



## Language Access Policy and Implementation Plan (LAPIP)

### Language Access Policy and Implementation Plan

**Department:** Department of Transportation

**Language Access Coordinator:** Robert Johnson

**Date:** December 17, 2018

#### Services provided to the LEP community

- Documents translated
  - Describe the process through which the department chooses **which documents to translate**, and **which languages to translate** those documents into.

CDOT's translation services are guided by the department's efforts to comply with the relevant provisions of Title IV of the Civil Rights Act of 1964 and the City's Municipal Code. In addition, the department works closely with local elected officials and community groups to ensure community-appropriate translation services are provided at public outreach events.

- Refer to last year's LAPIP and list all the **previously translated documents** *that are still up-to-date*. (e.g. permit applications, informational brochures or flyers) .

Document Title	Language(s) Translated	Number distributed or accessed in the last year
Title VI Notice to the Public	Spanish, Polish, Mandarin	n/a
Title VI Complaint Form	Spanish, Polish, Mandarin	n/a
FOIA Request Form	Spanish, Polish, Mandarin	n/a
Presentation – Little Village Paseo Feasibility Study	Spanish	1
Agenda – Little Village Paseo Feasibility Study	Spanish	1
Public Meeting Comment Form – Little Village Paseo Feasibility Study	Spanish	1
Flyer – Little Village Paseo Feasibility Study	Spanish	1

- List all **newly translated documents** since last year's LAPIP.

Document Title	Language(s) Translated	Number distributed or accessed in the last year
Informational Brochures – Milwaukee Avenue, Logan Square to Belmont Project	Spanish	n/a
Meeting notification - Milwaukee Avenue, Logan Square to Belmont Project	Spanish	n/a



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PowerPoint presentations - Milwaukee Avenue, Logan Square to Belmont Project	Spanish	n/a
Project Materials – North Lake Shore Drive Phase I Study	Spanish	n/a
Project Materials – North Lake Shore Drive Phase I (Northern Terminus Traffic Study)	Spanish, Mandarin	n/a

- Provide the number of times translated documents were received in person or accessed online. (*Departments can request this data from DOIT*)

- Describe how LEP persons can access your department’s **online** resources. (e.g. translated web pages).

CDOT’s webpage provides a translation tab option for Spanish, Mandarin, Polish, and Arabic.

- Describe any **signage** that directs LEP persons when they visit the department.

No such signage is currently posted around the 9<sup>th</sup> Floor permitting offices, however there are multiple client facing administrative assistants available upon entry to the 9<sup>th</sup> Floor.

- Describe any **public awareness/outreach/marketing efforts** that are aimed at LEP persons (e.g. advertising in public spaces, emailed newsletters).

n/a

- Provide the estimated **number of LEP persons reached** by any public awareness/outreach/ marketing efforts.

n/a

- Describe any instances where a LEP person needed and/or requested a document translated but the department was **unable to respond** to the need/request.

None reported.

- Interpretation provided

- List all **multilingual client-facing staff members** of your department. If a list does not exist, please share why not.

Position	Languages Spoken
Administrative Assistant III	Spanish



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- Describe **how multilingual staff are connected to LEP persons** in need of interpretation

Upon request and/or recognizing the need for translation services, the permitting desk works together between CDOT, Department of Buildings, and Zoning to connect LEP persons with the appropriate staff member.

- Provide the **number of LEP clients** that were served by multilingual staff. If a precise number is not known, provide a monthly estimate broken down by language.

The exact number is not known, however the permitting desk of the Department estimates approximately 30-40 LEP clients total each month out of the 100s of daily permit desk clients.

- List all **community events or workshops** that were either conducted in a non-English language or were served by an interpreter.

Name of Event	Language(s) Interpreted	Number of LEP Attendees
Milwaukee Avenue Reconstruction Update – Logan Square to Belmont	Spanish	n/a
Public Meeting on Lake Shore Drive Phase I Study	Spanish	n/a

- Report how the department uses **LanguageLine**, including:

- A description **of how LEP persons are connected** to LanguageLine services.

n/a

- All **usage reports** provided by LanguageLine (please attach)
  - Whether LanguageLine service meet the needs of the department (For internal evaluation purposes only).

n/a

- Other services

- Describe any **other ways** in which your department serves LEP individuals and communities.

The Department of Transportation has very limited client facing functions, public community presentations and in-person visits to the City Hall Permit Center make up the overwhelming majority of direct interaction with LEP communities.

- Share any **other statistics** that your department uses to track language accessibility.

n/a



## Language Access Policy and Implementation Plan (LAPIP)

### Training and Growth

- Do **new hires receive training** related to serving LEP persons? If so, describe the training, including:

- The name and content of a training session
- Which positions participate in that training
- The frequency with which the training is offered
- The number of participants in the training.

n/a

- Do all employees receive ongoing training related to serving LEP persons? If so, describe the training, including:

- The name and content of a training session
- Which positions participate in the training
- Whether the training is mandatory and the frequency with which an individual is expected to participate in the training
- The number of participants in the training.

n/a

- Describe how the department **internally evaluates** its language accessibility.

The primary evaluation tools for language accessibility in the Department is via ensuring that all projects subject to Title VI guidelines continue to remain compliant and through internal evaluation of community feedback from CDOT public presentations.

- Describe how the department **researches best practices** related to language access.

n/a

- Share whether the department **plans to expand language access** in the upcoming year. If so please describe the plan as specifically as possible.

While there is not specific plan to expand language access within the Department of Transportation, we continue to work with community representatives, elected officials, and the Office of New Americans to provide access to LEP persons. The recent push for increased equity and input for LEP persons by community groups in the Logan Square community area is an example of an area where CDOT envisions increased language access in the upcoming year.

**Note: As requested above, please attach all LanguageLine usage reports when submitting this document.**