

# **Access to Services by Persons with LEP**

## ***Introduction***

On Aug. 11, 2000, President Clinton signed Executive Order 13166: Improving Access to Service for Persons with Limited English Proficiency, to clarify Title VI of the Civil Rights Act of 1964. The executive order was issued to ensure accessibility to programs and services to otherwise eligible individuals not proficient in the English language.

The executive order stated that individuals with a limited ability to read, write, speak and understand English are entitled to language assistance under Title VI of the Civil Rights Act of 1964 with respect to a particular type of service, benefit, or encounter. These individuals are referred to as being limited in their ability to speak, read, write, or understand English, hence the designation, "LEP," or Limited English Proficient.

The USDOT published "Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficiency" in the Dec. 14, 2005, Federal Register. The guidance explicitly identifies state agencies such as VTrans as organizations required to follow Executive Order 13166.

The guidance applies to all DOT funding recipients, which include state departments of transportation, state motor vehicle administrations, airport operators, metropolitan planning organizations, and regional, state, and local transit operators, among many others. Coverage extends to a recipient's entire program or activity; i.e., to all parts of a recipient's operations.

To meet Title VI and LEP requirements of the FTA, VTrans will evaluate, on a continuing basis, activities that would be appropriate for compliance with LEP requirements.

## ***A. Four Factor Analysis***

The DOT guidance outlines four factors recipients should apply to the various kinds of contacts they have with the public to assess language needs and decide what reasonable steps they should take to ensure meaningful access for LEP persons:

1. The number and proportion of LEP persons eligible to be served or likely to be encountered by a program, activity, or service of the recipient or grantee.
2. The frequency with which LEP individuals come in contact with the program.
3. The nature and importance of the program, activity, or service provided by the recipient to the LEP community.
4. The resources available to VTrans and overall cost.

## **Factor 1 – Prevalence of LEP Persons**

According to the 2011-2015 American Community Survey, 8,541 citizens of the state of Vermont ages 5 or older spoke English less than very well, representing 1.43% of the population. The largest language-group among these LEP persons was French with 1,570 LEP individuals, reflecting French-Canadians who are represented in rural areas across the northern tier of Vermont. Spanish speakers were the second largest group, with 1,359 LEP individuals. Many of the Spanish speakers are migrant farmworkers in the rural areas of the state. These groups each represent about 0.25% of the total population. Maps and tables presented on the following pages show the number and percentages of LEP persons by town for all languages combined, and by county for French and Spanish. Other efforts to identify LEP persons besides the use of Census data are described.

Within the realm of public transportation, VTrans interacts with LEP persons in two primary ways. In terms of direct experience, VTrans may come in contact with LEP individuals at public meetings or public hearings associated with planning efforts. VTrans has a number of periodic planning efforts wholly within or related to public transportation that entail public review and comment:

- Long Range Transportation Business Plan
- Public Transit Policy Plan
- Human Service Transportation Coordination Plan

At public meetings for any of these projects, it is incumbent upon VTrans to provide a means for LEP individuals to participate in a meaningful way. In advertising the meetings, VTrans indicates that translation services are available upon request. Given the very low prevalence of LEP individuals, this service has not been requested at a meeting in the past three years. For projects located in an area with a higher prevalence of LEP persons—central Chittenden County—VTrans and the CCRPC (if applicable) also work with community organizations representing immigrant populations to encourage participation and facilitate communication.

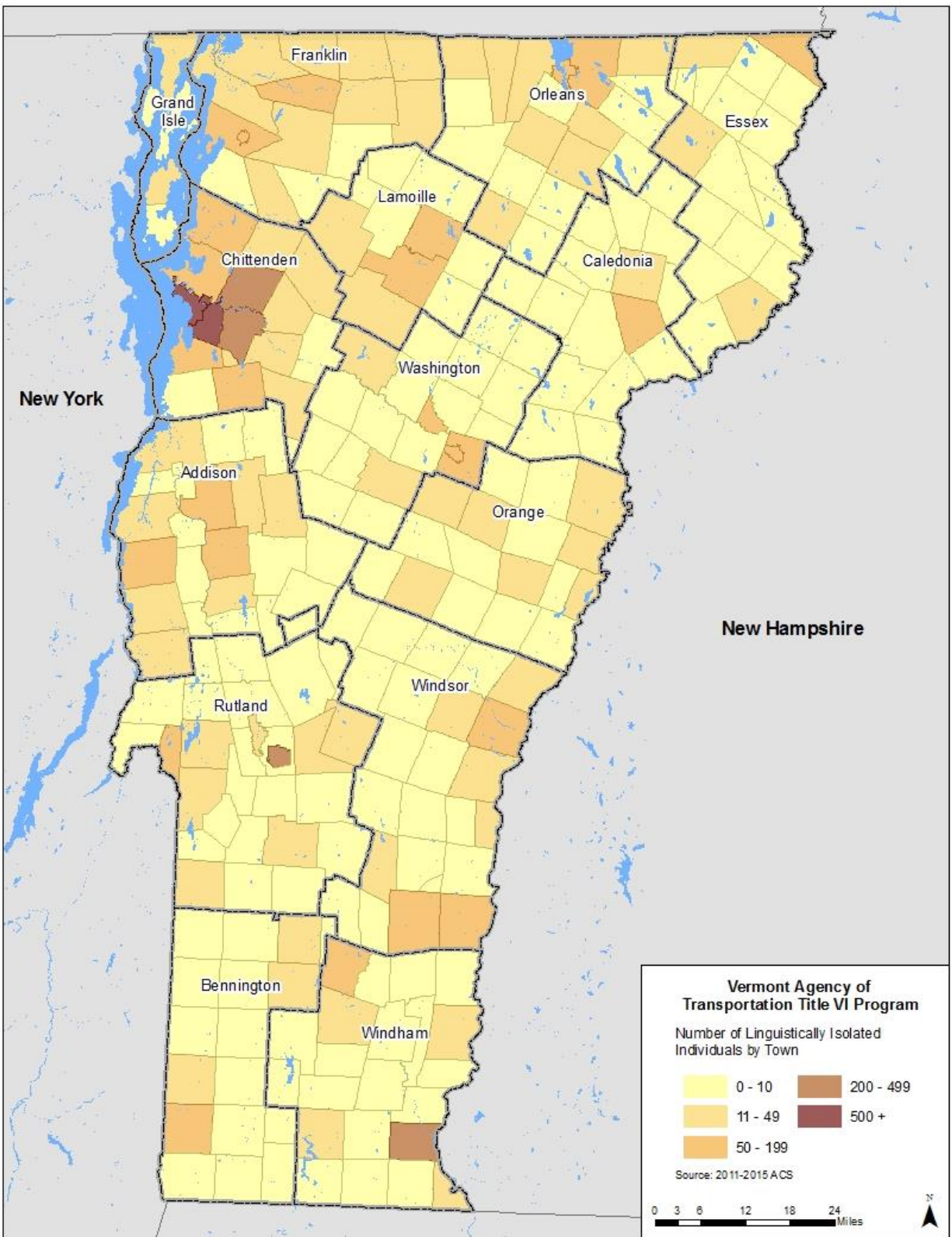
Other than these outreach efforts, there is little reason for the general public to contact VTrans directly about public transportation issues. Thus, the other primary form of interaction of LEP individuals with VTrans is through subrecipients. The eight public transit providers in Vermont have more direct contact with LEP persons than VTrans, though the degree of interaction varies across the state. It is the responsibility of the providers—which include one transit authority, one transit district, and six private non-profit agencies—to deploy the resources necessary to ensure that LEP individuals have fair access to the available services. However, it is VTrans' responsibility as the FTA grant recipient to monitor the efforts of the providers and ensure compliance with Executive Order 13166.

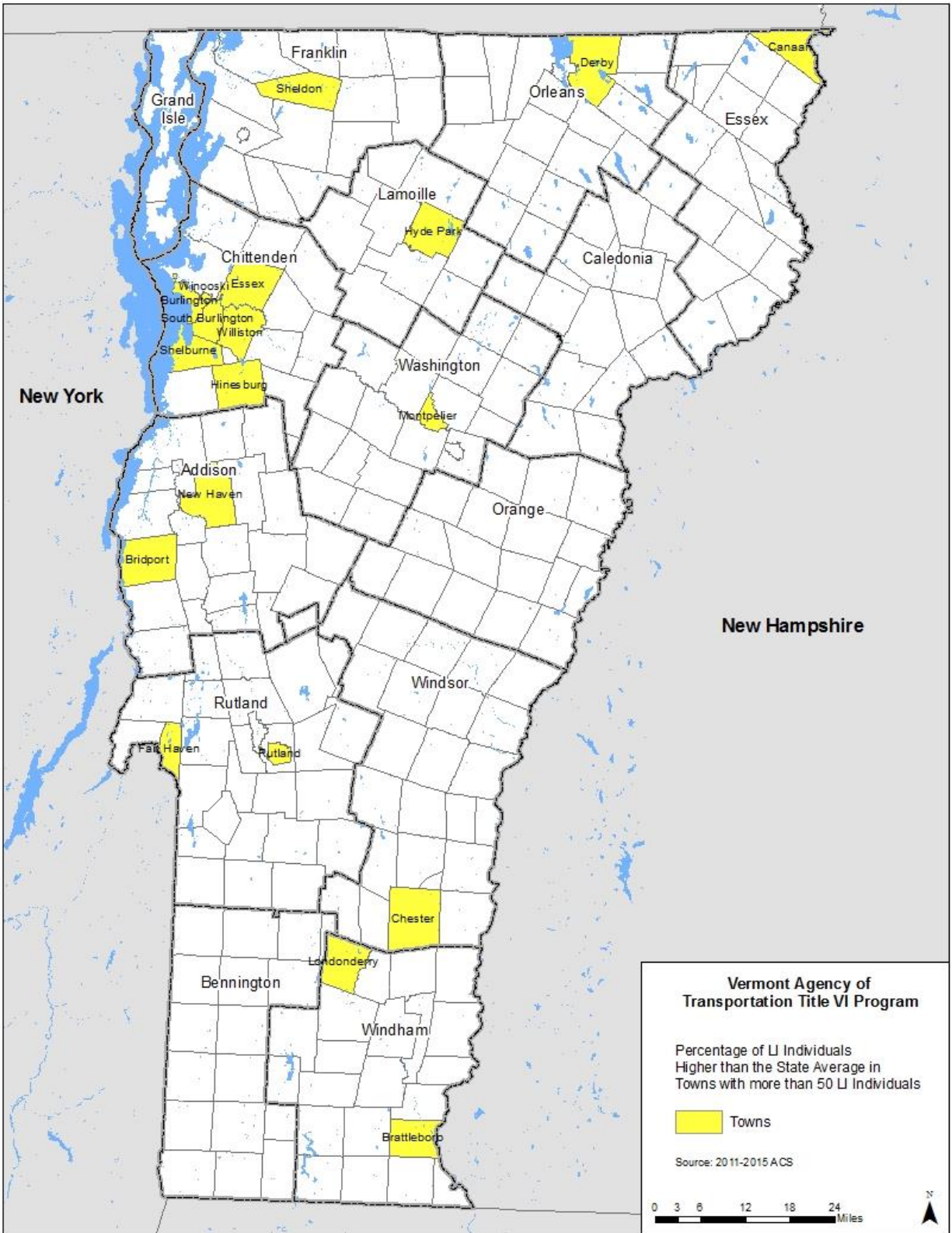
The forms of LEP interaction experienced by the transit providers include the following:

- Providing basic information on how to use public transit services in the area
- Purchasing fare media
- Making reservations on demand-response services such as ADA paratransit, Elders and Persons with Disabilities transportation, and general public dial-a-ride
- Handling passenger complaints
- Gathering data such as on-board customer surveys.

The maps presented on the next two pages illustrate where LEP individuals reside in the state of Vermont. These are based on 2011-2015 American Community Survey data. The first map shows the number of individuals by town who speak English "less than very well." In 58 of the 251 minor civil divisions in Vermont, there are zero people who are "linguistically isolated" (i.e. speaking English less than very well). In another 99 towns, there are between 1 and 10 linguistically isolated individuals. The LEP guidance from DOT indicates lower requirements for recipients that serve "very few" LEP individuals; the Safe Harbor provision in FTA Circular C 4702.1B (page III-9) indicates 50 individuals is the threshold for reduced requirements. In total, 223 of Vermont's 251 cities and towns (89%) have fewer than 50 LEP individuals. There were only seven municipalities with more than 200 LEP individuals; five of these were in Chittenden County. The other two were Rutland and Brattleboro.

The second map shows municipalities that have at least 50 LEP individuals where the percentage of such individuals is higher than the statewide average of 1.43%. These cities and towns represent "concentrations" of LEP individuals of which VTrans and the transit providers need to be aware.





It is clear from the data, as well as from the experience of the transit providers, that LEP is not a widespread issue in Vermont. Outside of the core of Chittenden County, there are only eight towns where there are 100 or more people who don't speak English very well. Several of these rank among the more populous municipalities in Vermont: Rutland, Brattleboro, Bennington, St. Johnsbury, Montpelier and Barre. There are two rural communities with more than 100 LEP individuals: Sheldon (near the Canadian border) and Hyde Park (in Lamoille County). The majority of LEP individuals in these towns are Spanish speakers, likely representing migrant farmworkers.

The next step in the analysis was to consider specific language groups and where there are concentrations of individuals who do not speak English well. In the maps above, it can be seen that at the town level, other than in the core of Chittenden County, the numbers of people who do not speak English well are small. When these groups are broken down further into specific languages, the numbers become even smaller. Therefore, this phase of analysis was undertaken at the county level.

The fourteen counties in Vermont correlate roughly to the eight (soon to be seven) transit providers; for the most part, the providers' service area boundaries coincide with county boundaries. In the northern part of the state, Rural Community Transportation covers three counties, and Green Mounty Transit (formerly the Chittenden County Transportation Authority and Green Mountain Transit Agency) covers five counties. The other providers mostly cover a single county, with Windsor County being divided between Stagecoach Transportation Services and Southeast Vermont Transit.

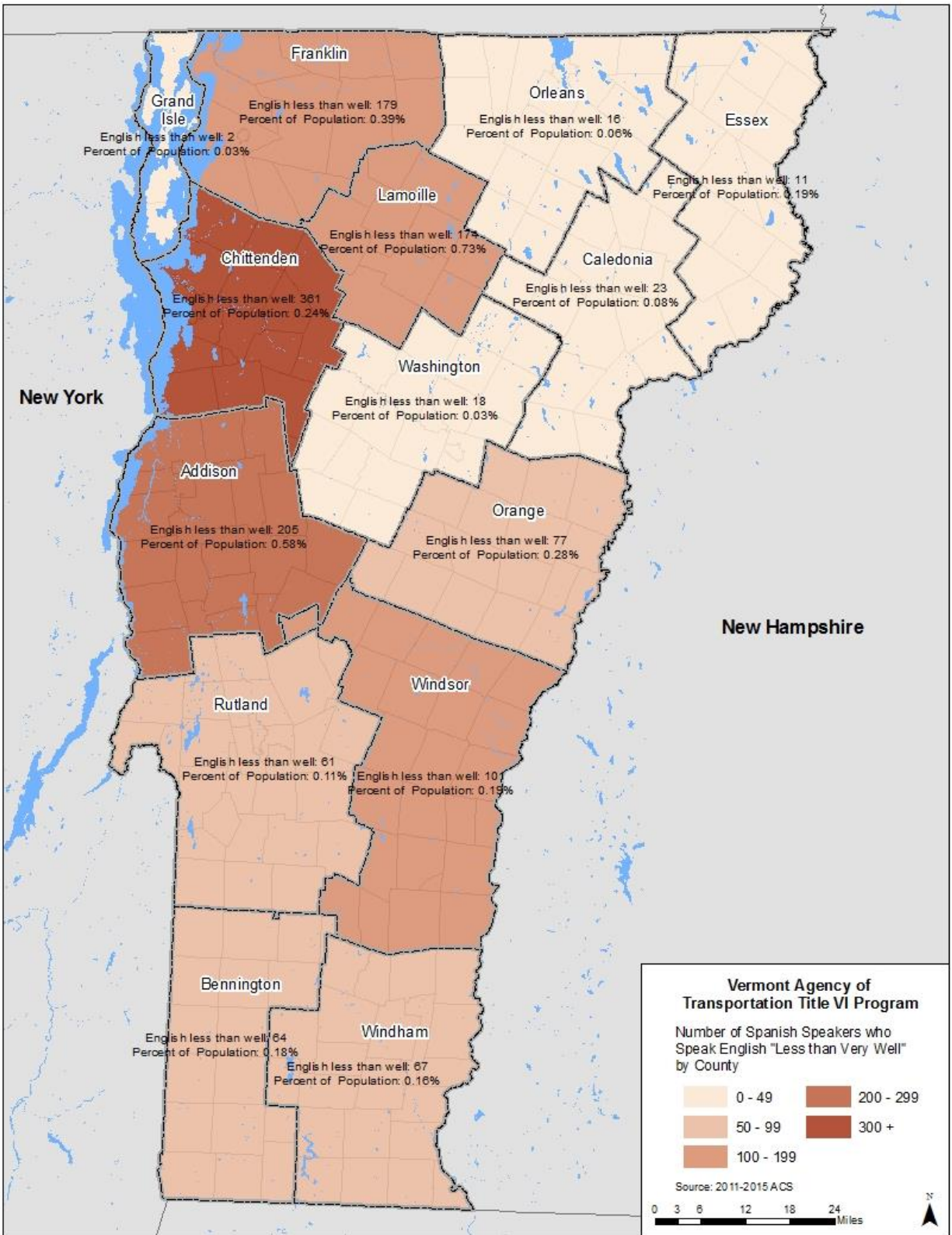
As mentioned above, most interactions between LEP individuals and the public transportation system in Vermont are likely to happen at the level of the transit provider, rather than with VTrans staff. Thus, it makes sense to consider concentrations of LEP persons by language group at the county level rather than at the town or state level.

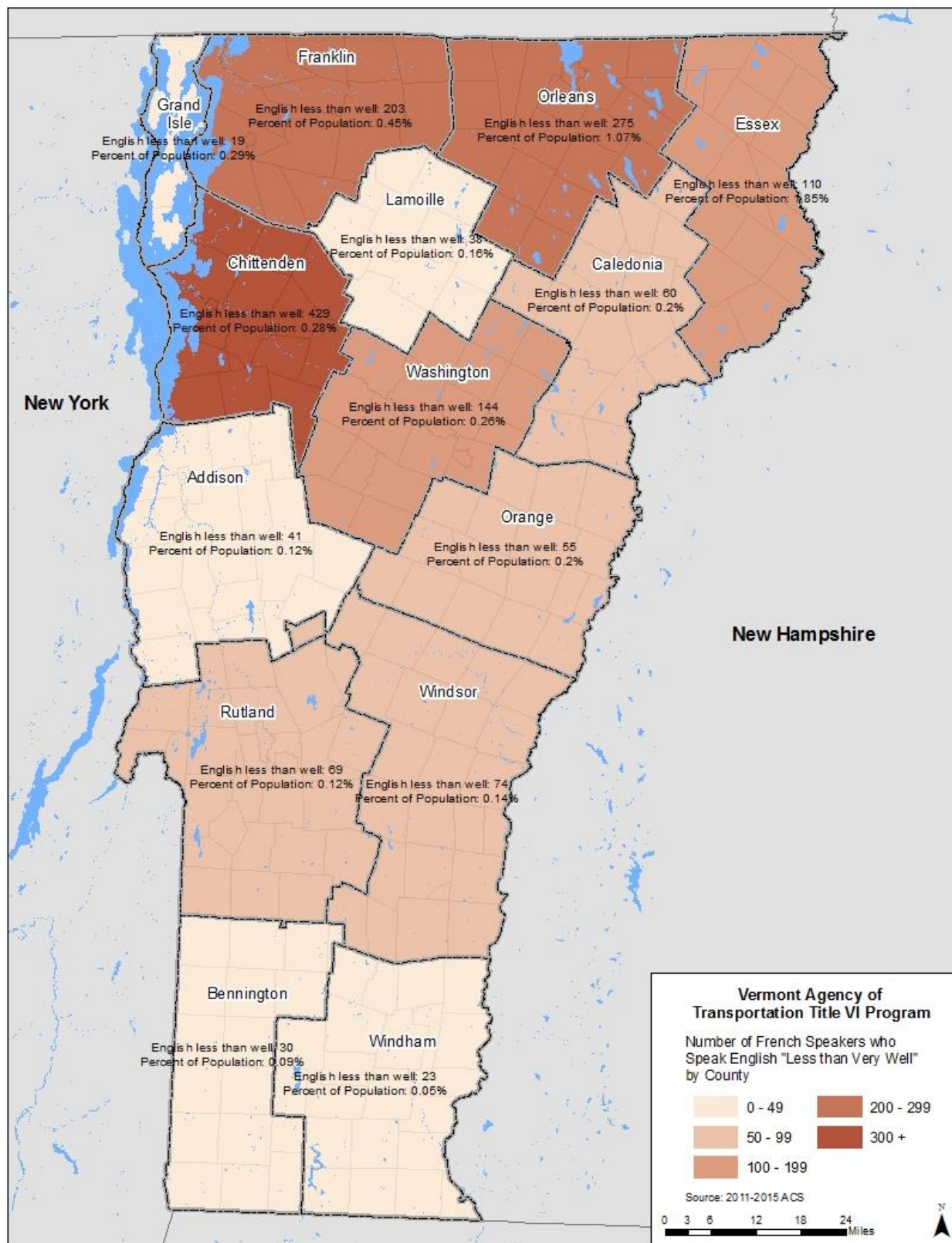
The maps on the following two pages display the number of persons who speak English "less than very well" and whose primary language is Spanish or French. Statewide, these are the only two languages that have more than one thousand individuals who speak English less than very well. (The language group "Other Indic Languages" has nearly 1,000 individuals, but these are concentrated in Burlington and Winooski, reflecting an influx of refugees from Bhutan over the past decade. The Title VI program for Green Mountain Transit discusses this population in more detail.)

On the Spanish map, it can be seen that only two counties, Addison and Chittenden, have over 200 Spanish-speaking individuals that speak English less than very well. Only in Addison County is the percentage of people in this group more than one half of one percent of the population.

On the French map, a clear bias toward the northern tier of counties is visible, due to its proximity to Quebec and historical migration patterns and interactions with the Canadian province. Five northern counties have more than 100 French-speaking individuals who speak English less than very well, and the percentage rises to 1.9% in sparsely populated Essex County and 1.1% in Orleans County. Rural Community Transportation, which covers Essex, Orleans, and Caledonia Counties, has published its schedule and map booklet and other documents in French and English to accommodate these individuals.

Information about all other languages spoken in Vermont is shown on the table following the maps. This information, as well as the data for the maps, is drawn from the 2011-2015 American Community Survey from the US Census.





## Number of Individuals Who Speak English Less than Very Well by Language and County

Language	Vermont	Addison County	Bennington County	Caledonia County	Chittenden County	Essex County	Franklin County	Grand Isle County	Lamoille County	Orange County	Orleans County	Rutland County	Washington County	Windham County	Windsor County
Total Population	596,209	35,370	34,863	29,447	151,897	5,936	45,562	6,658	23,677	27,572	25,772	57,819	56,181	41,870	53,585
Spanish or Spanish Creole	1,359	205	64	23	361	11	179	2	174	77	16	61	18	67	101
French (incl. Patois, Cajun)	1,570	41	30	60	429	110	203	19	38	55	275	69	144	23	74
French Creole	32	-	-	-	-	-	-	-	-	-	-	32	-	-	-
Italian	122	4	4	-	50	2	3	-	11	-	-	28	-	18	2
Portuguese or Portuguese Creole	99	-	-	1	56	4	-	4	27	-	-	5	-	2	-
German	280	6	48	-	45	2	8	5	3	23	11	23	42	23	41
Yiddish	4	2	-	-	-	-	-	-	-	-	2	-	-	-	-
Other West Germanic languages	26	10	-	-	9	-	-	-	-	-	-	-	-	-	7
Scandinavian languages	26	-	-	-	-	-	-	5	2	-	5	8	-	6	-
Greek	67	-	-	-	24	-	-	-	-	5	2	5	-	-	31
Russian	204	4	3	5	166	-	-	5	-	-	-	3	3	-	15
Polish	74	5	-	3	37	-	19	-	-	-	6	1	3	-	-
Serbo-Croatian	508	31	-	-	352	-	-	2	-	-	-	-	123	-	-
Other Slavic languages	34	1	-	-	15	-	-	-	-	2	-	11	3	2	-
Persian	48	-	-	-	36	-	3	-	-	-	-	-	9	-	-
Hindi	31	-	-	4	27	-	-	-	-	-	-	-	-	-	-
Urdu	21	15	-	-	-	-	-	-	-	-	-	-	6	-	-
Other Indic languages	939	-	-	-	936	-	-	-	-	3	-	-	-	-	-
Other Indo-European languages	123	1	-	3	89	-	-	-	-	-	-	-	-	28	2
Chinese	720	5	6	76	407	3	6	-	-	4	9	88	3	53	60
Japanese	147	3	60	3	-	-	2	-	-	11	-	57	11	-	-
Korean	116	16	2	1	28	-	-	-	-	-	2	-	5	-	62
Thai	126	3	2	-	84	-	7	-	-	-	-	27	3	-	-
Laotian	104	-	-	-	33	-	-	-	-	-	-	-	-	71	-
Vietnamese	580	5	24	-	498	-	-	-	-	-	-	33	18	-	2
Other Asian languages	266	-	-	-	242	-	-	-	-	-	-	-	-	19	5
Tagalog	129	2	-	-	42	-	8	-	-	-	3	61	3	4	6
Other Pacific Island languages	64	-	-	-	9	-	-	-	-	3	2	29	-	21	-
Other Native N. Amer. languages	2	-	-	-	-	-	-	-	-	-	-	-	-	-	2
Hungarian	7	2	-	-	-	-	-	-	-	-	-	5	-	-	-
Arabic	300	-	-	3	282	-	-	-	-	-	-	-	-	15	-
Hebrew	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
African languages	403	9	2	-	351	-	-	-	-	-	-	12	5	24	-
Other and unspecified languages	10	-	-	-	-	-	-	-	-	-	10	-	-	-	-

Source: 2011-2015 American Community Survey

## Percentage of Population that Speaks English Less than Very Well by Language and County

Language	Vermont	Addison County	Bennington County	Caledonia County	Chittenden County	Essex County	Franklin County	Grand Isle County	Lamoille County	Orange County	Orleans County	Rutland County	Washington County	Windham County	Windsor County
Spanish or Spanish Creole	0.23%	0.58%	0.18%	0.08%	0.24%	0.19%	0.39%	0.03%	0.73%	0.28%	0.06%	0.11%	0.03%	0.16%	0.19%
French (incl. Patois, Cajun)	0.26%	0.12%	0.09%	0.20%	0.28%	1.85%	0.45%	0.29%	0.16%	0.20%	1.07%	0.12%	0.26%	0.05%	0.14%
French Creole	0.01%											0.06%			
Italian	0.02%	0.01%	0.01%		0.03%	0.03%	0.01%		0.05%			0.05%		0.04%	0.00%
Portuguese or Portuguese Creole	0.02%			0.00%	0.04%	0.07%		0.06%	0.11%			0.01%		0.00%	
German	0.05%	0.02%	0.14%		0.03%	0.03%	0.02%	0.08%	0.01%	0.08%	0.04%	0.04%	0.07%	0.05%	0.08%
Yiddish	0.00%	0.01%									0.01%				
Other West Germanic languages	0.00%	0.03%			0.01%										0.01%
Scandinavian languages	0.00%							0.08%	0.01%		0.02%	0.01%		0.01%	
Greek	0.01%				0.02%					0.02%	0.01%	0.01%			0.06%
Russian	0.03%	0.01%	0.01%	0.02%	0.11%			0.08%				0.01%	0.01%		0.03%
Polish	0.01%	0.01%		0.01%	0.02%		0.04%				0.02%	0.00%	0.01%		
Serbo-Croatian	0.09%	0.09%			0.23%			0.03%					0.22%		
Other Slavic languages	0.01%	0.00%			0.01%					0.01%		0.02%	0.01%	0.00%	
Persian	0.01%				0.02%		0.01%						0.02%		
Hindi	0.01%			0.01%	0.02%										
Urdu	0.00%	0.04%											0.01%		
Other Indic languages	0.16%				0.62%					0.01%					
Other Indo-European languages	0.02%	0.00%		0.01%	0.06%									0.07%	0.00%
Chinese	0.12%	0.01%	0.02%	0.26%	0.27%	0.05%	0.01%			0.01%	0.03%	0.15%	0.01%	0.13%	0.11%
Japanese	0.02%	0.01%	0.17%	0.01%			0.00%			0.04%		0.10%	0.02%		
Korean	0.02%	0.05%	0.01%	0.00%	0.02%						0.01%		0.01%		0.12%
Thai	0.02%	0.01%	0.01%		0.06%		0.02%					0.05%	0.01%		
Laotian	0.02%				0.02%									0.17%	
Vietnamese	0.10%	0.01%	0.07%		0.33%							0.06%	0.03%		0.00%
Other Asian languages	0.04%				0.16%									0.05%	0.01%
Tagalog	0.02%	0.01%			0.03%		0.02%				0.01%	0.11%	0.01%	0.01%	0.01%
Other Pacific Island languages	0.01%				0.01%					0.01%	0.01%	0.05%		0.05%	
Other Native N. Amer. languages	0.00%														0.00%
Hungarian	0.00%	0.01%										0.01%			
Arabic	0.05%			0.01%	0.19%									0.04%	
Hebrew															
African languages	0.07%	0.03%	0.01%		0.23%							0.02%	0.01%	0.06%	
Other and unspecified languages	0.00%										0.04%				

Source: 2011-2015 American Community Survey

It can be seen that within any county, no language group surpasses 1,000 individuals or 5% of the population in any county in Vermont, thus suggesting that individual transit providers do not face any group of linguistically isolated individuals which would exceed the thresholds of the safe harbor provision.

At the statewide level, both French and Spanish have more than 1,000 individuals, but as stated above, the French speakers are spread across the entire northern tier of the state, and Spanish speakers are spread among many counties and reflect primarily migrant farm workers who make relatively little use of public transportation.<sup>1</sup> On the occasions when VTrans holds public meetings on statewide projects, it offers translation services upon request (see below for more information). It would not be an effective use of resources to prepare all vital documents in Spanish and French without a direct request to do so from one or more individuals. If, in the future, there are requests for statewide documents to be translated into French or Spanish (or other languages), VTrans will honor those requests either by providing the written translation, or contacting those individuals to provide oral translation services to answer their questions.

## Factor 2 – Frequency of Contact with LEP Persons

As indicated in discussion of Factor 1, VTrans is most likely to have direct contact with LEP individuals at public meetings associated with public transportation planning efforts. VTrans operates no transit service. VTrans staff does handle phone calls and e-mails from the public for its vanpool/rideshare program, Go Vermont. Though in six and a half years there have been no LEP persons calling in to use this service, on call translation via telephone is available if anyone should do so. (See table of *Interpretation and Translation Services* at the end of this section.)

The following is a list of all public meetings held by VTrans over the past three years that were related to FTA-funded activities.

Public Meeting	Date	Location	Agency
Public Transit Advisory Council, open to the public	9/18/14	VTrans headquarters, Montpelier	All Vermont
Public Transit Advisory Council, open to the public	12/18/14	VTrans headquarters, Montpelier	All Vermont
Public Transit Advisory Council, open to the public	3/19/15	VTrans headquarters, Montpelier	All Vermont
Public Transit Advisory Council, open to the public	6/18/15	VTrans headquarters, Montpelier	All Vermont
Public Transit Advisory Council, open to the public	9/17/15	Chittenden County Transit, Burlington	Chittenden County
Public Transit Advisory Council, open to the public	12/17/15	GMCN, Bennington	Bennington
Public Transit Advisory Council, open to the public	3/17/16	VTrans headquarters, Montpelier	All Vermont
Public Transit Advisory Council, open to the public	6/16/16	MVRTD, Rutland	Rutland
Public Transit Advisory Council, open to the public	9/15/16	VTrans headquarters, Montpelier	All Vermont
Amtrak Shuttle Meeting	11/3/16	Bennington RPC	Bennington

<sup>1</sup> If the Spanish speakers in Chittenden County are removed from consideration, since they are covered under the Title VI program of CCTA, a direct FTA recipient, then the total number of linguistically isolated individuals who speak Spanish falls barely below the 1,000 threshold.

Amtrak Shuttle Meeting	11/29/16	Bennington College	Bennington
Public Transit Advisory Council, open to the public	12/15/16	VTrans headquarters, Montpelier	All Vermont
Public Transit Advisory Council, open to the public	3/16/17	VTrans headquarters, Montpelier	All Vermont
ACTR/STSI Merger Meeting	4/4/17	Bradford	ACTR/STSI
Public Transit Advisory Council, open to the public	6/15/17	VTrans headquarters, Montpelier	All Vermont

At none of these meetings were there LEP individuals who were not able to participate because of inadequate English skills. VTrans received no advance request for translation services at any of these meetings. VTrans will continue to advertise the availability of translation services in the languages most likely to be encountered in any area, including on its website. These languages will be selected based on continued monitoring of Census data and, more importantly, discussions with community organizations representing immigrant populations.

On an ongoing basis, the eight (soon to be seven) transit providers who are the subrecipients of FTA funds are more likely to have direct contact with LEP individuals. See section D of this document for more discussion of VTrans' oversight of LEP compliance of its subrecipients.

### **Factor 3 – Importance to LEP Persons of Program, Activities and Services**

Many LEP persons, at least in the short term, rely on public transportation for mobility. The eight public transit providers are responsible for ensuring that LEP individuals are not hindered from using local transit systems because of the inability to speak English well. VTrans must ensure through its oversight activities that the providers are upholding this responsibility.

In addition, as the state transportation agency responsible for coordinating the statewide transportation planning process, VTrans must make sure that all segments of the population, including LEP persons, have been involved or have had the opportunity to be involved with the planning process. The impact of proposed transportation investments on underserved and underrepresented population groups are part of the evaluation process. VTrans provides oversight and ensures in its own planning projects that LEP and other protected classes of persons are not overlooked in the transportation planning process.

In its ongoing communication with organizations representing immigrant and low-income populations, VTrans will make sure that the state and its subrecipients are carrying out these LEP responsibilities effectively. The largest of these agencies is the Vermont Refugee Resettlement Program (VRRP). Another relevant agency is the Vermont Immigration and Asylum Advocates, based in Burlington. The table on the next page shows the number of refugee arrivals in Vermont by origin country over the past 20 years.

### **Factor 4 – Resources Available and Cost**

Because of the very low incidence of LEP persons in Vermont overall, the cost to accommodate them has not been burdensome. VTrans provides in-person and telephone translation services for all VTrans activities and VTrans subrecipients as shown on the table on page 26. It is not foreseen that the resources available or the cost of translation services will hinder the accommodation of the needs of Vermont's LEP population. The transit providers were explicitly added to the Telelanguage contract in June of 2017. Details about Telelanguage services are included on the last four pages of this document.

**SUMMARY OF VERMONT REFUGEE RESETTLEMENTS**  
**1997 - 2016**

Country of Origin	FY-97	FY-98	FY-99	FY-00	FY-01	FY-02	FY-03	FY-04	FY-05	FY-06	FY-07	FY-08	FY-09	FY-10	FY-11	FY-12	FY-13	FY-14	FY-15	FY-16	TOTAL
Burundi	1							12	11		43	29	9						6	6	117
Central African Rep.								6	1												7
Congo - Brazzaville				35	3	17	13	45	16	5	10										144
Dem. Rep. of Congo											9	3	2	16	11		1	15	32	73	162
Eritrea																	1	1			2
Ethiopia											3										3
Ghana										1											1
Guinea								1													1
Ivory Coast										1											1
Kenya						6															6
Liberia										5	1										6
Nigeria			2			1	1														4
Rwanda									8	1							1			1	11
Somalia							19	143	129	95	58	16	86	27			25	47	55	80	780
Sudan		5			39	1	8	26	18	24	6	10	2		1		3	10			153
Togo					9		2	1	13				1								26
Uganda										4											4
China						1	1		4												6
Bosnia	238	318	272	198	162	83	26	9	4												1,310
Kosovo			58																		58
Moldova						1	2	1			1										5
Columbia									1												1
Azerbaijan							18	15		1											34
FSU	8																				8
Georgia										6											6
Russia									26	42	26	5									99
Uzbekistan									2	53											55
Afghanistan		8			11	10							1					1			31
Iran		8																		3	11
Iraq												60	28	17	4	10	19	56	20	1	215
Turkey												6									6
Bhutan												129	158	189	311	298	256	173	192	218	1,924
Sri Lanka										1			7								8
Burma												71	40	55	34	42	17	24	7	4	294
Vietnam	32	39	55	42	17	5			5												195
<b>Grand Total</b>	<b>279</b>	<b>378</b>	<b>387</b>	<b>275</b>	<b>241</b>	<b>125</b>	<b>90</b>	<b>260</b>	<b>238</b>	<b>240</b>	<b>157</b>	<b>329</b>	<b>334</b>	<b>304</b>	<b>361</b>	<b>350</b>	<b>323</b>	<b>327</b>	<b>312</b>	<b>386</b>	<b>5,696</b>

Data provided by VRRP. Fiscal years begin on October 1 of the previous calendar year. Figures include only refugees resettled by VRRP and do not include asylees nor people who moved to or from Vermont after initial resettlement.

## ***B. Providing Language Assistance***

VTrans provides oral and written translation; written interpretation and translation; and sign language, as requested, or as a result of an LEP analysis on any given project or projected program. VTrans will continue to examine its services and survey its employees and subrecipients to determine the extent of contact or the possibility of contact with LEP individuals; and the frequency of contact and the services where LEP individuals are likely to access a program, service, or activity, on an annual basis, or as needed. Telephone translation services through Telelanguage are available to VTrans and all of the subrecipients. (See the following pages for more information.) Each provider was assigned a department code number and given instructions on how to use the service.

## ***C. Providing Notice to LEP Persons***

After LEP populations have been identified, strategies are developed to provide notice of a program, service, or activity, using appropriate media, including brochures (also in languages other than English). Community groups serving LEP populations are contacted, as well as schools, church groups, chambers of commerce, and other relevant entities.

## ***D. Monitoring, Evaluating and Updating the LAP***

Through monitoring news reports and communication with the Vermont Refugee Resettlement Program, VTrans stays abreast of changes in the composition of language access needs in Vermont. Of course, the update of this Title VI Program every three years necessitates the downloading of new data from the Census, which also indicates any new populations which may face language barriers. VTrans also works closely with its subrecipients, which have more direct interactions with immigrants, to update its information regarding LEP needs (see below).

## ***E. Training Staff and Others***

All VTrans staff involved in public outreach and public involvement receive training on identifying LEP populations and providing LEP translation and interpretation. Sub-recipients and the CCRPC must provide LEP services to be in compliance with Title VI and Executive Order 12898. Sub-recipient reviews are conducted to ensure compliance with this executive order.

## ***Oversight of Subrecipients' LEP Programs***

Each of the transit providers which are subrecipients of FTA funds has an LEP plan in place as part of its Title VI Program. VTrans requires that all subrecipients submit a Title VI Program at least every three years, and these programs must contain an LAP that is compliant with federal regulations. Validity of the LAP is part of the triennial reviews that VTrans conducts. The transit providers track interactions with LEP persons that result in not addressing the needs of that individual, whether it occurred in the field (on the bus) or in the course of contact with office staff (i.e., a reservation specialist or a front-desk employee answering questions in person or on the phone). The providers will also be responsible for maintaining contact with local organizations that represent immigrant populations to stay abreast of changes in the mix of languages in their service areas.

As of 2017, GMT is the most likely agency to come into contact with LEP persons, and its procedures are discussed in more detail in its Title VI program. Rural Community Transportation in the Northeast Kingdom takes measures to address the many French speakers in its service area. Two of RCT's four reservation specialists are proficient in French, as are many of its drivers. RCT occasionally translates some of its documents into French when it expects to encounter LEP individuals.

# Vermont Agency of Transportation

## INTERPRETATION & TRANSLATION SERVICES

	Service Provider	Fee Structure	Process
<b>In-Person Interpretation</b>	<b>Association of Africans Living in Vermont (AALV)</b> 20 Allen Street, 3 <sup>rd</sup> Floor Burlington, VT 05401 (802) 985-3106 <b>Online:</b> Complete the request form at <a href="https://www.aalv-vt.org/">https://www.aalv-vt.org/</a> . (Your request will be confirmed by email.)  <b>Email:</b> send your request to <a href="mailto:aalvinterpret@gmail.com">aalvinterpret@gmail.com</a>  <b>After hours urgent requests:</b> Call (802) 324-9794	<ul style="list-style-type: none"><li>• Base rate is \$50 an hour.</li><li>• 15-minute minimum charge, then charge is for 15-min increments.</li><li>• No surcharge for afterhours, weekends, or holidays.</li><li>• No charge for first 50 miles, state mileage rates used thereafter.</li><li>• No charge for cancellations with at least 12 hours' notice; one-hour charge for less than 12 hours' notice.</li><li>• Telephone call to client to confirm appt is available for \$5 per appointment.</li></ul>	<ul style="list-style-type: none"><li>• Department requests interpreter</li><li>• At least 5 working days' notice required for guaranteed service; AALV will try to satisfy requests with less notice.</li><li>• AALV bills the Department directly.</li><li>• Department pays AALV.</li><li>• Code expenses to account #507616</li></ul>
<b>Telephonic Interpretation &amp; Written Translation Services</b> <u>BGS Contract #31184</u>	<b>Telelanguage Inc.</b> 514 SW 6 <sup>th</sup> Avenue 4 <sup>th</sup> Floor Portland, OR 92204 <a href="http://telelanguage.com">http://telelanguage.com</a>  Toll Free: 1.888.983.5352 E-mail: <a href="mailto:info@telelanguage.com">info@telelanguage.com</a>	<ul style="list-style-type: none"><li>• Free, one-time setup for initial account, implementation, and training. No monthly service fee.</li></ul> <b>Telephonic Interpretation:</b> <ul style="list-style-type: none"><li>• Rate is \$0.72 per minute for telephonic interpretation.</li></ul> <ul style="list-style-type: none"><li>• Flat rate across 170 languages, on demand 24/7/365.</li></ul> <b>Video Interpretation:</b> <ul style="list-style-type: none"><li>• Rate is \$3.75 per minute.</li></ul> <b>Translation Services:</b> <ul style="list-style-type: none"><li>• Written translation rate is 0.28 per word.</li><li>• Written translation technical rate is 0.30 per word.</li><li>• Written translation rush service within 24 hours is 20% more than base rate.</li></ul> <p>Contractor invoices include itemization of work performed with name of requester, organization unit, language, time, date, type of service, number of words, and document name.</p>	<ul style="list-style-type: none"><li>• To open an account, your business manager needs to contact Tim Bernal. Tim will ask what information the employee needs to provide when requesting the service and set up the account and process.  <a href="mailto:tbernal@telelanguage.com">tbernal@telelanguage.com</a> Toll Free: 1.888.983.5352 Main: 503.535.2178</li><li>• Ask your business manager for account number, access code, etc.</li><li>• Telelanguage invoices the Department or Division and Department/Division pays Telelanguage.</li><li>• Code expenses to account #31184</li></ul>



# IF YOU NEED AN INTERPRETER

Please **point to your language**, we will call an Interpreter.

<b>Spanish</b> — Español .....	Por favor, señale su idioma. Nosotros llamaremos a un interprete.
<b>Amharic</b> — አማርኛ .....	“እባክዎ ቋንቋዎን ጠቁመው ያሳዩ። አንድ አስተርጓሚ እንጠራልዎታልን።”
<b>Arabic</b> — العربية .....	رجاء، أشر إلى لغتك. سندعوا لك مترجما.
<b>Bosnian</b> — Bosanski .....	Molim vas pokazite na vas govorni jezik. Mi ćemo pozvati prevodioca.
<b>Burmese</b> — မြန်မာစာ .....	ကျေးဇူးပြု၍ ခင်ဗျားရဲ့စကားကိုပြောပြပါ ခင်ဗျားကိုစကားပြန်ခေါ်ပေးမယ်။
<b>Cambodian</b> — ខ្មែរ .....	សូមចង្អុលទៅភាសារបស់អ្នក ។ យើងនឹងទូរស័ព្ទទៅអ្នកបកប្រែអ្នក ។
<b>Cantonese</b> — 廣東話 .....	請指示您所講的語言。我們會找翻譯。
<b>Creole</b> — Creole .....	S'il vous plaît, signale ki less ki language ou. Na va rele yon interprete
<b>Farsi</b> — فارسی .....	لطفا به زبانی که حرف میزنید اشاره کنید. ما یک مترجم صدا می‌کیم
<b>French</b> — Français .....	S'il vous plaît, montrez nous la langue que vous parlez. Nous vous appellerons un interprète.
<b>Hindi</b> — हिन्दी .....	कृपया अपनी भाषा की ओर इशारा कीजिये । हम एक अनुवादक को बुलायेंगे ।
<b>Hmong</b> — Hmoob .....	Thov taw rau koj yam lus. Peb mam li hu rau ib tus neeg pes lus.
<b>Japanese</b> — 日本語 .....	あなたの国の言葉を指してください。通訳者におつなぎします。
<b>Karen</b> — ကညီကလုာ် .....	ဝံသးစူးဒူးနံာ်ဘၣ်နကတိၤကျိၣ်တက့ၢ်,ပကတိၤန့ၢ်နပုၤကတိၤကျိၣ်ထံတၢ်လီၤ
<b>Korean</b> — 한국어 .....	당신의 모국어(母國語)를 가리켜 주십시오. 통역관(通譯官)을 연결시켜 드리겠습니다.
<b>Lao</b> — ລາວ .....	ກະລຸນາຊີ້ແຈງພາສາຂອງທ່ານ. ພວກເຮົາຈະໂທຫາລ່າມແປພາສາ.
<b>Mandarin</b> — 國語 .....	請指示您所講的語言。我們會找翻譯。
<b>Portuguese</b> — Português .....	Por favor, aponte seu idioma. Nós chamaremos um intérprete.
<b>Romanian</b> — Română .....	Vă rugăm, indicați limba dumneavoastră. Vă vom chema un interpret.
<b>Somali</b> — Af-Soomaali .....	Fadlan noo tilmaan afkaaga. Waxaan kuugu yeeri turjubaan.
<b>Russian</b> — Русский .....	Пожалуйста, укажите на ваш язык и мы позовём вам переводчика.
<b>Swahili</b> — Kiswahili .....	Tafadhali onyesha lugha yako. Tutamuita mtafsiri.
<b>Thai</b> — ภาษาไทย .....	กรุณาเลือกภาษาที่คุณต้องการ เราจะติดต่อล่ามให้คุณ
<b>Urdu</b> — وِدرَا .....	رے گے یرک نوف وک نام چرت کی ا م یرک ر لمظا اک نابز ین پا ین ابر م مار
<b>Vietnamese</b> — Tiếng Việt Nam .....	Xin hãy chỉ vào ngôn ngữ của quý vị. Chúng tôi sẽ gọi người thông ngôn.

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# TELELANGUAGE<sup>SM</sup> {Language List}

Acholi  
Afrikaans  
Akan  
Albanian  
American Sign Language  
Amharic  
Arabic  
Armenian  
Ashanti  
Assyrian  
Azerbaijani  
Bambara  
Basque  
Bassa  
Behdink  
Belarusian  
Bengali  
Bosnian  
Bulgarian  
Burmese  
Cantonese  
Cape Verde  
Catalan  
Cebuano  
Chaldean  
Cham  
Chamorro  
Chau-jo  
Cherokee  
Chinese  
Chouja  
Chaukese  
Creole  
Croatian  
Czech  
Danish  
Dari (Persian)  
Dimli  
Dinka  
Duala  
Dutch  
Edo  
Efik  
Estonian  
Ethiopian  
Ewe  
Farsi (Persian)

Fijian  
Filipino  
Finnish  
Flemish  
French  
French Canadian  
French Creole  
Frisian (West)  
Fujianese  
Fukinese  
Fula  
Fulani  
Fuzhou  
Ga  
Gaelic  
Ganda  
Garre  
Georgian  
German  
Gilaki  
Grebo  
Greek  
Greenlandic  
Gujarati  
Haitian Creole  
Haka Burmese  
Hakka  
Harari  
Hausa  
Hebrew  
Hindi  
Hmong  
Ho  
Hunanese  
Hungarian  
Iban  
Ibang  
Icelandic  
Lgbo  
Ilocano  
Indonesian  
Jaaxanke  
Jakartanese  
Japanese  
Javanese  
Kakwa  
Kanjobal

Kankanay  
Kannada  
Karen  
Kashmir  
Kayah  
Kazakh  
Khmer (Cambodian)  
Kikamba  
Kikuyu  
Kinyarwanda  
Kirghiz  
Kirundi  
Korean  
Kosrae  
Kpelle  
Krahn  
Kurdish  
Lakota  
Laotian  
Latin  
Latvian  
Lebanese  
Liberian  
Lingala  
Lithuanian  
Luganda  
Luo (Dhuluo)  
Maay  
Macedonian  
Malagasy  
Malay  
Malayalam  
Malaysian  
Maltese  
Mam  
Mandarin  
Mandingo  
Mandinko  
Mankon  
Marathi  
Marshallese  
Maylay  
Meru  
Mien  
Mina  
Mixteco  
Mixteco Alto

Mixteco Bajo  
Moldovan  
Mongolian  
Moroccan Arabic  
Myanmar  
Nahuati  
Navajo  
Nepali  
Newari  
Nigerian  
Norwegian  
Nuer  
Ojibay  
Oromifa  
Oromo  
Pahari  
Palauan  
Pampangan  
Papiamento  
Pashto  
Polish  
Ponapean  
Portuguese  
Portuguese Brazilian  
Portuguese Creole  
Potwari  
Pilaar  
Punjabi  
Quechua  
Quiche Rhade  
Romanian  
Rundi  
Russian  
Samoan  
Sara  
Serbian  
Serbo Croatian  
Shanghalinese  
Shona  
Sichuan  
Sicilian Sindhi  
Sinhala  
Sinhalese  
Slovak  
Slovenian  
Somali Soninke  
Sotho

Spanish (European)  
Spanish (Latin America)  
Spanish (Mexican)  
Sudanese  
Swahili  
Swedish  
Syrian  
Tagalog  
Tahitian  
Taiwanese  
Tajiki  
Tamal  
Tamang  
Tamil  
Tarasco  
Tatar  
Telugu  
Teochew  
Thai  
Thai Dam  
Tibetan  
Tigrigna  
Tigrinya  
Toishanese  
Tokelau  
Tongan  
Trukese (Chuukese)  
Tshiluba  
Tsonga  
Tswana  
Turkish  
Turkmen  
Twi  
Ukrainian  
Urdu  
Uzbek  
Vangali  
Vietnamese  
Visayan (Cebuano)  
Welsh  
Wolof  
Wu  
Yi  
Yiddish  
Yoruba  
Zapoteco  
Zulu

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# DID YOU KNOW?

- ★ There are over 2700 languages and over 6000 dialects
- ★ 46 languages have one single speaker
- ★ 2200 of the world's languages are spoken in Asia



## 11 Tips to effectively communicate with an interpreter...

- 1 Brief interpreter prior to a conversation
- 2 The interpreter is there to purely translate what is being said
- 3 Ask interpreter not to change or alter any part of the conversation
- 4 Speak clearly and in a normal tone
- 5 Allow more time for interpreted communication
- 6 Be aware of cultural factors
- 7 Refrain from using metaphors, acronyms, slangs or idioms
- 8 Remember to pause between sentences
- 9 Speak directly to the non-English caller, not the interpreter
- 10 Treat interpreter as a professional
- 11 Permit only one person to speak at a time

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