

LIMITED ENGLISH PROFICIENCY (LEP) PLAN
City of Faribault, Minnesota
Faribault Flyer

Introduction

This Limited English Proficiency (LEP) Plan has been prepared to address the City of Faribault's responsibilities as a recipient of federal financial assistance for the operation of its public transit system, the Faribault Flyer, as it relates 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 which prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that "no person shall, on the grounds of race, color, or national origin be excluded from participation in, be denied the benefits or, or be subjected to discrimination under any program or activity receiving Federal financial assistance".

The City of Faribault is committed to ensuring that no person is excluded from participation in or denied the benefits of its transit services on the basis of race, color, or national origin.

This plan was developed to guide the City of Faribault in its administration and management of Title VI-related activities.

Plan Summary

The City of Faribault is the owner/operator of a public transit system, the Faribault Flyer, and 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 the Faribault Flyer. 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, the City undertook the U.S. Department of Transportation's 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 be served by the Faribault Flyer.
2. The frequency with which LEP persons come into contact with the Faribault Flyer services.
3. The nature and importance of Faribault Flyer services to the LEP population.

4. The resources available to City staff and overall costs to provide LEP assistance.

A summary of the results of the analysis follows.

Four-Factor Analysis

1. The number or proportion of LEP persons in the service area who may be served or are likely to be served by the Faribault Flyer.

City staff reviewed the 2000 U.S. Census information and determined that 1,938 persons in the City of Faribault (11.3%) speak a language other than English. Of those persons, 628 (3.7%) speak English “not well” or “not at all”. Of those persons with limited English proficiency, 550 (87.5%) speak Spanish. The next language listed with the highest number of persons that speak English “not well” or “not at all” is Cambodian at 30. However, the 2000 census data does not reflect the population of Somalian immigrants that have settled in Faribault in recent years. The Faribault Public School District indicates a classroom enrollment of 5.4% classified as “Black” which includes Somalians.

2. The frequency with which LEP persons come into contact with the Faribault Flyer services.

The City assessed the frequency with which staff and drivers have, or could have, contact with LEP persons. This includes documenting phone inquiries and surveying staff. To date, the most frequent contact between LEP persons is with bus drivers. Translated documents, including the bus schedule, Service Policy, and Complaint Procedures are available on the buses and posted on the City’s web site in Spanish and Somalian.

3. The nature and importance of Faribault Flyer services to the LEP population.

The largest concentration of LEP individuals in the Faribault Flyer’s service area is Spanish followed by Somalian. The Faribault Flyer, through its flexible route/route deviation service, could encounter LEP individuals at any time it is in service.

4. The resources available to City staff and overall costs to provide LEP assistance.

The City has assessed its available resources that could be used for providing LEP assistance including determining how much a professional interpreter and translation services would cost on an as needed basis, which documents should be translated, and taking an inventory of available organizations that the City could partner with for outreach and translation efforts. Staff training that may be needed was also considered.

Based on the four-factor analysis, the City developed its LEP Plan as outlined in the following section.

How City staff may identify a LEP person who needs language assistance

1. Examine records to see if requests for language assistance have been received in the past and if so, for what language.
2. Bus drivers and other front-line staff, like the secretary, will be interviewed on their experience concerning any contacts with LEP persons during the previous year.

Language Assistance Measures

There are several language assistance measures available to LEP persons, including both oral and written language services. There are also various ways in which City staff may respond to LEP persons, whether in person, by telephone, or in writing.

- The Welcome Center/Diversity Coalition will continue to provide information to LEP groups on City programs and services.
- Network with local human service organizations that provide services to LEP individuals and seek opportunities to provide information on transit services.
- Provide bilingual transit information on the City's web site and at public buildings like the library and community center.
- Closed captioning is available on the telecast of City Council meetings.
- Discuss with bus drivers and other front-line staff annually on their experience concerning any contacts with LEP persons during the past year.

Staff Training

The following training will be provided to transit staff.

1. Information on the Faribault Flyer's Title VI complaint procedures and LEP plan.
2. Description of interpretive services offered to the public.
3. Documentation of interpretive services requests.
4. Use of interpretative services.
5. How to handle a potential Title VI/LEP complaint.

Outreach Techniques

When documents are prepared or public meetings are scheduled for which the target audience is expected to include LEP individuals, then documents, meeting notices, flyers, and agendas will be printed in alternative languages based on the known LEP population. Interpreters will be available as needed. Information will also be posted in English and in alternative languages on the City's web site.

Monitoring and Updating the LEP Plan

The LEP Plan will be reviewed and updated when data from the 2010 U.S. Census is available or when it is clear that higher concentrations of LEP individuals are present in the Faribault Flyer service area. Updates will include the following.

- The number of documented LEP person contacts encountered annually.
- How the needs of the LEP persons have been addressed.
- Determination of the current LEP population in the service area.
- Determination if the need for translation services has changed.
- Determination if interpretative services have been effective and sufficient to meet the needs.
- Determine whether the Faribault Flyer's financial resources are sufficient to fund interpretative services needed.
- Determine if the Faribault Flyer has fully complied with the goals of the LEP Plan.
- Determine if complaints have been received concerning the Faribault Flyer's failure to meet the needs of LEP individuals.

Dissemination of the Faribault Flyer's LEP Plan

The Faribault Flyer's LEP Plan and Civil Rights Complaint Procedure are available on the City of Faribault's web site at www.ci.faribault.mn.us. 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 a copy of the Plan in alternative languages which will be provided, if feasible.

Questions or comments regarding the LEP Plan may be submitted to the City of Faribault, Department of Community Development.

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