Language Assistance Plan

1. INTRODUCTION

This Language Assistance Plan(LAP) for Eagle Valley Transportation Authority 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 sub-recipient of funds from the Federal Transit Administration (FTA), through the Colorado Department of Transportation (CDOT), this Language Assistance Plan(LAP) Plan for Eagle Valley Transportation Authority has been developed to ensure compliance with Federal LAP 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.

2. LIMITED ENGLISH PROFICIENCY NEEDS OF AREA

This Language Assistance Plan(LAP) for Eagle Valley Transportation Authority 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.”

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The *Four-Factor Analysis* developed by the FTA requires that information be included in LAP 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.

A. Number and Percentage of LEP Persons in Our Area

Permanent Population

The U.S. Census provides information to assist in estimating the number of limited English speakers in the permanent population. For small urban areas and rural counties, the best data available is from the American Community Survey's 2022 5-Year estimates. Table 1 presents this information for Eagle and Lake Counties.

As the table below shows, there were significant numbers and percentages of the permanent population of both counties, in the year 2022, who had difficulty speaking English: 5,346, 10.9% of the population of Eagle County, and 671, 9.5% of all persons age 5 and over in Lake County. By large percentages, 90-100%, of those were Spanish speakers.

School District and Other Local Data

U.S. Census data indicates a significant need to respond to individuals in the permanent population of our service area who have difficulty with English. Those who do have difficulty are almost exclusively Spanish speakers. From 2019/2020 Eagle County School District enrollment data, 52.4% of Eagle County School District students identify as Hispanic. From winter 2017 ECO Transit survey data, 34% of riders are Hispanic. We are committed to monitoring LEP needs among the permanent population over time.

Visitors

There may be a potential need for special services for LEP individuals in our visitor population. As a year-round resort community, Eagle County attracts individuals from all over the world. We are therefore sensitive to LEP needs among visitors to our area. Based on 2017 survey data, approximately 14% of riders on the legacy ECO system (now operated by Core Transit) riders were visitors.

Table 1

	Eagle County, Colorado		Lake County, Colorado	
Label	**Estimate**	**Percent**	**Estimate**	**Percent**
LANGUAGE SPOKEN AT HOME				
Population 5 years and over	52,906	52,906	7,090	7,090
English only	38,912	73.5%	5,834	82.3%
Language other than English	13,994	26.5%	1,256	17.7%
Speak English less than "very well"	5,346	10.1%	671	9.5%
Spanish	11,481	21.7%	1,208	17.0%
Speak English less than "very well"	4,882	9.2%	671	9.5%
Other Indo-European languages	2,089	3.9%	40	0.6%
Speak English less than "very well"	361	0.7%	0	0.0%
Asian and Pacific Islander languages	294	0.6%	8	0.1%
Speak English less than "very well"	94	0.2%	0	0.0%
Other languages	130	0.2%	0	0.0%
Speak English less than "very well"	9	0.0%	0	0.0%

Source: U.S. Census American Community Survey, DP02 Selected Social Characteristics in the United States, 2022 ACS 5-Year Estimates

Summary

Given the substantial number of persons who have difficulty speaking English in the permanent population of our area, as well as the resort nature of our area, and the potential for significant numbers of our visitor population who may have Limited English Proficiency needs, we are committed to addressing the LEP needs of the persons we serve, residents and visitors.

Nature, Frequency and Importance of LEP Contact

The nature and importance of LEP contact is high for public transit services. Core Transit employees have daily contact with Spanish speaking individuals. Therefore, strategies to address this need have been developed and will continually be reviewed and improved where needed.

3. CURRENT LEP EFFORTS

Due to the fact that substantial numbers of the permanent population of our area have difficulty speaking English, and the fact that we have high numbers of visitors coming to our area, as a public transit provider we are committed to addressing the on-going need to service LEP individuals. Therefore, in recent years we have undertaken the following efforts: Rider Alerts, in-bus signage, and all rider forms and communications are both available in English and Spanish and drivers are trained in basic Spanish transit-related communications. Translators are available for Spanish communications with transit staff. An LAP plan was adopted in September of 2020 by the Core Transit's predecessor, the Eagle County Regional Transportation Authority Board and the Eagle County Board of County Commissioners. The Core Transit has adopted a bilingual pay policy that incentivizes the acquisition and use of transit-specific Spanish language skills.

4. PLANS FOR THE FUTURE LEP EFFORTS

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

Identifying LEP Persons Who Need Language Assistance

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.
- Review Core Transit surveys as they occur.

Language Assistance Measures

Core Transit is committed to the following to respond to LEP needs:

- Providing all information on the Core Transit website in Spanish, including all forms.
- Developing Spanish versions of marketing materials, customer complaint forms, public notices, and related information, as appropriate.
- Designating specific customer-facing positions as bilingual required and ensuring Spanish-speaking customer service staff and supervisors are regularly available.
- Hiring bilingual Spanish-speaking operators and incentivizing the acquisition of transit-specific Spanish language skills.
- Encouraging the use of web-based tools such as Google Translate to assist with phrase translation into or from multiple languages.
- Ensuring staff are familiar with Language Line Services at http://www.languageline.com.
- Identifying other community resources such as agencies serving LEP persons which may have resources to share.

Staff Training

Similarly, as the need arises, we will consider the following staff training topics:

- Federal LAP requirements, LAP Plan and Title VI.
- Documenting language assistance requests.
- Use of any of the language assistance measures as described above.

Outreach Efforts

Similarly, as the need arises, we will consider the following staff training topics:

- Identify agencies in our area that may serve LEP populations.
- Provide targeted information on our services to them, as appropriate.
- Provide opportunities for LEP participation at public meetings, through advertising and conduct of meetings, as appropriate.

Monitoring and Updating Plan

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

- Reviewing our LAP Plan with staff and make adjustments, as needed.
- Paying particular attention to demographic changes in Eagle and Lake Counties and to any LEP-related complaints we receive.

Disseminating Our LAP 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 www.coretransit.org.
- Adoption by the Core Transit Board of Directors