

**CITY OF GATLINBURG
LANGUAGE ASSISTANCE PLAN for
LIMITED ENGLISH PROFICIENCY (LEP) PERSONS**

Goal of the City of Gatlinburg's Language Assistance Plan

It is the goal of the City of Gatlinburg's Mass Transit Department to reduce the language barriers for LEP individuals seeking to utilize the trolley services, to ensure that they are accessible to these persons. To achieve this goal, the Mass Transit Department will take ongoing, reasonable steps consistent with the fundamental mission of the City, to ensure meaningful access by LEP persons to the public transportation services provided by the City of Gatlinburg.

Language Assistance Measures

The City's Four Factor Analysis (Appendix A) results indicate that there is a need for language assistance measures related to Spanish speaking individuals. The Four Factor Analysis reflected a 15% Hispanic or Latino population. The Mass Transit Department has made available telephonic language assistance, in order to ensure any language barriers by individuals using trolley services are substantially reduced. The language assistance measures the City and department have taken will be ongoing and updated as applicable.

The City of Gatlinburg's Mass Transit Department provides the following services to area LEP individuals, free of charge:

- Telephonic conferencing interpretation services available at the Mass Transit office. AVAZA Language Service Corporation has secured the Tennessee State Government contract for providing over the phone interpreting, face-to-face interpreting, document translation and training, therefore assisting in providing over meaningful language assistance to the LEP population. (615)-534-3400 or 800-482-8292.
- **'I Speak Card'** -Language identification card allows the LEP person to communicate his or her language visually. See AVAZA's 'I Speak' card (Appendix B). "I Speak" cards are located the Mass Transit office.
- Translation of vital documents (including Title VI complaint documents and Gatlinburg Trolley Routes Map) into Spanish per Safe Harbor Provision. (Appendix C);

Training Staff

City of Gatlinburg's Mass Transit employees, including management staff, will be provided access to the *City of Gatlinburg's Language Assistance Plan for Limited English Proficiency Persons*, and will be educated on procedures and services available and the importance of the plan. This information will also become part of the Mass Transit Department's training/orientation for new employees. Training topics provided to all of the noted Mass Transit employees will include:

- Understanding the City of Gatlinburg's Title VI and LEP policies and procedures;
- How to access a staff member to utilize **Avaza** Language Services Corp., telephone interpreters;
- How to access documents which have been translated into Spanish;
- Documentation of language assistance requests.

Additional training will be provided to Mass Transit employees who will be assisting LEP individuals to utilize the telephonic interpretation system.

Providing Notice to LEP Persons

City of Gatlinburg's Mass Transit Department will initiate or continue to carry-out the below listed measures to notify LEP persons of language assistance services available to them free of charge:

- Posted notices in the Mass Transit Department informing LEP individuals of City provided language assistance available which is available to them (Appendix D) at no cost;
- Provide Spanish translation copies of the Gatlinburg Trolley Routes Map to LEP persons who request it;
- Post translated vital documents on the City of Gatlinburg's Mass Transit website at <http://gatlinburgtn.gov/transit/trolley.htm>.

Monitoring and Updating the LEP Plan

This plan will be reviewed, with a reevaluation with the publication of each US Census.

During the plan review, the following will be assessed:

- Current LEP populations in the City of Gatlinburg service area;
- Frequency of encounters with LEP persons;
- Nature and importance of services to LEP persons;
- Whether sources identified in this plan for language assistance are still available and viable;
- Whether additional language assistance measures are needed;
- Availability of resources (including technological advances and/or other new resources) and the costs entailed;
- Whether existing language assistance measures are meeting the needs of LEP persons in the service area, including input from applicable community agencies/groups; and
- Whether employees continue to understand LEP plan and their part(s) in implementing it.

Dissemination of the LEP Plan

- The *City of Gatlinburg Language Assistance Plan for Limited English Proficiency Persons* will be posted on the City of Gatlinburg's Mass Transit website at <http://gatlinburgtn.gov/transit/trolley.htm>
- The City of Gatlinburg Language Assistance Plan is available upon request in hard copy at City Hall.