

LIMITED ENGLISH PROFICIENCY PLAN

City of Pueblo – Pueblo Transit November 2012

I. INTRODUCTION

This Limited English Proficiency (LEP) Plan, for City of Pueblo, Pueblo Transit has been developed in response to federal requirements included under Section 601 of Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d), which provides that no person shall “on the grounds of race, color or national origin be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.”

Federal Executive Order No. 13166, issued in August 2000 by President Clinton, "Improving Access to Services for Persons with Limited English Proficiency," was created to "... improve access to federally conducted and federally assisted programs and activities for persons who, as a result of national origin, are limited in their English proficiency (LEP)..." President Bush affirmed his commitment to Executive Order 13166 through a memorandum issued on October 25, 2001, by Assistant Attorney General for Civil Rights, Ralph F. Boyd, Jr. and Acting Assistant Attorney General, Loretta King directed a strengthening of enforcement of Title VI in a memorandum dated July 10, 2009.

As a recipient of funds from the Federal Transit Administration (FTA), this Limited English Proficiency (LEP) Plan for Pueblo Transit has been developed to ensure compliance with Federal LEP regulations. It includes an assessment of the limited English proficiency needs of our area, an explanation of the steps we are currently taking to address these needs, and the steps we plan to take in the future to ensure meaningful access to our transit programs by persons with limited English proficiency.

II. LIMITED ENGLISH PROFICIENCY NEEDS OF AREA

The *Four-Factor Analysis* developed by the FTA requires that information be included in LEP Plans regarding the number and percentage of LEP persons in our area, and the nature, frequency and importance of the contact we have, with LEP persons, in providing transit services. Each of these elements is addressed below.

Number and Percentage of LEP Persons in Our Area

Permanent Population

U.S. Census Data

The U.S. Census provides information to assist in estimating the number of limited English speakers. While the 2010 Census will provide up-to-date data, that information is not yet available. Normally, 2008 estimates are available for Urbanized Areas and for counties with large populations. However, for the Pueblo area, these data are not available. Therefore, U.S. Census 2000 data was used.

Table 1 presents information for the City of Pueblo and for the Pueblo Urbanized Area, based on Census 2000 estimates on *Language Spoken at Home by Ability to Speak English*.

TABLE 1 - Individuals Speaking English "Not Well" or "Not at All"

Data Category	City of Pueblo		Pueblo UZA	
	#	%	#	%
Total Population (5 years old & older)	95,537	100%	115,036	100%
<i>Populaton Speaking English "Not Well" or "Not at All"</i>	1,817	1.9%	2,001	1.7%
<i>Populaton Speaking English "Not Well" or "Not at All"</i>				
Spanish	1,650	91%	1,797	90%
Other Indo-European	83	5%	111	6%
Asian and Pacific Islander	84	5%	93	5%
Other	0	0%	0	0%
Total	1,817	100%	2,001	100%

Source: U.S. Census 2000 estimates - population 5 years old and older, speaking anohter language in the home, who speak English "Not Well" or "Not at All."

As the table shows, there was a relatively low number of persons in the City of Pueblo's permanent population who had difficulty speaking English, 1,817 individuals, 1.9% of persons 5 years of age and older, in the year 2000. According to the Census, 91% of those were Spanish speakers. The percentage of limited English speakers in the Pueblo Urbanized Area as a whole was also small relatively small, approximately 1.8% of the population.

School District and Other Local Data

U.S. Census data indicates a relatively low need to respond to individuals in our service area who have difficulty with English. Those who do have difficulty are primarily Spanish speakers. Therefore, for this LEP Plan, additional local contacts were not made to clarify the need. However, the City is committed to continue to monitor LEP needs over time.

Visitors

There is also not a high number of visitors to our area, especially those who may want to use our service. However there may be some visitors who would have a need for our service.

Summary

Given the demographics of our service area, there is a relatively low potential demand for our service by LEP individuals. However, we are sensitive to that potential need, now and into the future.

Nature, Frequency and Importance of LEP Contact

The nature and importance of LEP contact is high for public transit services. Therefore, even though the potential demand is relatively low, we have developed strategies to address this potential need, both now and for the future.

III. CURRENT LEP EFFORTS

The numbers and percentages of LEP persons in our service area are relatively low but as a transportation provider we are sensitive to the current and potential need to service LEP individuals. Therefore, in recent years we have undertaken the following efforts:

- All public notices are posted in both English and Spanish in the local newspaper, at the Transit Center and on each of the buses.
- Spanish speaking translator is available for all public meetings.
- Route and fare information is provided in both English and Spanish on maps and in our website.
- Pueblo Transit provides an incentive payment of \$50 per month to its customer service representatives who are proficient in Spanish.
- Citi-Lift (paratransit system) brochures are printed in both English and Spanish.
- All bus operators and customer service representatives have been provided with a copy of CDOT's "Basic Spanish for Transit Employees".

- Educational assistance is available to employees wishing to take formal conversational Spanish courses.

IV. PLANS FOR THE FUTURE LEP EFFORTS

Given the current and potential future need to respond to individuals with Limited English proficiency our LEP Plan includes the elements identified below.

Identifying LEP Persons Who Need Language Assistance

In order to identify potential future LEP needs with respect to our transit service we will undertake the following:

- Review Census updates as they become available;
- Periodically review perceived LEP needs with drivers and other first-line staff;
- Make periodic contacts with school districts and other community agencies that may know of LEP persons or groups.

Language Assistance Measures

As the need arises, we will respond to LEP needs by:

- Obtaining copies of Census Bureau's "I Speak Cards" to have on hand if needed;
- Expanding the types of marketing materials and customer related forms as appropriate;
- Attempting to recruit Spanish-speaking customer service staff and/or drivers;
- Becoming familiar with Language Line Services at <http://www.language.com>;
- Identifying other community resources such as agencies serving LEP persons, which may have resources to share.

Staff Training

We will undertake the following staff training topics:

- Federal LEP requirements, our LEP Plan and Title VI;
- Document language assistance requests;
- Use any of the language assistance measures as described above.

Outreach Efforts

Similarly, we will conduct the following outreach efforts:

- Identify agencies in our area that may serve LEP populations
- Provide information on our services to them, as appropriate.

Monitoring and Updating Plan


We will monitor and update this plan every 2-3 years, as needed. This will include:

- Reviewing our LEP Plan with staff and make adjustments, as needed
- Pay particular attention to demographic changes in our area and to any LEP-related complaints we receive.

Disseminating Our LEP Plan

- Have copies of our plan available to give to agencies serving LEP populations in our area and or for individual requests;
- Post our plan on our website;
- Adopt Plan by Pueblo Transit Board of Directors

ADOPTED:



President, Pueblo Transit Board of Directors

Date: 11/27/12