



Nevada Department of Transportation

Language Access Plan (LAP)

July 2024

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Purpose and Authority

Nevada’s Senate Bill 318 (SB318) and the federal guidance on Title VI both agree that language should not be a barrier to accessing governmental programs and services. As SB318 puts it, *“Persons with limited English proficiency require and deserve meaningful, timely access to government services in their preferred language.”* Moreover, it makes it clear that it is the responsibility of government to provide that access:



State and local agencies and entities that receive public money have an obligation to provide meaningful, timely access for persons with limited English proficiency (LEP) to the programs and services of those agencies and entities.

Nevada Department of Transportation (NDOT) is committed to compliance with Nevada Senate Bill 318 and Title VI of the Civil Rights Act of 1964, 2 C.S. § 561 et seq. (Act 172 of 2006) in ensuring meaningful access to State services and programs for individuals with limited English proficiency.

The purpose of this document is to establish an effective plan and protocol for NDOT personnel to follow when providing services to, or interacting with, individuals who have LEP. Following this plan and protocol is essential to the success of our mission to provide, operate, and preserve a transportation system that enhances safety, quality of life and economic development through innovation, environmental stewardship, and a dedicated workforce.

SB 318

*“PERSONS WITH LIMITED ENGLISH PROFICIENCY
REQUIRE AND DESERVE MEANINGFUL, TIMELY
ACCESS TO GOVERNMENT SERVICES IN THEIR
PREFERRED LANGUAGE.”*

General Policy

NDOT recognizes that the population eligible to receive its services includes LEP individuals. It is the policy of NDOT to ensure meaningful access to LEP individuals. NDOT adopts the following policies and procedures to ensure that LEP individuals can gain equal access to NDOT services and communicate effectively. This Plan applies to all NDOT's programs and services including, but not limited to:

Planning, construction, operation, and maintenance of the 5,400 miles of highway and over 1,000 bridges which make up the state highway system.

Transportation projects, studies, Americans with Disabilities Act (ADA), Disadvantaged Business Enterprises, Title VI, Environmental Justice, Permits, Freeway Service Patrol, Rest Areas.

It is Nevada's policy to grant access to services or programs to every person regardless of their ability to speak, understand, read, or write English. NDOT intends to take all reasonable steps to provide LEP individuals with meaningful access to its services and programs. NDOT seeks to reduce barriers by increasing its capacity to deliver services and benefits to people in their preferred languages.

Toward this end, NDOT endorses the following policies:

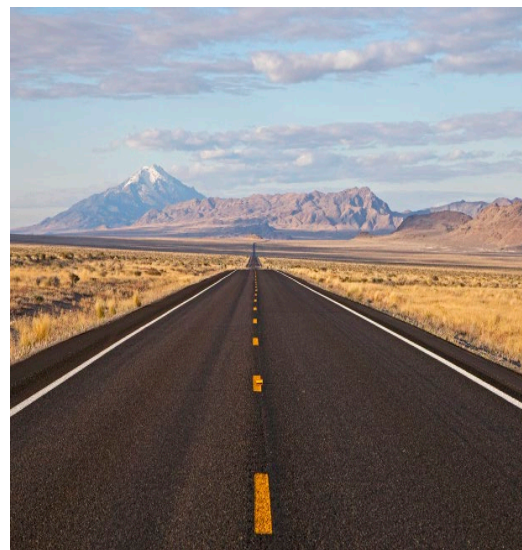
- NDOT is committed to equity and will take all reasonable steps to provide LEP individuals with meaningful access to all its services, programs, and activities.
- The agency, rather than the LEP individual, bears the responsibility for providing appropriate language services, regardless of the

TITLE VI OF THE CIVIL RIGHTS ACT OF 1964

"No person in the United States shall, on the ground 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."

LEP individual's preferred language, at no cost to the LEP individual.

- Staff at the initial points of contact have the specific duty to identify and record language needs.
- Use of informal interpreters such as family, friends of the person seeking service, or other customers is not allowed. Minor children are prohibited from acting as interpreters.
- No staff may suggest or require that an LEP individual provide an interpreter in order to receive agency services.



NDOT Language Access Coordinator:

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702-730-3301

NDOT's language access coordinator is responsible for ensuring the development and revision of the Department's Language Access Plan.

NDOT's language access coordinator is the Administrator of External Civil Rights, and reports to the NDOT Director on all Title VI issues.

The NDOT Communications Division is responsible for services related to public meetings, project outreach, and the NDOT Public Participation Plan.

NDOT's LEP Client Profile

The Department of Transportation is committed to tracking the languages preferred for communication among our Limited English Proficient (LEP) population to better provide meaningful and timely access to our services and programs without regard to any language impediments. Below is a data table summarizing relevant population data for NDOT from the most recent Census Community Survey (2022).

NDOT will annually review the client profile data for changes or trends in the communities served by or eligible to be served by NDOT in order to allow NDOT staff to easily compare data and more readily see trends or changes in the groups NDOT serves when we revise this LAP in the future. Questions concerning topics NDOT is required to report on will be added to the data inquiry sheets for public meetings.

NDOT will consider indigenous people, refugees, and limited English proficient (LEP) communities and report information as specified in SB318 including but not limited to:

1. Type of services received by the relevant groups.
2. Preferred languages of your LEP clients.
3. Literacy levels of your LEP clients in their preferred language and in English.
4. Ability of the relevant groups to access agency services electronically.
5. Number and percentage of clients who are indigenous.
6. Number and percentage of clients who are refugees.



Senator John Pastore

“Title VI is sound; it is morally right; it is legally right; it is constitutionally right . . . What will it accomplish? It will guarantee that the money collected by colorblind tax collectors will be distributed by Federal and State administrators who are equally colorblind. Let me say it again: The title has a simple purpose—to eliminate discrimination in Federally financed programs.”

| Language or Group Served | Total Number | % of Total | % of Total LEP | Services or Programs Accessed | Notes |
|---|--------------|------------|----------------|-------------------------------|-------------------------------|
| Total: | 2,926,714 | | | | |
| Speak only English | 2,055,615 | | | | |
| Spanish: | 597,705 | | | | |
| Speak English "very well" | 370,515 | | | | |
| Speak English less than "very well" | 227,190 | 7.76% | 26.10% | | Exceeds safe harbor threshold |
| French, Haitian, or Cajun: | 9,419 | | | | |
| Speak English "very well" | 7,631 | | | | |
| Speak English less than "very well" | 1,788 | 0.06% | 0.21% | | Exceeds safe harbor threshold |
| German or other West Germanic languages: | 8,939 | | | | |
| Speak English "very well" | 8,069 | | | | |
| Speak English less than "very well" | 870 | 0.03% | 0.10% | | Exceeds safe harbor threshold |
| Russian, Polish, or other Slavic languages: | 15,603 | | | | |
| Speak English "very well" | 10,867 | | | | |
| Speak English less than "very well" | 4,736 | 0.16% | 0.54% | | Exceeds safe harbor threshold |
| Other Indo-European languages: | 35,990 | | | | |
| Speak English "very well" | 25,188 | | | | |
| Speak English less than "very well" | 10,802 | 0.37% | 1.24% | | Exceeds safe harbor threshold |
| Korean: | 9,669 | | | | |
| Speak English "very well" | 4,692 | | | | |
| Speak English less than "very well" | 4,977 | 0.17% | 0.57% | | Exceeds safe harbor threshold |
| Chinese (incl. Mandarin, Cantonese): | 34,003 | | | | |
| Speak English "very well" | 14,614 | | | | |
| Speak English less than "very well" | 19,389 | 0.66% | 2.23% | | Exceeds safe harbor threshold |
| Vietnamese: | 11,232 | | | | |
| Speak English "very well" | 5,518 | | | | |
| Speak English less than "very well" | 5,714 | 0.20% | 0.66% | | Exceeds safe harbor threshold |
| Tagalog (incl. Filipino): | 85,632 | | | | |
| Speak English "very well" | 60,390 | | | | |
| Speak English less than "very well" | 25,242 | 0.86% | 2.90% | | Exceeds safe harbor threshold |
| Other Asian and Pacific Island languages: | 30,019 | | | | |
| Speak English "very well" | 18,892 | | | | |
| Speak English less than "very well" | 11,127 | 0.38% | 1.28% | | Exceeds safe harbor threshold |
| Arabic: | 6,889 | | | | |
| Speak English "very well" | 4,733 | | | | |
| Speak English less than "very well" | 2,156 | 0.07% | 0.25% | | Exceeds safe harbor threshold |
| Other and unspecified languages: | 25,999 | | | | |
| Speak English "very well" | 16,715 | | | | |
| Speak English less than "very well" | 9,284 | 0.32% | 1.07% | | Exceeds safe harbor threshold |

Source: <https://data.census.gov>

Data to be collected and analyzed annually will be collected by the NDOT Divisions where the service requests take place and will be aggregated through our Title VI annual report. The data is archived electronically for access to staff to analyze for patterns or trends that may suggest services could be improved or changes are needed to our LAP. The vast majority of communication with LEP individuals historically occurs in person at public meetings. All requests for language access are recorded by NDOT staff and submitted in our annual reports.

NDOT's Language Access Services and Procedures

NDOT is fortunate to have a very diverse workforce, many of whom competently speak and write languages other than English, and who are familiar with terms common to transportation. As such, the Department is often able to provide interpretation and translation services in-house. Nevertheless, NDOT has contracted with outside services as needed to comply with the LEP Plan through [LanguageLink](#). I speak cards and posters are available to quickly identify the language needed for interpretation. Additionally, NDOT staff may utilize electronic translation services when appropriate and available. Sign language services are available at public meetings, and upon request by clients. The State of Nevada has myriad qualified sign language and translation services (in writing, in person, and electronically) on retainer through a master contract with [State Purchasing](#).

LEP community outreach is primarily conducted through our Planning, Construction, and Communication Divisions. The State of Nevada has cultural competence training available on the State of Nevada E-Learning system.

NDOT routinely advertises in various minority publications to educate the public of services, programs, or projects. NDOT is a member of and many minority chambers of commerce and utilizes their services to assist in educating the public of our services and programs. I speak posters have been distributed to NDOT Divisions for posting in public areas announcing the availability of free language assistance services.

NDOT has secured the language access services described below to enable our LEP clients to access our services and programs more fully. In every case, NDOT ensures that all language service providers are fully competent to provide these services.

Oral/Sign Language Services

NDOT provides the following oral/sign language services:

| Vendor | Contract # | Over-The-Phone | Video-Remote | In Person | CART Services | Document Translation | Sign Language |
|-----------------------------------|--------------------|----------------|--------------|-----------|---------------|----------------------|---------------|
| American Sign Language | 99SWC-NV22-11700 | | | | | | X |
| Avantpage | 99SWC-NV22-11697 | X | X | | | X | X |
| Captions Unlimited | 99SWC-NV22-11676 | | | | X | | |
| CTS, Language Link | 99SWC-NV20-11696 | X | X | | | | X |
| Diversidad | 99SWC-NV22-11706 | X | X | X | | | X |
| eTranslation Services | 99SWC-NV22-11681 | X | X | X | | X | X |
| Focus Language International | 99SWC-NV22-11678 | X | X | X | X | X | X |
| Globo Language Solutions | 99SWC-NV22-15218 | X | X | X | | X | |
| Homeland Language Services | 99SWC-NV22-11691 | X | X | X | X | X | X |
| Idea Language Translation | 99SWC-NV22-11701 | X | X | | | X | |
| Language Line | 99SWC-NV21-11705 | X | X | | | | X |
| Language Translation Services | 99SWC-NV22-11693 | X | X | X | X | X | |
| Las Vegas Interpreters Connection | 99SWC-NV22-11698 | X | X | X | | X | |
| MiTio Inc. | 99SWC-NV22-11682 | X | X | X | X | X | X |
| Powerling, Inc. | 99SWC-NV22-11680 | | | | | X | |
| Preston Bass Interpreting | 99SWC-NV22-11695 | X | X | X | | X | X |
| Propio Language Services | 99SWC-NV22-11689 | X | X | | | X | X |
| Purple Communications Inc. | <i>In Progress</i> | | | | | | X |
| Sign Language USA dba SLUSA | 99SWC-NV22-11688 | X | X | X | X | | X |
| Transfactive Language Services | 99SWC-NV22-11675 | | | | | X | |
| United Language Group | 99SWC-NV22-11703 | X | X | X | X | X | X |
| Universal Language Services | 99SWC-NV22-11686 | X | X | X | | | X |
| Volatia Language Network | 99SWC-NV22-11684 | X | X | X | | X | X |
| Worldwide Interpreters | 99SWC-NV22-11690 | X | X | | | X | X |

Written Language Services

Vital documents are identified by Division Heads within the Department and are available upon request. NDOT's notice to beneficiaries is posted on our website with information on requesting services in languages other than English, including both paper and electronic communications. NDOT is in the process of procuring information for analysis of information to identify vital documents for translation in compliance with safe harbor guidelines.

Community Outreach and Engagement

NDOT is committed to ensuring that the larger LEP community is aware of and able to access all available language services. In doing so, NDOT has taken steps to publicize the availability of its language services in the community. Additionally, NDOT has provided notification of its services at all relevant points of contact. Additionally, NDOT has provided resources for its staff to improve their cultural competency and ability to work with diverse groups.

Procedures and Resources for LEP Community Outreach: LEP community outreach is primarily conducted through our Planning, Construction, and Communication Divisions. This is routinely handled during the National Environmental Policy Act (NEPA) and construction processes.

Providing Notice of Language Assistance Services: NDOT has provided the following notifications at relevant points of contact within its office and online.

Contact information for LanguageLink along with procedures for using the services. I speak cards and posters for use in our offices and in the public.

Cultural Competency Resources: NDOT has provided the following resources to its staff to improve their ability to work with diverse groups.

The State of Nevada has cultural competence training available on the State of Nevada E-Learning system.

Implementation of NDOT's Language Access Services

NDOT is committed to providing our LEP clients full access to our services and programs. Towards this end, NDOT requires its staff to follow the procedures described below to ensure meaningful access to available language services. Moreover, NDOT is committed to 100% compliance with these procedures and provides the staff with the training described below to help ensure that all staff are familiar with these procedures and recognize their importance to NDOT's mission.

Language Access Procedures

Identifying Client Language Needs and Preferred Language: The following procedures should be followed to (1) interact appropriately with LEP clients, (2) inform clients of the availability of language services using available bilingual division staff, an online translation service, or contacting LanguageLink, (3) determine clients' preferred languages using the I speak card to identify the language translation needed, and (4) record and track LEP client language preferences so that the data will follow them

throughout their interactions with NDOT staff and report the interaction on your division Title VI annual report.

Accessing Appropriate Oral/Sign Language Services: Staff should seek appropriate oral/sign language services in this order:

1. The preferred method of serving LEP clients is by using competent bilingual staff able to provide services directly to in the client's preferred language without the need for an outside interpreter.
2. Available, trained, competent bilingual staff may be used for in-person or telephone interpreting to support other staff.
3. Staff should seek assistance from professional in-person or telephone interpreters when staff cannot meet language needs. Agency should recognize that certain circumstances may require specialized interpretation and translation services even when staff with bilingual abilities are available.
4. Staff are authorized to provide language services to communicate effectively even when such assistance is not requested by the customer.

If competent bilingual staff are unavailable contact LanguageLink or another authorized translation service.

Accessing Appropriate Written Language Services: According to NDOT's stated procedure on the determination of "vital" documents, the following procedures should be followed to access qualified written language services. This applies both to written information intended for broad distribution as well as written communications between NDOT and individual clients.

If competent bilingual staff are unavailable contact LanguageLink or another authorized translation service.

Language Services Quality Assurance: NDOT is committed to ensuring that all language service providers it uses are qualified and competent to provide those services. The following procedures are in place to (1) establish provider qualifications and (2) track provider performance.

All language services are procured by request for qualifications/Request for proposal process to ensure the integrity and competency of the service provider. Divisions should track usage and end result to include in annual Title VI reporting.

Staff Training Policies and Procedures

NDOT believes that the appropriate provision of language services is vital to the fulfillment of its mission. Towards that end, NDOT ensures that its staff are familiar with its language access policies and the above procedures for providing said services.

NDOT is in the final stage of revision to its Title VI online training. This training includes an LEP section dedicated to ensuring NDOT staff have the necessary knowledge, skills, and abilities to ensure LEP client needs. Once complete it will become an NDOT mandatory training. This LAP outlines procedures for ensuring LEP services and will be given to employees upon hire and is available on our internal and external internet sites.

Evaluation of and Recommendations for NDOT's Language Access Plan

NDOT is committed to monitoring the performance of the above policies, procedures, and resources to ensure that its LAP is responsive to the needs of both NDOT and the people it serves. At a minimum, NDOT will review, evaluate, and update its LAP (if needed) biennially.

Processes for Monitoring and Evaluation

Parties Responsible for LAP Maintenance:

SONNIE BRAIH

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702-730-3301

Criteria and Methods for LAP Evaluation: NDOT will track its LAP's performance using the criteria indicated below. The methods for gathering/tracking the relevant data for these criteria are likewise described.

Data to be collected and analyzed annually will be collected by the NDOT Divisions where the service requests take place and will be aggregated through our Title VI annual report. The data is archived electronically for access to staff to analyze for patterns or trends that may suggest services could be improved or changes are needed to our LAP.

Evaluation Outcomes and Proposed Changes

Performance Monitoring Data: NDOT's analysis of the above performance measure data has found the following:

1. Complete the online training module.
2. Complete identification of remaining vital documents for safe harbor translation.

Proposed LAP Revisions: Based on NDOT's LAP performance assessment, the following changes to the LAP are proposed:

None to date.

**PRESIDENT
JOHN F. KENNEDY**

Simple justice requires that public funds, to which all taxpayers of all races [colors, and national origins] contribute, not be spent in any fashion which encourages, entrenches, subsidizes, or results in racial [color or national origin] discrimination.

Proposed Budgetary Implications: Depending on the final outcome of identifying all remaining vital documents for safe harbor translation, the budgetary implications are estimated at \$50,000 annually.

Suggested Legislative Amendments: Based on NDOT's experience with language access to date, the following revisions to SB318 or other legislation are recommended:

None to date.