

APPENDIX H - LIMITED ENGLISH PROFICIENCY (LEP) / LANGUAGE ASSISTANCE PLAN

The City will take reasonable steps to provide meaningful access to covered programs and activities for persons with Limited English Proficiency. Language assistance will be based on documented need and will not be determined by staff assumptions.

Four-Factor Analysis

- Number or proportion of LEP persons eligible to be served or likely to be encountered, using Census/ACS and project-area information.
- Frequency of contact, documented through a Language Assistance Contact Log and anticipated project/public-engagement activity.
- Nature and importance of the program, including legal rights, safety, property interests, deadlines, essential services and significant financial consequences.
- Resources and costs, using qualified telephone interpretation, translated vital documents, TxDOT/FHWA resources and project-specific services as warranted; cost will not be the sole basis to deny meaningful access.

Language Assistance Procedure

- Ask the individual what language they prefer; do not infer language from appearance, surname, accent, or perceived national origin.
- Use an 'I Speak' resource or qualified interpreter when needed to identify the preferred language.
- Use qualified interpreters for important communications; do not rely on minor children as interpreters.
- Document the language requested, service provided, provider, date, program/activity and follow-up.
- Review demographic data, language-contact records and upcoming projects at least annually and project-by-project.