

LIMITED ENGLISH PROFICIENCY PLAN



South Central Oklahoma Regional Transportation Planning Organization

A Division of the
Southern Oklahoma Development Association
2704 N. 1st Avenue
Durant, Oklahoma 74701

<http://www.soda-ok.org/scortpo/>

ADOPTED BY THE
SCORTPO Policy Board _____

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

Chapter 1 - Introduction

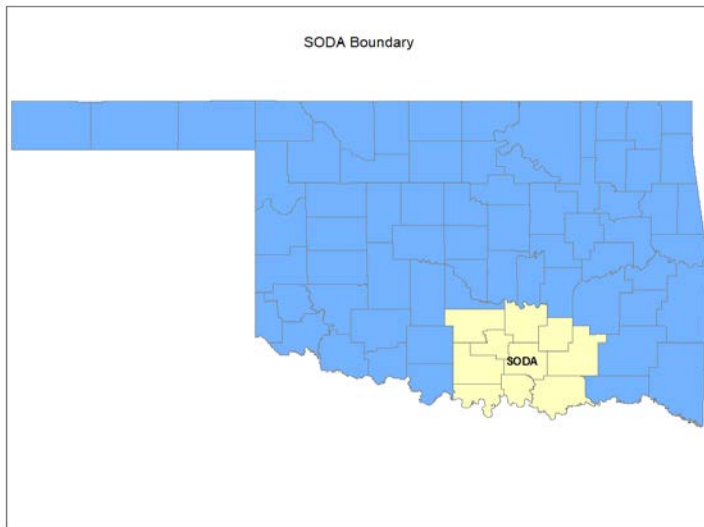
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Chapter 1 - Introduction

SCORTPO History

In April 2012, ODOT entered into an agreement with Oklahoma Association of Regional Councils (OARC) to oversee development of the regional transportation planning process and the regional public participation process in the non-metropolitan areas of the state. The Southern Oklahoma Development Association (SODA) by Resolution 21-01 created SCORTPO. The SCORTPO region is defined as the SODA ten-county service area including Atoka, Bryan, Carter, Coal, Garvin, Johnston, Love, Marshall, Murray, and Pontotoc Counties. The Resolution 16-0621-01 is found in Appendix A. Appendix B is the SCORTPO Region (Map 1). The Transportation Technical Committee (Appendix C) reviews the transportation planning process and provides recommendations to the SCORTPO Policy Board (Appendix D). The Policy Board reviews and makes final approval on transportation planning products such as the PWP, Long Range Transportation Plan, Public Participation Plan, and other transportation planning studies.

Map 1: SCORTPO Regional Map



Purpose

SODA as a recipient of funding from the U.S. Department of Transportation (US-DOT) 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 SODA or SCORTPO services. Funding assistance from the US-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 SODA/SCORTPO LEP Plan presents the sources of authority for LEP Plan requirements and instructions for determining if the threshold to show the need for language assistance is present. The plan will provide guidelines for RTPPO 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 SCORTPO 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. SCORTPO is committed to ensuring that all persons are included in participation of its transportation planning initiatives and programs. While Spanish is the most dominant language spoken by LEP individuals, SCORTPO has completed the following assessment and plan for providing limited services to the whole LEP population in the region. SCORTPO has prepared this document to augment its Public Participation Plan and to conduct a U. S. Department of Transportation (US-DOT) 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 encounter. SODA receives federal funding in support of programs, services, and activities.

SCORTPO 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 on the basis of 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 subjected 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

In order to establish meaningful access to information and services for LEP individuals, employees in public contact positions will be properly trained of LEP policies and procedures. This information will also be part of the SCORTPO staff orientation process for new hires. Training will also ensure that staff is 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 SCORTPO 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 SCORTPO'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, SCORTPO will make the following accommodations for translated materials:

- 1) *The SCORTPO Website* (www.soda-ok.org/scortpo) – 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 SCORTPO 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, SORPTO 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. At this time, it is anticipated that the key points of contact for LEP individuals with SCORTPO Director of Transportation
- 2) *Employee Interpreter Sources* – SORPTO 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 Service to LEP Persons

Through the four-factor analysis, SORPTO 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 SCORTPO website (www.soda-ok.org/scortpo), 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 SORPTO related activities.

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

“Notice of regular meetings are given in writing to the Oklahoma Secretary of State annually and the meeting time, place and agenda is prominently on the outside entrance of the SODA/SCORTPO offices at 2704 North 1st Ave, Durant, OK at least 24 hours in advance of the meeting. Individuals with disabilities who require accessible alternative formats of the agenda and related meeting materials and/or auxiliary aids/services to participate in the meeting should notify the SCORTPO Regional Transportation Planner at (580) 920-1388 at least 48 hours in advance of the scheduled meeting to make necessary accommodations. Southern Oklahoma Regional Transportation Planning Organization (SCORTPO) may waive the 48-hour rule if interpreters for the deaf (signing) or translation services for LEP individual are not a necessary accommodation.”

Monitoring and Updating the LEP Plan

SCORTPO will monitor changing population 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, SCORTPO 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 SCORTPO fulfilled the goals of the LEP Plan.

Complaint Processing

Any LEP person has the right to file a complaint against SCORTPO 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 complaint forms are available on SCORTPO's website (www.soda-ok.org/scortpo), Appendix D of this document or by contacting SCORTPO at (580)920-1388.

Chapter 2 - LEP Four Factor Analysis

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

Based on data collected from the 2016-2020 American Community Survey the primary language spoken for the population 5 years and older is English. Table 1 identifies counties English speaking population age 5 years and over and population that Spanish speaking population that speak English less than very well. Counties with the greatest percentage of Spanish Speaking English less than very well include Marshall (15%), Murray (10%), and Atoka (8%). SCORTPO's LEP Plan will focus on this population in the counties listed above. It should be noted that the region includes a substantial Native American population, but English is not a second language for that ethnic group.

Table 1: SCORTPO Limited English Speaking Population 5 Years and Older by County

County	Total Population	Percent English Primary Language Spoken at Home	Percent Hispanic or Latino	Language Other Than English Spoken at Home (5 years +)	Speak English less than "very well"; Spanish	Percent speak English less than "very well"; Estimate Spanish
Atoka	14,324	96.2%	3.6%	3.8%	557	8%
Bryan	47,105	94.2%	6.3%	5.8%	777	4%
Carter	48,291	93.0%	7.7%	7.0%	1,603	3%
Coal	5,276	95.8%	4.4%	4.2%	18	1%
Garvin	25,804	93.5%	9.5%	6.5%	1,146	4%
Johnston	10,301	96.6%	5.7%	3.4%	569	2%
Love	10,216	86.0%	16.2%	14.0%	29	4%
Marshall	15,594	83.4%	18.2%	16.6%	131	15%
Murray	13,718	94.9%	7.0%	5.1%	1,419	10%
Pontotoc	38,163	95.5%	5.5%	4.5%	88	4%

Source: ACS 2016-2020 5-year Estimates

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

SCORTPO 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 SCORTPO, 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 SCORTPO to the LEP population.

SCORTPO'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. SCORTPO 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).

SCORTPO through the LEP Plan recognize that interpretation and translation services should be an on-going part of meeting plans, plan development and meeting preparation.

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

SCORTPO operates with one fulltime 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. SCORTPO recognizes the importance of providing opportunities that allow LEP persons to participate in the transportation planning programs. Due to SCORTPO'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.

When staff prepares a document or report for public distribution and when meetings are scheduled for which target audience is expected to include LEP individuals, then marketing materials, flyers, web site notifications, agendas, etc. should be translated into the language known by the LEP population.

SCORTPO 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, illustrations.

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

Commented [KH1]: Need local Translator info.

Table 2: SCORTPO Translation Service List

Name	Address	Phone	Translation Services
Esteban Bravo	2704 North 1 st Ave, Durant, OK 74701	580-920-1388 EXT 103	Spanish
Wilnet Matinez	2704 North 1 st Ave Durant, OK 74701	580-920-1388 Ext. 110	Spanish
Oklahoma Department of Rehabilitation Services	2401 NW 23 rd ST, Suite 51 Oklahoma City, OK 73107	405-522-7930	Hearing Impaired

Source: SCORTPO

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 a guide for greater certainty of compliance in accordance with the four-factor analysis.

Table 3: Evidence of compliance with SCORTPO’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 <i>and</i> more than 50 in number	Translated vital documents
More than 5% of the eligible population or beneficiaries <i>and</i> 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: USDOT

- (a) SCORTPO 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 of 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

LEP	Limited English Proficiency
LRTP	Long Range Transportation Plan
PPP	Public Participation Plan
PWP	Planning Work Program
SCORTPO	South Central Oklahoma Regional Transportation Planning Organization
SODA	Southern Oklahoma Development Authority

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 come into contact with 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 South Oklahoma Regional Transportation Planning Organization (SCORTPO) 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.

Public Participation Plan (PPP) - a planning document that provides guidelines and standards when soliciting general 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 these 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 assistance (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 that 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 persons.

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-specific guidance shall detail how the general standards established in the LEP Guidance will be applied to the agency's recipients. The agency-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 is 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 at SCORTPO:

Service(s) provided: Interpreter Translator

Service(s) conducted by:

SCORTPO employee Committee Member Fee Service

Name: Name: Name:

Vendor

Name:

If other, please explain:

Language: **Length of time to provide service:**

Please return complaint forms to the SCORTPO 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 SCORTPO 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 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. SCORTPO 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 SCORTPO 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 to 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 SCORTPO 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 SCORTPO 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 SCORTPO may file a written complaint with the SCORTPO 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:

**SCORTPO
2704 N 1st Ave.
Durant, OK 74701**

2. **Referral to Review Officer:** Upon receipt of the complaint, the SCORTPO 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 SCORTPO Director of Transportation shall appoint one or more staff review officers, as appropriate, to evaluate the complaint in consultation with the SODA 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 SCORTPO received the complaint. If the review is expected to extend over 45 days after the receipt of the complaint, the SCORTPO 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 SCORTPO'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 SCORTPO Transportation Policy Board for concurrence. The SCORTPO Director of Transportation will provide written response within 5 business days of SCORTPO Policy Board's Decision.

3. Request for Reconsideration: If the complainant disagrees with SCORTPO's response, he or she may request reconsideration by submitting the request in writing to the SCORTPO Director of Transportation within 10 calendar days after receipt of the SCORTPO's response. The request for reconsideration shall be sufficiently detailed to contain any items the complainant feels were not fully understood by SCORTPO. The SCORTPO 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 SCORTPO 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 SCORTPO'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 SCORTPO. 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 SCORTPO 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 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. SCORTPO 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 SCORTPO 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 to 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 SCORTPO Regional Transportation Planner 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 SCORTPO Regional Transportation Planner. 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, department, and/or position of person(s):	
Address:	
Phone Number(s):	
Email:	

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

- | | |
|--|--|
| <input type="checkbox"/> Race/Color | <input type="checkbox"/> Disability |
| <input type="checkbox"/> Sex | <input type="checkbox"/> Age |
| <input type="checkbox"/> National Origin | <input type="checkbox"/> Religion |
| <input type="checkbox"/> Income Status | <input type="checkbox"/> Familial Status |

Date(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 persons 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: