



Lake Havasu Metropolitan Planning Organization
900 London Bridge Road – Transit Bldg.
Lake Havasu City, AZ 86404
www.LHMPO.org

Limited English Proficiency Plan

Endorsed and Approved on July 8, 2014, by the:
Lake Havasu Metropolitan Planning Organization
Executive Board

Endorsed and Approved on June 24, 2014, by the:
Lake Havasu Metropolitan Planning Organization
Technical Advisory Committee

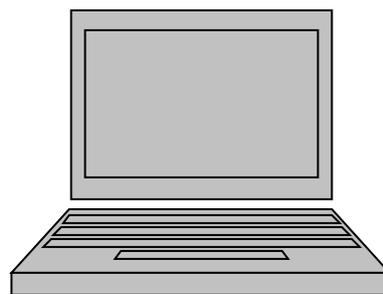
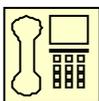
Contact:

Jean Knight, Metropolitan Planning Manager
900 London Bridge Road – Transit Bldg.
Lake Havasu City, AZ 86404
Phone: 928 – 453-2824
Email: KnightJ@lhcaz.gov

En Española:

Para mas informacion, a esta interesado en particpar en el planeamiento del proceso de transporte en su comunidad y necesita asisencia con idioma, por favor comuniquese:

Señora Jean Knight, Metropolitan Planning Manager
Teléfono: 928 – 453-2824
Email: KnightJ@lhcaz.gov



The Lake Havasu Metropolitan Planning Organization (LHMPO) is responsible for transportation planning within the regional area encompassing Lake Havasu City and a small portion of Mohave County. The region covered by LHMPO is over 90 square miles.

The planning process guidelines for the use of federal and state funds spent for existing and future transportation projects and programs require the Limited English Proficiency (LEP) Plan to play an essential role in the process.

Introduction

What is Limited English Proficiency

Individuals who do not speak English as their primary language and who have a limited ability to read, write, speak or understand English can be limited English proficient (LEP).

Limited English Proficiency (LEP) is a term used to describe individuals who are not proficient in the English language. Arizona's diverse population makes it critically important the LHMPO be innovative and proactive in engaging individuals from different cultures, backgrounds and businesses in planning, project development and other program areas.

Laws and Policy

Executive Order (EO) 13166 - *Improving Access to Services for Persons with Limited English Proficiency* 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.

The following matrix illustrates legal and policy considerations:

<u>Title VI of the Civil Rights Act of 1964</u>	<u>Limited English Proficiency Executive Order 13166</u>
Federal law	Federal policy
Enacted July 2, 1964	Signed August 11, 2000

Title VI of the Civil Rights Act of 1964

Limited English Proficiency Executive Order 13166

Considers all persons

Considers eligible population

Contains monitoring and oversight

Contains monitoring and oversight

Compliance review requirements

Requirements

Factor criteria is required, no numerical or percentage thresholds

Factor criteria is required, no numerical or percentage thresholds

Program Responsibility

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.

- *Notify LEP customers of the availability of language assistance services*
LEP persons have the right to language assistance at no cost to them in their spoken language. Language identification cards or posting signs in public areas are methods that can be used to provide notice of the service.

- *Translation of vital documents in languages other than English*
It is appropriate to have written materials that have been historically provided in English to applicants, customers and the general public translated into languages that are regularly encountered. The translation of vital documents into languages other than English is particularly important where a significant number or percentage of the customers served and/or eligible to be served have limited English proficiency. Written materials include electronic documents and web-sites. LHMPO with indicate on its web site and newspaper publications that translation can be provided, with appropriate notice.

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 or activity. 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 divisions/programs develop criteria for deciding which documents are vital thereby subject to translation.

Translating documents for LEP 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.

The Department of Transportation Policy Guidelines give recipients of federal funds substantial flexibility in determining what language assistance is appropriate based upon a local assessment. Due to current financial constraints, translation of large plan documents and maps are considered not warranted at this time. LHMPPO will provide translation services, if requested, with 10-days' notice prior to when the services are needed.