

LANCASTER PUBLIC TRANSIT SYSTEM



LIMITED ENGLISH PROFICIENCY PLAN

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Limited English Proficiency (LEP) Four-Factor Analysis 2012

FACTOR 1: The number and Proportion of LEP Persons Served or Encountered in the Eligible Service Population.

1. Geographical Boundaries of the LPTS Service Area. LPTS services Fairfield County, Ohio
2. Analysis of U.S. Census Data. Data from the U.S. Census Bureau's 2010 Decennial Census (<http://quickfacts.census.gov/qfd/states/39/39045.html> and <http://factfinder2.census.gov/faces/tableservices/jsf/pages/productview.xhtml?src=bkmk>) was analyzed as part of the process to determine the number or proportions of population groups eligible to be served. According to the US Census Bureau, in 2010, the population in Fairfield County was 146,156 persons. Of the persons five-years old and older (134,499), 129,291 of them (96%) speak English only. The next categories that show significant language usage other than English are the populations of Spanish speaking persons (2,053 – 1.5%) and Other Indo-European language speakers (1,816 – 1.4%). Less than 1/3 (602) of those identified as Spanish speaking individuals indicated they speak English less than very well, and this total represents .4% of the population studied. As for the Other Indo-European language speakers, the number indicating they speak English less than very well is 633 persons, 0.4% of the overall population. Persons who speak other languages are identified as Asian and "All other languages" comprise 1,339 persons out of the population study, 10% of the total of which only 536 speak English less than very well..
3. Concentrations of LEP Persons within the LPTS Service Area. The total percentage of "Linguistically Isolated Households" in Lancaster is 2.6% of the county population. The determination is that this is a "small LEP population".

FACTOR 2: The Frequency with Which LEP Individuals Come into Contact with LPTS Services.

1. LPTS Prior experiences with LEP Individuals. From 2008 to 2012, there has been only one reported individual that sought to use LPTS services that did not speak English. This individual was deaf and used ASL. The individual was able to communicate through an interpreting service to make trip reservations and by gestures with the driver.

FACTOR 3: The Importance of LPTS Services to LEP Persons.

1. Accessing Services. LPTS provides demand-responsive public transportation to the service area already mentioned in Factor 1. Other than LPTS, there is no other option for public transportation throughout all of Fairfield County. Persons accessing public transportation through LPTS utilize the services for employment, medical, educational, and social purposes. Many riders do not have any other means of transportation, and are truly transit dependent. As there have been so few encounters with LEP persons to date, it is only assumed that those individuals that are identified as LEP persons would most likely have similar reasons for using public transit.

FACTOR 4: The Resources Available to the Recipient and Costs.

1. Accessing Available Resources. Currently, the manner in which encounters with LEP persons have been managed is by using other family members who can help communicate with LEP individuals or the LEP person has utilized written messages to accomplish the use of LPTS services.
2. Additional Services needed to Provide Meaningful Access. Although it is not likely that there will be very many more encounters with LEP persons in the foreseeable future, it is desirable to make every effort to remove any barriers that are presented to LEP persons to keep them from accessing LPTS services. LPTS is located in Lancaster, OH where there is a local branch of Ohio University which provides ASL interpreters that we may contact if necessary. In addition, we offer our service brochure online which an individual may choose to translate via internet translation, and we offer an audio format in order to accommodate LEP persons who are either limited by other language barriers, or by those who have the inability to read. In addition, our staff each carries a one-page interpretation request for any individual with limited English to point to the proper language in which they would require an interpreter.
3. Accessing Budgetary Adjustments. LPTS will continue look for ways to improve the accessibility of our services through internet and printed material. Limited copies will be printed, however, as the need is present but very minor in the population of individuals served.