



State of Alaska Department of Transportation & Public Facilities Limited English Proficiency Plan

I. Purpose

This order establishes the policy and guidance for the United States Department of Transportation's Limited English Proficiency (LEP) Plan, as required by Executive Order 13166.¹

II. Policy

It is the department's policy to provide meaningful access to transportation services, programs and decision making to all affected and interested persons who, as a result of national origin, are limited in English proficiency.

III. Authorization

This LEP Plan is established pursuant to and in accordance with Executive Order 13166, *Improving Access to Services for Persons with Limited English Proficiency*, hereon the Alaska Department of Transportation & Public Facilities (ADOT&PF) statewide LEP Plan.

IV. Applicability

This directive applies to all (ADOT&PF) and sections that reside within ADOT&PF hereon, "sections."

V. Limited English Proficiency Plan

A. Statement of Assurance

The department's assurance "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, "for which the Recipient receives Federal assistance from ADOT&PF, including the Federal Highway Administration (FHWA)."

The ADOT&PF statewide LEP Plan serves as guidance for sections in helping to ensure meaningful access to programs and services conducted by the ADOT&PF for persons who, as a result of national origin, are limited in English proficiency.

¹ Exec. Order No. 13166, §2; 65 Fed. Reg. 50121 (August 16, 2000).



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ADOT&PF identifies LEP persons as those whose proficiency in speaking, reading, writing, or understanding English, as a result of national origin, is such that it would deny or limit their meaningful access to programs and services provided by the ADOT&PF if language assistance were not provided. The ADOT&PF has taken a number of steps, outlined in this document, to assist LEP individuals in accessing sections programs and services and is committed to improving access.

Executive Order No. 13166, *Improving Access to Services for Persons with Limited English Proficiency*, was adopted 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). The ADOT&PF is committed to examining its services it provides and develop and implement a process by which LEP persons can have meaningful access to programs and services consistent with, and without unduly burdening, the fundamental mission of the ADOT&PF. ADOT&PF outlines this statewide LEP Plan to guide the department's efforts to improve the access it provides to LEP persons.

This ADOT&PF statewide LEP Plan is designed to assist sections by providing guidance on translation, interpretation, and outreach services for LEP persons seeking access to ADOT&PF programs.

The first priority of the LEP Plan is to improve access for LEP individuals to critical services or activities. The ADOT&PF also will focus on improving access to its other programs and services, particularly in those areas with regular contact with LEP persons. In addition to this DOT statewide LEP Plan, each section must commit to the monitoring of this statewide LEP Plan so that we may continue to improve access for LEP individuals to its programs and services.

This statewide LEP Plan ensures that persons served by these programs are protected from discrimination based on national origin by Title VI of the Civil Rights Act of 1964 and its regulations, which apply to any recipient of federal financial assistance. The ADOT&PF Civil Rights Office (CRO) will provide guidance and technical assistance and enforcement for ensuring that LEP persons have equal and meaningful access to ADOT&PF programs and services for which it serves.



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B. Providing Access to LEP Persons to Department Programs, Services, and Activities through Translation of Publications and Oral Language Assistance

The ADOT&PF is committed to making its services and programs available to LEP persons as part of its mission “to ensure equal access.” Based on this commitment, the ADOT&PF makes designated publications available in languages other than English; the following brochure “You’re Civil Rights & How to file a complaint” are available in Spanish, Tagalog, Hmong, Korean, Yupik, Russian and English. The languages were chosen due to the current certified translators provided by the Language Interpreter Center.

In the case of outreach materials and determining what documents should be translated or identified as vital and non-vital information. The ADOT&PF will determine on a case-by-case basis assessing the overall circumstances and all things considered the four factor analysis. In addition, to the lifespan and frequency of the document whether it’s more feasible to incur upfront cost vs. a translator.

C. Stakeholder Input

Executive Order 13166 requires each agency to allow stakeholders to have an adequate opportunity to provide input to the agency.² In its development of this wide LEP Plan, the CRO will utilize the ADOT&PF Title VI Liaisons within the three regions (Central, Northern and South coast), in addition to community organizations.

D. Resources for Translating and Interpretation Assistance

The following resources have been identified to have certified translators.

Language Interpreter Center - Anchorage Office

431 West 7th Avenue, Suite 208

Anchorage, AK 99501

Phone: 907-297-2760

Fax: 907-279-2450

Toll Free: 1-877-273-2457

² Exec. Order 13166, §4; 65 Fed. Reg. at 50122.



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Language Interpreter Center - Juneau Office

9085 Glacier Highway, Suite 204

Juneau, Alaska 99801

Phone: 907-789-1326

Fax: 907-789-1324

Toll Free 1-877-273-2457

The ADOT&PF CRO understands that resources needed to provide the cost of translation services or have a certified translator in certain parts of rural Alaska might be high or non-existing. In such circumstances the LEP person may use friend or someone appropriate. In this circumstance,

The ADOT&PF CRO – Title VI Specialist shall be notified when using a non-certified individual via email DOT.Title6.com or phone call 907-268-0850 or 1-800-770-6236 within Alaska.

The ADOT&PF CRO will explore the possibility of creating a ADOT&PF Bilingual staff directory with their contact information and post on the ADOT&PF CRO LEP and other ADOT&PF web pages.

When feasible, the ADOT&PF will post signs/posters such as bus stations, job centers, community based organizations and state offices. In addition, use public service announcements, radio, print and television that primarily target non-English audiences regarding free language assistance for ADOT&PF's programs and services.



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E. Process of Determining Four Factor Analysis

As a recipient of federal funds, the TPA must take reasonable steps to ensure meaningful access to the information and services it provides. As noted in the Federal Register, Volume 70; Number 239 on December 14, 2005, there are four factors to consider when determining "reasonable steps." This is known as "the four-factor analysis" and is outlined as follows:

Factor 1: The number or proportion of LEP persons eligible to be served or likely to be encountered by the ADOT&PF programs, services or activities.

Factor 2: The frequency with which LEP individuals come in contact with these programs, services or activities.

Factor 3: The nature and importance of the program, service or activity to people's lives.

Factor 4: The resources available and the overall cost to the ADOT&PF CRO.

F. LEP Plan Data Collection

The Title VI Liaisons shall document translating services requested and provided for any of programs and services conducted by the ADOT&PF for persons who, as a result of national origin, are limited in English proficiency. The following information must be collected:

- copy of the flyer of event and/or program
- sign in sheet
- translation services provided (language)
- name of entity who provided the language translation(s)
- name of individual, email, phone number



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G. Continuous LEP Plan Assessment / Monitoring

The Title VI Specialist will continue to work with the regions Title VI Liaisons to identify the needs and services for LEP populations by assisting departments with identifying vital and non-vital documents, other certified languages, other distribution channels for LEP populations. The ADOT&PF CRO will conduct period evaluations and report annual updates in the Title VI report.

H. Conclusion

Providing meaningful access to LEP persons to ADOT&PF's programs, services, and activities is an important effort that will help enable the ADOT&PF to achieve its mission, "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, "for which the Recipient receives Federal assistance from ADOT&PF, including FHWA."

Nondiscrimination Policy Statement

It is the policy of the Department of Transportation & Public Facilities (DOT&PF) that no person shall be excluded from participation in, or be denied benefits of any and all programs or activities we provide based on race, religion, color, gender, age, marital status, ability, or national origin, regardless of the funding source, including Federal Transit Administration, Federal Aviation Administration, Federal Highway Administration, Federal Motor Carrier Safety Association and State of Alaska funds.

Persons who believe they may have experienced discrimination in the delivery of these federally-assisted programs or activities may file a confidential complaint with:

Alaska DOT&PF Civil Rights Office
2200 East 42nd Avenue, Room 310
Anchorage, AK 99508
Telephone 1 907 269 0851
Toll Free in Alaska Only 1 800 770 6236
Fax 1 907 269 0847
or by calling Alaska Relay