
for selected  
indigenous  
languages  
of Mexico.

# APPENDIX C

## **Title VI, ADA, and LEP policy**

## **YOUR RIGHTS UNDER TITLE VI OF THE CIVIL RIGHTS ACT**

The Oregon Department of Transportation (ODOT) complies with Title VI and the other federal nondiscrimination statutes which prohibit discrimination based on race, color, national origin, age, disability, sex, income level, or Limited English Proficiency in ODOT's programs, activities, services, operations, delivery of benefits, or opportunities to participate.

In an effort to provide equitable access, ODOT provides accessibility aids, translation, and interpretation services for all public events and vital documents free of charge upon request. These services can be obtained by providing reasonable advance notice.

- Need assistance or information?
- Require translation of another ODOT publication?
- Require interpretation for an ODOT event or activity?
- Requesting an aid to improve accessibility to a public event?
- Believe you've been discriminated against?

Please contact the ODOT Office of Civil Rights:

ODOT Office of Civil Rights Title VI Program  
ODOT.TITLEVI@odot.state.or.us  
Toll Free (855) 540-6655  
TTY 711  
Internet Relay: <http://www.sprintip.com>  
FAX (503) 986-6382



## SUS DERECHOS SEGÚN EL TÍTULO VI DE LA LEY DE DERECHOS CIVILES

El Departamento de Transporte de Oregón (ODOT) cumple con el Título VI y las demás leyes federales que prohíben la discriminación por razones de raza, color, nacionalidad, edad, discapacidad, sexo, nivel de ingresos o dominio limitado del idioma inglés en los programas de ODOT y en sus actividades, servicios, operaciones, entregas de beneficios u oportunidades de participar.

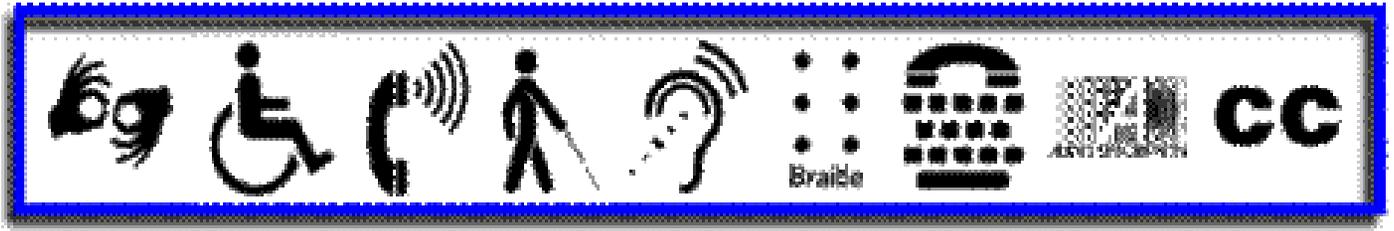
Para brindar acceso equitativo, ODOT ofrece ayudas de accesibilidad y servicios de traducción e interpretación sin cargo para todos los actos públicos y documentos vitales a quienes lo soliciten. Estos servicios se pueden obtener siempre que se soliciten con antelación razonable.

- ¿Necesita asistencia o información?
- ¿Requiere la traducción de otra publicación de ODOT?
- ¿Requiere interpretación para un evento o actividad de ODOT?
- ¿Solicita una ayuda para acceder mejor a un evento público?
- ¿Piensa que fue víctima de discriminación?

Comuníquese con la Oficina de Derechos Civiles de ODOT:

ODOT Office of Civil Rights Title VI Program  
ODOT.TITLEVI@odot.state.or.us  
Llame sin cargo al (855) 540-6655  
TTY 711  
Internet Relay: <http://www.sprintip.com>  
FAX (503) 986-6382





The Oregon Department of Transportation (ODOT) does not discriminate on the basis of disability in admission and access to programs, information, services, benefits, events, outreach, or activities.

In an effort to ensure equitable access, ODOT provides accessibility aids or accommodations for people with disabilities upon request.

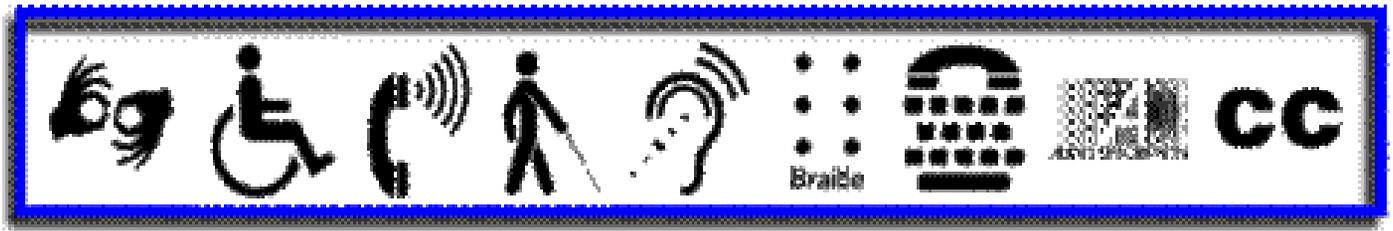
- Need assistance or information?
- Would like to request an accommodation?
- Want a copy of this notice or another ODOT publication in an alternative format?
- Believe you've been discriminated against?

Please contact:

ODOT Office of Civil Rights Title VI Program  
ODOT.TITLEVI@odot.state.or.us  
Toll Free (855) 540-6655  
TTY 711  
Internet Relay: <http://www.sprintip.com>  
FAX (503) 986-6382



*This notice is required by Title II of the Americans with Disabilities Act of 1990*



El Departamento de Transporte de Oregón (ODOT) no discrimina por razones de discapacidad en la admisión y el acceso a programas, información, servicios, beneficios, eventos, promoción, o actividades.

Para garantizar el acceso equitativo, ODOT ofrece ayudas de accesibilidad o adaptaciones para las personas con discapacidades que las soliciten.

- ¿Necesita ayuda o información?
- ¿Quiere solicitar una adaptación?
- ¿Quiere una copia de este aviso o de otra publicación de ODOT en diferente formato?
- ¿Piensa que fue víctima de discriminación?

Póngase en contacto con:

ODOT Office of Civil Rights Title VI Program  
ODOT.TITLEVI@odot.state.or.us  
Llame sin cargo al (855) 540-6655  
TTY 711  
Internet Relay: <http://www.sprintip.com>  
FAX (503) 986-6382



*Este aviso es un requisito del Título II de la Ley Americanos con Discapacidades de 1990*

# APPENDIX D

## **Title VI and ADA Notice for Publications**

# Title VI and ADA Language for Publications, Communications, and Public Involvement

## *English and Spanish Versions*

### **TITLE VI STATEMENT LONG VERSION**

#### **English**

##### **Title VI Notice to Public**

It is the Oregon Department of Transportation's (ODOT's) policy to assure that no person shall, on the grounds of race, color, national origin, age, disability, sex, income level or Limited English Proficiency as provided by Title VI of the Civil Rights Act of 1964, be excluded from participation in, be denied the benefits of, or be otherwise discriminated against under any of its federally funded programs and activities. Any person who believes their Title VI protection has been violated, may file a complaint with ODOT'S Office of Civil Rights (OCR). For Title VI complaint forms and advice, please contact OCR's Title VI Coordinator at (503) 986-3870.

#### **Spanish**

##### **Aviso al Público sobre el Título VI**

Es el departamento de Oregon de Transportation' la política de s (ODOT) a asegurar que ninguna persona, sobre la base de raza, color, nacionalidad, edad, discapacidad, sexo, nivel de ingresos o dominio limitado del idioma inglés en la manera prevista por Title VI del acto de las derechas civiles de 1964, ser excluido de la participación adentro, se niegue las ventajas de, o se discrimine de otra manera contra inferior de sus programas y actividades federal financiados. Han violado, puede archivar a cualquier persona que crea su protección del título VI una queja con la oficina de ODOT de las derechas civiles (OCR). Para las formas y el consejo de la queja del título VI, entre en contacto con por favor OCR' coordinador del título VI de s en (503) 986-3870.

## **TITLE VI STATEMENT SHORT VERSION**

### **English**

#### **Title VI Statement to Public**

ODOT ensures full compliance with Title VI of the Civil Rights Act of 1964 by prohibiting discrimination against any person on the basis of race, color, national origin, age, disability, sex, income level or Limited English Proficiency in the provision of benefits and services resulting from its federally assisted programs and activities. For questions regarding ODOT's Title VI Program, you may contact the Department's Title VI Coordinator at (503) 986-3870.

### **Spanish**

#### **Declaración al Público sobre el Título VI**

ODOT asegura conformidad completa con el título VI del acto de las derechas civiles de 1964 prohibiendo la discriminación por razones de raza, color, nacionalidad, edad, discapacidad, sexo, nivel de ingresos o dominio limitado del idioma inglés en la disposición de ventajas y de servicios resultando de sus programas y actividades federal asistidos. Para las preguntas con respecto a ODOT' programa del título VI de s, usted puede entrar en contacto con el Department' coordinador del título VI de s en (503) 986-3870.

## **AMERICANS WITH DISABILITIES ACT (ADA) INFORMATION**

For **public meeting** notices with **limited** print space (newspaper ads, etc.):

### **English**

#### **Americans with Disabilities Act (ADA) Information**

The meeting site is accessible to persons with disabilities. Accommodations for people with disabilities can be arranged with advance notice by calling (enter the name of the event sponsor and phone number).

### **Spanish**

#### **Información sobre el Acta (ADA) para estadounidenses con discapacidades**

El lugar de la reunión es accesible para las personas con discapacidades. Se puede hacer arreglos de acomodación razonable para las personas con discapacidades, con aviso anticipado, llamando al (indique el nombre y número de teléfono del patrocinador del evento).

Full description for **public meeting** notices:

### **English**

#### **Americans with Disabilities Act (ADA) Information**

Individuals requiring reasonable accommodations may request written materials in alternate formats, sign language interpreters, physical accessibility accommodations, or other reasonable accommodations by contacting the event sponsor (**enter name of event sponsor and phone number**), by (**insert date-usually two weeks advance notice**). Persons who are deaf or hard of hearing may contact the event sponsor through the Oregon's Relay Service at 7-1-1.

## Spanish

### **Información del Acta (ADA) para estadounidenses con discapacidades**

Los individuos que requieren comodidades razonables pueden pedir los materiales escritos en formatos alternos, intérpretes de la lengua de muestra, comodidades físicas de la accesibilidad, u otras comodidades razonables entrando en contacto con al patrocinador del acontecimiento (**incorpore el nombre del número del patrocinador y de teléfono del acontecimiento**), cerca (**fecha-generalmente del parte movable la comunicación previa de dos semanas**). Las personas que son sordas o duras de la audiencia pueden entrar en contacto con al patrocinador del acontecimiento con el servicio del relais del Oregon en 7-1-1.

For **publications** distributed through ODOT that are administrative and engineering publications for the **general public**:

### **Americans with Disabilities Act (ADA) Information**

Materials can be provided in alternative formats: large print, Braille, cassette tape, or on computer disk for people with disabilities by calling the Office of Civil Rights (OCR) at (503) 986-3870. Persons who are deaf or hard of hearing may contact OCR through the Oregon Relay Service at 7-1-1.

For publications for **ODOT staff** only:

### **Americans with Disabilities Act (ADA) Information**

Persons with disabilities may request this information be prepared and supplied in alternate formats by calling (insert document contact name and number or the Office of Civil Rights (OCR) at (503) 986-3870.

# APPENDIX E

## **Title VI and Environmental Justice Brochures in Spanish**

## Título VI Cobertura Ampliada Justicia Ambiental

En 1994, el Presidente Clinton firmó el Decreto Ejecutivo No. 12898: "Acción federal referente a la Justicia Ambiental en poblaciones minoritarias y poblaciones de bajos ingresos". Este decreto estipulaba que "cada agencia debe hacer que la justicia ambiental sea parte de su misión identificando y tratando, de manera adecuada, los efectos adversos y desproporcionadamente altos de sus programas, políticas y actividades sobre la salud humana o el medio ambiente en poblaciones minoritarias o de bajos ingresos". Los efectos adversos pueden ser:

- La denegación o la reducción en programas de transporte, o la demora significativa en la recepción de beneficios de programas, políticas o actividades del Departamento de Transporte (ODOT)
- Discapacidad física, dolencia, enfermedad, o fallecimiento;
- Contaminación aérea, acústica o del agua;
- Contaminación del suelo;
- Destrucción o alteración de recursos artificiales o naturales;
- Destrucción o alteración de establecimientos y servicios públicos y privados;
- Vibración;
- Desplazamiento de personas, negocios, granjas, u organizaciones sin fines de lucro;
- Mayor congestión de tránsito, aislamiento, exclusión o separación de minorías o individuos de bajos ingresos dentro de una determinada comunidad o de la comunidad más amplia.

### Capacidad limitada en inglés

Los receptores de fondos federales deben tomar las medidas necesarias para asegurar que las personas con Capacidad Limitada en inglés (LEP) tengan acceso significativo a programas, servicios y actividades. Las personas que no hablan inglés como idioma principal y que tienen habilidad limitada para leer, hablar, escribir o entender el inglés se pueden considerar

de capacidad limitada en inglés o LEP. Estas personas pueden tener derecho a recibir ayuda lingüística para un determinado tipo de servicio, beneficio o encuentro. El Departamento de Transporte de los EE.UU. ha desarrollado una herramienta de evaluación denominada "Análisis de cuatro factores" para ayudar a determinar si se requieren esfuerzos especiales:

1. Demografía: ¿Cuál es el número o la proporción de personas LEP que reciben servicios y los idiomas que se hablan en un área de servicio?
2. Frecuencia: ¿Cuál es la frecuencia de contacto con servicios o programas?
3. Importancia: ¿Cuál es la naturaleza e importancia del programa/servicio para la vida de las personas (transporte)?
4. ¿Cuáles son los recursos y costos?

Una organización puede descubrir que debe realizar adaptaciones especiales si el análisis de los cuatro factores revela una necesidad importante.

### ¿Cómo puedo saber más sobre este tema?

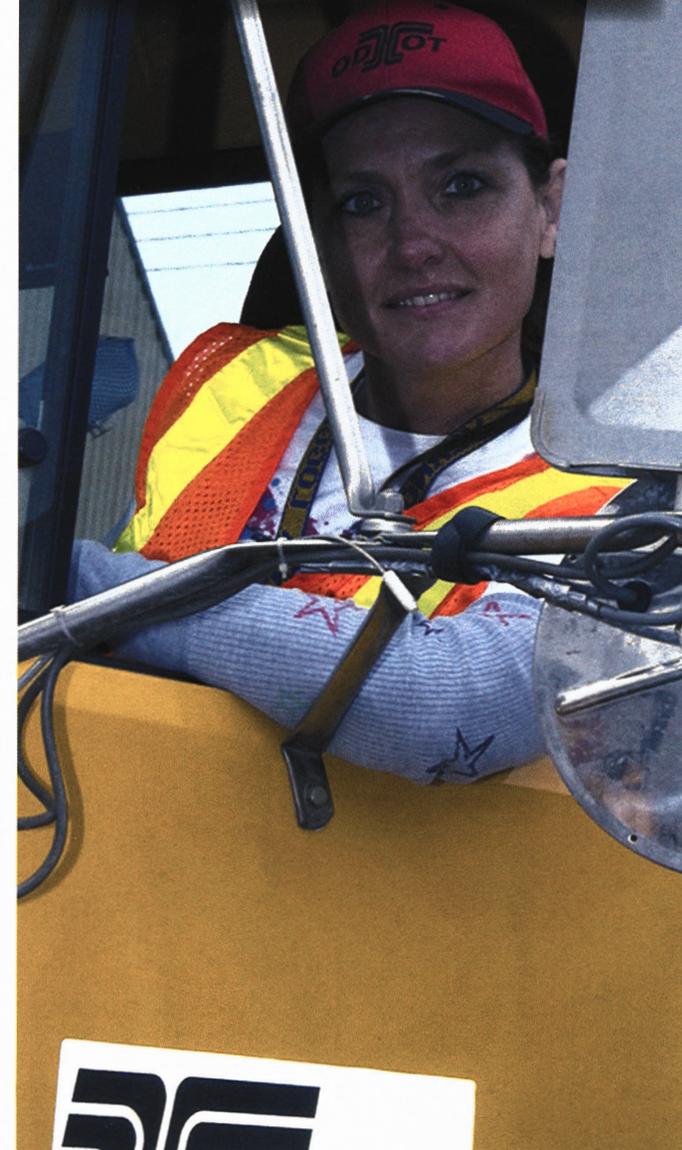
Llámenos al (503) 986-4350 o visite el sitio Web [odotsmallbusinesssupport.org](http://odotsmallbusinesssupport.org). Podemos ayudarlo si necesita asistencia para personas con discapacidades o con Capacidad Limitada en inglés (LEP). ¡Será un placer atenderlo!

Oficina de Derechos Civiles  
355 Capitol Street NE, Room 504  
Salem, OR 97301-3871  
Tel.: 503-986-4350  
Fax: 503-986-6382



## Título VI: Garantizar la No-discriminación

*El Título VI de la Ley de  
Derechos Civiles de 1964  
y su importante papel  
en el transporte*



# ¿Qué es el Título VI?

La frase “título seis” se refiere a una sección de la Ley de Derechos Civiles de 1964 (el Título VI) que prohíbe la discriminación por raza, color, nacionalidad, sexo, edad, discapacidad o nivel socioeconómico en cualquier programa o servicio que recibe fondos federales. En el Departamento de Transporte de Oregón trabajamos para asegurar que todos comprendan y cumplan con las disposiciones del Título VI, y brindamos asistencia técnica, recursos, orientación e información para ayudar a hacerlo.

## ¿Quién necesita saber sobre el Título VI?

Toda organización que reciba fondos federales debe comprender y cumplir los requisitos del Título VI en todos sus niveles: administración, personal y receptores indirectos. Los receptores indirectos son las personas o entidades que indirectamente reciben fondos federales para llevar a cabo un programa o actividad, y pueden ser localidades, asesores, contratistas, instituciones de educación terciaria, universidades, organizaciones de planeamiento metropolitano (MPOs), proveedores, y otros. El Título VI también se aplica a los subcontratistas y subasesores.



## ¿Qué cubre el Título VI?

Existen muchas formas de discriminación ilegal por raza, color, nacionalidad, sexo, edad, ingresos y discapacidad que limitan la oportunidad de las personas de participar en programas y actividades. Un programa que recibe fondos federales no puede, ni directa ni indirectamente:

1. Rechazar servicios, ayuda o beneficios de programas.
2. Brindar diferentes servicios, ayuda y beneficios o brindarlos de una manera distinta a la que se hace con otras personas.
3. Segregar a ciertos individuos o tratarlos por separado en cualquier asunto relacionado con la recepción de los servicios, ayuda o beneficios.

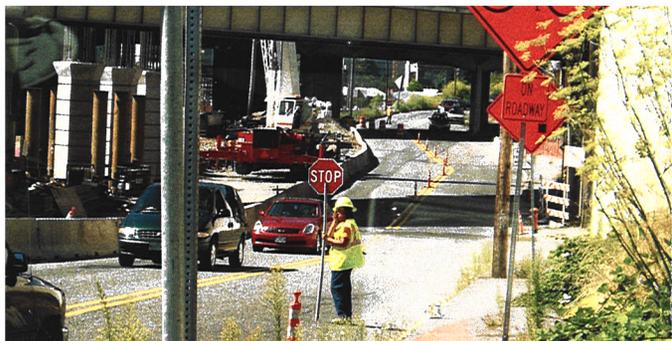
## ¿Qué requiere el Título VI?

Todas las organizaciones que reciben fondos federales deben implementar un sistema de procedimientos, acciones y sanciones que prohíba la discriminación. La División de Derechos Civiles de ODOT puede ayudar a determinar lo que una organización necesita y la forma de desarrollarlo.



La meta principal del Programa del Título VI del Departamento de Transporte de Oregón es asegurar que la administración, el personal, los receptores indirectos y los beneficiarios de servicios conozcan las cláusulas y las responsabilidades del Título VI y de la Ley de Derechos Civiles de 1964.

*Si Ud. cree que fue víctima de discriminación por su raza, color, nacionalidad, sexo, edad, discapacidad o nivel socioeconómico, puede presentar una demanda ante la Oficina de Derechos Civiles de ODOT. La información de contacto se encuentra al dorso.*



## Cómo la justicia ambiental le afecta a usted y a su comunidad

Preocupación por la justicia ambiental deben integrarse en todas las decisiones de transporte - desde el primer pensamiento acerca de un plan de transporte a las operaciones de posterior a la construcción y mantenimiento. El documento del departamento de transporte de los estados unidos, "Order to Address Environmental Justice in Minority and Low-Income Populations," se aplica a todas las políticas, programas y otras actividades que se llevan a cabo, financiado o aprobados por la administración federal de carreteras, la administración federal de tránsito o otros componentes de los departamentos de los estados unidos, incluso:

- Las decisiones de política
- Sistemas de planificación
- Planificación metropolitana y en todo el estado
- Proyecto de desarrollo y de revisión ambiental de la NEPA
- Diseño preliminar
- Ingeniería de diseño final
- El derecho de paso
- Construcción
- Operación y Mantenimiento

**¡Participa!** Para obtener más información sobre los recursos, asistencia técnica, publicaciones, o si le gustaría participar, expresar una preocupación o idea, visita a la oficina de los derechos civiles de ODOT pagina de web: [www.oregon.gov/ODOT/CS/CIVILRIGHTS/titlevi/title\\_vi.shtml](http://www.oregon.gov/ODOT/CS/CIVILRIGHTS/titlevi/title_vi.shtml).

## ¡Su voz es muy importante!

Las agencias de transporte no pueden entender las necesidades de la comunidad sin sus miembros de la comunidad, asociaciones, organizaciones, empresas e instituciones académicas ser activas e informadas de como involucrarse y participar en el proceso de desarrollo de transporte.

### Para más información:

ODOT Office of Civil Rights  
[www.oregon.gov/ODOT/CS/civilrights](http://www.oregon.gov/ODOT/CS/civilrights)  
Title VI Program Manager  
(503) 986-4350

[ODOT.TITLEVI@odot.state.or.us](mailto:ODOT.TITLEVI@odot.state.or.us)

Federal Highway Administration  
Office of Human Environment  
400 Seventh St., SW, HEPH-40  
Washington, DC 20590  
(202) 366-0106

[www.fhwa.dot.gov/environment/index.htm](http://www.fhwa.dot.gov/environment/index.htm)



ODOT es un empleador de oportunidad para empleo igual y acción afirmativa y no discrimina por motivos de discapacidad en la admisión o acceso a sus programas, servicios, actividades, contratación en un empleo o practicas. Si tiene preguntas, comentarios o para solicitar este documento o otras publicaciones de ODOT en formatos alternativos, póngase en contacto con los derechos civiles de ODOT (503) 986-4350 o [ODOT.TITLEVI@odot.state.or.us](mailto:ODOT.TITLEVI@odot.state.or.us).

# Justicia Ambiental: Mejorando los decisiones de transportación



# Entendiendo Justicia Ambiental

La toma de decisiones efectivas de transportación depende en conocimiento de las necesidades únicas para los grupos diferentes- socio-economicos as las que se refieren, y eso ocurre cuando la agencia tiene un programa de justicia ambiental que reacciona bien. El departamento de transportación se ase responsable de integrar cada programa y proyecto.

Porque nosotros recibimos fondos federales para los proyectos de transportaciones, el departamento de transportación esta obligado a revisar como nuestros proyectos tienen impacto en las comunidades, ambos positivo y negativo. La meta es para asegurar una distribución que equivale el desarrollo de proyectos positivos, así como un esfuerzo para mantenerlo mínimo y mitigar cualquier desproporción efectos alto y adverso a cualquier individual o grupos de gente en la comunidad. La justicia ambiental se centra en como los proyectos de transportación afectan a las minorías, a mayores de edad, discapacitados y miembros de bajos ingresos de la comunidad.

## Refiriendo justicia ambiental

Justicia ambiental tiene tres principios fundamentales:

1. Evitar, minimizar o mitigar desproporcionadamente altos y adversos efectos ambientales y salud humana. Incluyendo efectos sociales y económicos, en poblaciones de minorías y bajos ingresos.
2. Asegurar la participación plena y equitativa de todas las comunidades potencialmente afectadas en el proceso de a hacer decisiones de transportación.
3. Evitar la negación de, reducción o retraso significativo en la recepción de beneficios por minorías y poblaciones de bajos ingresos.



## Los resultados de justicia ambiental

Justicia ambiental es mas que una componente de obligaciones reglamentarias y legales. Implementados correctamente, los principales y procedimientos de justicia ambiental mejoran todos los niveles de las decisiones de transportación.

Este enfoca:

- Hace mejores decisiones sobre el transporte para satisfacer las necesidades de todas las personas.
- Diseña facilidades de transportación que se ajusten más armónica en las comunidades.
- Mejora el proceso de participación pública, fortalecer las asociaciones comunitaria. Proporcionar las minorías y de bajos ingresos con oportunidades de aprender sobre la calidad y utilidades de transportación en sus vidas.
- Mejora la recogida de datos, monitoreo y herramientas de análisis que evalúa las necesidades, y analizar las posibles repercusiones en, las poblaciones minoritarias y de bajos ingresos.
- Se asocia con otros programas públicos y privados para aprovechar los recursos de la agencia de transportación para lograr una visión común para las comunidades.
- Evitar los impactos desproporcionadamente altos y adversos en las poblaciones minoritarias y de bajos ingresos.
- Minimizar y/o mitigar los impactos inevitables mediante la identificación de problemas en la fase inicial de planificación. Ofrecer iniciativas de compensación y medidas de mejorar para beneficiar a las comunidades afectadas y las vecindades.



*En 1994, una orden ejecutiva presidencial dirigido todas las agencias federales para hacer justicia ambiental como parte de su misión por identificar y abordar los efectos de todos los programas, políticas y actividades en poblaciones minoritarias y de bajos ingresos.*

**ODOT está comprometida con el enfoque integral, incluso requerido por la justicia ambiental como planificar y ofrecer nuestros productos de transporte.**