



TRANSPORTATION AND NATURAL RESOURCES

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Limited English Proficiency Plan (LEP)

Purpose

The *purpose of the* Travis County, Transportation and Natural Resources (TNR) Language Assistance Plan is to ensure that TNR communicates effectively with Limited English Proficiency individuals. An LEP individual is a person who does not speak English as his or her primary language and who has a limited ability to speak, read, write, or understand English.

All TNR Division Directors and Managers must make a meaningful attempt to provide LEP persons with a means of effective communication.

Nondiscrimination Statement

Travis County Transportation and Natural Resources, as a recipient of Federal financial assistance and under Title VI of the Civil Rights Act of 1964 and related statutes, shall not subject LEP persons to discrimination on the grounds of race, religion, color, national origin, sex, age, or disability and LEP persons shall not be excluded from participation in or be denied the benefits of any TNR programs or activities.

LEP Policy Statement

It is the policy of TNR to provide or attempt to provide timely meaningful access to all programs and activities for persons with LEP. Language assistance services shall be provided to persons with LEP whenever a person with LEP requests language assistance services. TNR will inform LEP persons that TNR will provide language assistance services free of charge.

Federal Authorities

The following are the relevant federal authorities that require TNR to provide LEP persons with meaningful access to programs, activities and services:

Title VI of the Civil Rights Act of 1964, as amended, provides that no person shall "on the ground 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 activities of an entity receiving Federal financial assistance."

Executive Order 13166, entitled “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. 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.

LIMITED ENGLISH PROFICIENCY (LEP) PLAN:

Each TNR Division Director and Manager will determine what language assistance services are appropriate for the services they provide to the public. Determination will be based on:

- Demographics
- Frequency
- Nature and Importance
- Available Resources and Costs

To be effective, this plan will be monitored, evaluated, and updated periodically and will consider any changes in demographics, services, and programs.

Division Directors and Managers should create a record of language assistance services provided, which can assist in accurately identifying and addressing the changing needs of their LEP communities, which, in turn, can help identify changes to the quantity or type(s) of language assistance services.

IMPLEMENTING THE LANGUAGE ASSISTANCE PLAN

Any interaction with the public has the potential of contact with LEP individuals. These interactions could include, but are not limited to:

- permit applicants
- developers
- visitors
- general public
- public meetings and hearings
- Public access to the Department websites, and/or written material and brochures intended for public distribution.

TNR should make a meaningful effort to determine if a person is LEP; determine his/her primary language; and, procure the appropriate language assistance services.

➤ **Language Assistance Measures** may include:

- Interpretation Services – TNR will inform LEP individuals that free interpreter services will be provided upon request for their business interactions with TNR. TNR may use bilingual staff to provide language services.
- Public meeting notices should include notification in an appropriate language(s) that states interpreters will be provided. Bilingual staff should be on hand at public meetings, hearings, or public events intended for gathering public input on projects.

➤ **Translation Services**

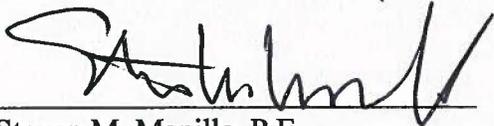
- Written materials routinely provided in English should be provided in frequently encountered languages.
- Vital information contained within a document should be translated when a significant number or percentage of the LEP population is likely to be affected by the program/activity.
- Public service announcements should be provided in regularly encountered languages.

➤ **Training Staff on Policies and Procedures:**

- TNR Division Directors and Managers are required to fully understand, direct staff to comply, and must implement the Department's LEP plan and to reinforce its importance. TNR-HR is also available to assist with information and training requests.

Discrimination/Complaint Procedure:

Inquiries and/or complaints can be reported verbally at (512) 854-9429 or via email at tnrweb@co.travis.tx.us.



Steven M. Manilla, P.E.
County Executive

6/30/14

Date