



Kingman Area Regional Transit

LIMITED ENGLISH PROFICIENCY (LEP) PLAN

Introduction

This Limited English Proficiency (LEP) Plan has been prepared to address Kingman Area Regional Transit (KART) responsibilities as a recipient of federal financial assistance as they relate to the needs of individuals with limited English language skills. The plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964, Federal Transit Administration Circular 4702.1B, which states that no person shall be subjected to discrimination on the basis of race, color or national origin.

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, write or understand English is a type of national origin discrimination. It directs each federal 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 which receive federal funds.

Plan Summary

KART has developed this LEP Plan to help identify reasonable steps for providing language assistance to persons with limited English proficiency who wish to access services provided by KART. 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 required, and how to notify LEP persons that assistance is available. In order to prepare this plan, KART undertook the U.S. Department of Transportation (U.S. DOT) 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 or are likely to encounter a KART program, activity or service.
2. The frequency with which LEP persons come in contact with KART programs, activities or services.
3. The nature and importance of programs, activities or services provided by KART to the LEP population.
4. The resources available to KART and overall cost to provide LEP assistance.

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

Four-Factor Analysis

1. The number or proportion of LEP persons in the service area who may be served or are likely to encounter a KART program, activity or service.

LANGUAGE SPOKEN AT HOME

Kingman City Limits		
Population 5 years and over	18,438	100.0%
English only	16,834	91.3%
Language other than English	1,604	8.7%
Speak English less than "very well"	437	2.4%
Spanish	888	4.8%
Speak English less than "very well"	235	1.3%
Other Indo-European languages	527	2.9%
Speak English less than "very well"	124	0.7%
Asian and Pacific Island languages	33	0.2%
Speak English less than "very well"	0	0.0%

Unincorporated Greater Kingman/Butler Area		
Population 5 years and over	14,162	100.0%
English only	13,111	92.6%
Language other than English	1,051	7.4%
Speak English less than "very well"	285	2.0%
Spanish	803	5.7%
Speak English less than "very well"	185	1.3%
Other Indo-European languages	112	0.8%
Speak English less than "very well"	35	0.2%
Asian and Pacific Island languages	66	0.5%
Speak English less than "very well"	0	0.0%

Source: <http://factfinder2.census.gov>

Most people in the KART service area are proficient in the English language. At this time, no group represents a significant percentage of the City of Kingman or Greater Kingman/Butler Area population.

Based on 2010 Census for the City of Kingman, 95.4% of the population speak only English or speak another language but speak English "very well". Only 4.6% of the population is not proficient in English.

Based on 2010 Census for the Greater Kingman/Butler Area, 96.5% of the population speak only English or speak another language but speak English "very well". Only 3.5% of the population is not proficient in English.

2. The frequency with which LEP persons come in contact with KART programs, activities or services.

KART assessed the frequency with which staff and drivers have, or could have, contact with LEP persons. To date, KART has not had any record of LEP clients or requests to have information provided in any other language. Because of the small size of the LEP population, LEP involvement currently is infrequent and unpredictable.

3. The nature and importance of programs, activities or services provided by KART to the LEP population.

The largest geographic concentration of LEP individuals in the KART service area are Spanish speaking. Services provided by KART that are most likely to encounter LEP individuals are along the fixed route. It is also possible that KART will encounter LEP individuals at the KART office where Curb-to-Curb trips are scheduled and passes are sold.

4. The resources available to KART and overall cost to provide LEP assistance.

In the event that a translator is needed, KART would seek assistance from other City of Kingman employees who may be able to translate. If there are no individuals available to assist, translation efforts may be sought online. Costs vary, depending on the extent that translation services are needed. There are many simple tools available online at no charge. Professional translation services appear to begin at a minimum charge of \$95 to \$250 per page for written translation. In the past, ADOT has provided services to translate rider's guides at no charge to its grant recipients. KART has utilized such services to translate its rider's guide.

How KART staff may identify a person who needs language assistance

1. Examine records to see if requests for language assistance have been received in the past, either at meetings or over the phone to determine whether language assistance might be needed at future events or meetings.
2. Have staff person greet participants as they arrive to KART sponsored events. By informally engaging participants in conversation it is possible to gauge each attendee's ability to speak and understand English.
3. Have Census Bureau Language Identification Flashcards available at KART meetings. This will assist KART in identifying language assistance needs for future events and meetings.
4. Have Census Bureau Language and Identification Flashcards on all transit vehicles to assist vehicle operators in identifying specific language assistance needs of passengers.
5. If LEP individuals are encountered, vehicle operators will be instructed to try to obtain information to give to KART management for follow-up.

Language Assistance Measures

KART has language assistance measures available to LEP persons. KART Rider's Guides are printed in both English and Spanish. There are also various ways in which KART staff is able to respond to LEP persons, whether in person, by telephone or in writing.

- Network with local human service organizations that provide services to LEP individuals and seek opportunities to provide information on KART programs and services
- When an interpreter is needed for a language other than Spanish, in person or on the telephone, staff will attempt to access language assistance services from a professional translation service
- The KART LEP Policy is posted inside each transit vehicle and the LEP Policy and Plan are posted online at www.cityofkingman.gov.

Staff Training

The following training will be provided to KART staff:

1. Information on the KART Title VI Procedures and LEP responsibilities
2. Description of language assistance services offered to the public
3. Documentation of language assistance requests
4. How to handle a potential Title VI/LEP complaint

Outreach Techniques

When staff prepares a document for which the target audience is expected to include LEP individuals, the documents will be printed in an alternative language based on the known LEP population. Interpreters will be available as needed.

Monitoring and Updating the LEP Plan

KART will update the LEP Plan as required by U.S. DOT. At minimum, the plan will be reviewed and updated when data from the newest U.S. Census is available, or when it is

clear that higher concentrations of LEP individuals are present in the KART service area. Updates will include the following:

- The number of documented LEP person contacts encountered annually
- How the needs of LEP persons have been addressed
- Determination of the current LEP population in the service area
- Determination as to whether the need for translation services has changed
- Determine whether KART financial resources are sufficient to fund language assistance resources needed
- Determine whether KART has fully complied with the goals of this LEP Plan
- Determine whether complaints have been received concerning KART failure to meet the needs of LEP individuals

Dissemination of the KART LEP Plan

A link to the KART LEP Plan and the Title VI Procedures is included on the KART website at www.cityofkingman.gov.

Any person or agency with internet access will be able to access and download the plan from the KART website. Alternatively, any person or agency may request a copy of the plan via telephone, fax, mail, or in person and shall be provided a copy of the plan at no cost. LEP individuals may request copies of the plan in translation which KART will provide, if feasible.

Questions or comments regarding the LEP Plan may be submitted to:

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