



## **Limited English Proficiency Plan**

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July 23, 2013

## INTRODUCTION

This *Limited English Proficiency (LEP) Plan* has been prepared to address the Capital Area Metropolitan Planning Organization (CAMPO) responsibilities as a recipient of federal financial assistance as they relate to the needs of individuals with limited English proficiency language skills. The plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964, 42 U.S.C 2000d, et seq, and its implementing regulations, which requires that no person shall be subjected to discrimination on the basis of race, color or national origin in programs that receive federal funding.

Executive Order 13166, titled *Improving Access to Services for Persons with Limited English Proficiency*, indicates that differing treatment based upon a person's inability to speak, read or understand English is a type of national origin discrimination. It directs each agency to publish guidance for its respective recipients clarifying their obligation to ensure that such discrimination does not take place. This order applies to all state and local agencies that receive federal funds, including metropolitan planning organizations.

### Plan Summary

CAMPO has developed this *Limited English Proficiency Plan* to help identify reasonable steps to provide language assistance to persons with limited English proficiency who wish to access services CAMPO provides. As defined in Executive Order 13166, LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write or understand English. This plan outlines how to identify a person who may need language assistance, the ways in which assistance may be provided, staff training that may be provided, and how to notify LEP persons that assistance is available.

To prepare this plan, CAMPO used the four-factor LEP analysis which considers the following factors:

1. The number or proportion of LEP persons in the service area who may be served by CAMPO.
2. The frequency with which LEP persons come in contact with CAMPO's services.
3. The nature and importance of services provided by CAMPO to the LEP population.
4. The interpretation services available to CAMPO and overall cost to provide LEP assistance.

A summary of the results of the four-factor analysis is in the following sections.

## MEANINGFUL ACCESS: FOUR-FACTOR ANALYSIS

The Capital Area Metropolitan Planning Organization serves six counties in Central Texas: Bastrop, Burnet, Caldwell, Hays, Travis, and, Williamson counties. It is CAMPO's responsibility to coordinate regional transportation planning with counties, cities, the Capital Metropolitan Transportation Authority, the Capital Area Rural Transportation System, Texas Department of Transportation, and other transportation providers in the region. CAMPO also approves the use of federal transportation funds within the region.

1. **The number or proportion of LEP persons in the service area who may be served by CAMPO services.** Staff reviewed data from the 2011 U.S. American Community Survey (ACS) data and determined that 175,093 persons in the CAMPO region speak a language other than English and have limited English proficiency; that is, they speak English "not well" or "not at all." This represents approximately 11% of the overall population in the CAMPO planning area. Of those persons in the CAMPO region with limited English proficiency, 146,563 speak Spanish. The remaining 28,530 persons reporting limited English proficiency speak a variety of other languages. Notably, approximately 6,533 LEP persons reported that they speak Vietnamese.

**Limited English Proficiency Population in the CAMPO Planning Area (2011 ACS 5-yr)**

County	Total Population	All LEP Populations		LEP - Spanish		LEP - Vietnamese	
		Count	Percentage	Count	Percentage	Count	Percentage
Bastrop	68,363	6,473	9.5%	6,244	9.1%	-	0.0%
Burnet	40,123	2,560	6.4%	2,361	5.9%	**97	0.2%
Caldwell	35,142	2,610	7.4%	2,568	7.3%	-	0.0%
Hays	142,474	9,061	6.4%	8,188	5.7%	**46	0.0%
Travis	931,832	130,112	14.0%	109,323	11.7%	5,721	0.6%
Williamson	376,890	24,277	6.4%	17,879	4.7%	*669	0.2%
<b>CAMPO Region</b>	<b>1,594,824</b>	<b>175,093</b>	<b>11.0%</b>	<b>146,563</b>	<b>9.2%</b>	<b>***6,533</b>	<b>0.4%</b>

**Total Population:** Persons five years of age and older

**LEP Population:** Persons who speak a language other than English and have limited English proficiency. This includes persons who speak other languages in addition to Spanish and Vietnamese.

**LEP-Spanish:** Persons who speak Spanish and have limited English proficiency

**LEP-Vietnamese:** Persons who speak Vietnamese and have limited English proficiency

**Source:** 2011 American Community Survey (5-yr), Table B16001

\* Estimate has moderate level of unreliability due to sample size.<sup>1</sup>

\*\* Estimate has high level of unreliability due to sample size.

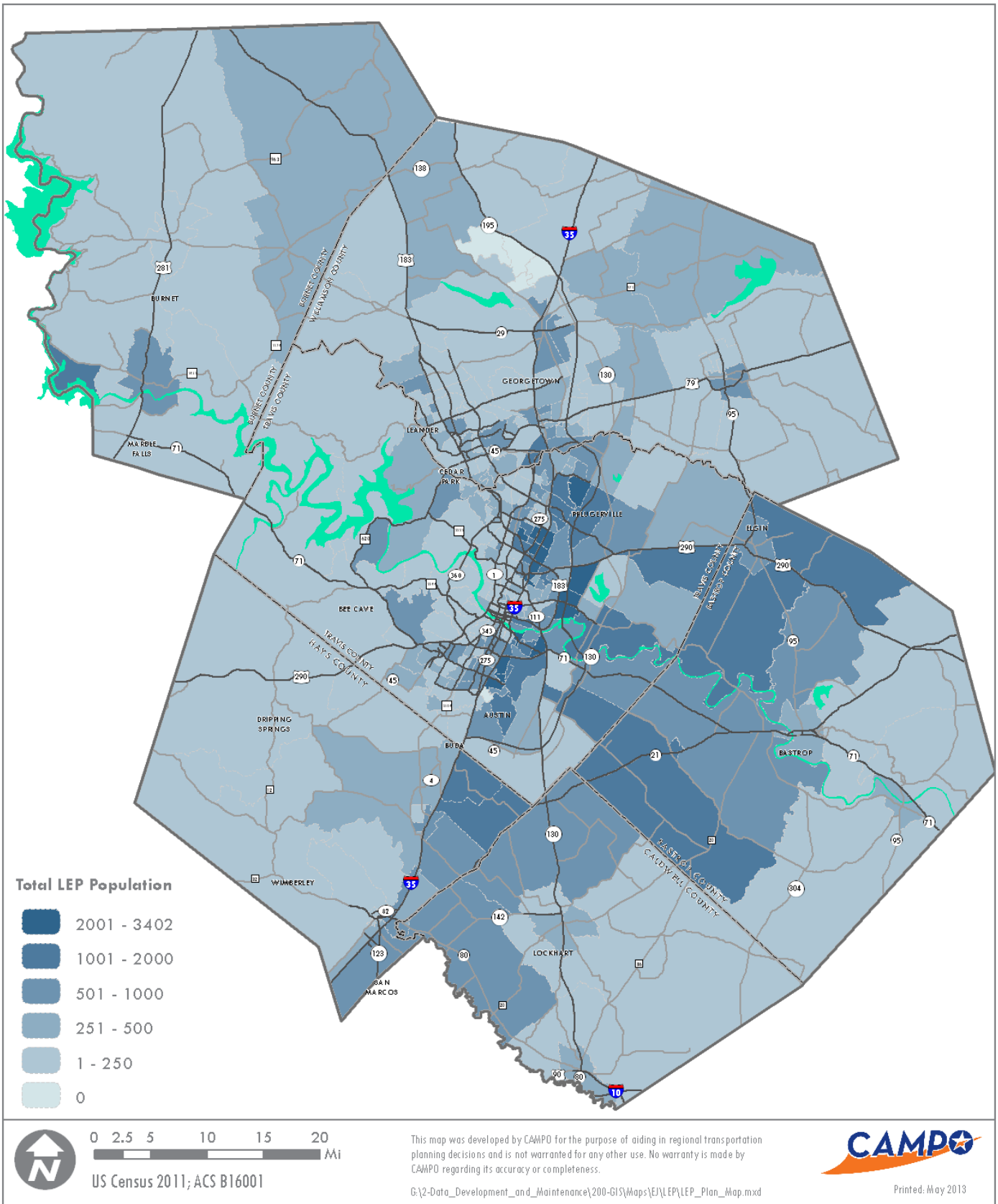
\*\*\* Figure is derived using data estimates of varying reliability.

Safe harbor thresholds are a tool that organizations can use to guide their good faith effort to provide meaningful participation, and comply with federal regulations. A safe harbor threshold is either 5% of 1,000, whichever is less, of a population of all persons who are likely to be affected, and pertains to the provision of vital documents.<sup>2</sup>

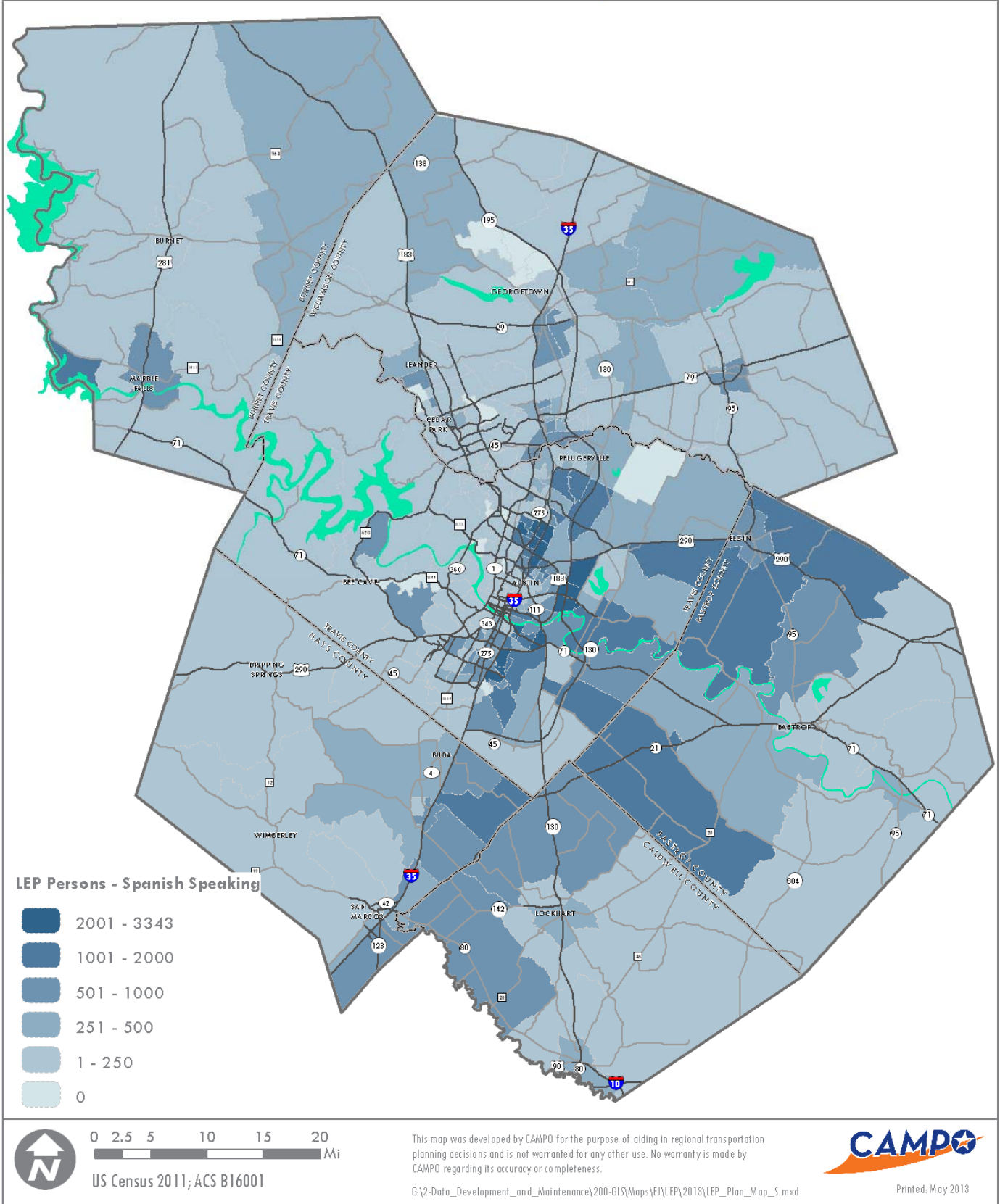
<sup>1</sup> [http://www.census.gov/acs/www/Downloads/data\\_documentation/Accuracy/MultiyearACSAccuracyofData2011.pdf](http://www.census.gov/acs/www/Downloads/data_documentation/Accuracy/MultiyearACSAccuracyofData2011.pdf). Page 12; FIND ESRI RESOURCE FOR INTERPRETING COVARIANCE

<sup>2</sup> Federal Register, Vol. 70, No. 239. Wednesday, December 14, 2005 / Notices 74095 <http://www.gpo.gov/fdsys/pkg/FR-2005-12-14/pdf/05-23972.pdf>.

# LIMITED ENGLISH PROFICIENCY

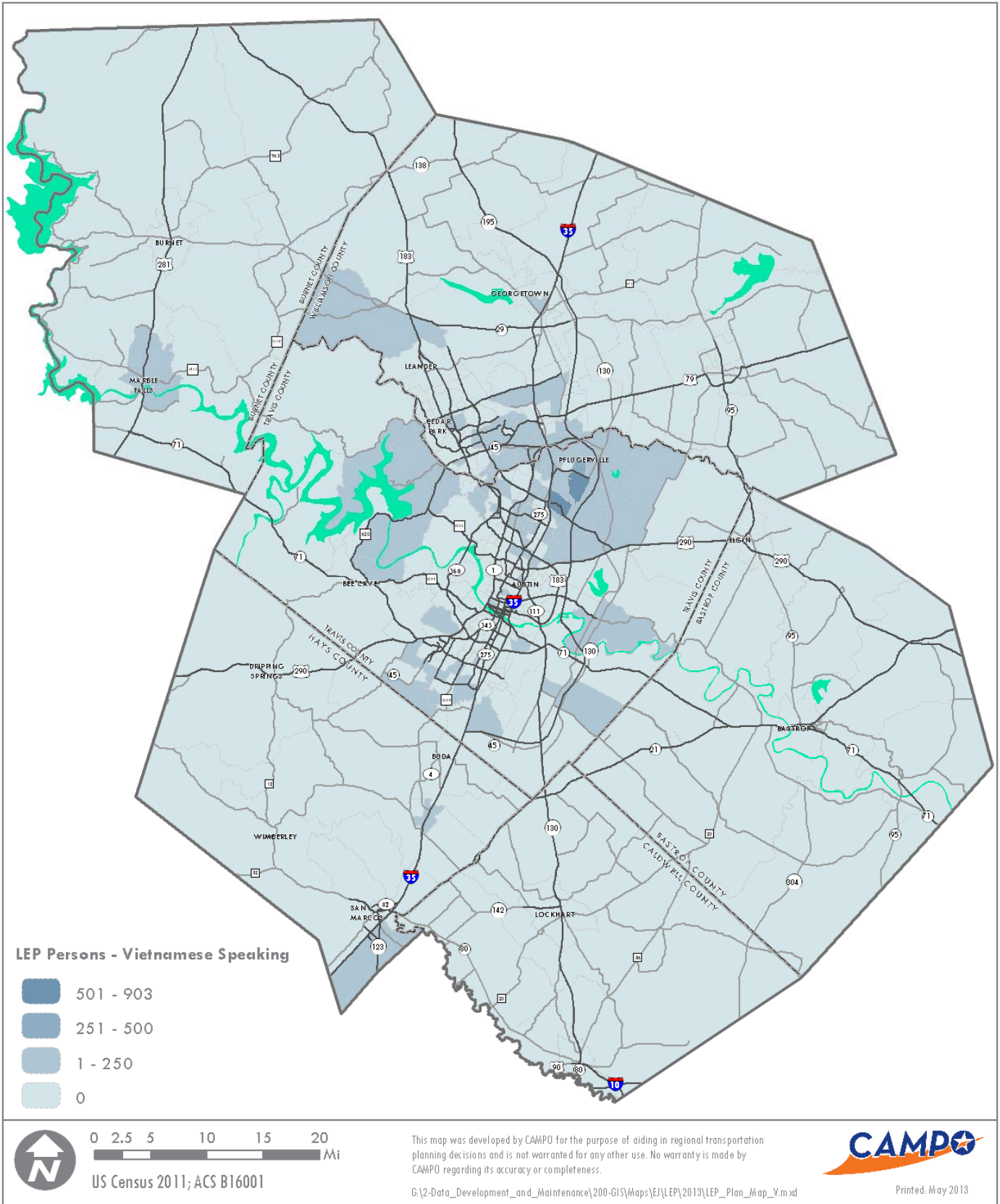


# LIMITED ENGLISH PROFICIENCY, SPANISH





# LIMITED ENGLISH PROFICIENCY, VIETNAMESE



- 2.
3. **The frequency with which LEP persons come in contact with CAMPO services.** Staff reviewed the frequency with which the Transportation Policy Board and staff have, or could have, contact with LEP persons. This review includes documenting phone inquiries, office visits, and responses to past Spanish-language surveys. In the past year, CAMPO was contacted by one (1) LEP person. A record of LEP contacts is included in **Appendix A**. In the past year, CAMPO has had no requests for interpreters and no requests for translated planning documents.

As part of the long range planning process, CAMPO has historically offered the option of taking surveys in Spanish and English. During the development of the *CAMPO 2035 Regional Transportation Plan*, CAMPO received approximately 90 out of 5,000 (2%) survey responses in Spanish. LEP persons did not routinely contact the Transportation Policy Board or staff to date.

4. **The nature and importance of services provided by CAMPO to the LEP population.** In compliance with the Policy Guidance Document entitled “Enforcement of Title VI of the Civil Rights Act of 1964 – National Origin Discrimination Against Persons with Limited English Proficiency,” staff reviewed the importance of its documents to potential beneficiaries. *CAMPO’s programs use federal funds to plan for future transportation projects, but do not include any direct service or program that requires vital, immediate or emergency assistance, such as medical treatment or services for basic needs (like food or shelter).* Further, CAMPO does not conduct required activities such as applications, interviews or other activities prior to participation in its programs or events. Involvement by any citizen with CAMPO or its committees is voluntary.

To be consistent with the goals of the federal environmental justice program and policies, CAMPO must ensure that all segments of the population, including LEP persons, have the opportunity to be involved in the transportation planning process. The impact of proposed transportation investments on underserved and underrepresented population groups is a consideration in the use of federal funds in three major CAMPO areas:

- Unified Planning Work Program
- Long Range Transportation Plan
- Transportation Improvement Program

Public participation is a consideration in other CAMPO plans, studies and programs as well. Transportation improvements resulting from these planning activities have an impact on all residents. Through the elements of its Public Participation Plan, CAMPO encourages input from all stakeholders and every practicable effort is taken to make the planning process as inclusive as possible.

As a result of the long range transportation planning process, projects are selected to receive federal funding and progress toward project planning and construction under the responsibility of local jurisdictions or transportation agencies. These state and local organizations have their own policies to ensure LEP individuals can participate in the process that shapes implementation of a specific transportation project.

5. **Interpretation services available to CAMPO and overall cost to provide LEP assistance.** Staff reviewed available resources for providing LEP assistance, as well as which of its documents would be most valuable to be translated if the need should arise. CAMPO previously used professional translators to provide Spanish translation of surveys and executive summary-level information about the planning process. CAMPO has also relied on public involvement consultants to provide interpretation services during past planning processes (e.g., bilingual staff members were available to provide interpretation assistance at public workshops), and provides a telephone based interpretation service which can be used at any location where a phone is available. At a minimum, CAMPO strives to continue this level of translation and interpretation investment.

## **LANGUAGE ASSISTANCE**

A person who does not speak English as their primary language and who has a limited ability to read, write, speak or understand English may be a Limited English Proficient person and may be entitled to language assistance with respect to CAMPO services. Language assistance can include interpretation, which means oral or spoken transfer of a message from one language into another language and/or translation, which means the written transfer of a message from one language into another language.

How CAMPO staff can identify an LEP person who needs language assistance:

- Notice of the LEP Plan and the availability of language assistance including interpretation services in languages LEP persons would understand are posted on CAMPO's website and in the CAMPO office.
- CAMPO staff is surveyed periodically on their experience concerning contacts with LEP persons to gauge need for additional language assistance measures.
- When CAMPO sponsors an informational meeting or event, a staff person may greet participants as they arrive. By informally engaging participants in conversation it is possible to gauge each attendee's ability to speak and understand English. Although language assistance may not be able to be provided at the event, it will help identify the need for future events.

## **LANGUAGE ASSISTANCE MEASURES**

CAMPO strives to offer the following language assistance measures for LEP persons:

- These resources are available to accommodate LEP persons:
  - Language interpretation will be accessed for all other languages through a telephone interpretation service.
  - Title VI complaint information is available in Spanish and English on the CAMPO website and in the CAMPO office.
  - An "I Speak" card, the U.S. Census Bureau's language identification flashcard, is posted at the CAMPO front desk.
- Staff will take reasonable steps to provide the opportunity for meaningful access to LEP clients, including implementation of specialized outreach as identified in the CAMPO Public Participation Plan and related outreach documents.

## **STAFF TRAINING**

The following training is provided to staff:



- Guidance documents explaining the Title VI Policy and LEP responsibilities are made available to staff members and be periodically reviewed at staff meetings.
- Staff is briefed on the language assistance services offered to the public.
- Staff is trained on the use of the “I Speak” cards.
- Staff is briefed on how to respond to language assistance requests.
- Staff is briefed on how to respond to a potential Title VI LEP complaint.

All contractors or subcontractors performing work for CAMPO will be contractually required to follow the Title VI LEP guidelines.

## **TRANSLATION OF DOCUMENTS**

- CAMPO weighed the cost and benefits of translating documents for potential LEP groups. Considering the expense of translating the documents, the likelihood of frequent changes in documents and other relevant factors, at this time, it is an unnecessary burden to routinely translate major planning documents. As discussed in the four-factor analysis, CAMPO’s documents, while important to future planning, do not meet the policy guidance for vital documents.
- CAMPO has a Spanish-language translation of its document explaining the Title VI complaint process. CAMPO provides a Spanish-language translation of its procedure for accessing language assistance or special accommodations.
- As the need arises for LEP outreach, CAMPO will consider the following options:
  - When staff prepares a document, or schedules a meeting, for which the target audience is expected to include LEP individuals, then documents, meeting notices, flyers, and agendas will be printed in an alternative language based on the known LEP population.
  - Additional planning documents and public outreach surveys will be provided in Spanish where appropriate.

## **MONITORING AND UPDATING THE LEP PLAN**

CAMPO will update the LEP Plan periodically. At a minimum, the plan will be reviewed every five years, or as noted demographic changes indicate a need to update the Plan. Updates will include the following, and below updates since the previous LEP Plan are recorded:

- The number of documented LEP person contacts encountered annually.

Update: 1 LEP person has contacted CAMPO staff.

- How the needs of LEP persons have been addressed.

Update: The LEP contact did not require CAMPO services and was directed to the appropriate agency. Staff implemented a phone based translation service, and potential ideas for the future include adding a translation feature to the CAMPO website.

- An analysis of the current LEP population in the service area.

Update: The LEP population has not changed significantly. Trends include increased LEP population that is proportional to overall population growth. Spanish and Vietnamese are the most common preferred languages of LEP persons.

- A determination as to whether the need for translation services has changed.

Update: The need for translation services has not changed. The rates at which LEP persons contact the CAMPO offices or attend CAMPO events remains the same.

- A determination, based on performance measures to be developed, as to whether the language assistance programs have been effective and sufficient to meet the needs.

Update: Performance measures were created and used to evaluate progress as seen in **Appendix B**. Due to limited contact from LEP persons, it is difficult to gauge the effectiveness of CAMPO's language assistance program. Staff has implemented measures according to Federal guidance, and continues to consider tools and techniques to help engage LEP persons.

- A determination as to whether CAMPO's financial resources are sufficient to fund language assistance resources needed.

Update: CAMPO has financial resources to maintain current language assistance resources.

- A determination as to whether CAMPO fully complies with the goals of this LEP plan.

Update: CAMPO has taken measures to comply with the goals of the LEP Plan and Federal guidance regarding providing services to Limited English Proficiency persons. Based on a review of CAMPO's LEP Plan performance measures (**Appendix B**), CAMPO has complied with the goals of the LEP Plan.

- A determination as to whether complaints have been received concerning the agency's failure to meet the needs of LEP individuals and if so, documentation of CAMPO's response

Update: CAMPO has not received an LEP Title VI complaint, however a Title VI process and directions on how to navigate the Title VI process are in place and available.

## **DISSEMINATION OF CAMPO's LEP PLAN**

- Post signs at conspicuous and accessible locations in the CAMPO offices notifying LEP persons of the LEP Plan and how to access language services.  
CAMPO posts the LEP Plan, Title VI Complaint Process and related guidance documents online and at the front of CAMPO's office.
- State on agendas, public notices, and the CAMPO website that language assistance is available to LEP persons upon request at 512.215.8225.

## Addendum: Capital Area Regional Transit Coordination Committee and Initiative

CAMPO serves as the administrative lead agency for the Capital Area Regional Transit Coordination Committee (RTCC). This committee is charged with developing the region’s federally-required “Coordinated Public Transit-Health and Human Services Transportation Plan.” CAMPO receives Federal Transit Administration funding through the Public Transportation Division of TxDOT to support this effort. The RTCC effort covers the full 10-County State Planning Area. This LEP Plan guides CAMPO’s work on the Regional Transit Coordination initiative. This addendum provides additional data for the full RTCC area which supplements the data provided under “Factor 1: The number or proportion of LEP persons in the service area who may be served by CAMPO services.”

<b>Limited English Proficiency Population in the RTCC Planning Area (2011 ACS)</b>							
County	Total Population	All LEP Populations		LEP - Spanish		LEP - Vietnamese	
Bastrop	68,363	6,473	9.5%	6,244	9.1%	-	0.0%
Blanco	9,740	706	7.2%	685	7.0%	-	0.0%
Burnet	40,123	2,560	6.4%	2,361	5.9%	97	0.2%
Caldwell	35,142	2,610	7.4%	2,568	7.3%	-	0.0%
Fayette	23,008	1,709	7.4%	1,406	6.1%	109	0.5%
Hays	142,474	9,061	6.4%	8,188	5.7%	46	0.0%
Lee	15,538	1,348	8.7%	1,293	8.3%	-	0.0%
Llano	18,345	479	2.6%	419	2.3%	-	0.0%
Travis	931,832	130,112	14.0%	109,323	11.7%	5,721	0.6%
Williamson	376,890	24,277	6.4%	17,879	4.7%	669	0.2%
<b>RTCC Region</b>	<b>1,661,455</b>	<b>179,335</b>	<b>10.8%</b>	<b>150,366</b>	<b>9.1%</b>	<b>6,642</b>	<b>0.4%</b>

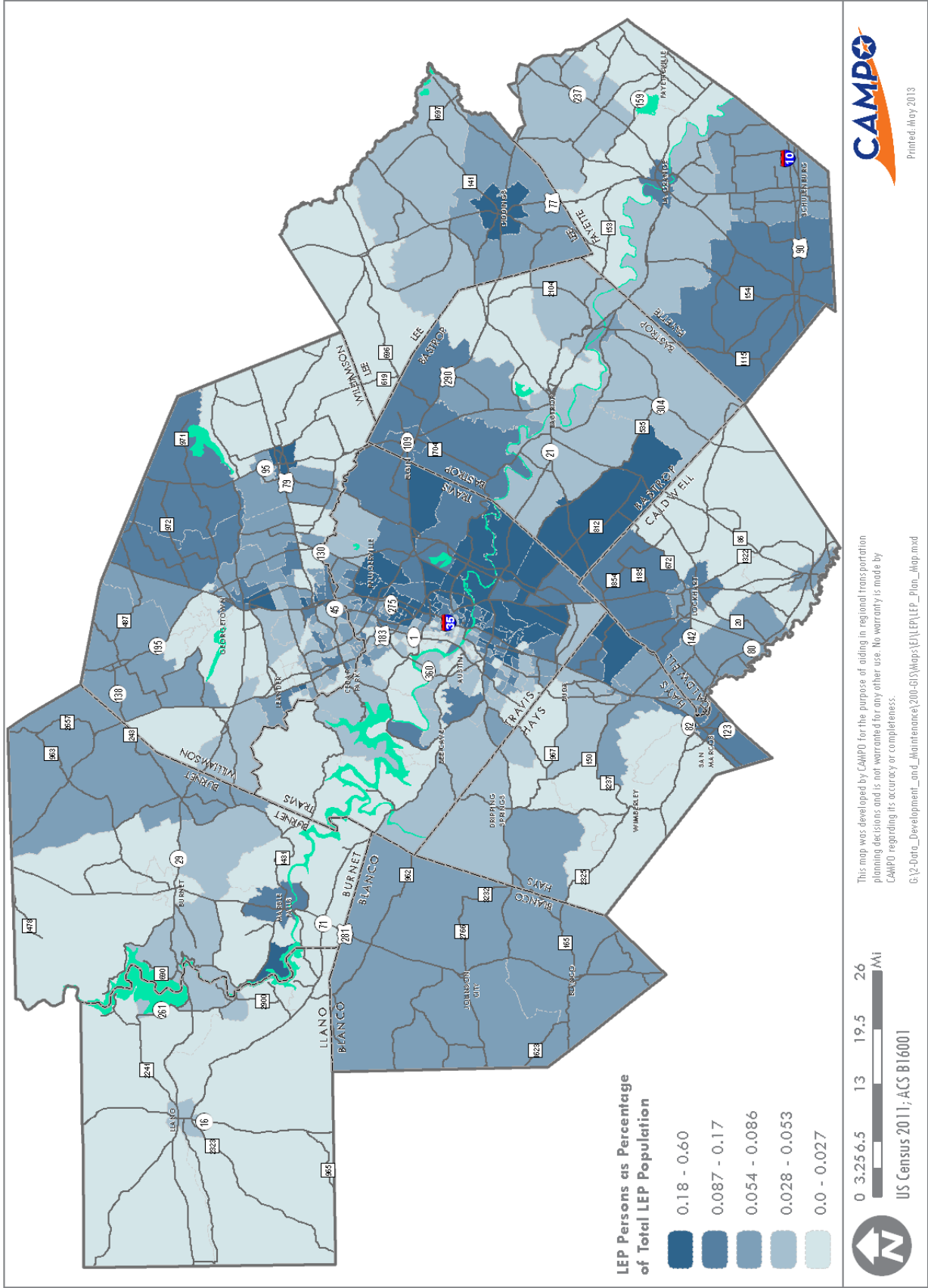
**Total Population:** Persons five years of age and older

**LEP Population:** Persons who speak a language other than English and have limited English proficiency

**LEP-Spanish:** Persons who speak Spanish and have limited English proficiency

**LEP-Vietnamese:** Persons who speak Vietnamese and have limited English proficiency

# LIMITED ENGLISH PROFICIENCY



Appendix A



CAMPO 2013  
Record of Individual LEP Contacts

Name	Unknown
Date	4/19/2013, Friday 1:45 pm
Meeting / Event / Location	Office, Dan received a phone call
Purpose	Requesting Bus Route + Fare info from Pflugerville to Austin
Preferred Language	Spanish
English Language Abilities	Could communicate in English although preferred Spanish.

How CAMPO Staff addressed this person's needs

Dan transferred this person to Laura. I recorded their phone number. I intended to locate the interpretation information and call the person back. They told me they needed information about bus service and fares. I determined that Capital Metro was the appropriate agency to answer this person's questions. We ended the phone call, and I told the caller I would call back before 2 pm when their funds are in. I called Cap Metro and spoke to a customer service rep. They said they had the info to help this person and had Spanish language services. I called the caller and provided the Cap Metro contact info.

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## Appendix B

### Monitoring LEP Contacts

Monitoring Criteria	Measures	Accomplished	Goal
<b>Recording LEP contacts</b>	<b>COMPLETE</b>		
	LEP contacts were recorded in the office and at public meetings	<b>Yes</b>	Record of Contact with LEP Persons
	Total number of LEP contacts	<b>1</b>	Document the number of LEP person contacts annually
<b>How LEP needs were addressed</b>	<b>COMPLETE</b>		
	LEP contacts were recorded included comments about how LEP person contacts' needs were addressed	<b>Yes</b>	Record how all LEP persons' needs were addressed.
	LEP program staff solicited comments from CAMPO staff about adequacy of LEP materials and services for individual LEP persons		LEP staff asks CAMPO staff periodically for feedback regarding materials.
<b>Mapping the current LEP population</b>	<b>COMPLETE</b>		
	Map of existing LEP population with updated ACS data	<b>Yes</b>	LEP staff creates map for most common preferred languages for LEP persons for CAMPO and RTCC areas.

### LEP Plan Compliance

• LEP Program Finance	
○ CAMPO had sufficient funds to maintain the LEP Plan Processes	<b>Yes</b>
○ Costs of LEP Program	<b>Costs are appropriate and not excessive</b>
▪ Staff Time	
• Hours and Tasks	Not excessive
▪ Materials	
• Printing	Not excessive
▪ Consultants & Services	
• Translation	Not excessive
• Interpretation	Not excessive



<b>• The following processes were in place:</b>	
○ On-site Interpretation Services	<b>Complete</b>
▪ Spanish	Yes – Phone Based
▪ Other languages	Yes – Phone Based
○ EJ Review built into PPP	<b>Complete</b>
▪ Interpretation Services Necessary at Public Meetings	As needed
▪ Translation of outreach and informational materials	Spanish, as needed and as a standard for 2040 Plan process outreach
▪ Staff maintains awareness at public meetings	Yes
○ Title VI LEP Complaint Process	<b>Complete</b>
▪ Information Posted on website	Yes
▪ Information Provided in languages likely to be understood by LEP persons	Yes, Spanish
○ Staff was trained on LEP processes and LEP responsibilities	<b>Complete</b>
▪ Staff reminded regularly of LEP duties	Yes
▪ LEP program staff followed up with co-workers concerning LEP contacts	Yes
○ Dissemination of the LEP Plan	<b>50% Complete</b>
▪ Post the plan in conspicuous locations at the office	Yes
▪ Place notice on agendas, flyers, etc. of language services	In Process
<b>• How were the needs of LEP persons addressed?</b>	
○ Office LEP Contacts	<b>Complete</b>
▪ Number of contacts	Recorded
▪ Reason or purpose the individual contacted CAMPO	Contacted Wrong Agency
▪ A summary of results of interactions with LEP individuals who contact the CAMPO office	Complete
<b>• Complaint Log</b>	
○ List of complaints	<b>Complete – No Complaints</b>
▪ Complainant’s name	Process in place
▪ Complainant’s race, color, gender and national origin	Process in place
▪ Respondent’s name	Process in place
▪ Basis(es) of the discrimination complaint	Process in place
▪ Issue(s) surrounding the discrimination complaint	Process in place
▪ Date the discrimination complaint was filed	Process in place
▪ Date the investigation was complete	Process in place
▪ Disposition	Process in place
▪ Disposition date	Process in place
▪ Other pertinent information.	Process in place