



Language Access Plan

2025 Update

Oregon Department of Transportation
Office of Equity and Civil Rights
800 Airport Road SE
Salem, Oregon 97301-4792

This document is based on the Oregon Department of Transportation (ODOT) limited English proficiency plan adopted in 2010. An updated version, issued in September 2020, included revisions to the original plan's demographic data, resource links, and other information. This current version, issued in January 2025, contains similar revisions and plain language edits. Starting with the 2025 update, the name of the document changed to language access plan to better describe the intent of the document.

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For more information about this plan, or to request a different format or language, call the ODOT Office of Equity and Civil Rights toll free at 855-540-6655, through Oregon Relay Service at 7-1-1, or email ODOT.TitleVI@odot.oregon.gov.

Arabic	<p>للحصول على المزيد من المعلومات أو لطلب تنسيق أو لغة مختلفة، يُرجى الاتصال بوزارة النقل في أوريغون (Oregon Department of Transportation, ODOT) على ODOT.TitleVI@odot.oregon.gov أو الاتصال بالرقم المجاني 855-540-6655.</p>
Chinese (Simplified)	<p>如需更多信息或申请提供不同格式或语言的版本，请通过 ODOT.TitleVI@odot.oregon.gov 或拨打免费电话 855-540-6655 联系 Oregon Department of Transportation (ODOT)。</p>
Chinese (Traditional)	<p>如需更多資訊或申請提供不同格式或語言的版本，請透過 ODOT.TitleVI@odot.oregon.gov 或撥打免費電話 855-540-6655 聯絡 Oregon Department of Transportation (ODOT)。</p>
Farsi	<p>برای دریافت اطلاعات بیشتر یا درخواست نوشتار به قالب یا زبانی دیگر، لطفاً از طریق نشانی ایمیل ODOT.TitleVI@odot.oregon.gov یا شماره رایگان 855-540-6655 با ODOT تماس بگیرید.</p>
French	<p>Pour plus d'informations ou pour demander un format ou une langue différente, veuillez contacter ODOT à l'adresse ODOT.TitleVI@odot.oregon.gov ou appeler gratuitement au 855-540-6655.</p>

German	<p>Wenn Sie weitere Informationen benötigen oder ein anderes Format oder eine andere Sprache anfordern möchten, kontaktieren Sie ODOT unter ODOT.TitleVI@odot.oregon.gov oder wählen Sie die gebührenfreie Nummer 855-540-6655.</p>
Japanese	<p>詳細情報や別の形式・言語での情報をご希望の場合、Oregon州運輸省(Oregon Department of Transportation, ODOT)にODOT.TitleVI@odot.oregon.govまたはフリーダイヤル855-540-6655までお問い合わせください。</p>
Khmer	<p>សម្រាប់ព័ត៌មានបន្ថែម ឬដើម្បីស្នើសុំទម្រង់ ឬភាសាផ្សេងៗ សូមទាក់ទង ODOT តាមរយៈ ODOT.TitleVI@odot.oregon.gov ឬទូរស័ព្ទទៅលេខ 855-540-6655 ដោយឥតគិតថ្លៃ។</p>
Korean	<p>상세 정보나 다른 형식 또는 언어로 된 정보를 원하시는 경우, Oregon주 교통부(Oregon Department of Transportation, ODOT)에 ODOT.TitleVI@odot.oregon.gov으로 연락하시거나 수신자 부담 전화 855-540-6655번으로 문의해주시기 바랍니다.</p>

Marshallese	<p>Ñan melele ko relablok ak ñan kajjitōk melele ko ilo bar juon wāween, jouj im kebaak Oregon Department of Transportation (ODOT) ilo ODOT.TitleVI@odot.oregon.gov ñe ejab kall ae nomba eo ejellok wonnen am kūrlok ilo 855-540-6655.</p>
Nepali	<p>अधिक जानकारीको लागि वा फरक स्वरूप वा भाषामा अनुरोध गर्न, कृपया ODOT लाई ODOT.TitleVI@odot.oregon.gov मा सम्पर्क गर्नुहोस् वा निःशुल्क 855-540-6655 मा कल गर्नुहोस्।</p>
Russian	<p>Чтобы получить более подробную информацию или материалы в другом формате либо на другом языке, обращайтесь в Управление транспорта штата Oregon (Oregon Department of Transportation, ODOT) по адресу ODOT.TitleVI@odot.oregon.gov или по телефону для бесплатных звонков 855-540-6655.</p>
Somali	<p>Wixii macluumaad dheeri ah ama si aad u codsato qaab ama luuqad kale, fadlan kala xiriir Oregon Department of Transportation (ODOT) barta ODOT.TitleVI@odot.oregon.gov ama wac laynka lacag la'aanta ah 855-540-6655.</p>

Spanish	Para obtener más información o solicitar un formato o idioma diferente, envíe un correo electrónico al Oregon Department of Transportation (ODOT) a ODOT.TitleVI@odot.oregon.gov o llame sin costo al 855-540-6655.
Tagalog	Para sa mas marami pang impormasyon o para humiling ng ibang format o wika, mangyaring makipag-ugnayan sa Departamento ng Transportasyon ng Oregon (Oregon Department of Transportation, ODOT) sa ODOT.TitleVI@odot.oregon.gov o tumawag nang libre sa 855-540-6655.
Thai	สำหรับข้อมูลเพิ่มเติมหรือต้องการรูปแบบหรือภาษาอื่น กรุณาติดต่อ ODOT ได้ที่ ODOT.TitleVI@odot.oregon.gov หรือโทรฟรี 855-540-6655
Ukrainian	Щоб отримати докладнішу інформацію або матеріали в іншому форматі чи іншою мовою, звертайтеся до Управління транспорту штату Oregon (Oregon Department of Transportation, ODOT) за адресою ODOT.TitleVI@odot.oregon.gov або за телефоном для безкоштовних дзвінків 855-540-6655.
Vietnamese	Để biết thêm thông tin hoặc yêu cầu một định dạng hoặc ngôn ngữ khác, vui lòng liên hệ với ODOT qua email ODOT.TitleVI@odot.oregon.gov hoặc gọi miễn phí theo số 855-540-6655.



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Introduction

The Oregon Department of Transportation (ODOT) brings together programs and activities that connects people and helps Oregon’s communities and economy thrive. We achieve these objectives by facilitating the movement of persons and goods safely, reliably, and accessibly. We are committed to ensuring meaningful access and participation of all people by integrating diversity, social equity, and inclusion across programs and activities. This commitment is embedded in the agency’s values and further reflected in the agency’s nondiscrimination statement:

“It is the Oregon Department of Transportation’s policy to assure that no person shall, on the grounds of race, color, national origin, age, sex, disability, income level or Limited English Proficiency as provided by Title VI of the Civil Rights Act of 1964 and related authorities, be excluded from participation in, be denied the benefit of, or be otherwise discriminated against under any of the programs or activities it administers.”

The Office of Equity and Civil Rights (OECR) supports the agency’s commitments to improve language access by maintaining and updating this document during periodic reviews. OECR staff also compiles Oregon spoken language proficiency data and provides ODOT staff with guidance on best practices for serving limited English proficiency (LEP) individuals.



Purpose of the Plan

For LEP individuals, the English language can be a barrier to receiving important benefits or services, understanding and exercising important rights, complying with applicable responsibilities, or understanding other vital information. We continually work to increase the accessibility of our programs and activities for LEP individuals by improving language assistance measures. This effort strengthens the commitment to promote meaningful access and participation for all.

OECR staff developed this language access plan to gauge the language access needs of the LEP population in Oregon, as it relates to ODOT programs and activities, and outline the language assistance measures we use to meet those needs. This plan provides our staff with LEP related guidance and information to fulfill our commitment to increase accessibility for non-English language speakers.

The data and analysis in this plan are statewide in scope. Each individual ODOT unit and program may need to conduct a separate analysis to identify and address its specific language access needs.

Authorities

As a recipient of state and federal funds, we are required to develop and implement a language access plan. Below are the relevant authorities that we follow to provide meaningful language access in our programs and activities.

Title VI of the Civil Rights Act of 1964 – U.S. President Lyndon Johnson signed this act into law on July 2, 1964. It is the basis of protections against discrimination in federally funded programs. The original law protected people on matters of race, color, and national origin. Later laws and regulations further defined and expanded these protections. The requirement to provide language access to LEP individuals is rooted in the protections established for national origin.

Presidential Executive Order 13166 – U.S. President Bill Clinton signed Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency", on August 11, 2000. This order reinforces the national origin protections granted by Title VI of the Civil Rights Act of 1964 and related regulations. It prohibits recipients of federal funds from discriminating based on national origin through a failure to provide meaningful access to LEP individuals. This protection requires that LEP individuals be provided an equal opportunity to benefit from or have access to services that are usually provided in English.



Oregon Governor’s Executive Order 22-15 – Oregon Governor Kate Brown signed Executive Order 22-15 on August 3, 2022. This order directs state agencies to “take specific steps to improve equity in state procurement and contracting.” It contains a specific directive to increase agency resources to provide language access as needed to ensure all Oregonians have access to the same level of information and support. In alignment with the order, ODOT increased its information access resources for LEP individuals seeking information about Oregon’s transportation projects, systems, and services, and doing business with ODOT.

Oregon Revised Statute 183.750 – This Oregon state law requires that all state agencies produce public text that is “as clear and simple as possible.” Using plain language helps ODOT minimize confusion by making content more easily understood. Plain language also has added benefits for serving LEP individuals. When text is in plain English, it is easier and less costly to translate it into other languages. For LEP individuals using machine translation software, plain language also reduces the frequency of inaccurate output.



Four Factors of Analysis

The U.S. Department of Justice and Department of Transportation provide guidance for agencies serving LEP individuals. Guidance on four-factor analysis provides a framework for identifying a community's language access needs and the types of language assistance measures an agency can use to meet those needs. This analysis makes agencies consider meaningful access for LEP individuals balanced against reasonable measures. We briefly describe each factor below, then apply a statewide analysis to ODOT.

1. Determine the **number or proportion** of LEP individuals served or likely to be encountered who would potentially be excluded from the program or activity absent efforts to remove language barriers.
2. Measure the **frequency of contact**. Some areas of an agency interact with the public and serve LEP individuals more than others. High contact areas should be prepared to provide more frequent language assistance.
3. Assess the **nature and importance** of the program or activity by evaluating the potential hardship for people encountering a language barrier. Programs or activities that are critical to a person's life have high priority for language assistance.
4. Identify the **available resources and costs**. Implementation costs for language assistance vary. An agency should seek language assistance options that do not exceed its capacity.

Factor 1: Number or Proportion

2019-2023 U.S. Census Bureau American Community Survey data for Oregon contains information grouped by language spoken at home. Data on these language groups are further organized by level of spoken English proficiency. Based on this American Community Survey data, Table 1 below lists the LEP concentration for each language group estimated to have at least 1,000 individuals who speak English "less than very well." Oregon has an estimated 214,428 LEP individuals who are five years or older. That is approximately 5.3% of the total state population.



Table 1

Language Group	Estimated Number of LEP Individuals in Oregon
Spanish	132,441
Chinese (including Mandarin, Cantonese)	15,292
Vietnamese	14,496
Russian	7,675
Korean	4,350
Ukrainian or other Slavic languages	3,426
Ilocano, Samoan, Hawaiian, or other Austronesian languages	3,086
Tagalog (including Filipino)	3,069
Arabic	2,923
Japanese	2,575
Thai, Lao, or other Tai-Kadai languages	2,428
Other languages of Asia	2,336
Amharic, Somali, or other Afro-Asiatic languages	2,330
German	1,777
Other Indo-European languages	1,577
Persian (including Farsi, Dari)	1,543
Nepali, Marathi, or other Indic languages	1,432
French (including Cajun)	1,336
Other and unspecified languages	1,173

Source: U.S. Census Bureau, "Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over," 2023. *American Community Survey, ACS 5-Year Estimates Detailed Tables, Table B16001, 2023.*

Our units and programs should regularly analyze data about LEP populations within their service area or jurisdiction. Employees can use the number and proportion of LEP individuals within these geographies to determine the necessary language assistance services for each situation. When analyzing American Community Survey data, we should be aware that the numbers are estimates and refer to broad categories that often group together multiple languages.



Based on federal guidance, ODOT uses a safe harbor threshold of 1,000 LEP individuals or a proportion of LEP individuals composing at least 5% of the total population. Table 1 does not list proportions because no individual language group reaches that 5% threshold at the state level. The Federal Highway Administration provides an online walkthrough resource on how to compile LEP data. This resource is linked in the [Additional Resources section](#) of this document.

The safe harbor threshold is the level where the concentration of LEP individuals is large enough to prepare and provide translation services for vital information. Providing these services is “strong evidence of compliance with the recipient’s written-translation obligations under Title VI.” This guidance does not refer to an agency’s oral language assistance obligations. The types of language assistance services and an overview of what counts as vital information are included in the [Language Assistance Measures section](#) of this document. When performing four-factor analysis, individual units and programs should decide whether to use a lower threshold.

Factor 2: Frequency of Contact

We serve people across Oregon with our programs and activities. Peoples’ need to communicate with us is more frequent with services or programs that affect them directly. The public needs information about the roadways they use for travel, DMV services and other agency services, and project impacts where they live. Frequency of contact should consider nearly everyone in Oregon who accesses our transportation systems and services.

Frequency of contact involves more than face-to-face interactions.

- It also includes interactions with ODOT through webpages, social media accounts, and phone calls or emails with agency staff.
- It may vary based on a specific geographic area.
- It will be evaluated, along with assessment of vital information, for specific services and projects on a case-by-case basis.

We have a responsibility to analyze the demographic data relevant to the people impacted or served. We evaluate the needs of each service to identify the languages needed to enhance access. The design of language assistance services should be based on this analysis, and we will provide interpretation and translation to meet identified need.



Factor 3: Nature and Importance

We provide a variety of programs and activities, such as roadway planning and improvement projects, motor vehicle licensing, public transportation, and transportation safety programs. Each area of our work affects the lives of LEP individuals.

It is necessary for each area to identify programs and activities that would have serious consequences for LEP individuals if language barriers prevented them access to critical information or benefits. An assessment of which programs and activities are most critical should involve community organizations that serve LEP individuals and feedback from LEP individuals to obtain their perspectives on the need for language assistance.

Factor 4: Available Resources and Cost

It is also necessary to consider the resources available for providing language assistance services to LEP individuals. Some services can be offered at little or no additional cost to the agency. Our units and programs should carefully explore the most cost-effective means of delivering competent and accurate language assistance services before deciding to limit services due to resource concerns.

Leveraging bilingual staff to meet language access needs is a common practice, but there is a caution with using uncertified translators 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 the benefit outweighs the cost for a certified translator or interpreter. An example of this would be a real estate transaction related to right-of-way acquisition where there is a potential for the rights of LEP individuals to be compromised.

If a unit or program does not have staff with a bilingual component in their job description, language assistance services must be delivered by an approved firm following relevant procurement procedures. We provide additional procurement information in the [Assessment and Planning section](#) of this document.



Language Assistance Measures

Language access needs vary throughout Oregon, so language assistance will look different across the agency. Each unit or program, as well as each subrecipient of federal funds through ODOT, should determine the extent to which projects and activities need to develop language assistance services for LEP individuals. The four-factor analysis and other information in this plan can be used to guide this determination.

Table 2, although not exhaustive, illustrates ODOT activities and responsibilities related to serving LEP individuals.

Table 2

Activity	Unit or Program	Office of Equity and Civil Rights
Assessing the language access needs of eligible individuals	X	
Taking reasonable actions to provide language assistance services that promote meaningful access	X	
Developing and implementing language access compliance, monitoring, and oversight	X	X
Providing technical assistance and guidance		X

The key to providing meaningful access is to ensure effective communication about vital information occurs. The following measures are considered appropriate at the unit and program level:

- Perform a needs assessment and plan accordingly.
- Notify LEP individuals about language assistance services.
- Translate written, vital documents.
- Offer oral interpretation services.
- Train staff.
- Monitor and evaluate language assistance services.
- Respond to complaints.



Assessment and Planning

Each ODOT unit and program must continuously assess the language access needs of the people they serve by identifying the following:

- The languages likely to be encountered and the number of LEP individuals in the eligible population likely to be impacted by projects and activities.
- The areas of public contact where language assistance services are needed.
- The resources needed to provide effective language assistance services. Service considerations include location, availability, and arrangements necessary for timely use.

Various firms that provide translation and interpretation services are available through OregonBuys, [the state procurement website](#). These businesses participate in statewide price agreements to provide these services. A competitive bid process is not required. Translation and interpretation services are considered professional services by Oregon Department of Administrative Services. As required by our Delegation of Authority Policy, all professional service contracts must be processed through the ODOT Procurement Office.

When contracting, a unit or program can design a language assistance solution specific to their language access needs. There is no central fund for language assistance. These services must be paid from the budgets of individual units and programs. Up-to-date procurement guidance for language assistance services is maintained on the ODOT intranet.

Notification about the Availability of Language Assistance Services

LEP individuals have the right to free language assistance. Units and programs are responsible for informing the public of this right. Employees can use language identification or "I Speak" cards when working with LEP individuals to help identify which language is best for them. ODOT's Language Identification Guide is attached to this document in [Appendix A](#). Digital copies of these types of resources can be found on [the federal LEP website](#).

Notices of public involvement activities and events should include information on how LEP individuals can obtain translated written materials or how they can request an oral interpreter.

Posting signs in public areas is one method that can be used to provide notice. We have a poster about Title VI, ADA, and LEP policy with information on how to access services.



The original English version and translated versions in Spanish, Russian, Vietnamese, and Simplified Chinese are attached to this document in [Appendix B](#). These posters should be placed in the main lobby or other publicly accessible areas of ODOT offices.

A third attachment, [Appendix C](#), includes suggested wording to use for Title VI and ADA notices in publications and other communications. This notice wording is available in English and Spanish.

Written Language Assistance (Translation Services)

The translation of written, vital materials into non-English languages is important when a significant concentration of likely recipients is LEP individuals. Written materials may include printed and digital documents. Vital materials convey information that critically affects the ability of the recipient to make decisions about their participation in an ODOT program or activity.

Examples of vital materials include but are not limited to:

- Applications, public notices, and consent forms.
- Letters regarding program availability and eligibility.
- Notices pertaining to the reduction, denial, or termination of services or benefits and a right to appeal.
- Statements on the availability of language assistance services.
- Outreach and community education materials.

ODOT units and programs should develop criteria for deciding which materials are vital and need translation. Four-factor analysis should be used in this decision process. Translating a summary of a larger document can help minimize costs. Community organizations or focus groups can assist with testing translations for language and literacy level appropriateness.

Providing translation of written, vital materials on a “by request” basis is one approach that is reasonable for infrequently encountered non-English languages. A statement at the beginning of written material that informs people that the text is available for translation “by request” can provide sufficient notice and access to LEP individuals.

ODOT’s website is a key source of information for the public. The website has built-in functionality that allows the public to access machine translated web content. Many LEP individuals also use other machine translation tools on their web browsers and devices. We recognize the best practice of providing vital agency content within the text on a webpage when possible. This ensures ease of accessibility for those using machine



translation and that the material is accessible to people of all abilities. When a document must be posted online, we strive to ensure it is accessible and that contact information for requesting alternate formats and languages is included.

Oral Language Assistance (Interpretation Services)

Units and programs should be prepared to provide LEP individuals with oral language assistance in person at public offices and community engagement events, or remotely during telephone and video calls. Such assistance may take the form of bilingual staff or contracting with an outside interpretation firm through OregonBuys.

Public facing offices, such as DMV offices, are staffed by bilingual employees. Bilingual hiring is recommended when serving LEP individuals frequently or in large numbers. This provides more 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 relevant division policy.

Training

All agency staff receive training on policies and internal procedures related to providing language access and determining when language assistance services are needed. Training should cover how to request language assistance services and best practices for working with translators and interpreters. Civil Rights training for new ODOT employees includes the basics of providing language access.

Monitoring and Evaluation

Monitoring and evaluating the quality of language assistance services ensures that LEP individuals can meaningfully access programs and activities. Considerations for units and programs can include:

- The current LEP composition of its service area.
- The current communication needs of LEP individuals.
- Whether the existing language assistance meets the needs of LEP individuals.
- Whether staff are knowledgeable about relevant policies and internal procedures on serving LEP individuals.
- Whether the established language assistance is still current and viable.



Data collection and record keeping are key elements to an effective monitoring and compliance system. When possible, it is valuable for units and programs to collect data on when, where, what type (translation or interpretation), and which languages assistance services are provided. Keeping track of language access related training is another insightful source of data.

Complaint Response

It is always necessary to notify the appropriate manager if any concern arises while attempting to provide language services. The manager's first responsibility is to attempt to provide the needed services in the most expedient manner. ODOT's Title VI Program Manager must be informed of the issue as soon as possible and consulted 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 process that needs to be adhered to. The ODOT Title VI complaint process is posted on [the ODOT nondiscrimination webpage](#).



Language Access Efforts

The highest potential frequency of LEP contact with ODOT is likely to occur with DMV because it serves millions of people each year. DMV established a policy in its field offices to have bilingual personnel on staff based on a location's demographics and language access requirements. DMV uses targeted recruitments specifying bilingual position description requirements to fill these specialized jobs. In addition, DMV call centers include bilingual staff members.

DMV also developed policies and procedures to provide guidance for frontline staff as they encounter and respond to LEP customers. DMV core program documents, such as the Oregon Driver Manual, are provided in Spanish and made available in other languages when requested. Knowledge testing is available in Arabic, Chinese (simplified Mandarin), English, Japanese, Korean, Russian, Spanish, and Vietnamese.

We receive general customer service questions and concerns through our Ask ODOT office. Ask ODOT gets phone calls, emails, and web inquires. This office works with bilingual staff or language assistance service providers to address non-English inquiries.

We continuously seek out ways to better serve LEP individuals that rely on the wide variety of services that ODOT provides. This is accomplished by:

- Maintaining quality LEP data.
- Researching and using relevant technological solutions.
- Facilitating a monthly workgroup that identifies and addresses areas of improvement for ODOT language access efforts.
- Seeking public comment from those with a vested interest in the effectiveness of LEP resources.



Compliance and Enforcement

The ODOT director, assistant directors, division administrators, and other managers are responsible for ensuring that we provide meaningful access to LEP individuals. Office of Equity and Civil Rights (OECR) staff will assess whether ODOT procedures allow LEP individuals to overcome language barriers and participate in programs, activities, and services.

The use of four-factor analysis and language assistance measures detailed in this language access plan will be viewed as evidence of intent to comply with LEP requirements and Title VI of the Civil Rights Act of 1964.

Technical Assistance

Regional Civil Rights field coordinators are available to provide language access guidance or referral to the OECR. The OECR is responsible for providing employees and subrecipients with technical assistance. This assistance includes advising on LEP requirements and the development and implementation of language access plans.



Additional Resources

The following online resources are provided to assist ODOT units and programs with understanding LEP requirements and analyzing language access needs.

Boyd, Ralph F., Jr. 2001. "MEMORANDUM FOR HEADS OF DEPARTMENTS AND AGENCIES GENERAL COUNSELS AND CIVIL RIGHTS DIRECTORS." U.S. Department of Justice: Civil Rights Division. October 26, 2001.

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

Federal Highway Administration: Office of Civil Rights. 2022. "U.S. Census - Limited English Proficiency Data Collection Walkthrough." U.S. Department of Transportation: Federal Highway Administration. January 26, 2022.

https://www.fhwa.dot.gov/civilrights/programs/title_vi/lep_fourfactor.cfm.

U.S. Department of Justice. 2002. "Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons." Federal Register. June 18, 2002.

<https://www.federalregister.gov/documents/2002/06/18/02-15207/guidance-to-federal-financial-assistance-recipients-regarding-title-vi-prohibition-against-national>.

U.S. Department of Justice: Civil Rights Division. 2022. "Executive Order 13166." U.S. Department of Justice. November 21, 2022.

<https://www.justice.gov/crt/executive-order-13166>.

U.S. Department of Transportation. 2005. "Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons." Federal Register. December 14, 2005.

<https://www.federalregister.gov/documents/2005/12/14/05-23972/policy-guidance-concerning-recipients-responsibilities-to-limited-english-proficient-lep-persons>.

"Welcome to LEP.gov." n.d. <https://www.lep.gov/>.



Appendices

- **Appendix A:** Language Identification Guide
- **Appendix B:** Title VI, ADA, and LEP Policy Posters
- **Appendix C:** Title VI and ADA Wording for Publications



Appendix A: Language Identification Guide

How to Use This Card

Use this card to identify the foreign language spoken by non-English speakers. Show the card to the individual and ask them to point to the language they speak.

أنا أتحدث اللغة العربية
I speak **Arabic**

Ես խոսում եմ հայերեն
I speak **Armenian**

আমী বাংলা কথা বোলতে পারী
I speak **Bengali**

Ja govorim bosanski
I speak **Bosnian**

Аз говоря български
I speak **Bulgarian**

ကျွန်တော်/ကျွန်မ မြန်မာ လို ပြောတတ် ပါတယ်
I speak **Burmese**

ខ្ញុំនិយាយភាសាខ្មែរ
I speak **Cambodian**

我講廣東話 (Traditional)
我讲广东话 (Simplified)

I speak **Cantonese**

Parlo català
I speak **Catalan**

Govorim hrvatski
I speak **Croatian**

من دری حرف می زنم
I speak **Dari**

Mluvím česky
I speak **Czech**

Ik spreek het Nederlands
I speak **Dutch**

من فارسی صحبت می کنم
I speak **Farsi**

Je parle français
I speak **French**

Ich spreche Deutsch
I speak **German**

Μιλώ τα ελληνικά
I speak **Greek**

હુ ગુજરાતી બોલુ છુ
I speak **Gujarati**

M pale kreyòl ayisyen
I speak **Haitian Creole**

אני מדבר עברית
I speak **Hebrew**

मैं हिंदी बोलता हूँ ।
I speak **Hindi**

Kuv has lug Moob
I speak **Hmong**

Kuv has lug Moob
I speak **Hmong**

Beszélek magyarul
I speak **Hungarian**

Agsaonak ti Ilokano
I speak **Ilocano**

Parlo italiano
I speak **Italian**

私は日本語を話す
I speak **Japanese**

Quin chagüic ká chábař
ruin' rí tzújon cakchiquel
I speak **Kackchiquel**

한국어 합니다
I speak **Korean**

man Kurdii zaanim
I speak **Kurdish**

man Kurmaanjii zaanim
I speak **Kurmanci**

ຂ້ອຍປາກພາສາລາວ
I speak **Laotian**

Es runâju latviski
I speak **Latvian**

Að kalbu lietuviškai
I speak **Lithuanian**

我講國語 (Traditional)
我讲国语/普通话 (Simplified)
I speak **Mandarin**

Bán chiyola tuj kíyol mam
I speak **Mam**

အဲဟို အင်္ဂလိပ်စကား
I speak **Mon**

Jeg snakker norsk
I speak **Norwegian**

من فارسی صحبت می کنم.
I speak **Persian**

Mówię po polsku
I speak **Polish**

Eu falo português do
Brasil (for Brazil)
Eu falo português de
Portugal (for Portugal)
I speak **Portuguese**

ਮੈਂ ਪੰਜਾਬੀ ਬੋਲਦਾ/ਬੋਲਦੀ ਹਾਂ।
I speak **Punjabi**

Ayin tí chí wal q'anjó' al
I speak **Qanjobal**

In kinch'aw k'uin ch'e
quiche
I speak **Quiche**

Vorbesc românește
I speak **Romanian**

Я говорю по-русски
I speak **Russian**

Ja говорим српски
I speak **Serbian**



I, ME



SIGN, SIGN LANGUAGE

I speak **Sign Language**

Hovorím po slovensky
I speak **Slovak**

Waxaan ku hadlaa af-
Soomaali
I speak **Somali**

Yo hablo español
I speak **Spanish**

Ninaongea Kiswahili
I speak **Swahili**

Jag talar svenska
I speak **Swedish**

Marunong akong mag-
Tagalog
I speak **Tagalog**

พูดภาษาไทย
I speak **Thai**

Türkçe konuşurum
I speak **Turkish**

Я розмовляю
українською мовою
I speak **Ukrainian**

میں اردو بولتا ہوں
I speak **Urdu**

Tôi nói tiếng Việt
I speak **Vietnamese**

Dwi'n siarad
I speak **Welsh**

Ndithetha isiXhosa
I speak **Xhosa**

אידן רעד יידיש
I speak **Yiddish**

Mo nso Yooba
I speak **Yoruba**

Ngyasikhuluma isiZulu
I speak **Zulu**



Appendix B: Title VI, ADA, and LEP Policy Posters

Your Rights under Title VI of the Civil Rights Act and the Americans with Disabilities Act (ADA)

The Oregon Department of Transportation (ODOT) complies with the Civil Rights Act of 1964, the Americans with Disabilities Act, and other federal nondiscrimination authorities. These authorities prohibit discrimination based on race, color, national origin, age, disability, sex, income level, and Limited English Proficiency in ODOT's programs, activities, services, operations, delivery of benefits, and opportunities to participate.

To ensure equitable access, ODOT provides accessibility aids, translation, and interpretation services for all public events and vital documents, free of charge, upon request. You can obtain these services by providing reasonable advance notice.

- Need Title VI or ADA related assistance or information?
- Need translation of an ODOT publication?
- Need interpretation for an ODOT event or activity?
- Need an accessibility aid for an ODOT event or activity?
- Need to submit a discrimination or accessibility complaint?

Please contact the ODOT Office of Civil Rights

Title VI Officer
ODOT.TITLEVI@ODOT.Oregon.Gov

ADA Program Manager
ODOT_ADA@ODOT.Oregon.Gov

Toll Free: (855) 540-6655
For an Interpreter: 711
Internet Relay:
<http://www.sprintip.com>
Fax: (503) 986-6382



Scan for details

Ваши права согласно разделу VI закона «О гражданских правах» и по закону «Об американцах с ограниченными возможностями» (ADA)

Департамент транспорта штата Орегон (ODOT) соблюдает закон «О гражданских правах» от 1964 г., закон «Об американцах с ограниченными возможностями» и другие федеральные постановления, запрещающие дискриминацию. Эти постановления запрещают дискриминацию на основе расы, цвета кожи, национальности, возраста, ограничения возможностей, пола, уровня дохода и ограниченного владения английским языком при участии в программах, мероприятиях или операциях департамента ODOT и при использовании его услуг, предоставляемых им льгот или возможностей.

С целью обеспечения равноправного доступа департамент ODOT бесплатно предоставляет по требованию в рамках всех общественных мероприятий средства доступа, услуги письменных и устных переводчиков, а также актуальные документы. Вы можете пользоваться такими услугами, заблаговременно известив о желательности их предоставления.

- Нуждаетесь ли вы в помощи или в информации, предоставляемых согласно разделу VI или по закону ADA?
- Нуждаетесь ли вы в письменном переводе материалов департамента ODOT?
- Нуждаетесь ли вы в устном переводе во время мероприятия департамента ODOT?
- Нуждаетесь ли вы в средстве доступа к мероприятию департамента ODOT?
- Желаете ли вы подать жалобу на дискриминацию или на непредоставление доступа?

Пожалуйста, обращайтесь в Управление по гражданским правам департамента ODOT

Должностное лицо, ответственное за соблюдение раздела VI
ODOT.TITLEVI@ODOT.Oregon.Gov

Менеджер программы соблюдения закона ADA
ODOT_ADA@ODOT.Oregon.Gov

Тел. (бесплатный вызов):
(855) 540-6655
Устный перевод: 711
Сетевая трансляция:
<http://www.sprintip.com>
Факс: (503) 986-6382



Сканировать подробности

您根据《民权法案》第六篇和《美国残疾人法案》(ADA) 享有的权利

俄勒冈州交通部 (Oregon Department of Transportation, ODOT) 遵守《1964 年民权法案》(Civil Rights Act of 1964)、《美国残疾人法案》(Americans with Disabilities Act) 和其他联邦非歧视机构的规定。这些机构禁止 ODOT 的项目、活动、服务、运营、福利发放和参与机会中存在基于种族、肤色、原籍国、年龄、残疾、性别、收入水平、英语水平有限的歧视。

为确保公平使用，ODOT 应要求为所有公共事件和重要文件免费提供无障碍辅助、翻译和口译服务。您可以通过提供合理的事先通知来获得这些服务。

- 需要与第六篇或 ADA 相关的帮助或信息？
- 需要 ODOT 出版物的译文？
- 需要 ODOT 事件或活动的口译服务？
- 需要 ODOT 事件或活动的无障碍辅助？
- 需要提交歧视或无障碍投诉？

请联系 **ODOT 民权办公室 (Office of Civil Rights)**

第六篇工作人员
ODOT.TITLEVI@ODOT.Oregon.Gov

ADA 项目经理
ODOT_ADA@ODOT.Oregon.Gov

免费电话：(855) 540-6655

如需口译员服务：711 在

线聊天系统：
<http://www.sprintip.com>

传真：(503) 986-6382



扫描了解详情

Sus derechos conforme al Título VI de la Ley de derechos civiles y la Ley de estadounidenses con discapacidades (ADA)

El Departamento de Transporte de Oregon (Oregon Department of Transportation, ODOT) cumple con la Ley de derechos civiles de 1964, la Ley de estadounidenses con discapacidades (Americans with Disabilities Act, ADA) y lo establecido por otras autoridades federales contra la discriminación. Estas autoridades prohíben la discriminación por motivo de raza, color, origen nacional, edad, discapacidad, sexo, nivel de ingresos y dominio limitado del inglés en los programas, actividades, servicios, operaciones, entrega de beneficios y oportunidades para participar que brinda el ODOT.

Para garantizar el acceso igualitario para todos, el ODOT brinda asistencia y servicios de traducción e interpretación para todos los eventos públicos y los documentos públicos, sin cargo, a petición de los interesados. Puede obtener estos servicios si lo solicita con anticipación razonable.

- ¿Necesita asistencia o información relacionada con el Título VI o la ADA?
- ¿Necesita una traducción de una publicación del ODOT?
- ¿Necesita servicios de interpretación para un evento o actividad del ODOT?
- ¿Necesita asistencia con el acceso para un evento o actividad del ODOT?
- ¿Necesita presentar una queja por discriminación o por un problema de accesibilidad?

Contacte a la Oficina de derechos civiles del ODOT

Director del Título VI
ODOT.TITLEVI@ODOT.Oregon.Gov

Gerente del Programa ADA
ODOT_ADA@ODOT.Oregon.Gov



Línea gratuita: (855) 540-6655

Para un intérprete: 711

Servicio de retransmisión por Internet:
<http://www.sprintip.com>

Fax: (503) 986-6382



Escanear para ver la
información detallada



Quyền của Quý vị theo Title VI của Đạo luật Dân quyền và Đạo luật Người Mỹ Khuyết tật (ADA)

Sở Giao thông Oregon (ODOT) tuân thủ Đạo luật Dân Quyền năm 1964, Đạo luật Người Mỹ Khuyết tật và các cơ quan không phân biệt đối xử khác của liên bang. Các cơ quan này nghiêm cấm hành vi phân biệt đối xử dựa trên chủng tộc, màu da, quốc gia xuất xứ, tuổi tác, tình trạng khuyết tật, giới tính, mức thu nhập và Trình độ Thông thạo Tiếng Anh Hạn chế trong các chương trình, hoạt động, dịch vụ, cung cấp quyền lợi và cơ hội tham gia của ODOT.

Để đảm bảo tiếp cận công bằng, ODOT cung cấp dịch vụ hỗ trợ tiếp cận, biên dịch và phiên dịch cho tất cả các sự kiện công cộng và các tài liệu quan trọng, miễn phí, theo yêu cầu. Quý vị có thể nhận được các dịch vụ này bằng cách cung cấp thông báo trước hợp lý.

- Quý vị cần được hỗ trợ hoặc xem thông tin liên quan đến Title VI hoặc ADA?
- Quý vị cần bản dịch của một ấn phẩm ODOT?
- Quý vị cần thông dịch cho một sự kiện hoặc hoạt động ODOT?
- Quý vị cần dịch vụ hỗ trợ tiếp cận cho một sự kiện hoặc hoạt động ODOT?
- Quý vị cần gửi khiếu nại về hành vi phân biệt đối xử hoặc khả năng tiếp cận?

Vui lòng liên hệ với Văn phòng Dân Quyền của ODOT

Viên chức Title VI
ODOT.TITLEVI@ODOT.Oregon.Gov

Quản lý Chương trình ADA
ODOT_ADA@ODOT.Oregon.Gov

Số Điện thoại Miễn phí:
(855) 540-6655
Để yêu cầu một thông dịch viên:: 711 Dịch vụ Tiếp âm
Internet:
<http://www.sprintip.com>
Fax: (503) 986-6382



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thông tin chi tiết



Appendix C: Title VI and ADA Wording 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, disability, or sex, 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 Equity and Civil Rights (OCR). For Title VI complaint forms and advice, please contact OCR's Title VI Coordinator at (855) 540-6655.

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 color de la raza, origen nacional, la discapacidad, o sexo, 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 equidad y derechas civiles (OECR). 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 (855) 540-6655.