



Lake Havasu Metropolitan Planning Organization  
900 London Bridge Road – Building “B”  
Lake Havasu City, AZ 86404  
[www.LHMPO.org](http://www.LHMPO.org)

# Limited English Proficiency Plan

Amended October 30, 2017

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

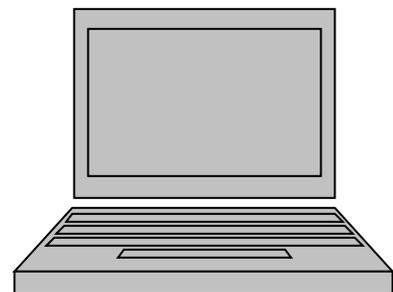
**Contact:**

Vincent Gallegos, Metropolitan Planning Manager  
900 London Bridge Road –Bldg. “B”  
Lake Havasu City, AZ 86404  
Phone: 928 – 453-2824  
Email: [GallegosV@lhcaz.gov](mailto:GallegosV@lhcaz.gov)

En Español:

Para más información, o si está interesado en participar en el planeamiento del proceso de transporte en su comunidad y necesita asistencia con el idioma, por favor comuníquese:

Señor Vincent Gallegos, Metropolitan Planning Manager  
Teléfono: 928 – 453-2824  
Email: [GallegosV@lhcaz.gov](mailto:GallegosV@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 approximately 100 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:

<b><u>Title VI of the Civil Rights Act of 1964</u></b>	<b><u>Limited English Proficiency Executive Order 13166</u></b>
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 will 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.

Section Five of the US Department of Transportation guidance on LEP requires a four-factor analysis to determine the need for translation services in order to ensure LEP populations are able to receive information about and can participate in the planning process in the language they best understand.

1. Demography: According to the U.S. Census Bureau, 2010-2014, American Community Survey five year estimates, 3.9% of the Lake Havasu MPO area population is considered to be Limited English Proficient. This equates to 2,028 individuals or 3.9% of the population five years of age or older who report speaking English less than “very well”. The predominate language spoken by these individuals is Spanish. Under the Department of Justice’s (DOJ) Safe Harbor provision, it is necessary to translate materials when five percent or 1,000 persons, whichever is less, speak English less than “very well”.
2. Frequency: Some government offices provide materials in English and Spanish but, because the general public comes in contact with “LHMPO” on an infrequent basis, only public notices and certain vital materials are available in both English and Spanish.
3. Importance: Transportation planning is an important facet of the community and affects all residents. All residents are encouraged to participate in public meetings.
4. Resources: Due to limited resources and small staff, interpretation and translation services are not available without advance notice; however, public notices are available in English and Spanish.

Based on the four—factor analysis, Lake Havasu MPO will continue to provide public notices in English and Spanish. Translation and interpretation services will be provided through public online translation sites, bilingual community members and, if not cost prohibit and funds permit, through a language interpretation and translation service. The goal of the “LHMPO” is to engage all community members in the planning process.

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. The “LHMPO” will provide translation services, if requested, with 20-days’ notice prior to when the services are needed.

Persons with Limited English Proficiency (LEP)	Estimate	% of Persons 5 Yrs. & Over	% of Persons 5 Yrs. & Over With LEP
Total Persons 5 years & Over	51,366	100.0%	---
English Speaking Only	46,179	89.9%	---
Limited English Proficiency	2,028	3.9%	100.0%
Spanish with LEP	1,562	3.0%	77.0%
Other Indo-European languages with LEP	87	0.2%	4.3%
Asian & Pacific Island languages with LEP	357	0.7%	17.6%
Other Languages with LEP	22	0.0%	1.1%

*Source: U.S. Census Bureau, 2010-2014 American Community Survey (ACS) 5-year estimates  
ACS data are based on a sample and are subject to sampling variability  
Limited English Proficient (LEP) persons refers to persons age 5 years and over for who English is not their primary language and who have a limited ability to read, write, speak, or understand English. It includes people who reported to the Census they speak English less than very well, not well, or not at all.*

### **Program Areas**

- Long Range Transportation Plan (2040 Plan)
- Transportation Improvement Program (TIP)
- Public Involvement Plan (PIP)
- Coordinated Public Transit-Human Services Transportation Plan
- Unified Planning Work Program

All persons living, working, conducting business and visiting the region are beneficiaries of the planning, coordination, and construction activities of the “LHMPO”. The “LHMPO” does not construct projects; albeit, this activity is accorded to member agencies. The safe movement of goods and people is supported by providing and maintaining a transportation network and facilities.

The Title VI Coordinator provides oversight to the program areas through contract reviews and personal interaction in an effort to ensure their compliance with Title VI and other nondiscrimination related authorities.

**POPULATION AND DEMOGRAPHIC PROFILE OF LAKE HAVASU CITY AND  
MOHAVE COUNTY**

<b>2010 Census</b>			
	Lake Havasu City	Mohave County	“LHMPO” Area
Total Population	52,527	200,186	55,503
Male	25,954	100,078	27,462
Female	26,573	100,108	28,041
White	44,119	159,378	46,644
Hispanic/Latino	6,356	29,569	6,708
African American/Black	329	1,715	342
Asian	486	2,016	501
Am. Indian/Alaskan Native	419	3,793	442
Native Hawaiian other Pacific Islander	54	316	56
Other Races	29	145	29
2 or More Races	735	3,254	781

*Source: U.S. Census Bureau, 2010 Census*

<b>2010-2014 Area Estimates Population By Race</b>		
	Lake Havasu City	Mohave County
Population	52,827	202,482
Male	25,408	101,778
Female	27,419	100,704
Hispanic/Latino	6,841	31,101
White	43,989	159,353
African American/Black	334	1,890
Asian	681	2,182
Am. Indian/Alaskan Native	282	3,140
Native Hawaiian other Pacific Islander	6	341
Other Races	24	95
2 or More Races	670	4,380

*Source: U.S. Census Bureau, ALRIS, American Fact Finder*

Demographic data obtained from the US Census Bureau, LEP.gov and collected during public meetings will be analyzed and used to ensure the minority and low income populations are considered in the planning process.

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. LHMPO will provide translation services, if requested, with 20-days' notice prior to when the services are needed.