

County of Door – Summary of the Language Assistance Plan Components

Item #1 – Results of the Four Factor Analysis (including a description of the LEP population(s) served)

Factor 1 – Demography

The **County of Door** contracts with **two private** transit providers to provide shared-ride taxi (SRT) service. The contractors/transit providers provide service for the **County of Door**.

Census 2010 reports a **total county population of 27,785**. The American Community Survey (ACS) reports a population estimate of **26,621 persons 5 years of age and over**. The **County of Door** is below the Safe Harbor threshold. The largest LEP population is Spanish or Spanish Creole, which represents **(251 persons) or .90 %** of the population. Spanish or Spanish Creole speakers make up **(596 persons) or 2.15 %** of the total population. **German** LEP speakers make up **(173 persons) or .62 %** of the population.

The **County of Door** is below the safe harbor threshold and is not required to provide written translation of vital documents. **The Title VI notice provides a contact number to request assistance, if needed in a language other than English.**

Even though the County of Door's population declined slightly in the 2010 census, our proportion of English speakers has stayed consistently above 95 %. In the 2010 census, the County of Door was determined to have 95.67 % English speakers.

In the future, if the **County of Door** meets the Safe Harbor Threshold for written translation of vital documents, it will also consider measures needed for oral interpretation.

Factor 2 – Frequency

The **County of Door** (and its contractor/lessee, if relevant) will be trained on what to do when they encounter a person that speaks English less than well. The **County of Door** and/or its contractor/lessee will track the number of encounters and consider making adjustments as needed to outreach efforts to ensure meaningful access to all persons and specifically to LEP and minority populations of the **County of Door's** programs and services.

The **County of Door's** contractor/transit provider provides rides to **> 34,000** persons per year. While formal data has not been collected, the contractors / transit providers have indicated it has encountered **< 3 (three)** LEP persons using the service within the last six months. Our contractors/transit providers have an open door policy and will provide rides to any person who requests a ride. If an individual has speech limitations, the dispatcher or driver will work with the Transit Manager and the **County of Door**, if needed to ensure the individual receives access to the transit service.

Factor 3 – Importance

The **County of Door** and our contractors/transit providers understand **that** an LEP person with language barriers / challenges also faces difficulties obtaining health care, education or access to employment. A public transit system is a key link to connecting LEP persons to these essential services.

The **County of Door** has identified activities and services which would have serious consequences to individuals if language barriers prevented access to information or the benefits of those programs. The activities and services include providing emergency evacuation instructions in our facilities, stations and vehicles and providing information to the public on security awareness or emergency preparedness.

The **County of Door**'s assessment of what programs, activities and services that are most critical included contact with community organization(s) that serve LEP persons, as well as contact with LEP persons themselves to obtain information on the importance of the modes or the types of services that are provided to the LEP populations. *In the case of the **County of Door**, the Department of Human Services acts as the WisDOT subrecipient for public transit services. Many of these individuals first come to our attention when they apply for various forms of public assistance, public benefits, or emergency assistance through the Department of Human Services.*

Factor 4 – Resources and Costs

Even though the **County of Door** does not have a separate budget for LEP outreach, the city has worked with our contractors/transit providers to implement low cost methods of reaching LEP persons. *To aid in this effort, the Department of Human Services maintains ongoing contracts with two Spanish speaking interpreters for both our own and public transit riders. In addition, we employ one full time bilingual English / Spanish speaker in our Economic Support Unit – who can be called into service anywhere in our service array in Human Services, when needed for translation purposes. We also have arrangements in place with a nearby private college to arrange translation services for less frequently encountered languages, when that happens. Given the very tiny LEP population in Door County, these measures have proven to be adequate for meeting the needs of our LEP program users.*

Item # 2 – Description of how Language Assistance Services are Provided, by Language

*As noted above in our demographics section, the **County of Door** is primarily English speaking with less than 5% non-English speaking residents. We do have one full time bilingual English / Spanish speaker on the staff of our Economic Support Unit – which deals heavily with public financial benefits available to residents. This is often the entry point at which they can be informed of other services available to them, including public transit.*

Once past the Spanish speaking LEP group, the proportion of the remaining individual language groups are all well under 1% of the population each.

Item # 3 - Description of how LEP Persons are Informed of the Availability of Language Assistance Service

Our Title VI notice includes a contact number if language assistance with transit is needed; and the reference line itself is written in Spanish.

Otherwise, all drivers of transit vehicles and all dispatch personnel do their best to communicate with potential public transit riders that the service is open to all. All public transit fares are clearly posted and all handled as simple, flat fares; so they are relatively easy to figure out for persons who have some LEP issues. If language does appear to be a barrier, then drivers and dispatchers have been instructed to contact Door County Department of Human Services to request translation assistance.

Item # 4 – Description of how the Language Assistance Plan is Monitored and Updated

*The **County of Door** reviews its plan on an annual basis or more frequently as needed. In particular, the **County of Door** will evaluate the information collected on encounters with LEP persons as well as public*

outreach efforts to determine if adjustments should be made to the delivering of programs and services to ensure meaningful access to minority and LEP persons.

In addition, if relevant, the **County of Door** will meet with its contractors/transit providers on an annual basis to ensure the Title VI requirements are met. The last **contact with the contractors/transit providers occurred on or about May 01, 2014 when they were informed of the Title VI revised plan for 2014 – 2017 was being submitted.**

Item # 5 - Description of how Employees are Trained to Provide Language Assistance to LEP Persons

County of Door (and contracted transit provider) employees are educated on the principles of Title VI and the **County of Door's** Language Assistance Plan. New employees will be provided guidance on the needs of clients served and how best to meet their needs. An important discussion point is that of language assistance. If a driver, dispatcher or employee needs further assistance related to LEP program participants, her/she will work with the **County of Door's** Title VI Coordinator to identify strategies to meet the language needs of the participants of the program or service.

As part of our annual check in meeting, if relevant, the **County of Door** will meet with its contractors/transit providers to discuss updates to the **County of Door's** Language Assistance Plan.