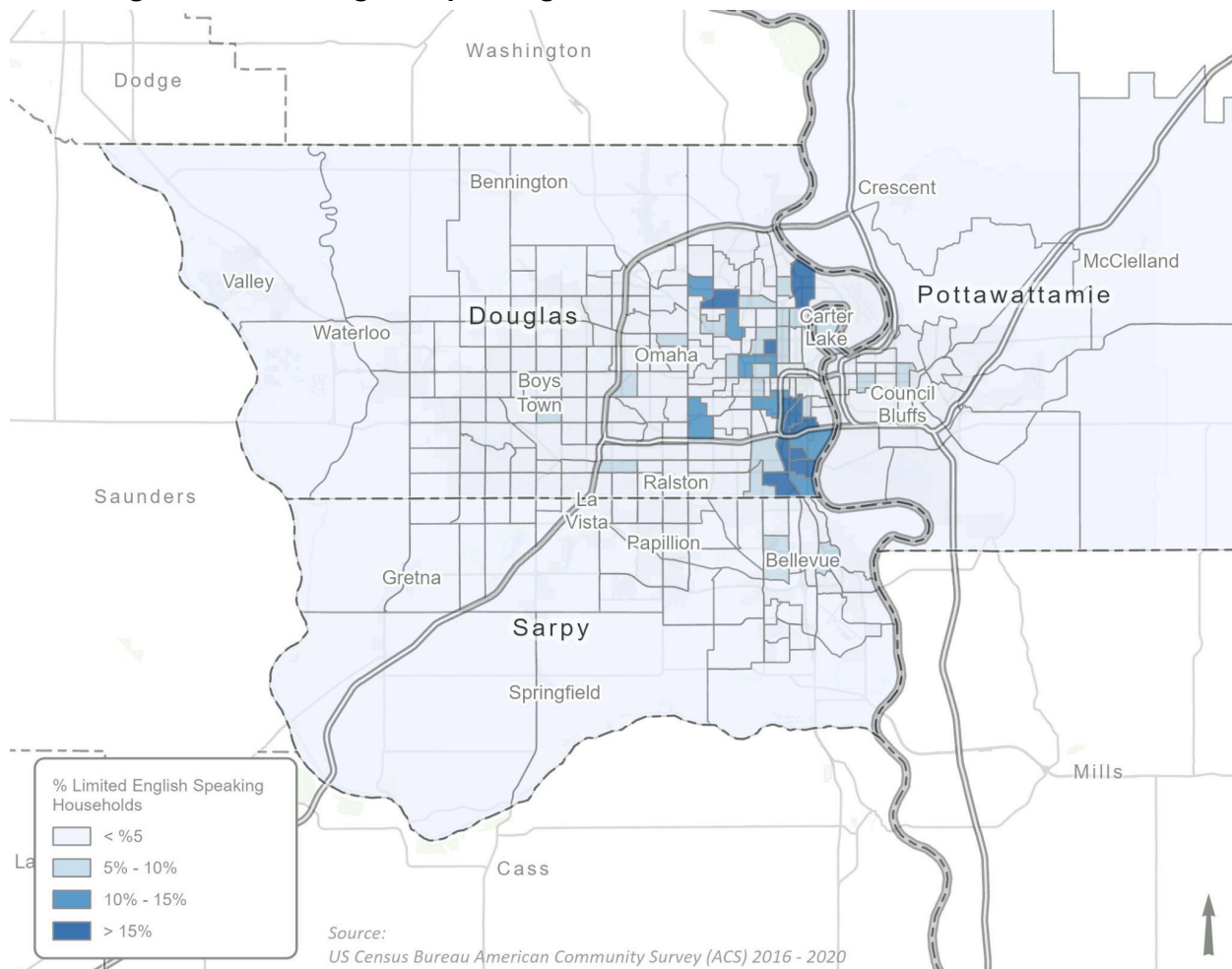


APPENDIX I: LIMITED ENGLISH PROFICIENCY

While most individuals in the United States read, write, speak and understand English, there are many individuals whose primary language is not English. Individuals who do not speak English as their primary language and who have a limited ability to read, write, speak or understand English are considered by federal law to be Limited English Proficient, or “LEP.” This language barrier may prevent individuals from accessing services and benefits and may be entitled to language assistance with respect to a particular type or service, benefit, or encounter.

Percentage of Limited English Speaking Households in the TMA



2016-20 US Census Bureau ACS Five-Year Estimates

	Douglas	Sarpy	Pottawattamie	TOTAL
Speak Only English	443,062	155,668	73,630	672,360
Speak another language, but speak English “very well”	43,861	9,595	2,979	56,535
Speak another language, and speak English “well”	18,332	3,389	1,195	22,916
Speak another language, and speak English “not well”	13,730	1,699	519	15,948
Speak another language, and speak English “not at all”	4,580	256	367	5,203
Percentage that speak another language and speak English less than “very well”	7.00%	3.13%	2.64%	5.70%

Within the MAPA region, much of the LEP population is concentrated in low-income and high-minority areas of the region. The map above illustrates areas in which a disproportionately high number of LEP speakers are concentrated in a particular census tract. These population centers are concentrated largely in the core of the region, with areas in Douglas, Sarpy and urbanized area of Pottawattamie Counties.

Resources for Persons with Limited English Proficiency

Transit agencies and 5310 specialized service providers utilize resources including Google Translate on their websites, and also have applications and forms available in the Spanish language.

Refugee settlement programs provide resources for persons newly transitioning into life in the Omaha - Council Bluffs area, which includes employment resources and resources to aid in learning transit and other mobility options. Most services and resources available are in the Spanish language, however many refugee settlement and empowerment programs exist in numerous other languages.

- Refugee Empowerment Network: <http://refugeeempowerment.org/>
- Lutheran Family Services: (part of the Immigration Action Network) <https://www.onelfs.org/new-americans/refugee-reception-and-placement/>
- Nebraska Department of Health and Human Services (DHHS): <https://dhhs.ne.gov/Pages/Refugee-Resettlement.aspx>

Title VI Compliance

Municipalities which provide transportation services through the 5310 Program are required to comply with Title VI of the Civil Rights Act of 1964. These plans provide information on the municipality's compliance policies and complaint procedures. These municipalities have a form available for the public to initiate the complaint process. Some municipalities within the region have Title VI Complaint Forms available in Spanish.

Agency	LEP Resource	Title VI	Title VI Resources
Metro	Website translated in multiple languages and information provided in Spanish	Available on Website	https://www.ometro.com/title-vi/
SWITA	Select documents translated to Spanish, and google translate utilized on website	Available on website	https://www.swipco.org/publications/title-vi-compliance-policy-statement/
City of Bellevue	No Spanish speaking materials		
City of Council Bluffs	No Spanish speaking materials	Available on Website	https://www.councilbluffs-ia.gov/860/Title-VI
City of La Vista/Ralston	Signs on buses have some spanish language	Title VI notice is in English and Spanish	https://www.cityoflavista.org/DocumentCenter/View/14123/ADA-Policies?bidId=
City of Papillion	No Spanish speaking materials	Title VI notice on website	https://www.papillion.org/DocumentCenter/View/11960