



Limited English Proficiency (LEP) Plan

April 2024

Contents

About The MPO	3
Introduction	5
Legal Basis for Language Assistance Requirements	5
Limited English Proficiency Policy	7
Who is an LEP Individual?	7
LEP Limitations	8
Administration Of LEP Plan	9
Complaint Procedure	9
Designated Staff Coordinator	9
Self-Assessment	11
Four Factor Analysis.....	11
Factor 1: The Number And Proportion Of LEP Persons Eligible To Be Served	12
Factor 2: Frequency Of Contact Of LEP Persons	18
Factor 3: The Nature And Importance Of The Program Service Or Activity	18
Factor 4: Resources Available	19
Language Assistance And Implementation	20
LEP Implementation Goals	20
Language Assistance and Translation / Interpretation Services.....	20
Notifications	21
Standard Notification Regarding Language Assistance	21
Staff Training	22
Providing Notice To LEP Persons	22
Dissemination Of The MPO Limited English Proficiency Plan	22
Additional Resources	22
Monitoring And Updating The LEP Plan	22

Figures

Figure 1. Limited English Proficiency Populations	17
---	----

Tables

Table 1. Persons Speaking English “Less Than Very Well” (Age 5+)	13
Table 2. Top Four Language Categories Spoken at Home in Lake County	13
Table 3. Top Four Language Categories Spoken at Home in Sumter County	14
Table 4. Top Four Language Categories Spoken at Home in LSMPO Planning Area	15
Table 5. Contact Administered by Lake~Sumter MPO	18

**LAKE~SUMTER METROPOLITAN PLANNING ORGANIZATION
RESOLUTION 2024-2**

RESOLUTION OF THE LAKE~SUMTER METROPOLITAN PLANNING ORGANIZATION UPDATING AND APPROVING THE LIMITED ENGLISH PROFICIENCY PLAN, AND TITLE VI NONDISCRIMINATION PLAN

WHEREAS, the Lake~Sumter Metropolitan Planning Organization (MPO) has been designated by the Governor of the State of Florida as the body responsible for the urban transportation planning process for the Lake-Sumter Urbanized Areas; and

WHEREAS, Florida Statutes § 339.175; 23 U.S.C. § 134; and 49 U.S.C. § 5303 require urbanized areas, as a condition of the receipt of federal capital or operating assistance, have a continuing, cooperative, and comprehensive transportation planning process that results in plans and programs consistent with the comprehensively planned development of the urbanized area; and

WHEREAS, as part of the transportation planning work program, the public engagement documentation identifies certain planning strategies and the planning activities to be undertaken by the Lake~Sumter Metropolitan Planning Organization; and

WHEREAS, engaging the public in the decision-making process is important to the success of all of Lake~Sumter MPO's transportation planning programs and activities; and

WHEREAS, the purpose of public engagement documentation is to provide goals and guidelines to ensure that public participation and access to information regarding transportation decision making is facilitated and tracked for the general public and traditionally underserved populations; and

WHEREAS, the Limited English Proficiency Plan and the Title VI Nondiscrimination Plan have been updated to comply with new federal and state guidelines.

NOW, THEREFORE BE IT RESOLVED that the Lake~Sumter Metropolitan Planning Organization's Limited English Proficiency Plan, and Title VI Nondiscrimination Plan for the Lake~Sumter MPO Planning Area are adopted and approved.

PASSED AND ADOPTED this 24 day of April, 2024.

Lake~Sumter Metropolitan Planning Organization

for 

Cal Rolfson, Chair

Approved as to form and legality:

for 

Melanie Marsh, MPO Attorney

About The MPO

Representatives of Lake County and Sumter County governments, the fourteen (14) municipalities of Lake County, the five (5) municipalities of Sumter County, the Florida Department of Transportation (FDOT), Florida Central Railroad, Lake County Schools, Sumter District Schools, and the U.S. Department of Transportation (USDOT) are involved in the transportation planning process facilitated by the Lake~Sumter Metropolitan Planning Organization (LSMPO). The Metropolitan Planning Organization (MPO) purpose is to provide effective leadership in the initiation and development of transportation plans, programs and strategies.

As the governmental body most directly responsible for guidance of the transportation planning process, the MPO strives to ensure that the recommendations are in keeping with the goals and standards of the Federal Government, the State, Lake County, Sumter County, and the nineteen (19) incorporated jurisdictions. The MPO functions include, but are not limited to, the preparation of the tasks required by state rule or by federal policy.

The MPO's major annual responsibilities are to perform the tasks of preparing the Unified Planning Work Program (UPWP), the Transportation Improvement Program (TIP), the annual List of Priority Projects (LOPP), Transportation Disadvantaged Service Plan (TDSP), and the annual MPO Audit Report. As with all transportation planning legislated by federal and state laws, the MPO is responsible for ensuring adequate representation of and compatibility among state, county, and municipal projects in the transportation planning process. This includes consideration of all modes of transportation with respect to various members of the public. For example, the MPO incorporates into its planning efforts the needs of the elderly and persons with disabilities as outlined in the Americans with Disabilities Act (ADA).

As part of the MPO planning process, public involvement is given a major priority. Projects funded through public dollars are to be planned in a manner that encourages public participation and incorporates public comments into planning efforts. As a result, a responsibility is placed on MPOs to develop a plan where the opportunity for public involvement is assured. As part of that plan and involvement process, outreach will be made to connect with persons identified as Limited English Proficient. The requirements and the procedures for connecting with these populations are detailed further in this Limited English Proficiency Plan.

Lake~Sumter Metropolitan Planning Organization

Anyone wishing to contact the LSMPO with comments, questions, or complaints regarding Title VI, please contact:



Michael Woods
Executive Director & Title VI Specialist
(352) 315-0170
MWoods@LakeSumterMPO.com

Introduction

The Lake~Sumter MPO is an independent yet cooperative forum for regional planning and the allocation of millions of dollars in federal transportation funding annually. The LSMPO works with the public, planning organizations, government agencies, elected officials, and community groups and also helps citizens speak with one voice to their state and federal legislators on transportation-related issues. The Limited English Proficiency Plan plays an integral role in the process. This document provides guidance for assisting LEP persons to ensure accessibility to the MPOs programs and services.

Legal Basis for Language Assistance Requirements

The Limited English Proficiency (LEP) Plan addresses Title VI of the Civil Rights Act of 1964 and its implementing regulations which provide that no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity that receives federal financial assistance.

In 1974, the U.S. Supreme Court affirmed that the failure to ensure a meaningful opportunity for national origin minorities, with limited-English proficiency, to participate in a federally funded program violates Title VI regulations. Additionally, requirements are outlined in Executive Order 13166 and directives from the U.S. Department of Justice and U.S. Department of Transportation.

Signed into law in 2000, [Executive Order 13166](#) ensures accessibility to programs and services to eligible persons who are not proficient in the English language by examining services provided, identifying specific needs to provide meaningful access for Limited English Proficiency (LEP) persons, and implementing a system to provide meaningful access to such services. Not only do all federal agencies have to develop LEP Plans, as a condition of receiving federal financial assistance, but recipients also have to comply with Title VI and LEP guidelines of the federal agency from which funds are provided.

The guidance identifies Metropolitan Planning Organizations (MPOs) as organizations that must follow the guidance and provides MPOs with technical assistance in assessing the size, location, and needs of the LEP population; implementing language access services; and evaluating the effectiveness of these services. The final LEP Plan should be consistent with the fundamental mission of the organization, though not unduly burdening the organization.

In order to ensure LEP individuals have meaningful access to the transportation planning process, LSMPO conducts a self-assessment in areas relevant to the development of an effective LEP Plan. This assessment includes:

- Relevant demographic information for the Lake~Sumter MPO planning area;

- Frequency of contact that the organization has with limited English proficiency persons;
- Nature or importance of programs or services deemed vital; and
- Resources and associated costs.

The Limited English Proficiency Plan works in concert with the organization's overall [Public Involvement Plan](#), which identifies specific strategies for outreach and engagement; as well as the LSMPO's Title VI Nondiscrimination Plan.

Limited English Proficiency Policy

It is the policy of Lake~Sumter MPO to ensure that persons with Limited English Proficiency are neither discriminated against nor denied meaningful access to and participation in the organization's programs and services. It is the intent of the organization that in providing language services to persons with limited English proficiency, the process achieves a balance that ensures meaningful access to programs and services while not incurring undue burdens on resources of the organization.

The Lake~Sumter MPO will respond to requests for language assistance in the manner described in this plan, which includes:

- A mechanism to provide ongoing assessment of needs, programs, and activities of target audiences, along with the organization's capacity to meet these needs using the Limited English Proficiency Plan;
- Translation of vital written materials in languages other than English where there is a significant number or percentage of persons with limited English proficiency;
- Oral language assistance to Limited English Proficiency persons for programs, where such assistance is requested and/or anticipated;
- Identified procedures and a designated representative from Lake~Sumter MPO responsible for implementing activities related to the Limited English Proficiency Plan;
- Notification of the availability of free language services to those persons in the target audience, through oral and written notice in the relevant primary language assistance activities; and
- Staff training on policies and procedures of the organization's language assistance activities.

Who is an LEP Individual?

The Limited English Proficiency (LEP) Plan applies to individuals who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English. As defined in the 2018 United States Census: American Community Survey, LEP refers to any individual who speaks a language at home other than English as their primary language, and who speak or understand English "not well" or "not at all." Individuals, who have a limited ability to read, write, speak, or understand English are LEP.

LEP Limitations

This LEP Plan applies to individuals who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English. For example, the limitations of this plan do not extend to the following individuals:

- Hearing or visual impairments – Sign language interpretation and Braille text are accommodations provided under the Americans with Disabilities Act; and
- Illiteracy, generally – The inability to speak, read, or write English and conditions that may trigger

language assistance under Title VI are distinguished with a key factor. A Limited English Proficiency person cannot speak, read, or write English – but rather primarily speaks, reads, or writes in a language other than English.

Administration Of LEP Plan

The Limited English Proficiency Plan policy and procedures are considered throughout the transportation planning process. Administration of this plan is described in the following sections.

Complaint Procedure

For persons included in a regularly encountered Limited English Proficiency (LEP) group, written notification of the opportunity to file a discrimination complaint in accordance with federal regulations shall be provided. For infrequently encountered groups, LEP persons may be advised orally of the opportunity to file a discrimination complaint pursuant to federal regulations. See Appendix A for complaint forms in both English and Spanish.

Designated Staff Coordinator

Lake~Sumter MPO designates Michael Woods, Executive Director, as the individual responsible for oversight and implementation of the Limited English Proficiency Plan. Responsibilities include coordinating and facilitating delivery of related services, staff training on the plan's policies and procedures, and ongoing monitoring and assessment of the plan's effectiveness. Michael Woods can be reached at (352) 315-0170 or MWoods@LakeSumterMPO.com.

Lake~Sumter Metropolitan Planning Organization



Michael Woods
Executive Director & Title VI Specialist
(352) 315-0170
MWoods@LakeSumterMPO.com



DEFINITIONS

Limited English Proficiency (LEP): Refers to a person who is not fluent in the English language. The Lake~Sumter MPO has a LEP plan to ensure individuals with limited English skills can participate in the process.

Recipient of Federal Financial Assistance: Includes grants, training, use of equipment, donations of surplus property, and other assistance. Sub-recipients are also covered when federal funds are passed from one recipient to a sub-recipient.

Vital Communication: Any document or spoken work that contains information critical to benefits that are supported by federal funds or required by law. Guidance by the U.S. Department of Justice provides:

- A document will be considered vital if it contains information that is critical for obtaining federal services and/or benefits, or is required by law. Vital documents include, for example: applications; consent and complaint forms; notices of rights and disciplinary action; and notices advising LEP persons of the availability of free language assistance.
- Vital documents must be translated when a significant number or percentage of the population eligible to be served, or likely to be directly affected by the program/activity, needs services or information in a language other than English to communicate effectively. For many larger documents, translation of vital information contained within the document will suffice and the documents need not be translated in their entirety.
- It may sometimes be difficult to draw a distinction between vital and non-vital documents, particularly when considering outreach or other documents designed to raise awareness of rights or services. Though meaningful access to a program requires an awareness of the program's existence, we recognize that it would be impossible, from a practical and cost-based perspective, to translate every piece of outreach material into every language. Title VI does not require this of recipients of federal financial assistance, and Executive Order 13166 does not require it of federal agencies.
- Nevertheless, because in some circumstances lack of awareness of the existence of a particular program may effectively deny LEP individuals meaningful access, it is important for federal agencies to continually survey/assess the needs of eligible service populations in order to determine whether certain critical outreach materials should be translated into other languages.

Interpretation: The act of listening to spoken words in one language (the source) and orally translating it into another language (the target).

Translation: The replacement of a written text from one language into an equivalent written text in another language.

Self-Assessment

As a recipient of federal funds, the Lake~Sumter MPO must take reasonable steps to ensure meaningful access to the information and services it provides. As part of the MPO certification by the Federal Highway Administration (FHWA) and the Federal Transit Administration (FTA), the LEP Plan will be assessed and evaluated.

Public transit is a key means of achieving mobility for many LEP persons. By providing language assistance to persons with limited English proficiency, the MPO will help to ensure that the services are safe, reliable, convenient and accessible. These efforts may attract riders who would otherwise be excluded from participating in the service because of language barriers.

LEP services can be provided in two ways: verbal interpretation and written translation of vital documents. There are four factors for consideration when deciding what reasonable steps should be taken to ensure access for LEP persons.

Four Factor Analysis

In accordance with the Executive Order, the United States Department of Transportation (USDOT) issued policy guidance in the [Federal Register, Volume 70; Number 239 on Wednesday, December 14, 2005](#), concerning recipient's responsibilities to Limited English Proficiency (LEP) persons. The USDOT guidance outlines four factors recipients should apply to the various kinds of contacts they have with the public to assess language needs and decide what reasonable steps they should take to ensure meaningful access for LEP persons.



FOUR FACTOR ANALYSIS



Factor 1: Demographics

The number and proportion of LEP persons eligible to be served and/or encountered



Factor 2: Frequency of Contact

Frequency with which LEP individuals come in contact with these programs, services or activities



Factor 3: Importance of Program

The nature and importance of the program, activity or service provided



Factor 4: Resources

The resources available and the overall cost to the MPO

The USDOT policy guidance gives recipients of federal funds substantial flexibility in determining what language assistance is appropriate based on a local assessment of the

four factors listed above. The following is a self- assessment of needs in Lake County and Sumter County in relation to the four factors and the transportation planning process. The four-factor analysis will allow the MPO to be in a better position to implement cost-effective language assistance measures and to target areas and resources appropriately. The results of this assessment for LEP programs and services are detailed in the following subsections.

Factor 1: The Number And Proportion Of LEP Persons Eligible To Be Served

The first step towards understanding the profile of individuals that could participate in the transportation planning process is a review of Census data.

Table 1 summarizes the LEP population for the Lake~Sumter MPO planning area and provides demographic data related to individuals who speak English "Less Than Very Well" (LEP) among different age groups. The table is divided into three segments, each corresponding to a different age range: over 5 years old, over 52 years old, and over 55 years old.

- **Population over 5:**
 - Total population over 5 years old: 357,066
 - LEP (Limited English Proficiency) population over 5 years old: 54,515
 - Percentage of the LEP population over 5 years old in relation to the total population over 5: 15%
- **Population over 52:**
 - Total population over 52 years old: 124,984
 - LEP population over 52 years old: 8,817
 - Percentage of the LEP population over 52 years old in relation to the total population over 52: 7%
- **Population over 55:**
 - Total population over 55 years old: 482,050
 - LEP population over 55 years old: 63,332
 - Percentage of the LEP population over 55 years old in relation to the total population over 55: 13%

These statistics highlight the prevalence of limited English proficiency within different age groups, indicating the need for language support and services for individuals who do not speak English very well.

Table 1. Persons Speaking English “Less Than Very Well” (Age 5+)

Group	Num of Total Population	Num of LEP Population	% of LEP Population
Population Over 5	357,066	54,515	15%
Population Over 52	124,984	8,817	7%
Population Over 55	482,050	63,332	13%

Table 2 and Table 3 provide a detailed summary of the number and percentage of LEP persons by language spoken for Lake and Sumter counties while Table 4 summarizes the information for the Lake~Sumter MPO planning area.

Table 2. Top Four Language Categories Spoken at Home in Lake County

Language Spoken	Number of LEP Persons	% of LEP Population	% of Lake County
Spanish	42,670	78%	12%
Indo-European Languages	7,345	13%	2.1%
Asian and Pacific Island Languages	3,524	6%	1.0%
Other Languages	976	2%	0.27%
Total	54,515	100%	15%

Table 2 provides data on the top four language categories spoken at home in Lake County, along with the corresponding numbers and percentages.

- **Spanish:**
 - Number of LEP (Limited English Proficiency) persons speaking Spanish: 42,670
 - Percentage of the LEP population speaking Spanish: 78%
 - Percentage of the entire Lake County population speaking Spanish at home: 12%
- **Indo-European Languages:**
 - Number of LEP persons speaking Indo-European languages: 7,345
 - Percentage of the LEP population speaking Indo-European languages: 13%
 - Percentage of the entire Lake County population speaking Indo-European languages at home: 2.1%
- **Asian and Pacific Island Languages:**
 - Number of LEP persons speaking Asian and Pacific Island languages: 3,524
 - Percentage of the LEP population speaking Asian and Pacific Island languages: 6%
 - Percentage of the entire Lake County population speaking Asian and Pacific Island languages at home: 1.0%

- **Other Languages:**
 - Number of LEP persons speaking other languages: 976
 - Percentage of the LEP population speaking other languages: 2%
 - Percentage of the entire Lake County population speaking other languages at home: 0.27%

Table 2 also provides the total number of LEP persons in Lake County (54,515) and the percentage they represent of the entire population of Lake County (15%). These statistics offer insight into the linguistic diversity of the county and the prevalence of limited English proficiency in different language categories.

Table 3. Top Four Language Categories Spoken at Home in Sumter County

Language Spoken	Number of LEP Persons	% of LEP Population	% of Lake County
Spanish	5,659	64%	5%
Indo-European Languages	1,906	22%	1.5%
Asian and Pacific Island Languages	1,079	12%	0.9%
Other Languages	173	2%	0%
Total	8,817	100%	7%

Table 3 presents data on the top four language categories spoken at home in Sumter County, along with corresponding numbers and percentages.

- **Spanish:**
 - Number of LEP (Limited English Proficiency) persons speaking Spanish: 5,659
 - Percentage of the LEP population speaking Spanish: 64%
 - Percentage of the entire Sumter County population speaking Spanish at home: 5%
- **Indo-European Languages:**
 - Number of LEP persons speaking Indo-European languages: 1,906
 - Percentage of the LEP population speaking Indo-European languages: 22%
 - Percentage of the entire Sumter County population speaking Indo-European languages at home: 1.5%
- **Asian and Pacific Island Languages:**
 - Number of LEP persons speaking Asian and Pacific Island languages: 1,079
 - Percentage of the LEP population speaking Asian and Pacific Island languages: 12%
 - Percentage of the entire Sumter County population speaking Asian and Pacific Island languages at home: 0.9%

- **Other Languages:**
 - Number of LEP persons speaking other languages: 173
 - Percentage of the LEP population speaking other languages: 2%
 - Percentage of the entire Sumter County population speaking other languages at home: 0%

Table 3 also provides the total number of LEP persons in Sumter County (8,817) and the percentage they represent of the entire population of Sumter County (7%). These statistics offer insights into the linguistic diversity of the county and the prevalence of limited English proficiency in different language categories.

Table 4. Top Four Language Categories Spoken at Home in Lake~Sumter MPO Planning Area

Language Spoken	Number of LEP Persons	% of LEP Population	% of Lake County
Spanish	48,329	76%	10%
Indo-European Languages	9,251	15%	1.9%
Asian and Pacific Island Languages	4,603	7%	1.0%
Other Languages	1,149	2%	0%
Total	63,332	100%	13%

Table 4 presents data on the top four language categories spoken at home in the Lake~Sumter MPO (Metropolitan Planning Organization) Planning Area, along with corresponding numbers and percentages.

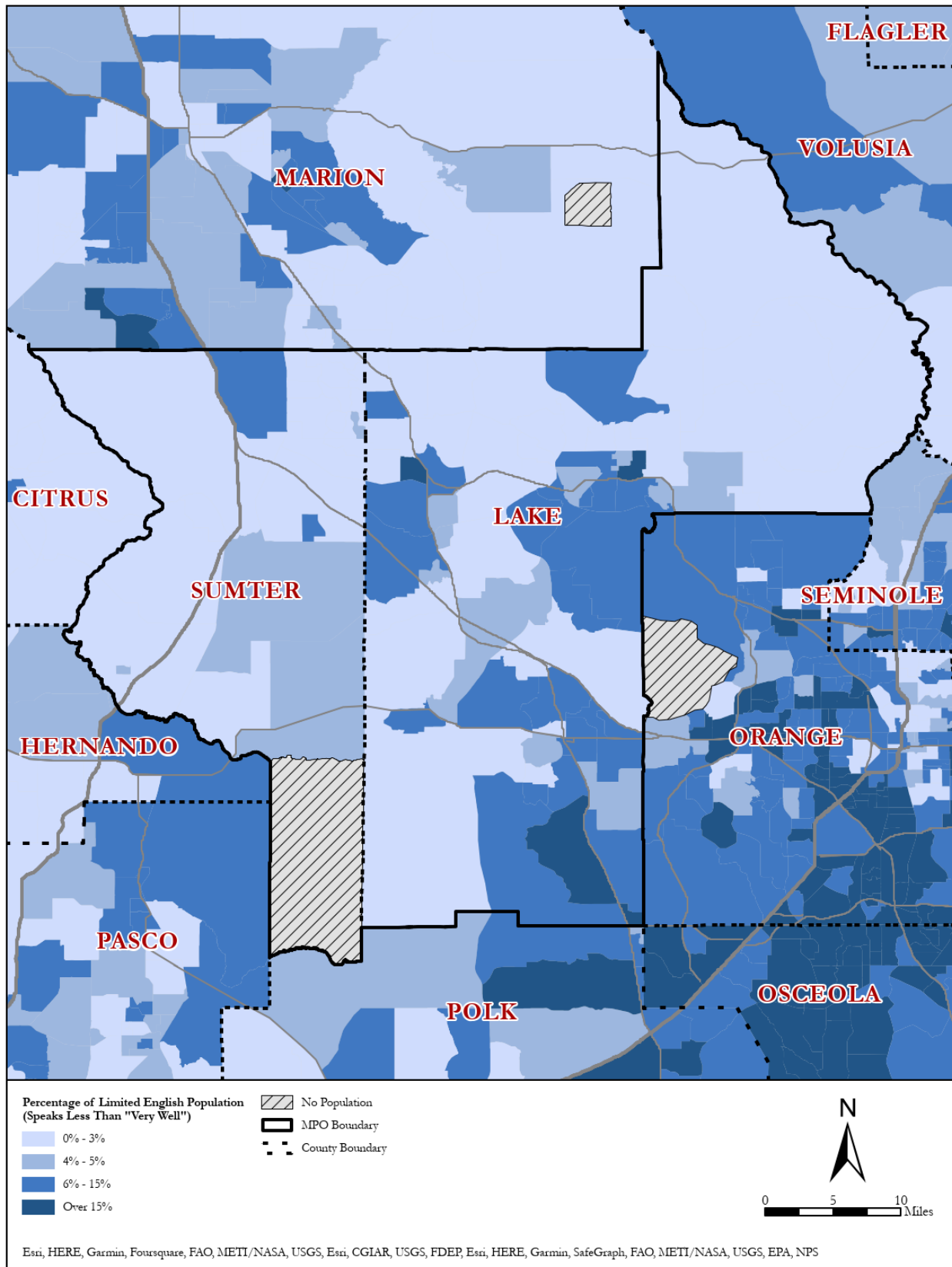
- **Spanish:**
 - Number of LEP (Limited English Proficiency) persons speaking Spanish: 48,329
 - Percentage of the LEP population speaking Spanish: 76%
 - Percentage of the Lake~Sumter MPO Planning Area population speaking Spanish at home: 10%
- **Indo-European Languages:**
 - Number of LEP persons speaking Indo-European languages: 9,251
 - Percentage of the LEP population speaking Indo-European languages: 15%
 - Percentage of the Lake~Sumter MPO Planning Area population speaking Indo-European languages at home: 1.9%
- **Asian and Pacific Island Languages:**
 - Number of LEP persons speaking Asian and Pacific Island languages: 4,603
 - Percentage of the LEP population speaking Asian and Pacific Island languages: 7%

- Percentage of the Lake~Sumter MPO Planning Area population speaking Asian and Pacific Island languages at home: 1.0%
- **Other Languages:**
 - Number of LEP persons speaking other languages: 1,149
 - Percentage of the LEP population speaking other languages: 2%
 - Percentage of the Lake~Sumter MPO Planning Area population speaking other languages at home: 0%

Table 4 also provides the total number of LEP persons in the Lake~Sumter MPO Planning Area (63,332) and the percentage they represent of the entire population of the planning area (13%). These statistics offer insights into the linguistic diversity of the area and the prevalence of limited English proficiency in different language categories.

To demonstrate the geographic extent of the LEP populations in the region, Figure 2 provides a visual representation. In addition to analyzing the Census data, the LSMPO consults with transit staff, community organizations, school systems, and state and local governments to better serve the LEP community.

Figure 1. LSMPO Planning Area Limited English Proficiency Populations



Factor 2: Frequency Of Contact Of LEP Persons

The results of the Census data indicate that Spanish is the most significant language spoken by the LEP population in the area served by the Lake~Sumter MPO. To date, no requests for language assistance services have been made by LEP individuals or groups to the LSMPO. The LSMPO has begun providing public notices and information flyers in both English and Spanish as requested. The LSMPO will provide translation services upon request at public meetings.

All advertisements for public meetings sponsored by the Lake~Sumter MPO will contain the following language: “Persons who require special accommodations under the Americans with Disabilities Act or persons who require translation services, which are provided at no cost, should contact LSMPO at (352)315-0170 or by e-mail at MWoods@LakeSumterMPO.com, at least three (3) business days prior to the event.”

The LSMPO conducts regular board meetings, advisory committee meetings and public hearings throughout the year. Community outreach and the LSMPO website are the main sources of potential contact between the LSMPO and LEP persons.

Table 5. Administered by Lake~Sumter MPO

Program / Activity	Frequency of Contact	Resources Available
Board Meetings	Monthly	Special assistance notice in newspaper, and on website, LEP-specific notice on all agendas, case- by-case response
Committee Meetings	As needed, typically quarterly	LEP-specific notice on all board agendas, case-by-case response
Community Events	Varies	Spanish language brochures when in areas of high Spanish speaking populations, Spanish language surveys, “I Speak” cards
Website	Varies as needed	Spanish language translation through Google Translate feature
Public Hearings	Annually	Spanish language brochures as requested, Spanish language forms, “I Speak” cards

Factor 3: The Nature And Importance Of The Program Service Or Activity

Metropolitan planning organizations receive federal funds to develop transportation plans for a designated urban area. The planning process is guided by federal and state law, including public involvement requirements to ensure diverse public outreach, notice, and opportunities for input.

All of the Lake~Sumter MPO programs are important; however, those related to safety, public transportation, right-of-way, the environment, nondiscrimination, and public

involvement are among the most important. The MPO must ensure that all segments of the population, including LEP persons, have been involved or have had the opportunity to be involved in the transportation planning process to be consistent with the goal of the Federal Environmental Justice Program and Policy. One area that has been focused on is the Transportation Disadvantaged Program. This program has been identified as a potential provider of important services for LEP persons.

The planning process does not include any direct service or program that requires vital, immediate, or emergency assistance, such as medical treatment or services for basic needs (like food or shelter). Additionally, the LSMPO does not require documents, such as completed applications, for participation. However, when determining whether materials, information, and/or notification related to an action is “vital,” the absence of direct services or application requirements is not the only consideration.



U.S. DEPARTMENT OF JUSTICE

...in some circumstances lack of awareness of the existence of a particular program may effectively deny LEP individuals meaningful access, it is important for federal agencies to continually survey/assess the needs of eligible service populations in order to determine whether certain critical outreach materials should be translated into other languages.

Language assistance involving notification of services, translation of public input forms and/or surveys related to a formal public hearings, and maintenance of the Spanish language portal on www.LakeSumterMPO.com have high priority. Other activities, such as community events, optional meetings, and specialized speakers' bureau programs have a lower priority if / when resources preclude the organization from executing all language assistance options.

Factor 4: Resources Available

Given the limited size of the LEP population in the LSMPO area and current financial constraints, full language translations of plan documents is not considered warranted or cost feasible at this time. The LSMPO will continually evaluate its programs, services and activities to ensure that persons who may be LEP are always provided with meaningful access. The LSMPO will provide verbal and written translation if requested within a reasonable time and if within the available resources.

Language Assistance And Implementation

This section of the LEP Plan provides the implementation process used to address appropriate language needs identified and described in the [Self-Assessment](#) section.

LEP Implementation Goals

- Provide meaningful access to LSMPO programs and services for Limited English Proficiency persons identified using the four-factor analysis presented in [Self-Assessment](#) section of the LEP Plan;
- Identify various resources, with or without associated costs, to ensure the organization can balance meaningful access to programs and services, while not incurring undue burdens on financial resources; and
- Complete plan updates every three (3) years and staff reviews annually to ensure resources identified remain consistent with identified needs.

Language Assistance and Translation / Interpretation Services

Engaging the LEP population within the LSMPO planning area is vital. The LSMPO implements language assistance through the following strategies and techniques:

- Staff involved with the public will provide the Census Bureau's "I Speak" language cards at workshop and public meeting sign-in tables. Staff will be able to identify language needs in order to match them with available services. These cards will be made available at the MPO Office;
- The MPO will develop partnerships with local agencies, organizations, law enforcement, colleges/universities, local school districts and social service agencies to inform LEP individuals of MPO services and the availability of language assistance;
- The MPO will begin to accommodate the cost of translating programs by providing fact sheets, flyers and brochures;
- Initiate the development of Executive Summaries of major programs, such as the Unified Planning Work Program, Transportation Improvement Program, Public Involvement Plan and Long Range Transportation Plan, and any other key document available in Spanish. To accommodate the cost, the MPO will provide these summaries in formats such as fact sheets, flyers, newsletters, and brochures, capturing the significant points;
- Provide Spanish language outreach materials from other organizations including federal, state, and local transportation agencies when possible;
- The MPO will install the Google Translate program <http://translate.google.com> on every page of the website. The use of this will allow users to view HTML content in

other languages. It is understood this is not a perfect system, but it will provide enough information for an LEP individual or group to make contact to the MPO for comments or questions;

- Efficient Transportation Decision Making (ETDM) allows for the identification of readily apparent effects and evaluation of the likelihood of potential sociocultural effects within a project area during the early phases of the transportation planning process, prior to the project entering the FDOT Work Program;
- Ensure public meetings have access by public transportation;
- Weigh the demand for language assistance against the MPO's financial resources;
- Will consider cost effective practices for providing language services;
- State in outreach documents that language services are available from the agency free of charge with sufficient advance notice; and
- Communicate through press releases, announcements at community meetings, website, signs, and handouts.

Notifications

LSMPO will publicize the availability of Spanish interpreter services, free of charge when requested, prior to board and committee meetings, workshops, and public hearings. Notification will be provided on the organization's website, within meeting notices, and on each agenda. When appropriate, additional notification may be provided including:

- Signage;
- Public outreach materials;
- Partner outreach materials;
- Via community-based organizations; and
- Local Spanish newspapers and publications.

The need for additional notification will be determined, in part, by the nature of the meeting or event and the degree in which such assistance is anticipated.

Standard Notification Regarding Language Assistance

As previously noted, all advertisements for public meetings sponsored by the Lake~Sumter MPO will contain the following language: "Persons who require special accommodations under the Americans with Disabilities Act or persons who require translation services, which are provided at no cost, should contact the Lake~Sumter MPO at (352) 315-0170 or by e-mail MWoods@LakeSumterMPO.com, at least three (3) business days prior to the event."

Staff Training

The LSMPO will incorporate the LEP Plan into the Public Involvement Plan. Staff will be properly trained in LEP procedures so the LSMPO will be able to provide meaningful access to information and services for LEP individuals. Staff will assist in person as well as by telephone when requested.

Providing Notice To LEP Persons

It is important to notify LEP persons of services available free of charge in a language the LEP persons would understand. The LSMPO will provide meeting notifications in English and Spanish where appropriate. The MPO will state in outreach documents that language services are available.

Dissemination Of The MPO Limited English Proficiency Plan

The MPO will post the LEP Plan on its website at: <http://www.LakeSumterMPO.com/>. Any person may obtain copies/translations of the plan upon request.

Additional Resources

Serving as additional resources to staff, the following organizations will be called as needed based on individual circumstances:

- American Translators Association: www.atanet.org
- National Virtual Translation Center: www.nvtc.gov

Monitoring And Updating The LEP Plan

At a minimum, the MPO will review and evaluate the plan annually to ensure compliance of federal laws and various nondiscrimination regulations. The MPO will make appropriate changes, as needed, to ensure effectiveness. For questions or concerns regarding the MPOs commitment to nondiscrimination or to request LEP services, contact:

Lake~Sumter Metropolitan Planning Organization



Michael Woods
Executive Director & Title VI Specialist
(352) 315-0170
MWoods@LakeSumterMPO.com