

Title VI LAP

(Language Access Plan)



Alaska Department of
Transportation and Public
Facilities

2020

State of Alaska Department of Transportation & Public Facilities Language Access Plan

I. Purpose

This order establishes the policy and guidance for the United States Department of Transportation's Language Access Plan (LAP) Plan, as required by Executive Order 13166.¹

II. Policy

It is Alaska Department of Transportation & Public Facilities (DOT&PF) 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 Statewide LAP 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 (DOT&PF) statewide LAP Plan.

IV. Applicability

This directive applies to all DOT&PF.

V. Language Access Plan

A. Statement of Assurance

In accordance with the Acts, the Regulations, and other pertinent directives, circulars, policy, memoranda, and/or guidance, the Recipient hereby gives assurance that it will promptly take any measures necessary to ensure 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, for which the Recipient receives Federal financial assistance from DOT, including the FHWA."

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

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

DOT&PF identifies LEP (Limited English Proficiency) 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 DOT&PF if language assistance were not provided. DOT&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 DOT&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 DOT&PF.

This DOT&PF statewide LAP Plan is designed to provide guidance on translation, interpretation, and outreach services for LEP persons seeking access to DOT&PF programs.

The first priority of the LAP Plan is to improve access for LEP individuals to critical services or activities. The DOT&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&PF statewide LAP Plan, each section must commit to the monitoring of this statewide LAP Plan so that the Title VI Specialist may continue to improve access for LEP individuals to programs and services.

This statewide LAP 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 DOT&PF Civil Rights Office (CRO) will provide guidance and technical assistance and enforcement for ensuring that LEP persons have equal and meaningful access to DOT&PF programs and services for which it serves.

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

DOT&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 DOT&PF makes designated publications available in languages other than English; the following brochure "Your 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 and demographic information provided by the Language Interpreter Center.

The DOT&PF CRO will determine which outreach materials are translated and interpreted based on demographic information researched and provided. DOT&PF CRO will determine on a case-by-case basis which documents should be translated, assessing the overall circumstances and utilizing the four-factor analysis.

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 Statewide LAP Plan, the CRO will utilize the DOT&PF Title VI Liaisons within the three regions (Central, Northern and Southcoast), in addition to community organizations.

D. Resources for Translating and Interpretation Assistance

The following resource has been identified to have certified translators/interpreters.

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

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

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

The DOT&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 a friend or someone appropriate. In this circumstance, The DOT&PF CRO – Title VI Specialist shall be notified when using a non-certified individual, via email DOT.Title6@alaska.gov or phone call 907-268-0852 or 1-800-770-6236 within Alaska.

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

When feasible, the DOT&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 DOT&PF programs and services.

E. Process of Determining Four Factor Analysis

As a recipient of federal funds, DOT&PF 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 LAP persons eligible to be served or likely to be encountered by the DOT&PF programs, services or activities.

Factor 2: The frequency with which LAP 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 DOT&PF.

F. LAP Plan Data Collection

The Title VI Liaisons shall document translating and interpretation services requested and provided for any of programs and services conducted by the DOT&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

G. Continuous LAP 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 DOT&PF CRO will conduct on-going evaluations and report annual updates in the Title VI report.

H. Conclusion

Providing meaningful access to LEP persons to DOT&PF programs, services, and activities is an important effort that will help enable the DOT&PF to achieve its mission.

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, color, sex, age, disability, 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 Alaska Relay: 7-1-1 or 1 (800) 676-3777

Complaint Form: (<http://www.dot.state.ak.us/cvlrts/forms/DiscrimCompQuest.pdf>)

Demographic Data

Alaska has a very diverse population in all three regions. DOT&PF breaks these regions into three regions: Northern Region, Central Region, and South Coast Region. The 2018 estimate from the Alaska Department of Labor Workforce Development, Research and Analysis estimated the population of Alaska is 736,239 people comprised of Black/African American, White, American Indian/Alaska Native, Hispanic/Latino, Native Hawaiian or other Pacific Islander, Asian, and other. Of the demographic data gathered on LEP persons within the state of Alaska under ACS (American Community Survey-Office of the U.S. Census Bureau) through a 5 year estimate during 2013-2017 “Language Spoken at home 5 years and older speak English less than *very well*” is 5%.

https://factfinder.census.gov/bkmk/table/1.0/en/ACS/17_5YR/S1601/0400000US02

Factor 1: The number or proportion of LEP persons eligible to be served.

The number of persons eligible to be served was determined after a review of the *American Community Survey Native North American Languages of a 5-year period (2009-2013)*, *Alaska Department of Labor and Workforce Development, Research and Analysis 2018*, and the *American Community Survey Language Spoken at Home 5 Years and Older Less than Very Well Estimate (2013-2017: table S1601)*. The following tables and data provide information on the demographic and LEP persons in Alaska.

Race Group	Total (Members of the population)
White	481,269 (65.34%)
Alaska Native or American Indian	113,459 (15.41%)
Black or African American	27,595 (3.75%)
Asian	48,836 (6.63%)
Native Hawaiian or other Pacific Islander	10,278 (1.40%)
Two or More Races	54, 802 (7.44%)

(Alaska Department of Labor and Workforce Development, Research and Analysis 2018) □

The Alaska Department of Labor and Workforce Development, Research and Analysis section estimated 52,687 people of Hispanic origin. People of Hispanic origin may be counted Hispanic and/or multi-racial group.

Alaska Native languages such as Inupiaq, Gwich'in, Koyukuk, Athabaskan, and Tanana are primary located in the North/North East. In the South/South East some of the identified groups/languages identified are Tlingit, Eyak, Haida, and Tahltan. Within the West/Southwest some of the identified groups/languages are Dena'ina, Alutiq/ Sugpiaq, Koyukon, and Central Yupik. Within the Alaska Native groups some still speak the traditional language as well as English. When DOT&PF has projects in these regions/areas, personnel develop flyers and other documents to inform community members of the upcoming project as well as inform the local community that translation and interpretation services can be provided in the event one is needed. Interpreters/Translators can be provided through the DOT&PF Civil Rights Office (CRO). Through The CRO, interpretation and translation services are provided by the Language Interpretation Center. A detailed breakdown of the Alaska Native groups and languages spoken can be found on the map in Appendix A.

By reviewing the American Community Survey Native North American Languages of a 5-year period 2009-2013 of the Native spoken languages the survey provided the following data breakdown of languages spoken.

Language	Total (Members of the population)
Aleut	995 (.13%)
Pacific Gulf Yupik	70 (0.01%)
<u>Inupik</u>	1,270 (0.17%)
St. Lawrence Island Yupik	1,070 (0.14%)
Yupik	19,750 (2.69%)
<u>Haida</u>	180 (.02%)
Athapascan	1,265 (0.17%)
<u>Koyukon</u>	65 (0.01%)
Upper Kuskokwim	(D) (Data withheld to avoid disclosure)
Upper Tanana	(D) (Data withheld to avoid disclosure)
Other Athapascan- <u>Eyak</u>	25 (0.01%)
Tlingit	1,240 (.16%)
<u>Tanaina</u>	90 (0.01%)
Tsimshian	40 (0.01%)
Tanana	(D) (Data withheld to avoid disclosure)

ACS 5-year Native North American Language 2009-2013

Further review of the region-specific data provided by the Census includes the information of the languages spoken within the state. A breakdown of demographic information by DOT&PF regions was determined by reviewing the American Community Survey 5-year period 2013-2017 data sources. Borough and Census map can be seen in Appendix B.

Northern Region

Language	Total (Members of the population)
Spanish	4,025 (.54%)
Haitian, French or Cajun	675 (0.09%)
German or other West Germanic	933 (0.12%)
Russian, Polish or other Slavic	1,556 (0.21%)
Tagalog (incl. Filipino)	1,297 (0.17%)
Other Asian and Pacific Islander languages: Hmong, Thai, Japanese, Hawaiian	1,564 (0.21%)
Other and unspecified languages	9,332 (1.26%)

ACS 5-year 2013-2017

Geography Covered

- Denali Borough, Alaska
- Fairbanks North Star Borough, Alaska
- Nome Census Area, Alaska
- North Slope Borough, Alaska
- Northwest Arctic Borough, Alaska
- Southeast Fairbanks Census Area, Alaska
- Valdez-Cordova Census Area, Alaska
- Yukon-Koyukuk Census Area, Alaska

Central Region

Language	Total (Members of the population)
Spanish	15,958 (2.16%)
Haitian, French or Cajun	1,345 (0.18%)
German or other West Germanic	2,278 (0.30%)
Russian, Polish or other Slavic	4,967 (0.67%)
Other Indo- European	2,481 (0.33%)
Korean	3,253 (0.44%)
Vietnamese	605 (0.08%)
Filipino	9,297 (1.26%)
Other Asian and Pacific Island Language: Hmong, Thai, Japanese, Hawaiian	10,759 (1.46%)
Other and unspecified	21,189 (2.87%)

ACS 5-year 2013-2017

Geography Covered

- Anchorage Municipality, Alaska
- Bethel Census Area, Alaska
- Dillingham Census Area, Alaska
- Matanuska-Susitna Borough, Alaska
- Kenai Peninsula Borough, Alaska
- Kusilvak Census Area, Alaska

Southcoast Region

Language	Total (Members of the population)
Spanish	3,243 (0.44%)
Haitian, French or Cajun	221 (0.03%)
German or other West Germanic	385 (0.05%)
Russian, Polish or other Slavic	406 (0.05%)
Other Indo- European	362 (0.04%)
Korean	134 (0.01%)
Vietnamese	348 (0.04%)
Tagalog /Filipino	6,132 (0.83%)
Other Asian and Pacific Island languages: Hmong, Thai, Japanese, Hawaiian	2,018 (0.27%)
Other and unspecified	1,734 (0.23%)

ACS 5-year 2013-2017

Geography Covered

- Aleutians East Borough, Alaska
- Aleutians West Census Area, Alaska
- Bristol Bay Borough, Alaska
- Haines Borough, Alaska
- Hoonah-Angoon Census Area, Alaska
- Juneau City and Borough, Alaska
- Ketchikan Gateway Borough, Alaska
- Kodiak Island Borough, Alaska
- Lake and Peninsula Borough, Alaska
- Petersburg Borough, Alaska
- Prince of Wales-Hyder Census Area, Alaska
- Sitka City and Borough, Alaska
- Skagway Municipality, Alaska
- Wrangell City and Borough, Alaska
- Yakutat City and Borough, Alaska

Verifying this data came from several different sources such as Factfinder, American Community Survey-Census Bureau, and Alaska Department of Labor and Workforce Development, Research and Analysis. The results of the research and analysis has provided the information that Alaska has many languages spoken, ranging from the Alaska Native languages to other cultural languages within the Hispanic communities, Asian communities, European

communities, Pacific Island/Samoan communities, and African communities.

Factor 2. Frequency of Contact with LEP persons.

Through public outreach when projects are promoted, and input from the public is wanted/needed, DOT&PF sends out flyers, radio ads, and mail outs of the project information to reach out to the community to gain input on the project. In the event there is a language barrier, interpretation/translation services can be provided through the CRO and/or the entity/department conducting the project/outreach. Through the annual G&A report (Goals & Accomplishments) submitted to the Title VI Specialist, Title VI liaisons within each region are tasked with tracking and updating his/her reporting section in terms of requests for interpretation services as this allows the CRO to gather information as to the contact with LEP persons within each region.

Factor 3. Nature of importance of the program.

All of the programs within DOT&PF are valuable and important to the success of DOT&PF. Public involvement, ROW, Environmental, and Planning all play key roles in ensuring that members of the public that are LEP have access to all services and benefits that DOT&PF offers. In the event a translator/interpreter is needed, DOT&PF CRO can provide an interpreter/translator as well as coordinate with programs on how to contact interpretation/translation services. Continual evaluations of the programs through the Goals & Accomplishments report and reviewing documents within the specified program area will better aid and reach members of the public whom may need documents translated can and will only further the importance of providing meaningful access to the LEP community.

Factor 4. Resources available.

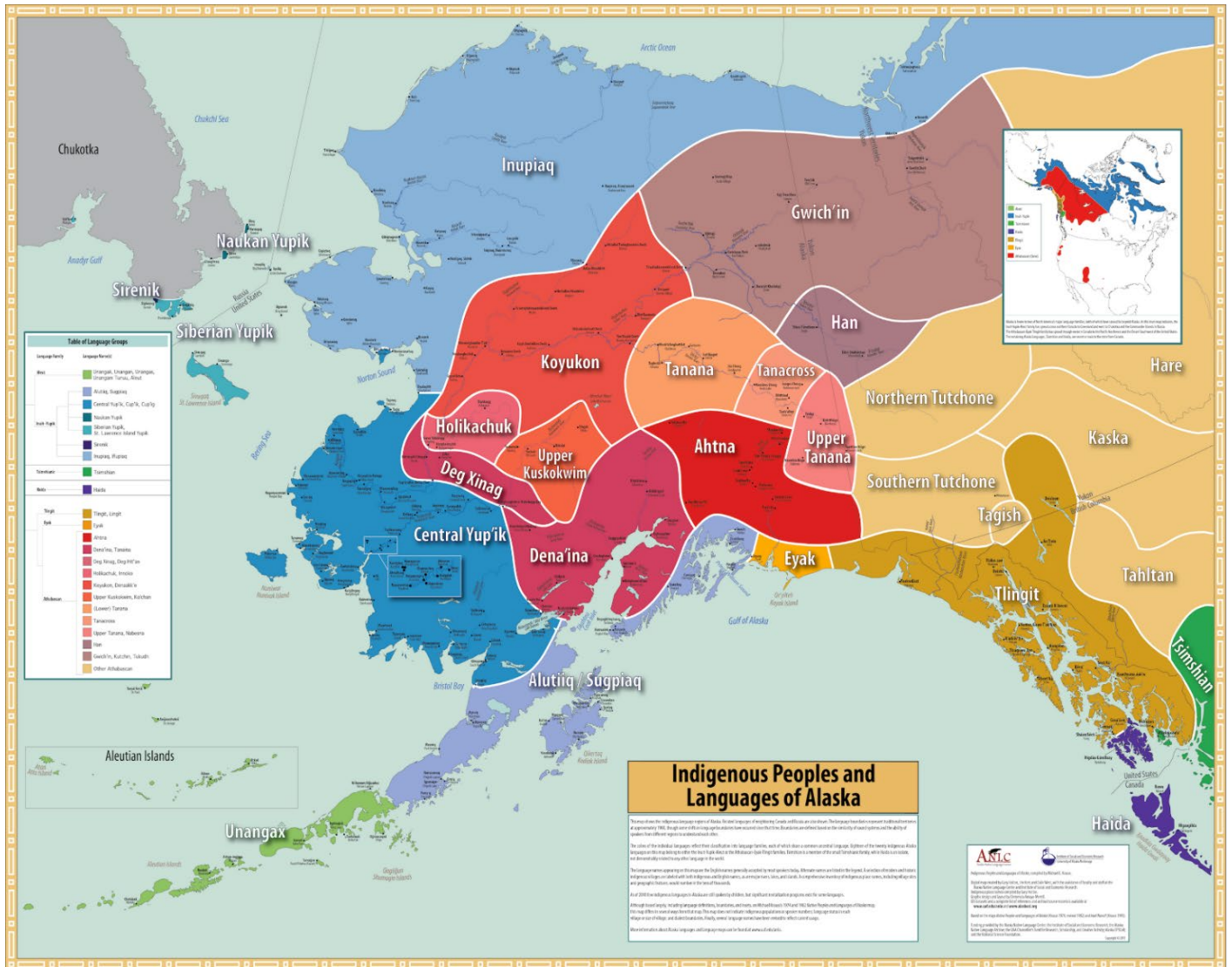
The CRO makes every attempt to provide access within all services, programs, and activities to all members of the community including those in the LEP community. The CRO has translated DOT&PF Civil Rights brochures into other languages for the public's use; languages that have been translated can be found in Appendix C. To file a complaint, locate translated brochures, and federal resources for LEP can be found on the Civil Rights Office web page <http://www.dot.state.ak.us/cvlrts/lep.shtml>. The CRO also provides information to the Language Interpretation Center which provides interpretation/ translation services in many different languages. Information on the Language Interpretation Center can be found at <http://www.akijp.org/language-interpreter-center/>. DOT&PF CRO has future plans of implementing more resources such as "I Speak" cards, documents translated in more languages within the website, and the possibility of a data base of employees within DOT&PF who are multi-lingual that can provide help to persons needing interpretation/ services.

Conclusion:

DOT&PF recognizes that language needs will change as Alaska's population changes. Further, DOT&PF is required to assess its programs and services each year to determine compliance with various nondiscrimination regulations. As such, DOT&PF will revisit the LAP plan each year

and make appropriate changes, as needed. For questions or concerns regarding the DOT&PF commitment to nondiscrimination or to request LEP services, contact Rashaud Joseph, Statewide Title VI Specialist, at 907-269-0852 or by email at rashaud.joseph@alaska.gov.

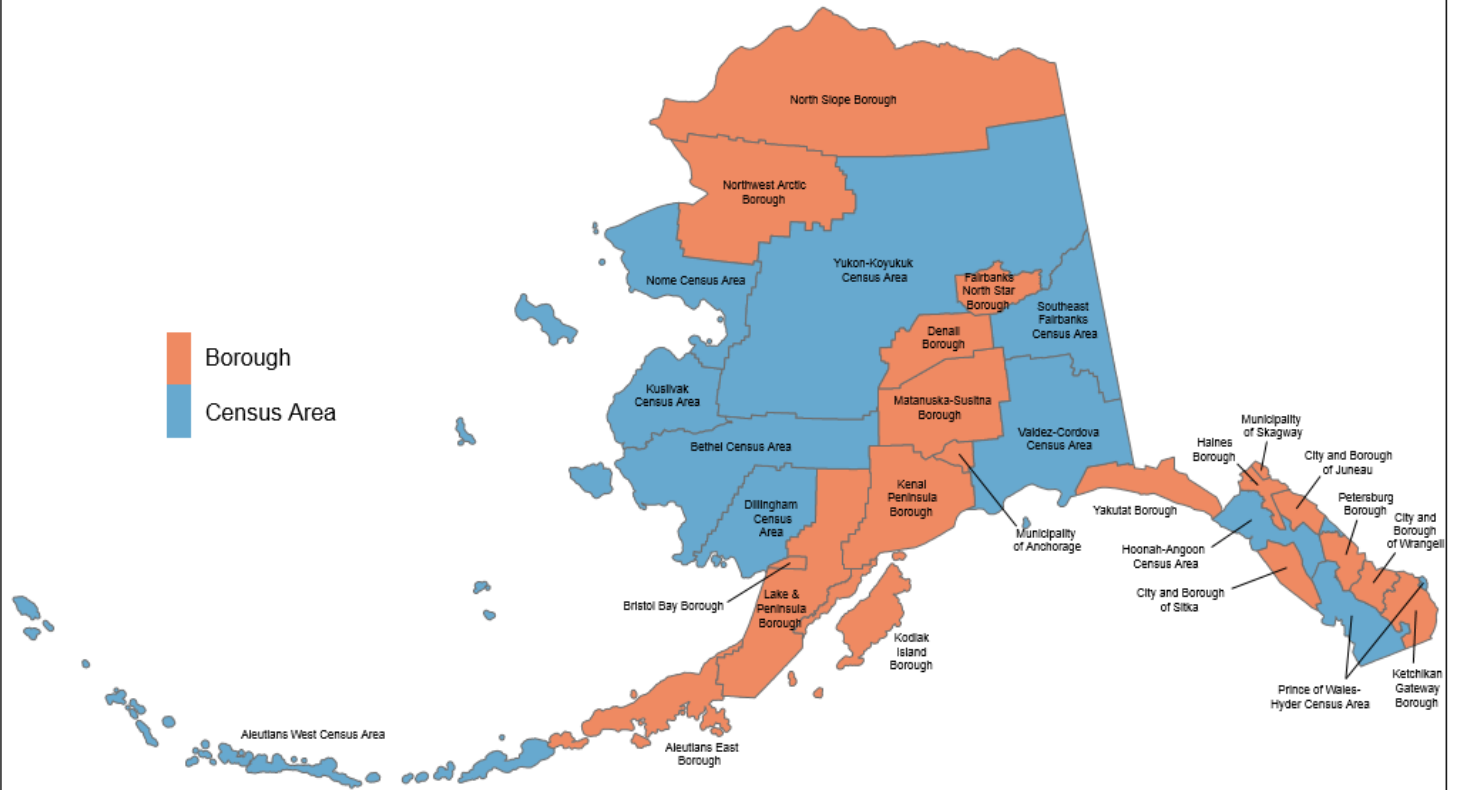
Appendix A



(<https://www.uaf.edu/anla/collections/map/anlmap.png>)

Appendix B

Alaska Borough/Census Areas



Note: Based on 2013 Geography

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section

APPENDIX C

Alaska DOT&PF TITLE VI POLICY DOCUMENTS THAT HAVE BEEN
TRANSLATED INTO OTHER LANGUAGES (Complaint Forms & Brochures).

- SPANISH
- TAGALOG
- YUPIK
- INUPIAT
- RUSSIAN
- ENGLISH
- VIETNAMESE
- SAMOAN
- KOREAN