

LIMITED ENGLISH PROFICIENCY

Central Oklahoma Regional Transportation Planning Organization

Central Oklahoma Economic Development District

400 N. Bell St.

Shawnee OK 74801

405-273-6410

Coedd6.godaddysites.com

Adopted November 8, 2023

CORTPO Policy Board

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The Central Oklahoma Regional Transportation Planning Organization (CORTPO) complies with all civil rights provisions of federal statutes and related authorities that prohibit discrimination in programs and activities receiving federal financial assistance. Therefore, CORTPO does not discriminate based on race, sex color, national origin, religion or disability, in the admission, access to and treatment in CORTPO programs and activities.

Resolution No. 11-1

**Adopting the Limited English Proficiency Plan for the
Central Oklahoma Regional Transportation Planning Organization**

Whereas the Central Oklahoma Economic Development District by Resolution 03-2022 created the Central Oklahoma Regional Transportation Planning Organization (CORTPO); and

Whereas CORTPO is the agency responsible for regional transportation planning for seven counties in central Oklahoma, and

Whereas, Executive Order 12166 signed on August 11, 2000, guides the Limited English Proficiency Plan, and

Whereas, CORTPO has prepared the Limited English Proficiency Plan to provide all its citizens the opportunity to participate in the transportation planning process, regardless of their proficiency in speaking the English language, and

Whereas the Limited English Proficiency Plan was developed and the CORTPO Transportation Policy Board at their meeting on July 13, 2022, to schedule a public review period of May 11, 2022, **to July 25, 2023, and**

Whereas the CORTPO Transportation Technical Committee at their meeting on July 25, 2023, recommended approval of the Limited English Proficiency Plan.

Now, THEREFOR BE IT RESOLVED, that the CORTPO Policy Board hereby approves and adopts the Limited English Proficiency Plan.

Approved and Adopted by CORTPO Transportation Policy Board and signed this 25 day of July 2023.

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Chapter 1 – Introduction

CORTPO History

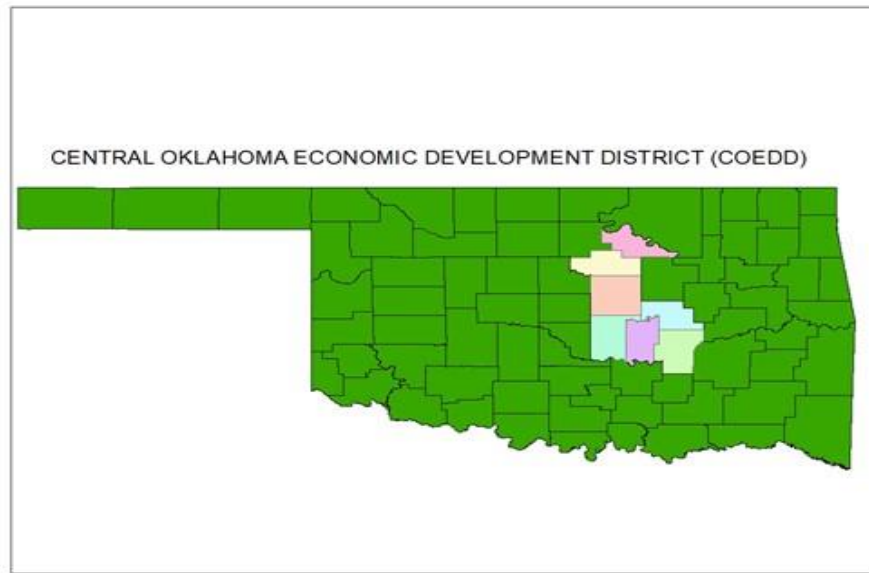
In 1970, Oklahoma’s governor established eleven (11) sub-state planning districts. Subsequently, the local governments served by the planning districts created the eleven (11) Councils of Governments (COGS) using the sub-state planning district boundaries. These districts make up the Oklahoma Association of Regional Councils (OARC). Central Oklahoma Development District is one of the eleven (11) COGS.

In April 2012, the Oklahoma Department of Transportation (ODOT) entered into an agreement with OARC to oversee development of the regional transportation planning process and the regional public participation process in the on-metropolitan areas of the state. Three Councils of Governments were selected as pilot projects: SWODA, NODA and COEDD. COEDD created the Central Oklahoma Regional Transportation Planning Organization and was tasked with the responsibility of developing a regional plan that includes preparation of seven (7) county plans.

Located in Central Oklahoma, the CORTPO region is comprised of five thousand one hundred thirty-five (5,135) square miles (Map 1.1). The CORTPO region comprises of seven (7) counties, seventy-seven (77) cities, towns, and conservation districts. Total population for CORTPO according to the 2010 U.S. Census Bureau was 252,719. Population data obtained from the 2012-2019 ACS estimates the population has increased seven thousand three hundred twenty-five (7,325). Although much of the region is comprised of large tracts of farming and agriculture lands there are multiple areas that contain urbanized areas that feature regional medical facilities, universities, state colleges, vo-tech, tribal and government offices. Each county in the region, although a separate entity as far as governmental services, the counties are linked through commerce, employment, and regional transportation.

All aspects of the regional transportation planning process are overseen by the CORTPO Policy Board. CORTPO Technical Committee serves as the advisory group for transportation planning and policy initiatives. The committee reviews transportation planning work efforts and provides a recommendation to the CORTPO Board for their consideration and action. The day-to-day activities of CORTPO are supported by staff located in the COEDD (Shawnee) offices. Staff, equipment, supplies, rent, consulting studies, and other expenses used to support staffing operations are reimbursable to CORTPO by the FHWA State Planning & Research (SPR) program funds eighty percent (80%) of the total amount of the work effort and the local match twenty percent (20%) is provided by COEDD.

Map 1: CORTPO Regional Map



Purpose

CORTPO as a recipient of funding from the US Department of Transportation via SPR funds administered by the Oklahoma Department of Transportation, must assure that limited English proficient (LEP) people have meaningful language assistance by reasonable means when using COEDD or CORTPO services. Funding assistance from the U.S. DOT agencies, the Federal Highway Administration (FHWA) and Federal Transit Administration (FTA) requires a plan for providing this meaningful access in accordance with Title VI of the Civil Rights ACT of 1964 and implementing regulations.

The COEDD/CORTPO LEP Plan presents the sources of authority for LEP Plan requirements and instructions for determining if the threshold to show the need for languages assistance is present. The plan will provide guidelines for RTPO members to meet these needs and define the role of the Title VI program in that process. Specifically, this plan will outline how to collect LEP information and how to analyze that information.

Most residents in the CORTPO region speak, write, and understand English. However, there are residents of our region – for which English is, at best, a second language and not the primary language spoken within their homes. For these individuals, language is a barrier as they carry on their daily responsibilities, conduct business, request medical assistance, make purchases, or get directions for travel. Limited English Proficient (LEP) persons are those who do not speak English as their primary language or who have difficulty reading, writing, or understanding English. CORTPO is committed to ensuring that all people are included in participation of its transportation planning initiatives and programs. While Spanish is the most dominant language spoken by LEP individuals, CORPTO has completed the following assessment and plan providing limited services to the whole LEP population in the region. CORTPO has prepared this document to augment its Public Participation Plan and to conduct a U.S. Department of Transportation (USDOT) Four-Factor LEP analysis (Page 5). This LEP Plan will serve

as a guide to identifying those individuals or population groups requiring specialized language services that would otherwise limit or preclude their participation in services, programs, or initiatives.

Limited English Proficiency Plan

Congress enacted Title VI of the Civil Rights Act of 1964 to ensure federal money is not used to support discrimination based on race or national origin in government activities. Section 601 states: “No person in the United States shall, on 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.” Neither Title VI, nor its implementing regulations discuss linguistic access per se; however, the courts have consistently found a close connection between national origin and language.

In 2000, the President signed Executive Order (E.O) 13166 mandating all federal agencies and recipients of federal financial assistance take reasonable steps to ensure meaningful access to their programs to limited English proficient (LEP) individuals. These individuals may be entitled to language assistance with respect to a service, benefit, or encountered. CORTPO receives federal funding in support of programs, services, and activities.

CORTPO must prepare for and provide the opportunity for all its citizens to participate in the transportation planning process – regardless of their proficiency in speaking the English language – as required by Executive Order 13166 signed on August 11, 2000, Federal Legislation guides the Limited English Proficiency (LEP) Plan (Appendix A). Title VI of the Civil Rights Act of 1964 provides that no person shall be subjected to discrimination based on race, color, national origin, age, sex, disability, religion, familial status, or income status, be excluded from participation in, be denied the benefits of, or be subject to discrimination under any program or activity of Federal aid recipients, subrecipients, or contractors. U.S. Department of transportation (DOT) provided guidance in the December 14, 2005; Federal Register entitled Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient Persons.

Staff Training

To establish meaningful access to information and services for LEP individuals, employees in public contact positions will be properly trained in LEP policies and procedures. This information will also be part of the CORTPO staff orientation process for new hires. Training will also ensure that staff are effectively able to work in-person and by telephone with LEP individuals (Appendix C).

Language Assistance

When first encountering an individual with limited English proficiency the CORTPO staff will be instructed to fill out a LEP Reporting Form (Appendix B). This form will be filed in for reference when updating and maintaining LEP services. Staff will also have access to language identification cards designed by the U.S. Census Bureau to contain the phrase “Mark this box if you read or speak (name of language)” translated into 38 different languages. This card will allow the staff to identify the primary language of LEP individual during face to face contacts. The Census Bureau’s Language Identification Flashcard can be downloaded for free at <http://www.lep.gov/ISpeakCards2004.pdf>.

Language assistance will be provided to LEP individuals on a per request basis for the translation of key documents and materials as well as oral language interpretation when necessary or possible. A translator is a person who translates written language and transfers the meaning of written text from one language into another language as opposed to an interpreter, who translates spoken language orally.

Providing written language services for all CORTPO's plans and materials is not possible due to cost restrictions and the population levels of LEP individuals that currently do not warrant such translations. However, CORTPO will make the following accommodations for translated materials:

1. The CORTPO website (coedd.net) – The free service, powered by Google Translate program, allows users to choose from over 50 different languages including Spanish, German, and Korean. The translation service is available by clicking the link.
2. Key Documents – An executive summary for the following key documents will be made available in Spanish on a per request basis:
 - a. Long Range Transportation Plan
 - b. Public Participation Plan
 - c. Planning Work Program
3. Outreach Materials – Spanish language outreach materials from organizations such as Federal, State, and local transportation agencies will be utilized when possible.

Providing oral language services at all CORTPO meetings and activities is not possible due to cost restrictions and the population levels of LEP individuals that currently do not warrant any oral language services. However, CORTPO will make the following accommodations for interpreter related services:

1. LEP Contact – Maintain a list of points of contact where a LEP person interacts with the programs, services, and activities. Currently, it is anticipated that the key points of contact for LEP individuals with CORTPO Director of Transportation.
2. Employee Interpreter Sources – CORTPO will develop a list identifying employees or committee members who fluently speak and/or write in a language other than English.

Providing Notice of Available Language Services to LEP Persons

Through the four-factor analysis, CORTPO has decided to publicize the availability of Spanish interpreter service, free of charge on a per request basis prior to committee meetings, workshops, forums, or events. Information is available at the CORTPO website (coedd.net), in meeting notices (packets) and through the following methods by:

- Meeting Notice Sign – Placing a sign in Spanish and English displaying the availability of translation services at the Notice Board where public notices are displayed:
- Front Desk Sign – Posting a sign in Spanish and English at the front-desk reception area to notify LEP individuals of any available services; and
- Meeting Notices – Providing information as to the availability of translation services when advertising for public hearings or CORTPO related activities.

This statement that will be posted at the bottom of CORTPO meeting notices:

“Notices of this meeting was made to Pottawatomie County Clerk by annual posting and agenda was visibility displayed on the front door of the CORTPO office at 400 North Bell Street, Shawnee OK and Project Heart at 830 W. Ford, Shawnee on February 10, at 8:00 a.m. If individual with disabilities who require accessible alternative formats of the agenda and related meeting materials and/or auxiliary aids/services to participate in the meeting, notification to CORTPO Director of Transportation at 405-273-6410 at least 48 hours prior to the scheduled meeting is encouraged to make necessary accommodations. Central Oklahoma Regional Transportation Planning Organization (CORTPO) may waive the 48-hour rule if interpreters for the deaf (signing) or translation services for LEP individual are not necessary accommodation.”

Monitoring and Updating the LEP Plan

CORTPO will monitor changing populations levels and the language needs of LEP individuals in the region. A review of the LEP Plan will coincide with the annual review of the Public Participation Plan. For each review, CORTPO staff will consider the following:

1. How many LEP persons were encountered and were their needs met?
2. What is the current LEP population?
3. Has there been a change in the types of languages where translation services are needed?
4. Have available resources, such as technology, staff, and financial costs changed?
5. Were any complaints received?
6. Has CORTPO fulfilled the goals of the LEP Plan.

Complaint Processing

Any LEP person has the right to file a complaint against CORTPO if he/she believes that the organization did not provide necessary LEP services. Complaints include those available under Title VI of the Civil Rights Acts of 1964. The Title VI complain forms are available on CORTPO's website (coedd.net), Appendix D of this document, or by contacting CORTPO at (405) 273-6410.

Chapter 2 – LEP Four Factor Analysis

Factor 1: Number or proportion of LEP persons eligible to be served or likely to encounter CORTPO programs, activities, or services.

Based on data collected from the **2022 Census** the primary language spoken for the population and is English. Table 1 identifies counties English speaking population that Spanish Speaking English less than very well include: Pottawatomie (%), Seminole (%), Hughes (%), Okfuskee (%), Lincoln (%), Payne (%), Pawnee (%). CORTPO’s LEP Plan will focus on this population in the counties listed above. It should be noted that the areas’ Native American population is also included in that number, but English is not a second language for that ethnic group.

Table 1: CORTPO Limited English-Speaking Population by County

County	Total; Estimate; Population	Total; Estimate; Speak only English	Margin of Error; Speak only English	Speak English only or speak English “very well”; Estimate; Spanish	Speak English less than “very well”; Spanish	Margin of Error; speak English less than “very well”; Estimate Spanish
Pottawatomie	73,533	4634	+/-432	+/-59	+/-109	+/-109
Seminole	23,351	1663	+/-265	+/-6	+/-109	+/-109
Hughes	13,407	864	+/-164	+/-109	+/-109	+/-109
Okfuskee	11,134	579	+/-141	+/-109	+/-109	+/-109
Lincoln	34,188	2425	+/-364	+/-6	+/-109	+/-8
Payne	82,794	7265	+/-724	+/-72	+/-11	+/-109
Pawnee	15,757	15245	+/-108	+/-26	+/-61	+/-4

Source: Census 2022

Factor 2: Frequency with which LEP individuals meet CORTPO programs, activities, or services.

CORTPO Staff will document the frequency of contact or service requests or information from LEP persons. A log will be created for documentation of such contact – whether by phone or direct contact. Inquiries by LEP persons should be reported and logged. To date, no requests have been made for Spanish or other language interpretation services or translated publications. Due to the relatively small size of the current LEP population and nature of the programs, services, and activities of CORTPO, LEP involvement is infrequent and unpredictable. Nevertheless, arrangements will be made to find resources for translation or interpretation services upon request.

Factor 3: Nature and importance of the program, activity or service provided by the CORTPO to the LEP population.

CORTPO's role as a regional transportation planning organization is responsible for coordinating federally funded transportation planning programs. These programs do not include any services or programs providing vital, immediate, or emergency assistance, such as medical treatment or services for basic needs. CORTPO must ensure that all segments of the population, including LEP persons, have an opportunity to be involved in the transportation planning process to be consistent with the Federal Environmental Justice program and policy.

Three federally funded transportation programs that have impacts are:

- Long Range Transportation Plan (LRTP)
- Planning Work Program (PWP), and
- Public Participation Plan (PPP).

CORTPO through the LEP Plan recognizes that interpretation and translation services should be an ongoing part of meeting plans, plan development and meeting preparation.

Factor 4: Resources available to the CORTPO and overall costs to provide LEP assistance.

CORTPO operates with one full-time transportation planner. Consequently, the efforts necessary to provide ongoing LEP assessment activities will place a considerable burden on staff. Staff will seek Spanish-speaking volunteers within the jurisdictions to assist with interpretation. CORTPO recognizes the importance of providing opportunities that allow LEP persons to participate in the transportation planning programs. Due to CORTPO's limited resources summaries may be developed in alternative formats, such as brochures, which are designed to capture all the significant points of the full document. Spanish language outreach materials from Federal and State transportation organizations will be used when possible.

CORTPO staff will:

- Establish a list of interpreters (Table 2) for use at public meetings, interviews, etc.), and
- Provide written materials translated into appropriate languages, primarily Spanish, with general information that may assist LEP persons with directions until an interpreter can be located.
- Provide notices for key meetings that require public review and input should be provided in the language of the known LEP population.
- Engage in visualization techniques to communicate with LEP or low literacy persons. Some examples of these techniques are the use of maps, charts, graphs, and illustrations.

Additional information for certified interpreters can be found at http://www.oscn.net/static/forms/aoc_forms/interpreter.asp.

Table 2: CORTPO Translation Service List

Name	Address	Phone	Translation Services
Dr. Charles Swadley	OBU	405-585-4201	Spanish
James Gregory	SMS	405273-0403	Sign Language
Claudia Hale	SHS	405-275-3084	Spanish
Audrey Nelson	SHS	405-275-3084	French/Pottawatomie

Source: CORTPO

Safe Harbor

The Four-Factor Analysis is used to determine oral language assistance while the Safe Harbor provisions are for written translations. As described in the DOT Policy Guidance, a “safe harbor” provision ensures the recipients of Federal funding compliance with their obligation under Title VI to provide written translations in languages other than English with greater certainty. Failure to provide written translations under the circumstances outlined in Table 3 does not mean there is noncompliance, but rather provides recipients with a guide for greater certainty of compliance in accordance with the four-factor analysis.

Table 3: Evidence of compliance with CORTPO’s written compliance obligations.

Size of Language Group	Recommended Provision of Written Language Assistance
1,000 or more in the eligible population	Translated vital documents
More than 5% of the eligible population and more than 50 in number	Translated vital documents
More than 5% of the eligible population or beneficiaries and 50 or less in number	Translated written notice of right to receive free oral interpretation of documents.
5% or less of the eligible population and less than 1,000 in number	No written translation is required.

Source: ODOT

- (a) CORTPO will provide written translations 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. Translation of other documents, if needed, can be provided orally; or
- (b) If there are fewer than 50 people in a language group that reaches the 5% trigger in (a), the recipient does not translate vital written materials but provides written notice in the primary language of the LEP language group of the right to receive competent oral interpretation of those written materials free to cost.

Because safe harbor provisions apply to the translation of written documents only, they do not affect the requirement to provide meaningful access to LEP individuals through competent oral interpreters where oral language services are needed and are reasonable.

Acronyms

COEDD	Central Oklahoma Economic Development District
LEP	Limited English Proficiency
L RTP	Long Range Transportation Plan
PPP	Public Participation Plan
PWP	Planning Work Program
CORTPO	Central Oklahoma Regional Transportation Planning Organization

Definitions

Executive Order 13166 – Federal agencies and recipients of federal financial assistance must take reasonable steps to ensure meaningful access to their programs to limited English proficient individuals who are five (5) percent of the total population or 1000 individuals, whichever is less.

Limited English Proficient Individual – Persons who do not speak English as their primary language, who have a limited ability to read, write, speak, or understand English. These individuals may be 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.

Interpretation – Interpretation involves the immediate communication of meaning from one language (the source language) into another (the target language). An interpreter conveys meaning orally, while a translator conveys meaning from written text to written text. As a result, interpretation requires skills different from those needed for translation.

Limited English Proficiency Plan – Each agency and each recipient of federal financial assistance must take reasonable steps to provide meaningful access to LEP individuals. Among the factors to be considered in determining what constitutes reasonable steps to ensure meaningful access are: (1) the number or proportion of LEP persons in the eligible service population; (2) the frequency with which LEP individuals meet the program; (3) the importance of the service provided by the program; and (4) the resources available to the recipient. These four factors are further explained in the DOJ LEP Guidance found on the FCS website and published in the Federal Register on August 16, 2000.

Planning Work Program (PWP) – The PWP is a description of the proposed transportation planning activities of the Central Oklahoma Regional Transportation Planning Organization (CORTPO) during a federal fiscal year. The program is prepared annually and serves as a management tool for scheduling, budgeting, and monitoring the planning activities of the participating persons.

Public Participation Plan (PPP) – a planning document that provides guidelines and standards when soliciting public comments on local transportation plans and programs.

Title VI – Section 601 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.

Appendix A – Executive Order 13166 of August 11, 2000

Improving Access to Services for Persons with Limited English Proficiency

By the authority vested in me as President by the Constitution and the laws of the United States of America, and to improve access to federally conducted and federally assisted programs and activities for persons who, because of national origin, are limited in their English proficiency (LEP, it is hereby ordered as follows:

Section 1. Goals

The Federal Government provides and funds an array of services that can be made accessible to otherwise eligible persons who are not proficient in the English language. The Federal Government is committed to improving the accessibility of the services to eligible LEP persons, a goal that reinforces its equally important commitment to promoting programs and activities designed to help individuals learn English. To this end, each Federal agency shall examine the services it provides and develop and implement a system by which LEP persons can meaningfully access those services consistent with, and without unduly burdening, the fundamental mission of the agency. Each Federal agency shall also work to ensure that recipients of Federal financial assistants (recipients) provide meaningful access to their LEP applicants and beneficiaries. To assist the agencies with this endeavor, the Department of Justice has today issued a general guidance document (LEP Guidance), which sets forth the compliance standards the recipients must follow to ensure that the programs and activities they normally provide in English are accessible to LEP persons and thus do not discriminate based on national origin in violation of title VI of the Civil Rights Act of 1964, as amended, and its implementing regulations. As described in the LEP Guidance, recipients must take reasonable steps to ensure meaningful access to their programs and activities by LEP person.

Sec. 2. Federally Conducted Programs and Activities

Each Federal agency shall prepare a plan to improve access to its federally conducted programs and activities by eligible LEP persons. Each plan shall be consistent with the standards set forth in the LEP Guidance and shall include the steps the agency will take to ensure that eligible LEP persons can meaningfully access the agency's programs and activities. Agencies shall develop and begin to implement these plans within 120 days of the date of this order and shall send copies of their plans to the Department of Justice, which shall serve as the central repository of the agencies' plans.

Sec. 3. Federally Assisted Programs and Activities

Each agency providing Federal financial assistance shall draft title VI guidance specifically tailored to its recipients that is consistent with the LEP Guidance issued by the Department of Justice. This agency's specific guidance shall detail how the general standards established in the LEP Guidance will be applied to the agency's recipients. The agency's specific guidance shall consider the types of services provided by the recipients, the individuals served by the recipients, and other factors set out in the LEP Guidance.

Agencies that already have developed title VI guidance that the Department of Justice determines is consistent with the LEP Guidance shall examine their existing guidance, as well as their programs and activities, to determine if additional guidance is necessary to comply with this order. The Department of Justice shall consult with the agencies in creating their guidance and, within 120 days of the date of this order, each agency shall submit its specific guidance to the Department of Justice for review and approval. Following approval by the Department of Justice, each agency shall publish its guidance document in the Federal Register for public comment.

Sec. 4. Consultations

In carrying out this order, agencies shall ensure that stakeholders, such as LEP persons and their representative organizations, recipients, and other appropriate individuals or entities, have an adequate opportunity to provide input. Agencies will evaluate the needs of the LEP persons they and their recipients serve and the burdens of compliance on the agency and its recipients. This input from stakeholders will assist the agencies in developing an approach to ensuring meaningful access by LEP persons that are practical and effective, fiscally responsible, responsive to the circumstances of each agency, and can be readily implemented.

Sec. 5. Judicial Review

This order is intended only to improve the internal management of the executive branch and does not create any right or benefit, substantive or procedural, enforceable at law or equity by a party against the United States, its agencies, its officers or employees, or any person.

THE WHITE HOUSE,

August 11, 2000

Appendix B – Limited English Proficient (LEP) Reporting Form

The Limited English Proficient (LEP) form is to be filled out when a LEP individual contacts the department for services of resources. The reporting information is vital for the Title VI program’s reporting requirements to the Federal Highway Administration (FHWA).

Staff Name: _____ Date: _____

How did the LEP individual contact you?

____ Telephone ____ In-Person ____ In Writing

If other, please explain:
Reason of contact CORTPO:

Service(s) provided: ____ Interpreter ____ Translator

Service(s) conducted by:

____ CORTPO employee ____ Committee Member ____ Fee Service

Name: _____ Name: _____ Name: _____

____ Vendor

Name: _____

If other, please explain:

Language: _____ Length of time to provide services: _____

Please return complaint forms to the CORTPO office
If you have any questions or require assistance filling out this form,
please contact ODOT Title VI Coordinator, at 405-521-3186

Appendix C – Process of Assisting a Limited English Proficient (LEP) Individual

This document provides guidelines on assisting a LEP individual that contacts CORTPO for services or requests.

LEP – an individual who does not speak English as their primary language and has a limited ability to read, speak, write, or understand English. These individuals may be entitled to language assistance with respect to a service, benefit, or encounter.

In-Person

1. Use “I Speak” cards located within this packet and ask the individual(s) to point to the language they speak.
2. Check the LEP-Interpreter-Translator File/Database and contact the individual that speaks the requested language:

Check file/database in this order.

1. CORTPO employee
 2. Committee Member
 3. Vendor
3. Following the phone conversation, complete the LEP Reporting Form to document the occurrence and how it was resolved.
 4. Complete and submit the “LEP Reporting Form” to the CORTPO Director of Transportation to be filed.

Translation via phone

1. Place caller on hold
2. Check the LEP-Interpreter-Translator Database located at ... and contact the individual that speaks the requested language:

Conference Calling Instructions

- Ask the caller hold.
 - Press the conference/transfer button.
 - Dial the number for the employee, Committee member or vendor.
 - Press the conference/transfer button again and all callers should be on the phone.
3. Following the conversation, complete the LEP reporting form to document the occurrence and how it was resolved.
 4. Complete and submit the “LEP Reporting Form” to the CORTPO Director of Transportation to be filed.

Translation for written documents Any in-coming correspondence (such as emails, fax, or letters) that requires translation should be forwarded to the CORTPO Director of Transportation. Identified vital documents will be transferred as required by the Title VI Program.

Appendix D – LEP Complaint Form

TITLE VI COMPLAINT PROCEDURE

1. Submission of Complaint: Any person who feels that he or she, individually or as a member of any class of persons, on the basis of race, color, national origin, age, sex, disability, religion, familial status, or income status, has been excluded from or denied the benefits of, or subjected to discrimination by CORTPO may file a written complaint with the CORTPO Director of Transportation, the Oklahoma Department of Transportation, or the United States Department of Transportation. A sample complaint form is available at the end of this document and in other formats upon request. Use of the sample form is not required; a letter with the same information is sufficient. Such complaints should be filed within 180 days of the date the person believes the discrimination occurred. Note: Upon request, assistance in preparation of any necessary written material will be provided to a person(s) who is unable to read or write. Complaints should be mailed to:

CORTPO
400 N. Bell Ave
Shawnee, OK 74801

2. Referral to Review Officer: Upon receipt of the complaint, the CORTPO Director of Transportation will determine if a Title VI/discrimination issue is present. If it is determined there is no Title VI/discrimination issue present, a letter describing the review and the appeal procedures will be sent to the complainant. If further review is needed to determine if a title VI/discrimination issue is present, the CORTPO Director of Transportation shall appoint one or more staff review officers, as appropriate, to evaluate the complaint in consultation with the CORTPO Executive Director. If necessary, the review staff officers will meet with the complainant to allow further explanation of the complaint and will complete their review as soon as possible after the date CORTPO received the complaint. If the review is expected to extend over 45 days after the receipt of the complaint, the CORTPO Director of Transportation shall notify the complainant of the estimated timeframe for completing the review. Upon completion of the review, the staff review officers shall make a recommendation regarding the merit of the complaint and whether remedial actions are available to provide redress. Additionally, the staff review officers may recommend improvements to the CORTPO's processes relative to Title VI/nondiscrimination, as appropriate, including any additional actions with regards to staff if they have been found to have discriminated against any person(s) or group(s). The staff review officers shall forward their recommendations to CORTPO Director of Transportation will provide written response within 5 business days of CORTPO Policy Board's Decision.

3. Request for reconsideration: If the complainant disagrees with CORTPO's response, he or she may request reconsideration by submitting the request in writing to the CORTPO Director of Transportation within 10 calendar days after receipt of the CORTPO's response. The request for reconsideration shall be sufficiently detailed to contain any items the complainant feels were not fully understood by CORTPO. The CORTPO Director of Transportation will notify the complainant of the decision either to accept or reject the request for reconsideration within 10 calendar days. In cases where the CORTPO Director of Transportation agrees to reconsider, the matter shall be returned to the staff review officers to re-evaluate in accordance with Paragraph 2 above.

4. Submission of Complaint to the Oklahoma Department of Transportation or United States Department of Transportation: If the complainant is dissatisfied with CORTPO's resolution of the

complaint, he or she may submit a written complaint to the State of Oklahoma Department of Transportation or the United States Department of Transportation:

Oklahoma Department of Transportation

Civil Rights Division

200 NE 21st Street
Oklahoma City, OK 73105
Phone: (405) 521-3186
Fax: (405) 522-2136

U.S. Department of Transportation

Departmental Office of Civil Rights

External Civil Rights Programs Division (S-33)

1200 New Jersey Avenue, SE
Washington, DC 20590
Phone: (202) 366-4070
TTY: (202) 366-9696
Fax: (202) 366-5575

Complaint Log: An annual Log of Complaints will be maintained by CORTPO. The Log of Complaints will contain the following information for each complaint filed:

- a) The name and address of the person filing the complaint.
- b) The date of the complaint
- c) The basis of the complaint
- d) The disposition of the complaint

The status of the complaint this document provides guidelines on assisting a LEP individual that contacts CORTPO for services or requests.

LEP – an individual who does not speak English as their primary language and has a limited ability to read, speak, write, or understand English. These individuals may be entitled to language assistance with respect to a service, benefit, or encounter.

In Person

1. Use “I Speak” cards located within this packet and ask the individual(s) to point to the language they speak.
2. Check the LEP-Interpreter-Translator File/Database and contact the individual that speaks the requested language:

Check file/database in this order.

1. CORTPO employee
2. Committee Member
3. Vendor
4. Following the phone conversation, complete the LEP Reporting Form to document the occurrence and how it was resolved.
5. Complete and submit the “LEP Reporting Form” to the CORTPO Director of Transportation to be filed.

Translation for written documents Any in-coming correspondence (such as emails, fax, or letters) that requires translation should be forwarded to the CORTPO Director of Transportation. Identified vital documents will be transferred as required by the Title VI Program.

Title VI Complaint Form

Please provide your name and contact information:

Name:	
Address:	
Phone Number(s):	
Email:	
Best way to contact you:	

Please provide as much information as you know about the person(s) who discriminated against you:

Name of Person(s):	
Location, Dept, and/or	
Position of person(s):	
Address:	
Phone Number(s):	
Email:	

I believe I was discriminated on the basis of (check all that apply):

- Race/Color
 Disability
 Sex
 Age
 National Origin
 Religion
 Income Status
 Familial Status

Dates(s) of incident(s):

Explain as briefly and clearly as possible what happened and how you were discriminated against. Indicate who was involved. Be sure to include how other people were treated differently than you. Attach additional pages as necessary and any other written material pertaining to your case. If there were witnesses to the incidents, please include their names and contact information.

Requested Remedy:

Signature:

Date: