



# Limited English Proficiency (LEP) Plan

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## Introduction

The purpose of this Limited English Proficiency (LEP) policy guidance is to clarify the responsibilities of recipients of federal financial assistance provided by the U.S. Department of Transportation (DOT) and assist them in fulfilling their responsibilities to limited English proficient (LEP) persons, pursuant to Title VI of the Civil Rights Act of 1964 and implementing regulations. This policy guidance was prepared in accordance with Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, et seq, and its implementing regulations, stating no person shall be subjected to discrimination on the basis of race, color, or national origin under any program or activity that receives federal financial assistance and Executive Order 13166, *Improving Access to Services for Persons With Limited English Proficiency* summarized as follows:

Improving Access to Services for Persons With Limited English Proficiency reprinted at 65 FR 50121 (August 16, 2000), directs each Federal agency that is subject to the requirements of Title VI to publish guidance for its respective recipients clarifying that obligation. All such guidance documents shall be consistent with the compliance standards and framework detailed in the Department of Justice's (DOJ) Policy Guidance entitled *Enforcement of Title VI of the Civil Rights Act of 1964— National Origin Discrimination Against Persons with Limited English Proficiency* (See 65 FR 50123, August 16, 2000 DOJ's General LEP Guidance). Different treatment based upon a person's inability to speak write, read, or understand English may be a type of national discrimination.

Executive Order 13166 applies to all federal agencies and all programs and operations of entities that receive funding from the federal government, including state agencies, local agencies, and governments such as the Cape Fear Public Transportation Authority, private and non-profit entities and sub-recipients.

## Plan Summary

The Cape Fear Public Transportation Authority ( ) has developed this Limited English Proficiency (LEP) Plan to help identify reasonable steps to provide language assistance for LEP persons seeking meaningful access to CFPTA services and programs as required by Executive Order 13166. A Limited English Proficiency person is one who does not speak English as their primary language and who has a limited ability to read, speak, write, or understand English.



## Title VI Policy

As a recipient of federal funds, Wave Transit has certified and provided assurances that it will fully comply with Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d. Wave Transit is committed to ensuring that no person is excluded from participation in, or denied the benefits of its services, programs or activities on the basis of race, color or national origin.

No person or group of persons shall be discriminated against with regard to the routing, scheduling, or quality of transportation service that Wave Transit furnishes on the basis of race, color, or national origin. Frequency of service, age and quality of vehicles assigned to routes, and location of routes may not be determined on the basis of race, color or national origin.

## Four Factor Analysis

Wave Transit has taken reasonable steps to ensure LEP persons have meaningful access to services, programs and activities provided. The fact dependent and flexible standard employed is an individualized assessment balancing the following four factors:

**1. The number or proportion of the LEP population eligible to be served or likely to encounter a Wave Transit program, activity, or service.**

Wave Transit studied the US Census Bureau American Community Survey and additional demographic data for New Hanover County to determine the number of LEP persons residing within our service area. The current population for New Hanover County is estimated to be at 224,231, with 5.4% of the population, or 12,108 as identifying as Hispanic or Latino. Hispanic and Latino individuals comprise the largest non-English speaking language group in New Hanover County. The language spoken most often by above referenced groups is Spanish. It is estimated that only 1% or 2,242 individuals age 5 and over do not speak English very well or not at all. Refer to **Appendix A, Chart 2** for further detail.

**2. The frequency at which an individual encounters a Wave Transit program or service.**

Wave Transit assessed the frequency at which the staff has or could encounter a LEP person. This assessment includes the number of requests for translation services provided verbally or in print format. During the previous fiscal year, FY2020, Wave Transit received only (1) request for a Spanish speaking interpreter by phone and no requests for translation services. One request for a hard copy, Spanish publication of the schedule was requested and fulfilled. Printed schedules are available in Spanish and can be translated into additional languages upon request.

**3. Importance of the program, activity or service provided by Wave Transit to the LEP community.**

The Cape Fear region has been identified as one of the fastest growing regions in Southeastern North Carolina with steady growth among the Latino community. Wave Transit recognizes the need and importance of public outreach to all community groups and will continue to provide a variety of outreach opportunities to LEP persons.



#### 4. The resources available to Wave Transit and overall costs.

The Authority identified local resources that could be used to provide LEP assistance to customers and members of the public. This included identifying staff, volunteers, and free language services, which could be used to provide translation and interpreting services. Wave Transit uses a language interpreting service, and all staff members are trained on this procedure.

#### Analysis

Wave Transit analyzed the four factors and determined that the population of LEP persons living in the Cape Fear region is small when compared to the overall population. Challenges persist in developing a plan for such a small population. While the size of the population makes targeted outreach activities challenging, Wave Transit recognizes the importance of outreach and inclusion of LEP persons within the region and maintains an established outreach plan as outlined in this document.

### Language Assistance Measures

When an interpreter is required for in person communications or communications via telephone, staff will first determine the language needed. If Spanish is not required, bilingual staff is unavailable, or formal interpretation is required, staff shall use telephone interpreting services as provided by Pacific Interpreters. Phone numbers and access codes for the service are found at the customer service desk or near any Wave Transit telephone.

A translation link is available and easily accessible on the Wave Transit website to aid LEP persons with bus schedules and information about the bus system, programs, and other service offerings.

### Personnel Training

Wave Transit and contracted staff will be provided with the LEP Plan and will be educated on procedures and services available. This information will be included as part of the orientation process for new hires. Training topics are listed as follows:

- Understanding the Title VI LEP responsibilities
- What language assistance services Wave Transit offers
- Use of “I Speak” Cards
- How to use the Pacific Interpreters translation services
- Documentation of language assistance request

When contacted, staff must confirm the language preference of the customer or staff member and if an interpreter is needed. The *I Speak* cards referenced in **Appendix B** are used to help identify the language need of the customer or member of the public receiving assistance.



## Providing Notice of Available Language Service to LEP Persons

Notification regarding the availability of interpretation and translation services and a link to translate web content is included on the Wave Transit website. Notifications are provided through the Authority's social media platforms and included on pertinent press releases issued to the public.

## Outreach Techniques

If a staff member knows that they will be presenting a topic that could be of potential importance to a LEP person or if staff will be hosting a virtual or in person meeting or a workshop on a topic that a known concentration of LEP persons, meeting notices, fliers, advertisements, and agendas will be available in an alternate language such as Spanish.

## Monitoring and Updating the LEP Plan

Wave Transit will conduct an annual evaluation to analyze the effectiveness of the current LEP plan. Evaluation efforts which determine aspects of the program that are most effective and which elements need revising.

The Cape Fear Public Transportation Authority's annual review of the LEP plan will consist of the following activities:

- Assessment of the number of persons with LEP rising in the Authority's service area
- Assessment of language needs of current LEP customers
- Determination as to whether language assistance services currently utilized are meeting the needs of clients with LEP
- Evaluation on effectiveness of staff training. Do staff members understand policies and procedures, process for execution and how to utilize language assistance resources?

## LEP Contact

Any questions or comments regarding this plan should be directed to the individual listed below:

### **Mailing Address**

Wave Transit  
Attn: Title VI Coordinator  
P.O. Box 12630  
Wilmington, NC 28405

### **Contact Information**

Megan Matheny  
[mmatheny@wavetransit.com](mailto:mmatheny@wavetransit.com)  
Phone: 910.202.2057  
Fax: 910.342.2557



## Appendix A - Graphs and Charts

**Chart 1 - C03001. HISPANIC OR LATINO ORIGIN BY SPECIFIC ORIGIN - TOTAL POPULATION**

<b>New Hanover County, North Carolina</b>		
	Estimate	Margin of Error
Not Hispanic or Latino	94.6%	+/- 0%
Hispanic or Latino	5.4%	+/- 0%
Mexican	2.3%	+/-0.9%
Puerto Rican	0.3%	+/-0.3%
Cuban	0.0%	+/-0.1%
Dominican Republic	0.6%	+/-0.6%
Central American	0.4%	+/-0.2%
South American	0.4%	+/-0.4%

*Source: U.S. Census Bureau, 2018 American Community Survey*

**Chart 2 - C16001. LANGUAGE SPOKEN AT HOME FOR THE POPULATION 5 YEARS AND OVER - POPULATION 5 YEARS AND OVER**

<b>New Hanover County, North Carolina</b>		
	Estimate	Margin of Error
Total (5 years and older)	212,917	+/-55
Speak English only or English very well	199,242	+/-849
Speak a language other than English	13,675	N/A
Spanish	8,246	+/-711
French, Cajun, and Haitian	599	+/-166
German	408	+/-109
Russian	238	+/-180

*Source: U.S. Census Bureau, 2018 American Community Survey Estimates*

Chart 3 - B16006. LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER (HISPANIC OR LATINO) - HISPANIC OR LATINO POPULATION 5 YEARS AND OVER

New Hanover County, North Carolina		
	Estimate	Margin of Error
Total:	12,638	+/-594
Speak only English	4,286	+/-1,415
Speak Spanish	8,352	+/-1,640
Speak English "very well"	4,493	+/-1,580
Speak English "well"	2,062	+/-838
Speak English "not well"	1,152	+/-868
Speak English "not at all"	645	+/-610
Speak other language	0	+/-216

Source: U.S. Census Bureau, 2018 American Community Survey Estimates

## Appendix B - I Speak Cards

<i>I Speak...</i>	
necesito servicios de interprete en español	I need a Spanish interpreter
Kuv xav tau ib tug Hmoob pab txbais Jus rau kuv	I need a Hmong interpreter
انا احتاج مترجم عربي	I need an Arabic interpreter
Мне нужен русский переводчик	I need a Russian interpreter
我需要一個俄羅斯翻譯	I need a Chinese interpreter
ငါလိုဗမာစွဲဌ်း	I need a Burmese interpreter
J'ai besoin d'un interprete	I need a French interpreter
Ho bisogno di un interprete italiano	I need an Italian interpreter



