

**COLORADO DEPARTMENT OF TRANSPORTATION**



**Division of Transit and Rail**  
**Limited English Proficiency (LEP) Plan**

October 2016

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## **I. The Purpose of an LEP Plan**

Most individuals living in the United States read, write, speak and understand English. There are many individuals, however, for whom English is not their primary language. Those individuals whose primary language is not English and who have a limited ability to read, write, speak or understand English are considered limited English proficient (LEP).

Language for LEP individuals can be a barrier to accessing important benefits of services, understanding and exercising important rights, complying with applicable responsibilities, or understanding other information regarding federally assisted programs or activities. CDOT, as a recipient of federal financial assistance, has an obligation to reduce language barriers that can preclude meaningful access by LEP persons to important services.

In certain circumstances, failure to ensure that LEP persons can effectively participate in or benefit from federally assisted programs or activities may violate the prohibition against national origin discrimination under Title VI of the Civil Rights Act of 1964. The purpose of an LEP plan is to guide CDOT employees and its agents in taking reasonable steps to provide meaningful access to LEP persons.

This LEP plan has been developed specifically for CDOT's Division of Transit & Rail (DTR). It may be used as guidance for DTR employees, agents, and subrecipients. This plan is intended to improve the internal management of CDOT and does not create any right or benefit, substantive or procedural, enforceable at law or equity by a party against CDOT.

LEP persons that feel they have been denied meaningful access may file a discrimination complaint based upon national origin under Title VI of the Civil Rights Act. CDOT's discrimination complaint form and complaint procedure can be found at <https://www.codot.gov/business/civilrights>.

## **II. CDOT's Non-Discrimination Policy**

It is CDOT's policy that no person shall on the ground of race, color, national origin, sex, disability, or age, be excluded from participation in, be denied the benefits of, or be subjected to discrimination in any operation of CDOT or of any department or agency to which CDOT extends federal financial assistance.

Policy Directive 604.0 “Policy on Non-Discrimination” outlines CDOT’s general non-discrimination policy, including the obligation to provide access for LEP individuals. Policy Directive 604.0 states that “CDOT shall seek to communicate with LEP populations and provide LEP individuals meaningful access to CDOT programs and activities.”

### **III. Authorities**

- Title VI of the 1964 Civil Rights Act, 42 U.S.C. § 200d
- Exec. Order No. 13166, 65 Fed. Reg. 50121 (Aug. 16, 2000) – Improving Access to Services for Persons with Limited English Proficiency
- Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient (LEP) Persons, U.S. Department of Transportation, 70 Fed. Reg. 239 (Dec. 14, 2005)
- Implementing the Department of Transportation’s Policy Guidance Concerning Recipient’s Responsibilities to Limited English Proficient (LEP) Persons, Federal Transit Administration (April 13, 2007)
- Policy on Non-Discrimination, Colorado Department of Transportation Policy Directive 604.0 (Jan. 27, 2014)

### **IV. The LEP Four Factors<sup>1</sup>**

DTR is required to take reasonable steps to ensure meaningful access to its programs and activities for LEP individuals. There is no proscribed list of reasonable steps. Instead, in accordance with federal guidance, in order to determine what language assistance measures should be implemented, DTR must consider and balance the following four factors:

*Factor #1: The number or proportion of LEP persons eligible to be served or likely to be encountered by the program, activity, or service.*

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<sup>1</sup> A more detailed outline of the four-factor analysis is available in “Implementing the DOT LEP Guidance: A Handbook for Transit Agencies” available from FTA. Additional guidance can also be found at [www.lep.gov](http://www.lep.gov).

The greater the number or proportion of LEP persons in the eligible service population, the more likely language services are needed. The eligible service population includes persons eligible to be served, or likely to be directly affected by the activity. Demographic data about the populations of the service area, past encounters with LEP persons, and information from community organizations, governments, and school systems can all be used to evaluate the service population and the number or proportion of LEP persons likely to be encountered.

*Factor #2: The frequency in which LEP individuals come into contact with the program, service, or activity.*

The agency must consider the frequency with which it has or should have contact with LEP individuals. The more frequent contact or potential contact with LEP persons, the more likely enhanced language services will be needed. If an LEP individual accesses a program or service on a daily basis, there is a greater duty to provide enhanced language services than if the same individual's contact is unpredictable or infrequent. Additionally, staff should consider whether appropriate outreach to LEP persons could increase the frequency of contact with LEP populations.

*Factor #3: The nature and importance of the program, activity, or service provided.*

Language services are more likely needed the more important the activity, information, service, or program because there are greater consequences of the contact to LEP individuals. Staff must determine whether denial or delay of access could have serious implications for the LEP individual. Information from community organizations and past contact with LEP persons can help aid this analysis.

*Factor #4: The resources available for language assistance and the costs of such resources.*

The availability and cost of resources must be identified to determine the reasonable steps to provide meaningful access for LEP persons. Identifying available resources includes: (1) creating an inventory of language assistance measures currently being provided; (2) determining what, if any, additional services are needed to provide meaningful access; (3) analyzing the budget for language assistance expenses; and (4) considering cost effective practices for providing language services. "Reasonable steps" may cease to be reasonable where the costs imposed substantially exceed the benefits.

There are two types of language services: interpretation and translation. Interpretation is the act of listening to something in one language and orally translating it into another language. When interpretation is needed and is reasonable, it should be provided in a timely manner to be effective. Translation is the replacement of a written text from one language into an equivalent written text in another language. Because translation is a one-time expense, the upfront cost of the translation should be considered in light of the likely lifespan of the document.

In determining how it will ensure access for LEP persons, the agency must determine how it will provide such language services. Language services should be arranged to provide assistance at a time and place that avoids the imposition of undue burdens or results in the effective denial of the service, benefit, or right at issue. Staff should carefully explore the most cost-effective means of delivering competent and accurate language services before limiting services due to resource concerns. Since CDOT is a large statewide entity that serves a significant number of LEP individuals, CDOT “should ensure that the resource limitations are well substantiated before using this fact as a reason to limit language assistance.”<sup>2</sup> Thus, reasons for limiting language assistance based on cost should be documented.

Federal guidance states that vital written materials should be translated for frequently encountered LEP populations. However, the extent of CDOT’s obligation to provide written translations of documents should be determined on a case-by-case basis using the four-factor analysis. The U.S. Department of Transportation’s LEP guidance establishes a “safe harbor,” regarding the requirement to translate vital documents.<sup>3</sup> A “safe harbor” means that providing written translation under the following circumstances serves as strong evidence of compliance:

- (a) Provide written translation of vital documents for each eligible LEP language group that constitutes 5% or 1,000, whichever is less, of the population of persons eligible to be served or likely to be affected or encountered.
- (b) If there are fewer than 50 persons in a language group that reaches the 5% trigger, vital written materials do not need to be translated. Rather, staff may provide written notice in the primary language of the LEP group of the right to receive competent oral interpretation of those written materials, free of cost.

Failure to provide translations under the safe harbor does not mean there is noncompliance. The safe harbor is meant to provide greater certainty of compliance than can be provided by the fact-

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<sup>2</sup> 70 Fed. Reg. 239 at 74092.

<sup>3</sup> 70 Fed. Reg. 239 at 74095

intensive, four-factor analysis. The safe harbor only applies to the translation of written documents. It does not affect the requirement to provide meaningful access to LEP individuals through oral language services.

## **V. DTR's Four-Factor Analysis**

A four factor analysis has been conducted for DTR's current services, programs, and activities. When DTR develops new services or programs, or expands existing ones, DTR staff must conduct a four factor analysis to determine the appropriate language assistance measures to be provided to ensure meaningful access for LEP persons. Additionally, as described later in the language assistance plan, this analysis should be reviewed on a regular basis to ensure reasonable language assistance measures are provided to LEP persons.

### **Overview of DTR's programs, services and activities.**

DTR is responsible for the planning, development, operation, and integration of transit and rail in the statewide transportation system. DTR works in coordination with other transit and rail providers to plan, promote, and implement investments in transit and rail services statewide. DTR's primary activities are (1) statewide transit planning and research, (2) operation of CDOT's interregional bus service, and (3) distribution and oversight of state and federal grants.

#### **1. Statewide Transit Planning and Research**

CDOT's first Statewide Transit Plan was adopted in March 2015. The Statewide Transit Plan establishes a framework for creating an integrated state transit system to meet the mobility needs of Coloradans. Development of the Statewide Transit Plan involved frequent interaction with the public in the form of stakeholder meetings, open houses, and public comment periods. In the past DTR has also conducted other research, such as evaluation of rail on the I-70 corridor which requires public feedback and input at both the statewide and regional level.

#### **2. Interregional Bus Service**

CDOT's interregional bus service, Bustang began in the summer 2015 and services three routes and an additional limited route. The I-25 North route connects Fort Collins, Loveland, and Denver along I-25. The I-25 South route connects Denver and Colorado Springs. The I-70 route services Glenwood Springs, Vail, Frisco, Lakewood, and Denver along the I-70 corridor. The

RamsRoute services the public in Fort Collins and Loveland on Friday's and Sundays. It only operates 62 times per year.

Each route is intended to connect riders with local transit agencies between the various state regions. The majority of clients are travelers, commuters, and individuals seeking resources provided in the Denver metro area.

### 3. Distribution and Oversight of State and Federal Grants

DTR is responsible for the distribution of both state and federal grants to rural and small urban transit agencies, service providers and coordinating councils in Colorado. Through these activities, DTR supports and oversees transit services across the state. DTR interacts with transit agencies, private service providers, and coordinating councils who arrange and provide fixed route and on demand services to the public.

Additionally, DTR along with CRBRC ensures subrecipient compliance with federal regulations.

***Factor #1: The number or proportion of LEP persons eligible to be served or likely to be encountered by the program, activity, or service.***

All of the activities of DTR are conducted in or around impact areas throughout the state. Therefore, the geographic boundaries of DTR's functions are the borders of Colorado. According to the data in Appendix A,<sup>4</sup> the most prevalent LEP population in Colorado is Spanish-speaking LEP individuals, who make up 4.66% of Colorado's overall population. There are no other significant LEP populations at the statewide level.

When considering the proportion of LEP person's eligible to be served or likely to be encountered, it is also helpful to look at the specific programs and activities of DTR. One such program that DTR oversees is Bustang. In looking at the Bustang routes and the counties served along these routes, it is likely that the percentage of LEP persons encountered by DTR increases along certain routes. The data in Appendix A, also indicates that the most prevalent LEP population of the impacted counties Bustang serves, is Spanish speaking LEP individuals.

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<sup>4</sup> Appendix A contains demographic data for LEP individuals at the state and county level. The demographic data is taken from the US Census Bureau's 2010-2014 American Community Survey, Table B16001 "Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over" and includes individuals who do not speak English at home and who speak English "less than very well." Appendix A is also supplemented with data from the Colorado Department of Education.



Therefore, it is consistent that Spanish speaking LEP individuals have a higher likelihood of being encountered than other LEP groups. For example, the North Line, South Line, West line, and all other routes of Bustang, serve counties with more than 8% Spanish speaking LEP populations. Of the counties served by Bustang, Denver County has the highest percentage of non-Spanish speaking LEP persons.

Specifically, along the North line, Bustang serves Denver county and Larimer County. Denver County has a Spanish-speaking LEP population greater than 8%. This percentage is almost two times greater than the statewide Spanish-speaking LEP percentage, making it likely that Bustang will encounter Spanish-speaking LEP populations along this route. However, Bustang does not

Along the West line Bustang serves Garfield County, Eagle County, Vail County, Summit County, and Denver County. These counties include several resort towns. As mentioned above, the majority of Bustang's customers are commuters. Some of the commenters that benefit from Bustang's services include employees that work in the resort towns served by Bustang. In Jefferson County the percentage of Spanish-speaking LEP persons is not as significant, showing a 1.67% Spanish-speaking population however, Denver County and Eagle County have significant percentages of LEP populations that amount to greater than 8%.

On the South line Bustang serves Denver County and El Paso County. In looking at the data in Appendix A, El Paso County only has a 2.43% Spanish speaking LEP population however, Denver County has over 8% Spanish speaking LEP population.

Along certain routes Bustang will serve counties that have high Spanish speaking LEP populations. Bustang will need to ensure that the language assistance plan includes translation of documents along these routes. The language assistance plan will also need to consider that Bustang will not be serving the entire county and thus may not encounter all of the Spanish speaking LEP residents in each county that has a Bustang route.

Additionally, DTR participated in the Together We Go effort. The Together We Go effort provided a way for CDOT to update the public on the progress CDOT has made since the adoption of the Statewide Transit Plan in March of 2015. At these public meetings, CDOT made translation services available upon request. To date translation services have not been requested at the public meetings and as a result have not been provided.

Not all of the activities serve or are likely to encounter the entire state population. Due to their nature and purpose, statewide transit planning and Bustang should both be assumed to encounter

the entire population. Conversely, research projects may only be local. A separate analysis should be conducted for each research project to determine the potential interaction with LEP persons.

In regards to grant administration, DTR indirectly serves LEP individuals by interacting directly with local transit providers. LEP persons may seek out DTR for information or filing complaints against local providers. To date there have been no complaints submitted by LEP persons nor has there been any translation services requested

***Factors #2 and #3: The Frequency of Contact and Importance of DTR's Programs and Services.***

For this analysis, frequency of contact and importance are evaluated together. The importance of DTR's services to LEP populations partly depends on how frequently those services are expected to come into contact with LEP individuals.

DTR has the most frequency of contact with LEP populations through its interregional bus service, Bustang. DTR's frequency of contact with LEP Spanish-speaking persons has increased due to Bustang. Bustang is a very important part of people's lives as it serves commuters up and down the I-25 corridor and those living in the mountain regions seeking services in the metro area. Additionally, it is likely that Bustang will encounter frequent contact with those Spanish-speaking LEP persons that commute for employment purposes.

Additionally, when conducted, transit planning and research should result in frequent contact with LEP persons because both require significant public involvement to be effective. For example, during the last planning period, seventeen public open house meetings were held throughout the rural areas of the state one public open house meeting was held in each urban Metropolitan Planning Organization area; North Front Range (Greeley area), DRCOG (Denver Metro Area), PPACG (Colorado Springs area), PACOG (Pueblo area), and Grand Valley (Grand Junction area). While individuals may not always take advantage of these opportunities, the planning process seeks to accurately identify needs throughout the state and ensure an equitable distribution of funds, therefore it is highly important to ensure access to all persons.

As explained above, those conducting the grant administration will rarely have direct contact with LEP persons. However, not having access to complaint forms and procedures could have a significant negative impact on LEP individuals' lives and is, therefore, of high importance.

Additionally, it is possible that in some circumstances, the staff of grant partners representing underserved populations may have limited English proficiency.

Grant partners that provide services in areas with LEP populations may have both frequent and important contact with for LEP persons. The services provided by grant partners may be the primary mode of transportation for LEP individuals. Therefore, DTR must ensure that they have conducted a four factor analysis and developed language assistance measures that ensure meaningful access.

***Factor #4: The resources available and the costs of such resources.***

The following is a summary of the language assistance resources and services that have already been or are currently being utilized by DTR:

- Translation of Notices for Statewide Planning Meetings: The process for creating CDOT's Statewide Transit Plan included the translation of various outreach materials into Spanish. Flyers for outreach events with notices of the availability of free translation services were provided in Spanish. Examples are available in **Appendix B**. Additionally, various components of the statewide plan website<sup>5</sup> are available in Spanish. The website contains a Spanish version of the Statewide Transit Plan's executive summary and a Spanish presentation<sup>6</sup> that was used at public meetings. Both items were professionally translated. The full website is also available in Spanish with Google Translate.<sup>7</sup>
- Language Assistance for Bustang: Bustang, CDOT's interregional express bus service, began service in the summer 2015. DTR has prepared various LEP measures for anticipated language assistance needs. DTR has identified that information regarding Bustang's routes, schedules, and fares are vitally important to ensure meaningful access to the service. Schedule and fare information is printed in Spanish and it is available on the buses and at park and ride stations. Schedule and fare information will also be available on the Bustang website,<sup>8</sup> which can be translated into Spanish using Google Translate. Additionally, each bus will contain a copy of "Basic Spanish for Transit Employees." CDOT funded the creation of this book, which was produced by the

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<sup>5</sup> <http://coloradotransportationmatters.com>

<sup>6</sup> <http://coloradotransportationmatters.com/other-cdot-plans/transit/public-involvement/>

<sup>7</sup> This website is also available in Chinese, French, German, Japanese, Russian, Vietnamese, Arabic, Dutch, Korean, Polish, Portuguese, and Swedish.

<sup>8</sup> [www.ridebustang.com](http://www.ridebustang.com)

Roaring Fork Transit Authority and Colorado Mountain College. It includes requests and commands that vehicle operators can use in Spanish.

- Subrecipient Training and Compliance: For its oversight of state and federal grants, DTR conducted a training and CDOT's Civil Rights and Business Resource Center made themselves available at the spring 2016 Colorado Association of Transit Agencies conference for subrecipients. At the conference, subrecipients were provided with a template for creating their own LEP Plan. **Appendix C** shows an example of one of the templates. **Appendix D** contains a list of DTR subrecipients that submitted LEP plans in 2016.

## **VI. DTR Language Assistance Plan**

### Translation of all Vital Materials

DTR's primary services and activities have a statewide focus. **Appendix A** contains demographic data for LEP individuals at a statewide and county level which shows that Spanish-speaking LEP individuals make up 4.66% of Colorado's overall population. Therefore, DTR has determined that all documents that are vital to providing meaningful access will be translated into Spanish. At a minimum, vital documents include CDOT's discrimination complaint form and procedures, website information and schedules for Bustang, and public notices and website information for statewide planning. For future statewide activities, DTR will evaluate whether documents are vital and must be translated into Spanish.

### Statewide Transit Planning

The next statewide planning cycle is expected to begin in 2019. When the planning cycle commences, DTR will evaluate the then-current LEP data to determine the language assistance services necessary to ensure meaningful access. At a minimum, staff will distribute flyers, surveys, and press releases into any language spoken by an LEP population exceeding 5% of the statewide total. Outreach materials will also state that free language assistance is available upon request. DTR will be prepared to provide translation or interpretation services at outreach events upon request or if there is knowledge that LEP individuals will be attending.

DTR will also continue to make vital planning information available in any language spoken by an LEP population exceeding 5% of the statewide total. The executive summary of the March 2015 Statewide Transit Plan was professionally translated into Spanish and is available at the

statewide plan website.<sup>9</sup> Additionally, the full Statewide Transit Plan and other information on the statewide plan website is available in Spanish with Google Translate.<sup>10</sup>

### Interregional Express Bus Service

DTR has identified that information regarding Bustang's routes, schedules, and fares are vitally important to ensure meaningful access to the service. Schedule and fare information is printed in Spanish and made available on the buses and at park and ride stations. Schedule and fare information is also available on the Bustang website,<sup>11</sup> which can be translated into Spanish using Google Translate. A Spanish-speaking staff member from CDOT's Civil Rights & Business Resource Center proof reads vital information on the website regarding routes, schedules, and fares to confirm the accuracy of these translations.

Each bus contains a copy of "Basic Spanish for Transit Employees." Creation of the book was funded by CDOT and produced by the Roaring Fork Transit Authority and Colorado Mountain College. It includes requests and commands that vehicle operators can use in Spanish.

Bustang staff will track customer service issues and respond accordingly to LEP individuals. Tracking customer service issues related language assistance allows Bustang staff to better understand its frequency of contact with LEP individuals and adopt other language assistance measures if necessary.

### Distribution and Oversight of State and Federal Grants

Transit providers receiving grants from DTR are required to submit their LEP plans as part of their Title VI plan every three years to DTR. As part of its oversight responsibilities, DTR will provide technical assistance to its subrecipients and provide yearly Title VI and LEP training.

### Providing Notice to LEP Persons

DTR is required to notify LEP populations that language assistance is available free of charge. Notice must be provided in languages LEP persons would understand. **Appendix A** contains demographic data for LEP individuals at a statewide and county level. Spanish-speaking LEP individuals make up 4.66% of Colorado's overall population. Therefore, DTR shall continue to provide notice to Spanish-speaking LEP individuals by doing, at minimum, the following:

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<sup>9</sup> <http://coloradotransportationmatters.com>

<sup>10</sup> This website is also available in Chinese, French, German, Japanese, Russian, Vietnamese, Arabic, Dutch, Korean, Polish, Portuguese, and Swedish.

<sup>11</sup> [www.ridebustang.com](http://www.ridebustang.com)

- Posting CDOT’s general accessibility and non-discrimination public notice, which includes information about obtaining free translation and interpretation services in English and Spanish in areas with public access. The English version is attached here as **Appendix E**. The Spanish version, which was professionally translated, is attached here as **Appendix F**.
- Providing notice of free language assistance with public notices in English and Spanish on its buses and on Bustang’s website,<sup>12</sup> which is available in Spanish with Google Translate.
- During the statewide transit planning process, flyers for outreach events with notices of the availability of free language assistance shall be distributed in Spanish or any other language spoken by over 5% of the population at the time of the planning process. Examples are available in **Appendix B**.

### Language Assistance Resources

The following are additional language assistance resources for DTR staff to consider for future language assistance needs:

- **Bilingual Staff**: DTR is encouraged to identify bilingual staff in order to quickly and effectively respond to unexpected encounters with LEP individuals.
- **CDOT Civil Rights & Business Resource Center**: DTR is encouraged to consult with the Civil Rights & Business Resource Center (CRBRC) on the development of additional language assistance measures or on how best to respond to specific language assistance requests. The CRBRC may also be able to provide funding and additional resources to DTR for future language assistance measures.
- **Language Identification Cards**: Language identification cards can be utilized when first encountering someone who needs language assistance. The U.S. Census Bureau’s language identification card is available at [www.lep.gov/ISpeakCards2004.pdf](http://www.lep.gov/ISpeakCards2004.pdf). Cards can be used by staff to identify the primary language of LEP individuals during face to face contact.
- **CTS LanguageLink**: The State of Colorado has a price agreement with CTS LanguageLink for professional translation and interpretation services. CTS LanguageLink offers an over-the-phone interpretation service for **\$0.62 per minute**. A list of languages for the interpretation service is attached as **Appendix G**. CTS LanguageLink also can translate written documents into more than 100 languages. A list of languages is attached as **Appendix H**. Each CDOT program area is encouraged to create a free account with CTS Language list in order to access the over-the-phone

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<sup>12</sup> [www.ridebustang.com](http://www.ridebustang.com)

interpretation service and to obtain rates for translation services. For more information, contact:

Client Relations  
Toll Free 855.779.2704  
clientrelations@ctslanguagelink.com  
www.ctslanguagelink.com

- Automated Computer Translation: Google Translate and other automated translation services can be a tool for translating basic information in limited circumstances. For example, various CDOT websites can be translated into other languages using Google Translate. However, caution should be used when using automated translation to convey vital information. The U.S. Department of Labor recommends using automated translation only if someone is capable of reviewing and correcting the translation to ensure that it is conveying the intended message.<sup>13</sup> While CDOT's website can be translated into several languages using Google Translate, the website also contains Spanish information that was professionally translated. The Civil Rights & Business Resource Center created a page in Spanish that contains information about the public's rights to equal access and nondiscrimination.<sup>14</sup> The Bustang website can also be translated into Spanish using Google Translate. A Spanish-speaking staff member from the Civil Rights & Business Resource Center will proof read vital information regarding routes, schedules, and fares to confirm the accuracy of these translations.

### Monitoring and Updating LEP Efforts

DTR Managers and supervisors are responsible for ensuring that access is provided to LEP persons through language assistance services. This Plan must be incorporated by reference into the appropriate procedure manuals to ensure that employees are aware of their obligations for compliance.

The Civil Rights & Business Resource Center will monitor DTR activities to ensure LEP requirements are fulfilled and report to the Federal Transit Administration (FTA). DTR will update this LEP plan at least every three years when DTR's Title VI Plan is due to the FTA. DTR must also update this Plan whenever one of its primary activities substantially changes or if it starts a new primary activity, program or service.

## **Appendix A** **Colorado LEP Demographic Data**

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<sup>13</sup> The U.S. Department of Labor's presentation "Machine Translation: Ensuring Meaningful Access for Limited English Proficient Individuals" (June 24, 2014) discusses the pitfalls of relying on machine translations.

[http://www.dol.gov/oasam/programs/crc/062414Machine\\_TranslationWebinar.pdf](http://www.dol.gov/oasam/programs/crc/062414Machine_TranslationWebinar.pdf)

<sup>14</sup> <https://www.codot.gov/business/civilrights/espanol.html>

## Colorado LEP Demographic Data

Colorado has a total population of 4,860,145 people. Colorado has a total Limited English Proficient (LEP) population of 310,065, which is 6.4% of Colorado's overall population. The following table shows the top five languages spoken by LEP persons in Colorado and their percentage of the total Colorado population, according to the U.S. Census Bureau.<sup>15</sup>

Language	Number of LEP Persons	Percent of Colorado Population
Spanish	226,453	4.66%
Vietnamese	12,078	0.25%
Chinese <sup>16</sup>	10,489	0.22%
Korean	8,475	0.18%
African Languages <sup>17</sup>	7,932	0.17%

### Demographic data by county and CDOT Transportation Region

CDOT is geographically structured into five Transportation Regions. The following pages contain LEP demographic data for each CDOT Transportation Region and the counties within in each region using U.S. Census data for people who do not speak English as their primary language and speak English "less than very well."

Census data is also supplemented with data from the Colorado Department of Education.<sup>18</sup> The presence of English Language Learners in schools may indicate the presence of greater LEP populations. In addition to the languages listed in the U.S. Census tables, the following pages also list additional languages found in the school data.

### CDOT Region 1

CDOT Region 1 is comprised of the five counties listed in the table below. LEP individuals make up 8.8% of Region 1's total population. LEP individuals that speak Spanish represent 6.4% of Region 1's

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<sup>15</sup> Data tabulated by the Migration Policy Institute, "Limited English Proficient Individuals in the United States: Linguistic Diversity at the County Level (February 2013)." Data was tabulated using the US Census Bureau's 2010-2014 American Community Survey, Table B16001 "Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over." For more information about LEP data, visit [http://www.lep.gov/demog\\_data/demog\\_data.html](http://www.lep.gov/demog_data/demog_data.html).

<sup>16</sup> The US Census Bureau groups the following languages under the "Chinese" language category: Chinese, Hakka, Kan, Hsiang, Cantonese, Mandarin, Fuchow, Formosan, and Wu.

<sup>17</sup> The US Census Bureau's "African language" classification includes Amharic, Afro-Asiatic languages, Nilo-Saharan languages, and Niger-Congo languages. For a full listing of these languages, visit <https://www.census.gov/hhes/socdemo/language/about/>.

<sup>18</sup> Colorado Department of Education, English Language Learner student count, grades preschool through 12, October 2012. This data is available upon request from CDOT's Civil Rights & Business Resource Center.



population. Adams, Arapahoe, and Denver counties have the largest Spanish-speaking LEP populations in Region 1. Other prevalent LEP populations in Region 1 include Vietnamese, Russian, and Korean speakers.

Region 1, U.S. Census Data

County	Total Population	Total LEP Population	Spanish LEP Population	Other Languages <sup>19</sup>
<b>Adams</b>	424,235	52,820 (12.45%)	44,305 (11.2%)	Vietnamese (2,136 people) Russian (1,000) Chinese (700) African Languages (500)
<b>Arapahoe</b>	556,245	50,332 (9.05%)	28,310 (5.09%)	Korean (3,467) African Languages (2,900) Russian (2,181) Vietnamese (2,462) Chinese (1,873) Arabic (1,248) Other Asian <sup>20</sup> (1,456) Other Indic <sup>21</sup> (624) French (813) Tagalog (567)
<b>Broomfield</b>	50,287	2,601 (4.7%)	1,388 (2.51%)	-
<b>Clear Creek</b>	8,722	26	18	-
<b>Denver</b>	589,391	67,832 (11.51%)	51,593 (8.75%)	Chinese (1,975) Russian (1,653) Other Indic languages (915) Vietnamese (3,868) Arabic (1,191) African Languages (2,127) Other Asian (750)
<b>Douglas</b>	279,291	6,896(2.47%)	3,198 (1.15%)	Chinese (894) Korean (666)
<b>Gilpin</b>	5,295	66 (1.25%)	66	-
<b>Jefferson</b>	516,473	16,844(3.26%)	9,213 (1.78%)	Vietnamese (1,600) Chinese (600) Russian (500) Korean (500)
<b>Region 1</b>	2,429,939	197,417(8.1%)	138,091(5.6%)	

In addition to the languages listed in the table on the previous page, school data indicates the presence of the following language population groups:<sup>22</sup>

<sup>5</sup> LEP number estimates are displayed only if 500 persons or more.

<sup>20</sup> The US Census Bureau’s “Other Asian languages” classification includes Turkic languages, Dravidian languages, and Tibetan-Burman languages. For a full listing of these languages, visit <https://www.census.gov/hhes/socdemo/language/about/>.

<sup>21</sup> For a full listing the US Census Bureau’s “Other Indic languages,” visit <https://www.census.gov/hhes/socdemo/language/about/>.

<sup>22</sup> The languages listed here were not the only languages identified in the Colorado Department of Education data. These languages and the languages listed in the U.S. Census table were the most prevalent languages identified in the Colorado Department of Education data.

**Adams County:** Hmong.

**Arapahoe County:** Arabic, Amharic, Burmese, Karen Pa'o, Nepali and Somali.

**City and County of Denver:** Burmese, Karen Pa'o, French, Nepali, Swahili, and Tigrigna.

**Douglas County:** Somali.

## CDOT Region 2

CDOT Region 2 is comprised of the 14 counties listed in the table below. LEP individuals make up 4% of Region 2's population. The largest LEP group is Spanish at 3.6%. Most of the Spanish-speaking LEP population in Region 2 is found in El Paso and Pueblo counties.

### Region 2, U.S. Census Data

County	Total Population	Total LEP Population	Spanish LEP Population	Other Languages <sup>23</sup>
Baca	3,498	89 (2.8%)	71	-
Bent	5,757	425 (7.38%)	402(6.98%)	-
Crowley	5,351	472 (8.82%)	454(8.48%)	-
Custer	4143	9 (0.22%)	9 (0.22%)	-
El Paso	599,826	22932(3.82%)	14582(2.43%)	Korean (1,742 people) German (659) Tagalog (542) Chinese (931) Vietnamese (930) Arabic (513)
Fremont	44,891	2,675 (5.96%)	2,028(4.52%)	-
Huerfano	6,367	251 (3.94%)	204 (3.20%)	-
Kiowa	1,322	7 (0.53%)	7 (0.53%)	-
Las Animas	14,030	508(3.62%)	415 (2.96%)	-
Otero	17,530	996 (4.5%)	885 (5.05%)	-
Park	15,525	164(1.06%)	139 (0.90%)	-
Prowers	11447	775 (6.77%)	688 (6.01%)	-
Pueblo	150,658	6,632(4.40%)	5800(3.58%)	-
Teller	22,356	235 (1.06%)	111 (0.50%)	-
<b>Region 2</b>	<b>902,701</b>	<b>36,170 (4.0%)</b>	<b>25,795(2.8%)</b>	

In addition to the languages listed in the table above, school data indicates the presence of the following language population groups:<sup>24</sup>

**EL Paso County:** Nepali.

<sup>23</sup> LEP number estimates are displayed only if 500 persons or more.

<sup>24</sup> The languages listed here were not the only languages identified in the Colorado Department of Education data. These languages and the languages listed in the U.S. Census table were the most prevalent languages identified in the Colorado Department of Education data.

### CDOT Region 3

CDOT Region 3 is comprised of the 15 counties listed in the table below. LEP individuals make up 6.5% of Region 3's total population. LEP individuals that speak Spanish represent 5.7% of Region 3's population. The majority of the Spanish-speaking LEP population in Region 3 is located in Eagle and Garfield counties.

Region 3, U.S. Census Data

County	Total Population	Total LEP Population	Spanish LEP Population	Other Languages <sup>25</sup>
Delta	28,813	1,087 (3.8%)	975 (3.4%)	-
Eagle	49,414	6,220 (12.6%)	5,780 (11.7%)	-
Garfield	52,410	5,094 (9.7%)	4,943 (9.4%)	-
Grand	13,704	300 (2.2%)	174 (1.2%)	-
Gunnison	14,752	317 (2.1%)	238 (1.6%)	-
Hinsdale	806	0	0	-
Jackson	1,334	9 (0.7%)	9 (0.7%)	-
Lake	6,753	716 (10.6%)	626 (9.2%)	-
Mesa	137,942	3,797(2.7%)	3,177 (2.3%)	-
Moffat	12,322	696 (5.6%)	635 (5.1%)	-
Montrose <sup>26</sup>	38,534	1,988 (6.3%)	1,899(6.0%)	-
Pitkin	16,503	667(4.0%)	469(2.8%)	-
Rio Blanco	6,287	221 (3.3%)	209 (3.3%)	-
Routt	22,354	592(2.6%)	307 (1.3%)	-
Summit	27,051	1,940 (7.2%)	1828(6.7%)	-
<b>Region 3</b>	<b>428979</b>	<b>23,644 (5.5%)</b>	<b>21,269 (4.9%)</b>	-

In addition to the languages listed in the table above, school data indicates the additional presence of the following language population groups:<sup>27</sup>

**Gunnison County:** Cora, El Nayar.

Note: CDOT Region 3 includes counties with many tourists and seasonal workers. The data here does not reflect the languages likely to be encountered because of these groups.

<sup>25</sup> LEP number estimates are displayed only if 500 persons or more.

<sup>26</sup> Parts of Montrose County are located in CDOT Region 3 and Region 5. However, for this LEP Plan, Montrose County data is analyzed as part of Region 3 because much of the county's population, including the City of Montrose, is located in Region 3.

<sup>27</sup> The languages listed here were not the only languages identified in the Colorado Department of Education data. These languages and the languages listed in the U.S. Census table were the most prevalent languages identified in the Colorado Department of Education data.

## CDOT Region 4

CDOT Region 4 is comprised of the 13 counties listed in the table below. LEP individuals make up 5.5% of Region 4's total population. LEP individuals that speak Spanish represent 4.5% of Region 4's population. The majority of the Spanish-speaking LEP population in Region 4 is located in Boulder, Larimer, and Weld counties.

Region 4, U.S. Census Data

County	Total Population	Total LEP Population	Spanish LEP Population	Other Languages <sup>28</sup>
<b>Boulder</b>	289,106	16,085 (6.2%)	12,800 (4.6%)	Chinese (1,194 people) Korean (536)
<b>Cheyenne</b>	1,988	77 (4.8%)	75	-
<b>Elbert</b>	21,517	301(1.34%)	185 (0.82)	-
<b>Kit Carson</b>	7,592	480 (6.32%)	465 (6.12%)	-
<b>Larimer</b>	294,054	6,534(2.22%)	4,324 (1.47%)	-
<b>Lincoln</b>	5,193	354 (6.82%)	329 (6.34%)	-
<b>Logan</b>	21,476	938 (4.37%)	890 (4.14%)	-
<b>Morgan</b>	26,222	3,416 (13.03%)	3,042 (11.60%)	-
<b>Phillips</b>	4,084	524 (12.86%)	518 (12.68%)	-
<b>Sedgwick</b>	2,244	63 (2.81%)	59 (2.63%)	-
<b>Washington</b>	4,531	109 (2.41%)	109 (2.41%)	-
<b>Weld</b>	245,113	17,368 (7.09%)	15,607(6.37%)	
<b>Yuma</b>	9,303	744 (8.0%)	738 (7.93%)	
<b>Region 4</b>	932,423	46,993 (5.0%)	39,141(4.2%)	

In addition to the languages listed in the table above, school data indicates the presence of the following language population groups:<sup>29</sup>

**Morgan County:** Somali.

**Weld County:** Burmese, Karen Pa'o, Somali.

<sup>28</sup> LEP number estimates are displayed only if 500 persons or more.

<sup>29</sup> The languages listed here were not the only languages identified in the Colorado Department of Education data. These languages and the languages listed in the U.S. Census table were the most prevalent languages identified in the Colorado Department of Education data.

## CDOT Region 5

CDOT Region 5 is comprised of the 14 counties<sup>30</sup> listed in the table below. LEP individuals make up 3.3% of Region 5's total population. LEP individuals that speak Spanish represent 2.3% of Region 5's population.

### Region 5, U.S. Census Data

County	Total Population	Total LEP Population	Spanish LEP Population	Other Languages <sup>31</sup>
Alamosa	14,937	1,051 (7.04%)	957 (6.41%)	-
Archuleta	11,516	276 (0.9%)	176 (1.53%)	-
Chaffee	17,374	562 (1.8%)	559 (3.2%)	-
Conejos	7,600	604 (7.9%)	575 (7.5%)	-
Costilla	3,416	408 (11.94%)	395 (11.56%)	-
Dolores	1,671	2 (0.12%)	0	-
La Plata	49,689	731 (1.47%)	524 (1.05%)	-
Mineral	695	5 (0.72%)	5 (0.72%)	-
Montezuma	23,997	470 (2.1%)	265 (1.10%)	-
Ouray	4,418	54 (1.22%)	44 (1.0%)	-
Rio Grande	11,079	751 (7.2%)	715 (6.3%)	-
Saguache	5,806	655 (11.28%)	637 (10.97%)	-
San Juan	623	12 (1.93%)	12 (1.93%)	-
San Miguel	7,194	259 (3.6%)	248 (3.45%)	-
<b>Region 5</b>	<b>160,015</b>	<b>5,840 (3.6%)</b>	<b>5,112 (3.2%)</b>	

In addition to the languages listed in the table above, school data indicates the presence of the following language population groups:<sup>32</sup>

**Alamosa:** Eastern Q'anjob'al.

**Montezuma:** Navajo.

<sup>30</sup> A part of Montrose County is also located in CDOT Region 5. However, for this LEP Plan, Montrose County data is analyzed as part of Region 3 because much of the county's population, including the City of Montrose, is located in Region 3.

<sup>31</sup> LEP number estimates are displayed only if 500 persons or more.

<sup>32</sup> The languages listed here were not the only languages identified in the Colorado Department of Education data. These languages and the languages listed in the U.S. Census table were the most prevalent languages identified in the Colorado Department of Education data.

**Appendix B**  
**Statewide Transit Plan Outreach Materials in English and Spanish**

# You're Invited...

## ...to the CDOT Statewide Transit Plan Public Open House!

CDOT's Statewide Transit Plan addresses the local and regional transit and human service transportation needs in your region and across the state. Your input is greatly needed!

Please join us for the public open house in your area:

**Date:** Wednesday May 21, 2014

**Location:** Emergency Service Center  
101 W. 10th Street, First Floor - Room 144  
Pueblo, CO 81003

**Time:** 5:00 pm - 7:00 pm

Open House format with presentations at 5:30 pm and 6:30 pm



This is a joint public open house for the CDOT Statewide Transit Plan and the Pueblo Area Council of Governments 2040 Regional Transit Element.

For more information, or for those who require accommodation for disabilities or a language interpreter, including hearing impaired, please contact Beth Vogelsang at (303)589-5651 no later than 3 business days before the meeting. The facility is accessible for disabled individuals.

#### Can't make the meeting?

View materials and provide comments at our project website: <http://coloradotransportationmatters.com/other-cdot-plans/transit/>  
Comments can also be made using the CDOT PinTool at: <http://dtdapps.coloradodot.info/pintransit>

# Lo invitamos...

## ...a la reunión pública sobre el Plan Estatal de Transporte Público de CDOT

El Plan Estatal de Transporte Público de CDOT responde a las necesidades locales y regionales de tránsito y de transporte para personas en su región y en todo el estado. ¡Su opinión será muy valiosa!

Participe de esta reunión pública en su área.

**Fecha:** Miércoles 21 de mayo de 2014

**Lugar:** Emergency Service Center  
101 W. 10th Street, primer piso - Sala 144  
Pueblo, CO 81003

**Hora:** 5:00 pm - 7:00 pm

Reunión informal con presentaciones a las 5:30 pm y 6:30 pm.



Esta es una casa abierta pública conjunta para el Plan de Tránsito CDOT Estatal y el Consejo de Pueblo Area de gobiernos 2040 Element Regional Transit.

Para más información, para solicitar acomodaciones especiales para personas con incapacidad, o para pedir servicios de traducción (incluyendo lenguaje de signos), llamar a Beth Vogelsang al (303)589-5651 por lo menos tres días antes de la reunión. El lugar de la reunión es accesible para personas incapacitadas.

#### Si no puede asistir a la reunión,

lo invitamos a que revise los materiales y comparta sus comentarios en el sitio del proyecto: <http://coloradotransportationmatters.com/other-cdot-plans/transit/>  
Los comentarios también se pueden hacer usando el sistema PinTool de CDOT en <http://dtdapps.coloradodot.info/pintransit>





# You're Invited...

## ...to the CDOT Statewide Transit Plan Public Open House!

CDOT's Statewide Transit Plan addresses the local and regional transit and human service transportation needs in your region and across the state. Your input is greatly needed!

### Please join us for the public open house in your area:

**Date:** Wednesday May 14, 2014  
**Location:** Pikes Peak Area Council of Governments (PPACG) Conference Room  
14 S. Chestnut Street  
Colorado Springs, CO  
**Time:** 5:30 pm - 7:00 pm  
Open House format with presentation at 6:00 pm



This is a joint public open house for the CDOT Statewide Transit Plan and the PPACG 2040 Regional Transportation Plan.

For more information, or for those who require accommodation for disabilities or a language interpreter, including hearing impaired, please contact Beth Vogelsang at (303)589-5651 no later than 3 business days before the meeting. The facility is accessible for disabled individuals.

### Can't make the meeting?

View materials and provide comments at our project website: <http://coloradotransportationmatters.com/other-cdot-plans/transit/>  
Comments can also be made using the CDOT PinTool at: <http://dtdapps.coloradodot.info/pintransit>



# Lo invitamos...

## ...a la reunión pública sobre el Plan Estatal de Transporte Público de CDOT

El Plan Estatal de Transporte Público de CDOT responde a las necesidades locales y regionales de tránsito y de transporte para personas en su región y en todo el estado. ¡Su opinión será muy valiosa!

### Participe de esta reunión pública en su área.

**Fecha:** Miércoles 14 de mayo de 2014  
**Lugar:** Pikes Peak Area Council of Governments (PPACG) Conference Room  
14 S. Chestnut Street  
Colorado Springs, CO  
**Hora:** 5:30 pm - 7:00 pm  
Reunión informal con una presentación a las 6:00 pm.



Esta es una casa abierta pública conjunta para el Plan de Tránsito CDOT Estatal y el Plan Regional de Transporte PPACG 2040.

Para más información, para solicitar acomodaciones especiales para personas con incapacidad, o para pedir servicios de traducción (incluyendo lenguaje de signos), llamar a Beth Vogelsang al (303)589-5651 por lo menos tres días antes de la reunión. El lugar de la reunión es accesible para personas incapacitadas.

### Si no puede asistir a la reunión,

lo invitamos a que revise los materiales y comparta sus comentarios en el sitio del proyecto: <http://coloradotransportationmatters.com/other-cdot-plans/transit/>  
Los comentarios también se pueden hacer usando el sistema PinTool de CDOT en <http://dtdapps.coloradodot.info/pintransit>



# You're Invited...

## ...to the CDOT Statewide Transit Plan Public Open House!



CDOT's Statewide Transit Plan addresses the local and regional transit and human service transportation needs in your region and across the state. Your input is greatly needed!

Please join us for the public open house in your area:

**Date:** Wednesday May 7, 2014

**Location:** Greeley Ice Haus  
900 8th Avenue  
Greeley, CO 80631

**Time:** 5:00 pm - 7:00 pm

Open House format with presentations at 5:30 pm and 6:30 pm



This is a joint public open house for the CDOT, the North Front Range MPO and Greeley-Evans Transit. For further information on the NFRMPO 2040 Regional Transit Element, please contact Nate Vander Broek at NFRMPO (970) 416-2309. For information on GET, please contact Will Jones at (970) 350-9751.

For more information, or for those who require accommodation for disabilities or a language interpreter, including hearing impaired, please contact Beth Vogelsang at (303)589-5651 no later than 3 business days before the meeting. The facility is accessible for disabled individuals.

### Can't make the meeting?

View materials and provide comments at our project website: <http://coloradotransportationmatters.com/other-cdot-plans/transit/>  
Comments can also be made using the CDOT PinTool at: <http://dtdapps.coloradodot.info/pintransit>



# Lo invitamos...

## ...a la reunión pública sobre el Plan Estatal de Transporte Público de CDOT



El Plan Estatal de Transporte Público de CDOT responde a las necesidades locales y regionales de tránsito y de transporte para personas en su región y en todo el estado. ¡Su opinión será muy valiosa!

Participe de esta reunión pública en su área.

**Fecha:** Miércoles 7 de mayo de 2014

**Lugar:** Greeley Ice Haus  
900 8th Avenue  
Greeley, CO 80631

**Hora:** 5:00 pm - 7:00 pm

Reunión informal con presentaciones a las 5:30 pm y 6:30 pm.



Esta es una casa abierta pública conjunta para el CDOT, la North Front Range MPO y tránsito de Greeley-Evans. Para más información sobre el 2040 NFRMPO Elemento de tránsito regional, por favor póngase en contacto con Nate Vander Broek en NFRMPO (970) 416 4924. Para obtener información sobre GET, póngase en contacto con Will Jones al (970) 350-9751.

Para más información, para solicitar acomodaciones especiales para personas con incapacidad, o para pedir servicios de traducción (incluyendo lenguaje de signos), llamar a Beth Vogelsang al (303)589-5651 por lo menos tres días antes de la reunión. El lugar de la reunión es accesible para personas incapacitadas.

### Si no puede asistir a la reunión,

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Los comentarios también se pueden hacer usando el sistema PinTool de CDOT en <http://dtdapps.coloradodot.info/pintransit>



# You're Invited...

## ...to the CDOT Statewide Transit Plan Public Open House!



CDOT's Statewide Transit Plan addresses the local and regional transit and human service transportation needs in your region and across the state. Your input is greatly needed!

**Please join us for the public open house in your area:**

**Date:** Wednesday May 28, 2014

**Location:** Grand Valley Transit Operations Building  
525 South 6th Street, 2nd Floor  
Grand Junction, CO 81501

**Time:** 5:00 pm - 7:00 pm

Open House format with presentations at 5:30 pm and 6:30 pm



This is a joint public open house for the CDOT Statewide Transit Plan and the Grand Valley Metropolitan Planning Organization and Grand Valley Transit 2040 Regional Transportation Plan.

For more information, or for those who require accommodation for disabilities or a language interpreter, including hearing impaired, please contact Beth Vogelsang at (303)589-5651 no later than 3 business days before the meeting. The facility is accessible for disabled individuals.

### Can't make the meeting?

View materials and provide comments at our project website: <http://coloradotransportationmatters.com/other-cdot-plans/transit/>  
Comments can also be made using the CDOT PinTool at: <http://dtdapps.coloradodot.info/pintransit>



# Lo invitamos...

## ...a la reunión pública sobre el Plan Estatal de Transporte Público de CDOT



El Plan Estatal de Transporte Público de CDOT responde a las necesidades locales y regionales de tránsito y de transporte para personas en su región y en todo el estado. ¡Su opinión será muy valiosa!

**Participe de esta reunión pública en su área.**

**Fecha:** Miércoles 28 de mayo de 2014

**Lugar:** Grand Valley Transit Operations Building  
525 South 6th Street, 2nd Floor  
Grand Junction, CO 81501

**Hora:** 5:00 pm - 7:00 pm

Reunión informal con presentaciones a las 5:30 pm y 6:30 pm.



Esta es una casa abierta pública conjunta para el Plan Estatal de Tránsito CDOT y la Organización de Planificación Metropolitana de Grand Valley y Grand Valley Transit 2040 Plan de Transporte Regional.

Para más información, para solicitar acomodaciones especiales para personas con incapacidad, o para pedir servicios de traducción (incluyendo lenguaje de signos), llamar a Beth Vogelsang al (303)589-5651 por lo menos tres días antes de la reunión. El lugar de la reunión es accesible para personas incapacitadas.

### Si no puede asistir a la reunión,

lo invitamos a que revise los materiales y comparta sus comentarios en el sitio del proyecto: <http://coloradotransportationmatters.com/other-cdot-plans/transit/>  
Los comentarios también se pueden hacer usando el sistema PinTool de CDOT en <http://dtdapps.coloradodot.info/pintransit>



# You're Invited...

## ...to the CDOT Statewide Transit Plan Public Open House!



CDOT's Statewide Transit Plan addresses the local and regional transit and human service transportation needs in your region and across the state. Your input is greatly needed!

Please join us for the public open house in your area:

**Date:** Monday May 12, 2014

**Location:** CDOT Headquarters - Shumate Building  
(located behind the main building along Birch Avenue)  
4201 E. Arkansas Ave.  
Denver, CO 80222

**Time:** 5:00 pm - 7:00 pm

Open House format with presentations at 5:30 pm and 6:30 pm



This is a joint public open house for the CDOT Statewide Transit Plan and the Denver Regional Council of Governments 2040 Metro Vision Regional Transportation Plan.

For more information, or for those who require accommodation for disabilities or a language interpreter, including hearing impaired, please contact Beth Vogelsang at (303)589-5651 no later than 3 business days before the meeting. The facility is accessible for disabled individuals.

### Can't make the meeting?

View materials and provide comments at our project website: <http://coloradotransportationmatters.com/other-cdot-plans/transit/>  
Comments can also be made using the CDOT PinTool at: <http://dtdapps.coloradodot.info/pintransit>



# Lo invitamos...

## ...a la reunión pública sobre el Plan Estatal de Transporte Público de CDOT



El Plan Estatal de Transporte Público de CDOT responde a las necesidades locales y regionales de tránsito y de transporte para personas en su región y en todo el estado. ¡Su opinión será muy valiosa!

Participe de esta reunión pública en su área.

**Fecha:** Lunes 12 de mayo de 2014

**Lugar:** CDOT Headquarters - Shumate Building  
(situado detrás del edificio principal a lo largo de Birch Avenue)  
4201 E. Arkansas Ave.  
Denver, CO 80222

**Hora:** 5:00 pm - 7:00 pm

Reunión informal con presentaciones a las 5:30 pm y 6:30 pm.



Esta es una casa abierta pública conjunta para el Plan de Tránsito CDOT Estatal y el Consejo Regional de Gobiernos de Denver 2040 Metro Plan de Transporte Regional Vision.

Para más información, para solicitar acomodaciones especiales para personas con incapacidad, o para pedir servicios de traducción (incluyendo lenguaje de signos), llamar a Beth Vogelsang al (303)589-5651 por lo menos tres días antes de la reunión. El lugar de la reunión es accesible para personas incapacitadas.

### Si no puede asistir a la reunión,

lo invitamos a que revise los materiales y comparta sus comentarios en el sitio del proyecto: <http://coloradotransportationmatters.com/other-cdot-plans/transit/>  
Los comentarios también se pueden hacer usando el sistema PinTool de CDOT en <http://dtdapps.coloradodot.info/pintransit>

**Appendix C**  
**LEP Plan Template for Subrecipients**

**LIMITED ENGLISH PROFICIENCY  
REQUIREMENTS**

**For your information only. Do not include this page in your LEP Plan.**

A Limited English Proficient (LEP) person is someone who does not speak English as his/her primary language and who has a limited ability to read, speak, write or understand English.

The requirement to respond to people with limited English proficiency is 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 [recently expanded to include age, sex and disability] be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.”

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. Loretta King, Acting Assistant Attorney General, further strengthened the enforcement of Title VI in a memorandum dated July 10, 2009.

To meet Federal Transit Administration (FTA) requirements, subrecipients must submit an LEP plan with their Title VI Program. FTA guidance requires that subrecipients complete a Four-Factor Analysis to determine appropriate language assistance measures. The four factors to be addressed include:

- Factor 1:** Number/proportion of LEP persons eligible to be served or likely to be encountered by the program or recipient.
- Factor 2:** Frequency with which LEP persons come into contact with the transit program.
- Factor 3:** Nature and importance of the program, activity, or service provided by your program to LEP persons' lives.
- Factor 4:** Local resources available to respond to LEP outreach and identify needs as well as costs.

Once the four-factor analysis is completed, the subrecipient must develop a language assistance plan outlining the agency's current procedures and steps it plans to take in the future to ensure meaningful access to transit programs by persons with limited English proficiency.

Several resources are available for guidance regarding LEP Plans. The Department of Justice provided LEP guidance for Federal Financial Assistance recipients in the Federal Register Vol. 67, No. 117 on June 18, 2002. FTA also provides guidance for transit providers in “Implementing the Department of Transportation’s Policy Guidance Concerning Recipient’s Responsibilities to Limited English Proficient Persons.”

The Colorado Department of Transportation (CDOT) is required to provide further guidance and technical assistance to sub-recipients in determining how they can best provide meaningful access to LEP users of their Federally-funded transit programs. This includes guidance in: 1) identifying the magnitude of the need for LEP assistance in their areas, 2) evaluating how they currently serve people who are limited in their English proficiency, and 3) determining what measures they can take in their direct contacts with LEP individuals in order to increase meaningful access to transit services. This template and the associated data is intended to assist recipients with developing an LEP Plan. Sub recipients may also contact CDOT's Civil Rights & Business Resource Center at 303-757-9072.

[AGENCY NAME]

## LIMITED ENGLISH PROFICIENCY PLAN

### I. INTRODUCTION

This Limited English Proficiency (LEP) Plan, for \_\_\_\_\_ (agency name) 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. Loretta King, Acting Assistant Attorney General, further strengthened the 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), \_\_\_\_\_ (agency name) has developed this LEP Plan to ensure compliance with Federal LEP regulations including the FTA LEP handbook “Implementing the Department of Transportation’s Policy Guidance Concerning Recipient’s Responsibilities to Limited English Proficient Persons.” This plan 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 for persons with limited English proficiency.

### II. POLICY

It is the policy of \_\_\_\_\_ (agency name) to ensure that our programs and activities, normally provided in English, are accessible to LEP persons and thus do not discriminate on the basis of national origin in violation of Title VI of the Civil right Act of 1964. The \_\_\_\_\_ will, to the maximum extent feasible in its official deliberations and communications, community outreach and related notifications, provide appropriate alternative non-English formats to ensure LEP persons have access to information and services.

### III. LIMITED ENGLISH PROFICIENCY NEEDS OF AREA

The Four-Factor Analysis developed by the FTA requires that \_\_\_\_\_ (agency name) evaluate 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.

#### Factor 1. Number and Percentage of LEP Persons in Our Area

This first factor requires you to identify LEP populations. Depending on your service area, information on the permanent population of your area may be sufficient. However, if you have large numbers of visitors, additional data will be needed. Suggestions regarding how to access data for both the permanent and visitor populations of your area are presented below. Data on visitors to your area will likely be more difficult to obtain. Statistical information may be available from local Chambers of Commerce, recent market surveys by resorts or other businesses in your area, transit rider surveys or other surveys, community outreach or simply your drivers and customer service staff. Chances are, as a transit provider you already know what issues exist in serving individuals with limited English proficiency in your area. You'll need to document information on the number and/or percentage of limited English speakers, by language group, as best you can in this section.

A. Examine prior experiences with LEP persons

Review relevant benefits, services, and information provided by your organization and determine the extent to which LEP persons have come into contact with these functions. Your organization could have come into contact with LEP persons through the following channels:

- a) Contact with transit vehicle operators;
- b) Contact with transit station managers;
- c) Calls to your agency's customer service telephone line;
- d) Visits to your agency's headquarters;
- e) Access to your agency's website;
- f) Attendance at community meetings or public hearings hosted by your agency;
- g) Contact with your agency's ADA complementary paratransit system (including applying for eligibility, making reservations, and communicating with drivers)

B. Analyze Census Data

Insert the LEP data for all populations served by your agency.

- a) Identify the geographic boundaries of the area that your agency serves.
- b) Analyze the data provided from our template.
- c) Identify any concentrations of LEP persons within your service area.

C. Consult Other Sources

Seek out additional data that could reflect or represent LEP populations in your area. The following sources offer secondary data on the LEP population:

- a) The Department of Education
- b) The Department of Labor

D. Consult Community Organizations

- a) Identify community organizations
- b) Contact relevant community organizations
- c) Obtain information

E. Summarize Your Results.



Based on the research conducted above, provide a summary that answer the following questions to the best of your ability.

- a. Do LEP populations exist in your area?
- b. What languages do they speak?
- c. Where are concentrations of LEP persons in your service area?

### **Factors 2 & 3. Frequency and Importance of LEP Contact**

There are many ways to address these factors. The method outlined below is one option.

#### **A. Describe the Nature of Contact**

Outline your programs and activities in this section.

- a. What transit programs, services or activities does your organization provide? (List services)

#### **B. Frequency of Contact**

Describe the frequency of your contact with LEP persons. The more frequent the contact, the more likely enhanced language services are needed. You may want to conduct a survey, evaluate current rider data, etc. to determine frequency of contact with LEP populations.

- a. What is the frequency of contact in terms of each of the programs or services you provide with known or potential LEP populations in your service area?

#### **C. Importance of Contact**

Describe the importance of your programs to LEP persons. The more important the activity, information, service, or program, or the greater the possible consequences of the contact to the LEP persons, the more likely language services will be needed. Since most FTA sub-recipients in Colorado provide transit service to the public, and you provide an important service, the importance of contact with LEP persons should be higher.

- a. Describe the importance of current contacts or potential contacts with LEP individuals.

### **Factor 4. Resources Available for LEP Outreach**

Examine the resources available for LEP outreach, as well as the costs associated with that outreach.

- a. Do you currently provide any LEP services? If so please describe.
- b. Are additional services necessary?
- c. Do you have the budget for these services?
- d. Are there other cost-effective measures that can be taken?

## **IV. LANGUAGE ASSISTANCE PLAN**

Given what you've identified by the four factor analysis above, what are your current processes and plans for the future to address LEP needs? Are your existing efforts adequate? What else needs to be done? How will you continue to monitor and respond to the needs of LEP persons in your area to make ensure they have meaningful access to the services you provide? Please consider the items below in developing a plan for the future.

- A. Language Assistance Measures.** An effective language plan would include information about the ways in which language assistance would likely be provided. Recipients should consider including the following:
- a. A list of written and oral language assistance products and methods the agency has implemented and how agency staff can obtain those services;
  - b. Instructions to customer service staff and other agency staff who regularly take phone calls from the general public on how to respond to an LEP caller;
  - c. Instructions to customer service staff and other agency staff who regularly respond to written communication from the public on how to respond to written communication from an LEP person;
  - d. Instructions to vehicle operators, station managers, and others who regularly interact with the public on how to respond to an LEP customer.
  - e. Policies on how the agency will ensure the competency of interpreters and translation services.
- B. Training staff.** Describe the training that is conducted to ensure that appropriate staff members know about LEP policies and procedures and are ready to provide assistance.
- a. Identify agency staff that are likely to come into contact with LEP persons as well as management staff.
  - b. Identify existing staff training opportunities. It may be cost-effective to integrate training on their responsibilities to LEP persons into agency training that occurs on an ongoing basis.
  - c. Design and implement LEP training for agency staff. Training should include:
    1. A summary of the transit agency's responsibilities under the DOT LTP Guidance;
    2. A summary of the agency's language assistance plan;
    3. A summary of the number and proportion of LEP persons in the agency's service area, the frequency of contact between the LEP population and the agency's programs and activities, and the importance of the programs and activities to the population;
    4. A description of the type of language assistance that the agency is currently providing and instructions on how agency staff can access these products and services; and
    5. A description of the agency's cultural sensitivity policies and practices.
  - d. Below are some available staff training resources:
    1. "Breaking Down the Language Barrier: Translating Limited English Proficiency into Practice." This video, which is available on DVD and as a streaming video link on [www.lep.gov](http://www.lep.gov), explains the language access requirements of Title VI and Executive Order 13166 through vignettes that expose the problems resulting from the absence of language assistance. The video goes on to show how these same situations could have been handled more appropriately if the service provider took reasonable steps to provide meaningful access.
    2. "Providing Language Access for Persons with Limited English Proficiency,"

- a PowerPoint presentation produced by the FTA Office of Civil Rights and available at [http://www.fta.dot.gov/civilrights/title6/civil\\_rights\\_5102.html](http://www.fta.dot.gov/civilrights/title6/civil_rights_5102.html).
3. "How to Engage Low-Literacy and Limited English Proficient Populations in Transportation Decisionmaking," available at <http://www.fhwa.dot.gov/hep/lowlim>. This report documents "best practices" in identifying and engaging low-literacy and LEP populations in transportation decision-making. These "best practices" were collected during telephone interviews with individuals in 30 States.
  4. "Basic Spanish for Transit Employees" this flip guide was produced by the Roaring Fork Transit Authority and the Colorado Mountain College. It includes requests and commands that vehicle operators use every day in English and in Spanish and written phonetically in English. Copies of this guide can be obtained by calling 970-945-8691.
  5. "Guidelines for Developing Traffic Safety Educational Materials for Spanish-Speaking Audiences," a manual developed by the Education in Traffic Safety project, Education Development Center, Inc., with funding from the National Highway Traffic Safety Administration. The manual is organized into three sections: research and planning, creating materials, and dissemination and evaluation. Available at <http://www.nhtsa.dot.gov/people/injury/airbags/TESM/index.htm>.

**C. Monitoring and Updating The LEP Plan.** Recipients should, where appropriate, have a process for determining, on an ongoing basis, whether new documents, programs, services, and activities need to be made accessible for LEP individuals, and they may want to provide notice of any changes in services to the LEP public and to employees. Recipients should incorporate the following steps into their LEP plans:

- a. Establish a process to obtain feedback on your agency's language assistance measures;
- b. Obtain feedback from community members and from agency staff;
- c. Conduct internal monitoring to determine whether language assistance measures and staff training programs are working;
- d. Make changes to the language assistance plan based on feedback received; and
- e. Consider new language assistance needs when expanding service

**D. Providing Notice to LEP Persons.** This part should identify how the agency will advertise its language services to the LEP community.

- a. Inventory the existing public service announcements and community outreach the agency currently performs.
  - 1) Typical communication methods to the public:
    1. Signs and handouts available in vehicles and at stations
    2. Announcements in vehicles and at stations
    3. Agency websites
    4. Customer service lines
    5. Press releases
    6. Newspaper, radio, and television advertisements
    7. Announcements and community meetings.
    8. Information tables at local events
- b. Incorporate notice of the availability of language assistance into existing outreach methods. Agencies should provide notice of the availability of language assistance on a regular basis,

- in order to reach the greatest number of potential riders.
- c. Conduct targeted community outreach to LEP populations. Targeted community outreach can consist of meeting with agencies that serve LEP populations and attending community meetings and events to inform people of the agency's service in general and that language assistance is available.

**Appendix D**  
**List of Subrecipients with Approved LEP Plans**

1.	Breckenridge
2.	Mesa County (Grand Valley Transit)
3.	Montrose County Senior Citizen Coalition
4.	Colorado Springs (Mountain Metro Transit)
5.	Roaring Fork Transportation Authority
6.	Neighbor to Neighbor Volunteers
7.	Durango
8.	Cripple Creek
9.	Gunnison Valley Transportation Authority
10.	Winter Park
11.	Mountain Express (Crest Butte)
12.	Snowmass Village
13.	Developmental Pathways
14.	Prowers Area Transit
15.	Via Mobility
16.	Easter Seals
17.	South Central Council of Govts.
18.	Greeley Evans Transit
19.	Family Health West
20.	Community Connections
21.	Discover Goodwill
22.	Glenwood Springs
23.	Lakewood
24.	Steamboat Springs
25.	Blackhawk
26.	Mountain Village
27.	Telluride
28.	Silver Key Senior Services
29.	La Plata County Senior Services
30.	Douglas County
31.	Summit County
32.	Dolores County Senior Services
33.	Lake County
34.	Grand County Council on Aging
35.	Bent County Transit
36.	Town of Telluride

37.	Horizons
38.	Pueblo
39.	El Paso Fountain valley Senior Citizens program
40.	San Miguel County

**Appendix E**  
**CDOT's Public Notice (English)**



## **Request for Access to CDOT Programs & Activities**

It is CDOT's objective to provide access to CDOT programs and activities for all individuals.

The following services are available:

**Interpretation & Translation Services:** CDOT provides reasonable language assistance free of charge upon request. Contact the Civil Rights & Business Resource Center at (800) 925-3427 to make translation or interpretation requests related to any CDOT public meeting or service.

**Access for the Visually and Hearing Impaired:** Dial 711 or (800) 659-3656 to reach Relay Colorado. **Relay Colorado** is a free service that provides full telephone access to people who are deaf, hard of hearing, deaf-blind, or speech-disabled.

**Accessible Meeting Locations & Facilities:** CDOT strives to provide services and hold meetings in locations accessible to people with disabilities. Contact the Civil Rights & Business Resource Center at (800) 925-3427 to make an accommodation request.

## **Your Rights Against Discrimination**

The Colorado Department of Transportation operates its programs and services without regard to race, color, national origin, sex, age, and disability. Anyone who believes they have been excluded from participation in, denied the benefits of, or otherwise subjected to discrimination under any CDOT program or activity because of their race, color, national origin, age, sex, or disability may file a discrimination complaint with CDOT, the Federal Highway Administration, or the Federal Transit Administration.

**To file a complaint, please contact one of the following:**

<b>CDOT Civil Rights &amp; Business Resource Center</b> 4201 East Arkansas Ave., Room 150 Denver, CO 80222 (800) 925-3427 <a href="mailto:dot_civilrights@state.co.us">dot_civilrights@state.co.us</a>	<b>Federal Highway Administration, Colorado Division</b> 12300 West Dakota Avenue, Suite 180 Lakewood, CO 80228 (720) 963-3000	<b>Federal Transit Administration, Region 8</b> 1961 Stout Street, Suite 13-301 Denver, CO 80202 (303) 362-2400
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Si necesita informacion en Espanol, favor contactar (800) 925-3427.



**Appendix F**  
**CDOT's Public Notice (Spanish)**



## Solicitud de acceso a los programas y a las actividades del CDOT

El CDOT tiene el objetivo de proporcionar acceso a sus programas y a sus actividades a todas las personas.

Están disponibles los servicios siguientes:

**Servicios de interpretación y traducción:** El CDOT proporciona ayuda razonable en otros idiomas a pedido. Comuníquese con el Centro de Recursos de Negocios y Derechos Civiles (Civil Rights & Business Resource Center, CRBRC) en el (800) 925-3427 para solicitar traducciones o interpretaciones en relación con cualquier reunión pública o servicio del CDOT.

**Acceso para las personas con problemas visuales y auditivos:** Marque 711 o (800) 659-3656 para comunicarse con Relay Colorado. Relay Colorado es un servicio gratuito que ofrece acceso telefónico completo a las personas sordas, que tienen problemas para escuchar, sordas y ciegas o que tienen problemas del habla.

**Ubicaciones para las reuniones e instalaciones:** El CDOT se esfuerza por proporcionar servicios y llevar a cabo reuniones en ubicaciones accesibles para las personas con discapacidades. Comuníquese con el CRBRC en el (800) 925-3427 para solicitar accesibilidad.

### Sus derechos contra la discriminación

El Departamento de Transporte de Colorado (CDOT) opera sus programas y servicios sin discriminar respecto de la raza, el color, el país de procedencia, el sexo, la edad o las discapacidades. La persona que piense que la excluyeron de la participación, que le negaron beneficios o que sufrió discriminación en relación con cualquier programa o actividad del CDOT debido a su raza, color, país de procedencia, edad, sexo o discapacidad puede presentar una queja ante el CDOT, la Administración Federal de Carreteras (Federal Highway Administration) o la Administración Federal de Tránsito (Federal Transit Administration).

Para presentar una queja, comuníquese con uno de los siguientes:

<p><b>CDOT Civil Rights &amp; Business Resource Center</b> 4201 East Arkansas Ave., Room 150 Denver, CO 80222 (800) 925-3427 <a href="mailto:dot_civilrights@state.co.us">dot_civilrights@state.co.us</a></p>	<p><b>Federal Highway Administration, Colorado Division</b> 12300 West Dakota Avenue, Suite 180 Lakewood, CO 80228 (720) 963-3000</p>	<p><b>Federal Transit Administration, Region 8</b> 1961 Stout Street, Suite 13-301 Denver, CO 80202 (303) 362-2400</p>
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**Appendix G**

**CTS LanguageLink Interpretation Language List**

## INTERPRETATION LANGUAGE LIST

CTS LanguageLink provides spoken Interpretation Services in 240+ languages and/or dialects. If you do not see your target language listed here, please contact a CTS LanguageLink representative for more information at +1 800-208-2620.

<b>A</b>	Acholi	Duala	Ho
	Afrikaans	Dutch	Hunanese
	Akan	Edo	Hungarian
	Albanian	<b>E</b>	Iban
	American Sign Language	Efik	Ibang
	Amharic	Estonian	Icelandic
	Arabic	Ethiopian	Igbo (Ibo)
	Armenian	Ewe	Ilocano
	Ashanti	<b>F</b>	Indonesian
	Assyrian	Farsi (Persian)	Italian
	Azerbaijani	Fijian	<b>J</b>
<b>B</b>	Bambara	Filipino	Jaaxanke
	Basque	Finnish	Jakartanese
	Bassa	Flemish	Japanese
	Behdini	French	Javanese
	Belarusian	French Canadian	<b>K</b>
	Bengali	French Creole	Kakwa
	Bosnian	Frisian (West)	Kanjobal
	Bulgarian	Fujianese	Kankanay
	Burmese	Fukinese	Kannada
<b>C</b>	Cantonese	Fula	Karen
	Cape Verde	Fulani	Kashmiri
	Catalan	Fuzhou	Kayah
	Cebuano	<b>G</b>	Kazakh
	Chabacano	Ga	Khmer (Cambodian)
	Chaldean	Gaelic	Kikamba
	Cham	Ganda	Kikuyu
	Chamorro	Garre	Kinyarwanda
	Chau-jo	Georgian	Kirghiz
	Cherokee	German	Kirundi
	Chinese	Gilaki	Korean
	Choujo	Grebo	Kosrae
	Chuukese	Greek	Kpelle
	Creole	Greenlandic	Krahn
	Croatian	Gujarati	Kurdish
	Czech	<b>H</b>	Lakota
<b>D</b>	Danish	Haitian Creole	Laotian
	Dari (Persian)	Haka Burmese	Latin
	Dimli	Hakka	Latvian
	Dinka	Harari	Lebanese
		Hausa	Liberian
		Hebrew	Lingala
		Hindi	
		Hmong	

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## INTERPRETATION LANGUAGE LIST

CTS LanguageLink provides spoken Interpretation Services in 240+ languages and/or dialects. If you do not see your target language listed here, please contact a CTS LanguageLink representative for more information at +1 800-208-2620.

M	Lithuanian	Q	Papiamento	T	Tagalog
	Luganda		Pashto		Tahitian
	Luo (Dhuluo)		Polish		Taiwanese
	Maay		Ponapean		Tajiki
	Macedonian		Portuguese		Tamal
	Malagasy		Portuguese Brazilian		Tamang
	Malay		Portuguese Creole - Cape Verdean Creole		Tamil
	Malayalam		Potwari		Tarasco
	Malaysian		Pulaar		Tatar
	Maltese		Punjabi		Telugu
	Mam		Quechua		Teochew
	Mandarin		Quiche		Thai
	Mandingo		Rhade		Thai Dam
	Mandinka		Romanian		Tibetan
	Mankon		Rundi		Tigrigna – Tigrinya
	Marathi		Russian		Toishanese
	Marshallese		Samoan		Tokelau
	Maylay		Sara		Tongan
	Meru		Serbian		Trukese (Chuukese)
	Mien		Serbo Croatian		Tshiluba
Mina	Shanghainese	Tsonga			
Mixteco	Shona	Tswana			
Mixteco Alto	Sichuan	Turkish			
Mixteco Bajo	Sicilian	Turkmen			
Moldovan	Sindhi	Twi			
Mongolian	Sinhala	U	Ukrainian		
Moroccan Arabic	Sinhalese	U	Urdu		
Myanmar	Slovak	V	Uzbek		
N	Nahuati	Slovenian	V	Vangali	
	Navajo	Somali	V	Vietnamese	
	Nepali	Soninke	W	Visayan (Cebuano)	
	Newari	Sorani	W	Welsh	
	Nigerian	Sotho	W	Wolof	
	Norwegian	Spanish (European)	Y	Wu	
	Nuer	Spanish (Latin America)	Y	Yi	
	O	Ojibay	Spanish (Mexican)	Y	Yiddish
		Oromifa	Sudanese	Z	Yoruba
	P	Oromo	Swahili	Z	Zapoteco
Pahari		Swedish	Z	Zulu	
Palauan		Syrian			
Pampangan					

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**Appendix H**  
**CTS LanguageLink Translation Language List**

## TRANSLATION LANGUAGE LIST

CTS LanguageLink provides written translation services in over 100+ languages. If you do not see your target language listed here, please contact a CTS LanguageLink representative for more information at +1 800-208-2620.

<b>A</b>	Afrikaans	<b>G</b>	Georgian	<b>P</b>	Portuguese (Brazilian)	<b>R</b>	Portuguese (European)
	Albanian		German				Punjabi (Panjabi)
	Amharic		Greek				Romanian
	Arabic						Russian
	Armenian (Eastern & Western)						Rwanda
	Azerbaijani (Azeri)					<b>S</b>	Samoan
<b>B</b>	Belarusan						Serbian
	Bengali						Sinhala (Sinhalese)
	Bosnian						Slovak (Slovakian)
	Bulgarian						Slovene (Slovenian)
	Burmese						Somali
<b>C</b>	Cambodian (Khmer)						Soninke
	Cape Verdean						Spanish (European)
	Catalan						Spanish (Latin American)
	Cebuano						Spanish (Mexican)
	Chamorro						Swahili
	Chinese (Simplified)						Swedish
	Chinese (Traditional)					<b>T</b>	Tagalog (Filipino)
	Chuukese						Tajik
	Croatian						Tamil
	Czech						Thai
<b>D</b>	Danish						Tibetan
	Dari						Tigrinya
	Dutch						Tongan
	Dzongkha (Bhutanese)						Turkish
<b>E</b>	Estonian						Twi
<b>F</b>	Farsi (Persian)					<b>U</b>	Ukrainian
	Finnish						Urdu
	Flemish						Uzbek
	French (African)					<b>V</b>	Vietnamese
	French (Canadian)					<b>W</b>	Welsh
	French (European)						Wolof
	Fula					<b>Y</b>	Yiddish
<b>G</b>	Georgian						Yoruba
	German					<b>Z</b>	Zande (Kizande)
	Greek						Zulu
		<b>H</b>	Haitian Creole				
			Hebrew				
			Hindi				
			Hmong				
			Hungarian				
		<b>I</b>	Icelandic				
			Igbo				
			Ilocano				
			Indonesian				
			Italian				
		<b>J</b>	Japanese				
		<b>K</b>	Karen				
			Kazakh				
			Kikuyu (Gikuyu)				
			Kirghiz				
			Kirundi (Rundi)				
			Korean				
			Kurdish				
		<b>L</b>	Laotian				
			Latvian				
			Lithuanian				
		<b>M</b>	Macedonian				
			Malay (Sabah)				
			Malayalam				
			Maltese				
			Marshallese				
			Mien				
			Mongolian				
		<b>N</b>	Nepali (Nepalese)				
			Norwegian				
			Nuer				
		<b>O</b>	Oromo (Oromiffia)				
		<b>P</b>	Pashto (Pushto)				
			Polish				
			Portuguese (Brazilian)				

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