

Limited English Proficiency Plan

Quality Connections Inc.

Limited English Proficiency Plan



Quality Connections Inc. has developed the following Limited English Proficiency Plan (LEP) to help identify reasonable steps to provide language assistance for LEP persons seeking meaningful access to Quality Connections Inc. services 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.

This plan details procedures on how to identify a person who may need language assistance, the ways in which assistance may be provided, training to staff, notification to LEP persons that assistance is available, and information for future plan updates. In developing the plan while determining Quality Connections Inc.’s extent of obligation to provide LEP services, Quality Connections Inc. undertook a U.S. Department of Transportation four-factor LEP analysis which considers the following:

Persons with Limited English Proficiency (LEP)	Estimate	% of Persons 5 Yrs. & Under	% of Persons 5 Yrs. & Over With LEP
Total Persons 5 years & Over	70,320	6.1%	---
English Speaking Only	57,381	81.6%	---
Limited English Proficiency	549	3.9%	100.0%
Spanish with LEP	320	3.0%	58.2%
Other Indo-European languages with LEP	28	0.2%	5.1%
Asian & Pacific Island languages with LEP	120	0.7%	21.9%
Other Languages with LEP	81	0.0%	14.8%

1. Demography. According to the U.S. Census Bureau, 2010-2014, American Community Survey five year estimates, 2.3% of the Flagstaff area population is considered to be Limited English Proficient. This equates to 549 individuals five years of age or older who report speaking English less than “very well”. The predominate language spoken by the LEP population is Spanish. Under the DOJ’s Safe Harbor provision, it is necessary to translate materials when five percent or 1,000 persons, whichever is less, speak English less than “very well”.
2. Frequency: The general public comes in contact with Quality Connections on an infrequent basis, but all residents are welcome to attend public meetings of the Flagstaff Metropolitan Planning Organization, to which Quality Connectons belongs as a member agency. To facilitate public participation, FMPO posts public meeting notices in English and Spanish on its website, in public places and in printed media in an effort to reach a large audience.

3. Importance. Transportation planning is vital to a community and directly affects the lives of those living in the service area. Recommendations on roads, sidewalks, and public transportation service projects fall under the responsibilities of FMPO and projects completed by the member agencies directly affect the residents in their communities. This includes the minority and low income populations, including the LEP population. The member agency is responsible to ensure that environmental, health and safety issues are considered in the projects put forth to FMPO for consideration.
4. Resources. Due to fiscal constraints and limited resources at this time, Quality Connections is unable to provide interpretation and translation services without advance notice. Major plans and maps are not available in languages other than English. However, public notices and vital documents and forms are available in English and Spanish.

Quality Connections provides transportation services to individuals with disabilities in connection with other services provided to an individual (such as employment, residential or day treatment services). Quality Connections' provides services through multiple referral agencies that authorize and provide funding for the services provided. Quality Connections' services, including transportation, are not available to the general public without authorization from a referral agency.

LEP individuals or others who may need language assistance are identified by the referral agency. If an individual with LEP requests information or is interested in receiving services from Quality Connections, Quality Connections will collaborate with the referral agency on a case by case basis to provide information in a language or format that the individual will understand.

Safe Harbor Provision

Quality Connections complies with the Safe Harbor Provision, as evidenced by the number of documents available in the Spanish language. With respect to Title VI information, the following shall be made available in Spanish:

- (1) Title VI Notice
- (2) Complaint Procedures
- (3) Complaint Form