

Limited English Proficiency Plan

Laredo Metropolitan Planning Organization

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Laredo Metropolitan Planning Organization
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Limited English Proficiency Plan

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INTRODUCTION

The purpose of the Limited English Proficiency Plan is to address the responsibilities of the Laredo Metropolitan Planning Organization as a recipient of federal financial assistance as they relate to the needs of individuals with limited English proficiency skills. The plan was prepared in accordance to Title VI of the Civil Rights Act of 1964 which states:

“No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity that receives Federal financial assistance.”

Executive Order 13166

On August 11, 2000, President William J. Clinton signed an executive order, Executive Order 13166: Improving Access to Service for Persons with Limited English Proficiency, to clarify Title VI of the Civil Rights Act of 1964. The executive order identifies differential treatment towards those with the inability to speak, read, write, or understand English as a type of national origin discrimination. These individuals have been defined by Executive Order 13166 as persons with Limited English Proficiency (LEP), therefore are entitled to language assistance under Title VI of the Civil Rights Act of 1964 with respect to a particular type of service, benefit, or encounter.

Executive Order 13166 applies to all federal agencies and all programs and operations of entities that receive funding from the federal government, including state departments of transportation, metropolitan planning organizations (MPOs) including the Laredo Metropolitan Planning Organization, regional transportation agencies, regional, state, and local transit operators. Federal financial assistance includes grants, cooperative agreements, training, use of equipment, donations of surplus property, and other assistance.

Plan Summary

The Laredo Metropolitan Planning Organization has developed this Limited English Proficiency Plan to help identify reasonable steps for providing language assistance to persons with limited English proficiency (LEP) who wish to access services provided. As defined by Executive Order 13166, LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write or understand English. This plan outlines how to identify a person who may need language assistance, the ways in which assistance may be provided, staff training that may be required, and how to notify LEP persons that assistance is available.

In order to prepare this plan, the Laredo Metropolitan Planning Organization used the four-factor LEP analysis which considers the following factors:

1. The number or proportion of LEP persons in the LAREDO MPO study area.
2. The frequency with which LEP persons come in contact with the Laredo MPO staff.
3. The nature and importance of services provided by the Laredo MPO to the LEP population.
4. The interpretation services available to the Laredo MPO and overall cost to provide LEP assistance. A summary of the results of the four-factor analysis is in the following section.

FOUR-FACTOR ANALYSIS

This plan uses the recommended four-factor analysis of an individual assessment considering the four factors outlined above. The Laredo Metropolitan Planning Organization (LAREDO MPO) has examined each of the following factors to determine the level and extent of language assistance measures required to sufficiently ensure meaningful access to the LAREDO MPO's resources. The LAREDO MPO based the recommendations on the results of the analysis.

Factor 1: The number or proportion of LEP persons in the study area who may be served by the Laredo MPO.

U.S. Census Bureau, American Community Survey 5 Year Estimates 2010-2014 (Appendix A) categorizes speakers as those who speak English "very well" or "less than very well." For our planning purposes, we are considering people who speak English "less than very well" as Limited English Proficient persons. Furthermore, the data is a reflection of the approximate LEP population within Laredo, which covers the LAREDO MPO study area and the surrounding rural areas within the county.

The LAREDO MPO staff reviewed the 2010-2014 American Community Survey 5-Year Estimates and determined that 213,214 persons in Laredo Metro Area (91.2% of the population) speak a language other than English. Of those 213,214 persons, 44.2% have limited English proficiency; that is, they speak English "less than very well" **See Appendix A.**

As seen in **Table 1**, of those persons with limited English proficiency within the LAREDO MPO study area, 90.6% speak Spanish, 0.2% speak Indo-European (such as French, German, and Slavic), and 0.4% speaks Asian or other Pacific Islander Languages (including Korean, Chinese, Vietnamese, and Tagalog). **See Appendix B.**

Table 1 Language Spoken at home by LEP in Laredo

	Spanish Language Spoken at Home	Indo-European Language Spoken at Home	Asian and Pacific Islander Language Spoken at Home	Other Language Spoken at Home
5-17 years old	55,427	19	140	16
18-64 years old	136,961	460	688	16
65 and older	19,387	88	12	0
Total	211,775	567	840	32
Percent of Language Group that speak English “very well”	51.4%	75.3%	69.2%	100%
Percent of Language Group that speak English less than “very well”	48.6%	24.7%	30.8%	0%

Source: U.S. Census Bureau, 2010-2014 American Community Survey, Language Spoken at Home

Factor 2: The frequency with which LEP persons come in contact with the Laredo MPO .

The LAREDO MPO has served as the Metropolitan Planning Organization for the transportation needs of the Laredo Metropolitan Planning Area since 1979. Public meetings and workshops are held at the LAREDO MPO’s office or in locations accessible by transit or bike routes.

LAREDO MPO staff has contact with LEP persons at public meetings, community outreach events, and in day to day activities. Additionally, there are many LEP persons who come into contact with LAREDO MPO partners, such as the Laredo El Metro.

Factor 3: The nature and importance of services provided by the Laredo MPO to the LEP population.

The LAREDO MPO is responsible for the regional planning process for all modes of transportation, and provides technical assistance to the local governments of Laredo in planning, coordinating, and implementing transportation decisions for the area. However, the LAREDO MPO does not include any direct service or program that requires vital, immediate or emergency assistance, such as medical

treatment or services for basic needs (like food or shelter).

As the agency responsible for administering all federal funds for urban transportation improvements within the urbanized area of Laredo, the LAREDO MPO must make sure that all segments of the population, including LEP persons, have been involved or have had the opportunity to be involved with the planning process. The impact of proposed transportation investments on underserved and underrepresented population groups is part of the evaluation process for the use of federal funds in three major areas for the LAREDO MPO:

- Metropolitan Transportation Plan (MTP)
- Transportation Improvement Program (TIP)
- Unified Planning Work Program (UPWP)

Inclusive public participation is a priority in other LAREDO MPO plans, studies and programs as well. Transportation improvements resulting from these planning activities have an impact on all residents in the region. Understanding and continued involvement are highly encouraged throughout the process. The LAREDO MPO encourages input from all stakeholders, and every effort is made to insure the planning process is as inclusive as possible.

As a result of the long-range transportation planning process, selected projects receive approval for federal funding and progress towards project planning and construction under the responsibility of local jurisdictions or state transportation agencies. These state and local organizations have additional policies to ensure LEP individuals can participate in the process that shapes where, how and when a specific transportation project is implemented.

Factor 4: The resources available to the Laredo MPO, and overall cost to provide LEP assistance.

The LAREDO MPO currently uses capable and competent bilingual staff members for in-house translation of documents for Spanish-speaking LEP persons. Additionally, bilingual staff has been utilized for Spanish interpretation at public meetings and community outreach events. The use of in-house translation and interpretation services functions as a cost-effective approach to accommodate the Spanish LEP language group. Although cost-effective, the use of translation services outside the MPO are used when in-house translations are constrained by limited staff time.

The use of translation/interpretation services for LEP groups other than Spanish has yet to become necessary. However, shall the need arise for these services the LAREDO MPO will assess the costs to provide these services on an “as-needed” basis.

SAFE HARBOR STIPULATION

Federal law provides a “Safe Harbor” stipulation so that recipients can ensure with greater certainty that they comply with their obligations to provide written translations in languages other than English. A “safe harbor” means that if a recipient provides written translations in certain circumstances, such action will be considered strong evidence of compliance with the recipient’s written-translation obligations under Title VI.

The failure to provide written translations under the circumstances does not mean there is noncompliance, but rather provides a guide for recipients that would like greater certainty of compliance than can be provided by a fact-intensive, four-factor analysis. For example, even if a safe harbor is not used, if written translation of a certain document(s) would be so burdensome as to defeat the legitimate objectives of its program, it is not necessary. Other ways of providing meaningful access, such as effective oral interpretation of certain vital documents, might be acceptable under such circumstances.

Strong evidence of compliance with the recipient’s written-obligations under “safe harbor” includes providing written translations of vital documents for each eligible LEP language group that constitutes 5% or 1,000, whichever is less, of the population of persons eligible to be served or likely to be affected or encountered. Translation of other documents, if needed, can be provided orally.

This safe harbor provision applies to the translation of written documents only. It does not affect the requirement to provide meaningful access to LEP individuals through competent oral interpreters where oral language services are needed and are reasonable.

Within the LAREDO MPO study area, approximately 48.6 percent of the total population is considered LEP. **See Table 1.** Of the total LEP population, only one LEP language group, Spanish-speaking individuals, meets the population threshold for which written translations of vital documents can be provided to meet the safe harbor standard.

The remaining three LEP language groups located within the LAREDO MPO study area, however, do not constitute the 5% or 1,000 persons of population threshold for which written translations of vital documents can be provided meet the safe harbor standard. Based on the LAREDO MPO budget and the number of staff, it is deemed that written translations of core documents would be so burdensome as to defeat the legitimate objectives of our programs. It is more appropriate for the LAREDO MPO to proceed with oral interpretation options for compliance with LEP regulations for the remaining LEP language groups. **See Appendix.**

LIMITED ENGLISH PROFICIENCY (LEP) IMPLEMENTATION PLAN

Based on the four-factor analysis above, the Laredo Metropolitan Planning Organization has decided to implement a plan to meet requirements under Title VI of the Civil rights Act of 1964, which seeks to improve access to services for persons with Limited English Proficiency (LEP).

Identifying LEP Individuals

The four-factor analysis above indicates that a large proportion of LEP persons are Spanish-speaking. In comparison, the remaining language groups combined equal approximately 1% of LEP persons within the LAREDO MPO study area. All language assistance services for LEP individuals will be focused towards the Spanish-speaking LEP language group, however the LAREDO MPO will continue to assess the need for language assistance to other LEP language groups by:

- Posting a notice of the LEP Plan and the availability of interpretation or translation services free of charge in languages LEP person would understand.
- All LAREDO MPO staff will be provided with “I Speak” cards to assist in identifying the language interpretation needed if the occasion arises.
- All LAREDO MPO staff will be informally surveyed periodically on their experience concerning any contacts with LEP persons during the previous year.
- When the LAREDO MPO sponsors an informational meeting or event, an advanced public notice of the event should be published including special needs related to offering a translator (LEP) or interpreter (sign language for hearing impaired individuals).

Language Assistance Measures

Language measures currently used and planned to be used by the LAREDO MPO to address the needs of LEP persons include the following:

- Translation of vital documents in Spanish;
 - Unified Planning Work Program (Summary)
 - Title VI Complaint Form
 - Public Participation Plan
 - Limited English Proficiency Plan
- Posting advertisements/public notices of public meetings in Spanish (includes posters, flyers, newspaper ads)

- Provide a Spanish version of all online surveys
- Posting public notices in Spanish in a local all Spanish language newspaper
- Providing Outreach literature in Spanish (includes brochures, pamphlets, handouts, etc)
- Translation of vital documents or other literature for other LEP language groups will be offered upon request at no cost
- Provide oral interpreter services at any meeting or public hearing, with advance notice of seven calendar days. Interpreter to include foreign language and the hearing impaired.
- Posting notices in appropriate languages informing LEP persons of available services on the LAREDO MPO website and other social media sites
- Prepare printed information on where to obtain language assistance to give or send to individuals, if necessary

Staff Training

In order to establish meaningful access to information and services for LEP individuals, staff that regularly interact with the public, and those who will serve as translators or interpreters, will be trained on the LAREDO MPO's LEP policies and procedures. Training will ensure that staff members are effectively able to work in person and/or by telephone with LEP individuals.

The following training will be provided to all staff:

- Information on the Title VI Policy and LEP responsibilities
- Description of language assistance services offered to the public.
- Use of the "I speak" cards
- Documentation of language assistance requests
- How to handle a potential Title VI/LEP complaint.

All contractors or subcontractors performing work for the LAREDO MPO will be required to follow the Title VI/LEP guidelines.

Providing Notice to LEP Persons

USDOT LEP guidance says:

"Once an agency has decided, based on the four factors, that it will provide language service, it is important that the recipient notify LEP persons of services available free of charge. Recipients should provide this notice in languages LEP persons would understand."

The guidance provides several examples of notification including:

1. Signage when free language assistance is available with advance notice.
2. Stating in outreach documents that language services are available from the agency.
3. Working with community-based organizations and other stakeholders to inform LEP individual of the recipient's services, including the availability of language assistance services.
4. Including notices in local newspapers in languages other than English.
5. Providing notices on non-English-language radio and television about the availability of language assistance services and how to get them.
6. Providing presentations and/or notices at schools and religious organizations upon request.

The LAREDO MPO will provide statements in public information and public notices, as outlined in our Public Participation Plan, that persons requiring language assistance or special accommodations will be provided, with reasonable advance notice to the MPO.

Monitoring and Updating the LEP Plan

The LAREDO MPO will update the LEP Plan as required. At a minimum, the plan will be reviewed and updated when new data from the U. S. Census becomes available, or when it is clear that higher concentrations of LEP individuals are present within the LAREDO MPO service area. Updates will include the following:

- How the needs of the LEP persons have been addressed.
- Determination of the current LEP population in the service area.
- Determination as to whether the need for translation services has changed.
- Determine whether the LAREDO MPO's financial resources are sufficient to fund language assistance resources needed.
- Determine whether complaints have been received concerning the agency's failure to meet the needs of LEP individuals.
- Maintain a Title VI complaint log, including LEP to determine issues and basis of complaints.

DISSEMINATION OF THE LAREDO MPO LEP PLAN

The LAREDO MPO will provide access to the LEP Plan on its website at LaredoMPO.org

Copies of the LEP Plan will be provided, on request, to any person(s) requesting the document via phone, in person, by mail or email. LEP persons may obtain copies/translations of the plan upon request. Any questions or comments regarding this plan should be directed to the Laredo Metropolitan Planning Organization.

Laredo Metropolitan Planning Organization
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Laredo, Texas 78040

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Appendix A – Language Spoken at Home

2010-2014 American Community Survey 5-Year Estimates

S1601

LANGUAGE SPOKEN AT HOME

2010-2014 American Community Survey 5-Year Estimates

Supporting documentation on code lists, subject definitions, data accuracy, and statistical testing can be found on the American Community Survey website in the Data and Documentation section.

Sample size and data quality measures (including coverage rates, allocation rates, and response rates) can be found on the American Community Survey website in the Methodology section.

Although the American Community Survey (ACS) produces population, demographic and housing unit estimates, it is the Census Bureau's Population Estimates Program that produces and disseminates the official estimates of the population for the nation, states, counties, cities and towns and estimates of housing units for states and counties.

Subject	Laredo, TX Metro Area				
	Total		Percent of specified language speakers		
			Speak English "very well"		Speak English less than "very well"
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate
Population 5 years and over	233,758	+/-87	55.8%	+/-1.1	44.2%
Speak only English	8.8%	+/-0.6	(X)	(X)	(X)
Speak a language other than English	91.2%	+/-0.6	51.5%	+/-1.1	48.5%
Spanish or Spanish Creole	90.6%	+/-0.6	51.4%	+/-1.1	48.6%
Other Indo-European languages	0.2%	+/-0.1	75.3%	+/-7.8	24.7%
Asian and Pacific Island languages	0.4%	+/-0.1	69.2%	+/-12.3	30.8%
Other languages	0.0%	+/-0.1	100.0%	+/-56.3	0.0%
SPEAK A LANGUAGE OTHER THAN ENGLISH					
Spanish or Spanish Creole	211,775	+/-1,320	51.4%	+/-1.1	48.6%
5-17 years	55,427	+/-825	63.2%	+/-2.0	36.8%
18-64 years	136,961	+/-764	50.0%	+/-1.4	50.0%
65 years and over	19,387	+/-205	27.8%	+/-2.1	72.2%
Other Indo-European languages	567	+/-165	75.3%	+/-7.8	24.7%
5-17 years	19	+/-27	100.0%	+/-73.1	0.0%
18-64 years	460	+/-143	77.2%	+/-7.2	22.8%
65 years and over	88	+/-75	60.2%	+/-37.5	39.8%
Asian and Pacific Island languages	840	+/-280	69.2%	+/-12.3	30.8%
5-17 years	140	+/-49	75.7%	+/-28.4	24.3%
18-64 years	688	+/-272	69.0%	+/-12.3	31.0%
65 years and over	12	+/-21	0.0%	+/-92.0	100.0%
Other languages	32	+/-32	100.0%	+/-56.3	0.0%
5-17 years	16	+/-24	100.0%	+/-79.6	0.0%
18-64 years	16	+/-19	100.0%	+/-79.6	0.0%
65 years and over	0	+/-30	-	**	-
CITIZENS 18 YEARS AND OVER					
All citizens 18 years and over	123,517	+/-1,567	64.8%	+/-1.3	35.2%
Speak only English	8.8%	+/-0.6	(X)	(X)	(X)
Speak a language other than English	91.2%	+/-0.6	61.4%	+/-1.5	38.6%
Spanish or Spanish Creole	90.7%	+/-0.6	61.2%	+/-1.4	38.8%
Other languages	0.5%	+/-0.2	88.1%	+/-9.8	11.9%

Subject	Laredo, TX Metro Area				
	Total		Percent of specified language speakers		
			Speak English "very well"		Speak English less than "very well"
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate
PERCENT IMPUTED					
Language status	2.8%	(X)	(X)	(X)	(X)
Language status (speak a language other than English)	2.6%	(X)	(X)	(X)	(X)
Ability to speak English	2.8%	(X)	(X)	(X)	(X)

Subject	Laredo, TX Metro Area
	Percent of specified language speakers
	Speak English less than "very well"
	Margin of Error
Population 5 years and over	+/-1.1
Speak only English	(X)
Speak a language other than English	+/-1.1
Spanish or Spanish Creole	+/-1.1
Other Indo-European languages	+/-7.8
Asian and Pacific Island languages	+/-12.3
Other languages	+/-56.3
SPEAK A LANGUAGE OTHER THAN ENGLISH	
Spanish or Spanish Creole	+/-1.1
5-17 years	+/-2.0
18-64 years	+/-1.4
65 years and over	+/-2.1
Other Indo-European languages	+/-7.8
5-17 years	+/-73.1
18-64 years	+/-7.2
65 years and over	+/-37.5
Asian and Pacific Island languages	+/-12.3
5-17 years	+/-28.4
18-64 years	+/-12.3
65 years and over	+/-92.0
Other languages	+/-56.3
5-17 years	+/-79.6
18-64 years	+/-79.6
65 years and over	**
CITIZENS 18 YEARS AND OVER	
All citizens 18 years and over	+/-1.3
Speak only English	(X)
Speak a language other than English	+/-1.5
Spanish or Spanish Creole	+/-1.4
Other languages	+/-9.8
PERCENT IMPUTED	
Language status	(X)
Language status (speak a language other than English)	(X)
Ability to speak English	(X)

Data are based on a sample and are subject to sampling variability. The degree of uncertainty for an estimate arising from sampling variability is represented through the use of a margin of error. The value shown here is the 90 percent margin of error. The margin of error can be interpreted roughly as providing a 90 percent probability that the interval defined by the estimate minus the margin of error and the estimate plus the margin of error (the lower and upper confidence bounds) contains the true value. In addition to sampling variability, the ACS estimates are subject to nonsampling error (for a discussion of nonsampling variability, see Accuracy of the Data). The effect of nonsampling error is not represented in these tables.

Methodological changes to data collection in 2013 may have affected language data for 2013. Users should be aware of these changes when using multi-year data containing data from 2013.

Methodological changes to data collection in 2013 may have affected language data for 2013. Users should be aware of these changes when using multi-year data containing data from 2013.

While the 2010-2014 American Community Survey (ACS) data generally reflect the February 2013 Office of Management and Budget (OMB) definitions of metropolitan and micropolitan statistical areas; in certain instances the names, codes, and boundaries of the principal cities shown in ACS tables may differ from the OMB definitions due to differences in the effective dates of the geographic

entities.

Estimates of urban and rural population, housing units, and characteristics reflect boundaries of urban areas defined based on Census 2010 data. As a result, data for urban and rural areas from the ACS do not necessarily reflect the results of ongoing urbanization.

Source: U.S. Census Bureau, 2010-2014 American Community Survey 5-Year Estimates

Explanation of Symbols:

1. An "" entry in the margin of error column indicates that either no sample observations or too few sample observations were available to compute a standard error and thus the margin of error. A statistical test is not appropriate.
2. An "L" entry in the estimate column indicates that either no sample observations or too few sample observations were available to compute an estimate, or a ratio of medians cannot be calculated because one or both of the median estimates falls in the lowest interval or upper interval of an open-ended distribution.
3. An "L" following a median estimate means the median falls in the lowest interval of an open-ended distribution.
4. An "U" following a median estimate means the median falls in the upper interval of an open-ended distribution.
5. An "" entry in the margin of error column indicates that the median falls in the lowest interval or upper interval of an open-ended distribution. A statistical test is not appropriate.
6. An "" entry in the margin of error column indicates that the estimate is controlled. A statistical test for sampling variability is not appropriate.
7. An "N" entry in the estimate and margin of error columns indicates that data for this geographic area cannot be displayed because the number of sample cases is too small.
8. An "(X)" means that the estimate is not applicable or not available.

Appendix B- Language Spoken at Home for the Population 5 Years and Over

U.S. Census Bureau

AMERICAN
FactFinder

B16001

LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER

Universe: Population 5 years and over

2010-2014 American Community Survey 5-Year Estimates

Supporting documentation on code lists, subject definitions, data accuracy, and statistical testing can be found on the American Community Survey website in the Data and Documentation section.

Sample size and data quality measures (including coverage rates, allocation rates, and response rates) can be found on the American Community Survey website in the Methodology section.

Although the American Community Survey (ACS) produces population, demographic and housing unit estimates, it is the Census Bureau's Population Estimates Program that produces and disseminates the official estimates of the population for the nation, states, counties, cities and towns and estimates of housing units for states and counties.

	Laredo city, Texas		Laredo, TX Metro Area	
	Estimate	Margin of Error	Estimate	Margin of Error
Total:	220,852	+/-267	233,758	+/-87
Speak only English	19,702	+/-1,354	20,544	+/-1,335
Spanish or Spanish Creole:	199,711	+/-1,372	211,775	+/-1,320
Speak English "very well"	103,966	+/-2,341	108,857	+/-2,397
Speak English less than "very well"	95,745	+/-2,385	102,918	+/-2,459
French (incl. Patois, Cajun):	13	+/-16	13	+/-16
Speak English "very well"	5	+/-9	5	+/-9
Speak English less than "very well"	8	+/-13	8	+/-13
French Creole:	0	+/-30	0	+/-30
Speak English "very well"	0	+/-30	0	+/-30
Speak English less than "very well"	0	+/-30	0	+/-30
Italian:	1	+/-4	1	+/-4
Speak English "very well"	1	+/-4	1	+/-4
Speak English less than "very well"	0	+/-30	0	+/-30
Portuguese or Portuguese Creole:	0	+/-30	0	+/-30
Speak English "very well"	0	+/-30	0	+/-30
Speak English less than "very well"	0	+/-30	0	+/-30
German:	70	+/-80	70	+/-80
Speak English "very well"	69	+/-80	69	+/-80
Speak English less than "very well"	1	+/-4	1	+/-4
Yiddish:	0	+/-30	0	+/-30
Speak English "very well"	0	+/-30	0	+/-30
Speak English less than "very well"	0	+/-30	0	+/-30
Other West Germanic languages:	35	+/-54	35	+/-54
Speak English "very well"	35	+/-54	35	+/-54
Speak English less than "very well"	0	+/-30	0	+/-30
Scandinavian languages:	0	+/-30	0	+/-30
Speak English "very well"	0	+/-30	0	+/-30
Speak English less than "very well"	0	+/-30	0	+/-30
Greek:	0	+/-30	0	+/-30
Speak English "very well"	0	+/-30	0	+/-30
Speak English less than "very well"	0	+/-30	0	+/-30
Russian:	34	+/-33	34	+/-33
Speak English "very well"	11	+/-16	11	+/-16
Speak English less than "very well"	23	+/-24	23	+/-24
Polish:	5	+/-8	5	+/-8

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01/08/2016

	Laredo city, Texas		Laredo, TX Metro Area	
	Estimate	Margin of Error	Estimate	Margin of Error
Speak English "very well"	4	+/-8	4	+/-8
Speak English less than "very well"	1	+/-3	1	+/-3
Serbo-Croatian:	0	+/-30	0	+/-30
Speak English "very well"	0	+/-30	0	+/-30
Speak English less than "very well"	0	+/-30	0	+/-30
Other Slavic languages:	0	+/-30	0	+/-30
Speak English "very well"	0	+/-30	0	+/-30
Speak English less than "very well"	0	+/-30	0	+/-30
Armenian:	0	+/-30	0	+/-30
Speak English "very well"	0	+/-30	0	+/-30
Speak English less than "very well"	0	+/-30	0	+/-30
Persian:	0	+/-30	0	+/-30
Speak English "very well"	0	+/-30	0	+/-30
Speak English less than "very well"	0	+/-30	0	+/-30
Gujarati:	0	+/-30	0	+/-30
Speak English "very well"	0	+/-30	0	+/-30
Speak English less than "very well"	0	+/-30	0	+/-30
Hindi:	161	+/-100	161	+/-100
Speak English "very well"	114	+/-77	114	+/-77
Speak English less than "very well"	47	+/-45	47	+/-45
Urdu:	0	+/-30	0	+/-30
Speak English "very well"	0	+/-30	0	+/-30
Speak English less than "very well"	0	+/-30	0	+/-30
Other Indic languages:	248	+/-172	248	+/-172
Speak English "very well"	188	+/-138	188	+/-138
Speak English less than "very well"	60	+/-37	60	+/-37
Other Indo-European languages:	0	+/-30	0	+/-30
Speak English "very well"	0	+/-30	0	+/-30
Speak English less than "very well"	0	+/-30	0	+/-30
Chinese:	26	+/-25	26	+/-25
Speak English "very well"	12	+/-16	12	+/-16
Speak English less than "very well"	14	+/-17	14	+/-17
Japanese:	243	+/-271	243	+/-271
Speak English "very well"	179	+/-223	179	+/-223
Speak English less than "very well"	64	+/-65	64	+/-65
Korean:	116	+/-100	116	+/-100
Speak English "very well"	75	+/-67	75	+/-67
Speak English less than "very well"	41	+/-39	41	+/-39
Mon-Khmer, Cambodian:	0	+/-30	0	+/-30
Speak English "very well"	0	+/-30	0	+/-30
Speak English less than "very well"	0	+/-30	0	+/-30
Hmong:	0	+/-30	0	+/-30
Speak English "very well"	0	+/-30	0	+/-30
Speak English less than "very well"	0	+/-30	0	+/-30
Thai:	0	+/-30	0	+/-30
Speak English "very well"	0	+/-30	0	+/-30
Speak English less than "very well"	0	+/-30	0	+/-30
Laotian:	0	+/-30	0	+/-30
Speak English "very well"	0	+/-30	0	+/-30
Speak English less than "very well"	0	+/-30	0	+/-30
Vietnamese:	19	+/-42	19	+/-42
Speak English "very well"	5	+/-8	5	+/-8
Speak English less than "very well"	14	+/-42	14	+/-42
Other Asian languages:	92	+/-70	92	+/-70
Speak English "very well"	30	+/-34	30	+/-34
Speak English less than "very well"	62	+/-71	62	+/-71
Tagalog:	334	+/-150	334	+/-150
Speak English "very well"	270	+/-124	270	+/-124
Speak English less than "very well"	64	+/-58	64	+/-58

	Laredo city, Texas		Laredo, TX Metro Area	
	Estimate	Margin of Error	Estimate	Margin of Error
Other Pacific Island languages:	10	+/-17	10	+/-17
Speak English "very well"	10	+/-17	10	+/-17
Speak English less than "very well"	0	+/-30	0	+/-30
Navajo:	0	+/-30	0	+/-30
Speak English "very well"	0	+/-30	0	+/-30
Speak English less than "very well"	0	+/-30	0	+/-30
Other Native North American languages:	0	+/-30	0	+/-30
Speak English "very well"	0	+/-30	0	+/-30
Speak English less than "very well"	0	+/-30	0	+/-30
Hungarian:	0	+/-30	0	+/-30
Speak English "very well"	0	+/-30	0	+/-30
Speak English less than "very well"	0	+/-30	0	+/-30
Arabic:	5	+/-11	5	+/-11
Speak English "very well"	5	+/-11	5	+/-11
Speak English less than "very well"	0	+/-30	0	+/-30
Hebrew:	10	+/-17	10	+/-17
Speak English "very well"	10	+/-17	10	+/-17
Speak English less than "very well"	0	+/-30	0	+/-30
African languages:	1	+/-3	1	+/-3
Speak English "very well"	1	+/-3	1	+/-3
Speak English less than "very well"	0	+/-30	0	+/-30
Other and unspecified languages:	16	+/-24	16	+/-24
Speak English "very well"	16	+/-24	16	+/-24
Speak English less than "very well"	0	+/-30	0	+/-30

Data are based on a sample and are subject to sampling variability. The degree of uncertainty for an estimate arising from sampling variability is represented through the use of a margin of error. The value shown here is the 90 percent margin of error. The margin of error can be interpreted roughly as providing a 90 percent probability that the interval defined by the estimate minus the margin of error and the estimate plus the margin of error (the lower and upper confidence bounds) contains the true value. In addition to sampling variability, the ACS estimates are subject to nonsampling error (for a discussion of nonsampling variability, see Accuracy of the Data). The effect of nonsampling error is not represented in these tables.

Methodological changes to data collection in 2013 may have affected language data for 2013. Users should be aware of these changes when using multi-year data containing data from 2013.

While the 2010-2014 American Community Survey (ACS) data generally reflect the February 2013 Office of Management and Budget (OMB) definitions of metropolitan and micropolitan statistical areas; in certain instances the names, codes, and boundaries of the principal cities shown in ACS tables may differ from the OMB definitions due to differences in the effective dates of the geographic entities.

Estimates of urban and rural population, housing units, and characteristics reflect boundaries of urban areas defined based on Census 2010 data. As a result, data for urban and rural areas from the ACS do not necessarily reflect the results of ongoing urbanization.

Source: U.S. Census Bureau, 2010-2014 American Community Survey 5-Year Estimates

Explanation of Symbols:

1. An "***" entry in the margin of error column indicates that either no sample observations or too few sample observations were available to compute a standard error and thus the margin of error. A statistical test is not appropriate.
2. An "L" entry in the estimate column indicates that either no sample observations or too few sample observations were available to compute an estimate, or a ratio of medians cannot be calculated because one or both of the median estimates falls in the lowest interval or upper interval of an open-ended distribution.
3. An "L" following a median estimate means the median falls in the lowest interval of an open-ended distribution.
4. An "U" following a median estimate means the median falls in the upper interval of an open-ended distribution.
5. An "****" entry in the margin of error column indicates that the median falls in the lowest interval or upper interval of an open-ended distribution. A statistical test is not appropriate.
6. An "*****" entry in the margin of error column indicates that the estimate is controlled. A statistical test for sampling variability is not appropriate.
7. An "N" entry in the estimate and margin of error columns indicates that data for this geographic area cannot be displayed because the number of sample cases is too small.
8. A "NA" entry in the estimate and margin of error columns means that the estimate is not applicable or not available.

3

Appendix C – Title VI Complaint Form

TITLE VI COMPLAINT FORM

NAME: _____

ADDRESS: _____

CITY: _____ STATE: _____ ZIP CODE: _____

HOME TELEPHONE NO: (____) _____

WORK TELEPHONE NO: () _____

WERE YOU DISCRIMINATED AGAINST BECAUSE OF:

[] RACE [] NATIONAL ORIGIN

[] COLOR

[] OTHER _____

DATE OF ALLEGED INCIDENT: _____

EXPLAIN AS CLEARLY AS POSSIBLE WHAT HAPPENED AND HOW YOU WERE DISCRIMINATED AGAINST. INDICATE WHO WAS INVOLVED. BE SURE TO INCLUDE NAMES AND CONTACT INFORMATION OF ANY WITNESSES. IF MORE SPACE IS NEEDED PLEASE USE THE BACK OF THE FORM.

This image shows a blank sheet of white paper with horizontal blue ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

HAVE YOU FILED THIS COMPLAINT WITH ANY OTHER FEDERAL, STATE, OR LOCAL AGENCY; OR WITH ANY
FEDERAL OR STATE COURT? _____ YES _____ NO

IF YES, CHECK ALL THAT APPLY:

_____ FEDERAL AGENCY _____ FEDERAL COURT _____ STATE AGENCY _____ STATE COURT
_____ LOCAL AGENCY

PLEASE PROVIDE INFORMATION ABOUT A CONTACT PERSON AT THE AGENCY/COURT WHERE THE
COMPLAINT WAS FILED.

NAME _____

ADDRESS _____

CITY, STATE, AND ZIP CODE _____

TELEPHONE NUMBER _____

PLEASE SIGN BELOW. YOU MAY ATTACH ANY WRITTEN MATERIALS OR OTHER INFORMATION THAT YOU
THINK IS RELEVANT TO YOUR COMPLAINT.

SIGNATURE

DATE

PLEASE MAIL THIS FORM TO:
LAREDO METROPOLITAN PLANNING ORGANIZATION
1120 San Bernardo Ave.
Laredo, Texas 78040

Appendix D – Title VI Non-Discrimination Policy Statement

THE LAREDO METROPOLITAN PLANNING ORGANIZATION IS COMMITTED TO ENSURING THAT NO PERSON IS EXCLUDED FROM PARTICIPATION IN, OR DENIED THE BENEFITS OF, OR BE SUBJECTED TO DISCRIMINATION IN THE RECEIPT OF ITS SERVICES OR PROGRAMS ON THE BASIS OF RACE, COLOR OR NATIONAL ORIGIN OR ANY OTHER CHARACTERISTICS PROTECTED BY LAW, INCLUDING TITLE I OF THE CIVIL RIGHTS ACT OF 1964, AS AMENDED. FURTHER, UNDER THE AMERICANS WITH DISABILITIES ACT (ADA) OF 1990, NO ENTITY SHALL DISCRIMINATE AGAINST AN INDIVIDUAL WITH A PHYSICAL OR MENTAL DISABILITY IN CONNECTION WITH THE PROVISION OF TRANSPORTATION SERVICE.

TO OBTAIN MORE INFORMATION ON THE LAREDO METROPOLITAN PLANNING ORGANIZATION'S NONDISCRIMINATION OBLIGATIONS OR TO FILE A TITLE VI COMPLAINT, CONTACT:

LAREDO METROPOLITAN PLANNING ORGANIZATION
1120 San Bernardo Ave.
Laredo, Texas 78040

YOU MAY FILE A WRITTEN COMPLAINT NO LATER THAN 180 CALENDAR DAYS AFTER THE DATE OF THE ALLEGED DISCRIMINATION.

INFORMATION ON NON-ENGLISH ALTERNATIVE FORMATS MAY BE OBTAINED FROM THE LAREDO METROPOLITAN PLANNING ORGANIZATION OFFICE.

Appendix E – “I Speak” Identification Cards

☐

ضع علامة في هذا المربع إذا كنت تقرأ أو تتحدث العربية.

1. Arabic

☐

Խոսո՞ւմ ե՞սք նշում՝ կատարե՞ք այս բանակոտում,
եթե խոսում կամ կարդում եք հայերեն:

2. Armenian

☐

যদি আপনি বাংলা পড়েন বা বলেন তা হলে এই বাক্সে দাগ দিন।

3. Bengali

☐

ឈ្មោះអ្នកក្នុងប្រអប់នេះ បើអ្នកនិយាយ ឬអានភាសា ខ្មែរ ។

4. Cambodian

☐

Motka i kahhon ya yangin ûntûngnu' manaitai pat ûntûngnu' kumentos Chamorro.

5. Chamorro

☐

如果你能读中文或讲中文，请选择此框。

6. Simplified Chinese

☐

如果你能讀中文或講中文，請選擇此框。

7. Traditional Chinese

☐

Označite ovaj kvadratić ako čitate ili govorite hrvatski jezik.

8. Croatian

☐

Zaškrtněte tuto kolonku, pokud čtete a hovoříte česky.

9. Czech

☐

Kruis dit vakje aan als u Nederlands kunt lezen of spreken.

10. Dutch

☐

Mark this box if you read or speak English.

11. English

☐

اگر خواندن و نوشتن فارسی بلد هستید، این مربع را علامت بزنید.

12. Farsi

<input type="checkbox"/>	Cocher ici si vous lisez ou parlez le français.	13. French
<input type="checkbox"/>	Kreuzen Sie dieses Kästchen an, wenn Sie Deutsch lesen oder sprechen.	14. German
<input type="checkbox"/>	Σημειώστε αυτό το πλαίσιο αν διαβάζετε ή μιλάτε Ελληνικά.	15. Greek
<input type="checkbox"/>	Make kazyè sa a si ou li oswa ou pale kreyòl ayisyen.	16. Haitian Creole
<input type="checkbox"/>	अगर आप हिन्दी बोलते या पढ़ सकते हैं तो इस बक्स पर चिह्न लगाएँ।	17. Hindi
<input type="checkbox"/>	Kos lub voj no yog koj paub twm thiab hais lus Hmoob.	18. Hmong
<input type="checkbox"/>	Jelölje meg ezt a kockát, ha megérti vagy beszél a magyar nyelvet.	19. Hungarian
<input type="checkbox"/>	Markaam daytoy nga kahon no makabasa wenno makasaoka iti Ilocano.	20. Ilocano
<input type="checkbox"/>	Marchi questa casella se legge o parla italiano.	21. Italian
<input type="checkbox"/>	日本語を読んだり、話せる場合はここに印を付けてください。	22. Japanese
<input type="checkbox"/>	한국어를 읽거나 말할 수 있으면 이 칸에 표시하십시오.	23. Korean
<input type="checkbox"/>	ໃຫ້ໝາຍໃສ່ຊ່ອງນີ້ ຖ້າທ່ານອ່ານຊື່ປາກມາສາອາວ.	24. Laotian
<input type="checkbox"/>	Prosimy o zaznaczenie tego kwadratu, jeżeli posługuje się Pan/Pani językiem polskim.	25. Polish

<input type="checkbox"/>	Assinale este quadrado se você lê ou fala português.	26. Portuguese
<input type="checkbox"/>	Însemnați această căsuță dacă citiți sau vorbiți românește.	27. Romanian
<input type="checkbox"/>	Пометьте этот квадратик, если вы читаете или говорите по-русски.	28. Russian
<input type="checkbox"/>	Обележите овај квадратикъ уколико читате или говорите српски језик.	29. Serbian
<input type="checkbox"/>	Označte tento štvorček, ak viete čítať alebo hovoriť po slovensky.	30. Slovak
<input type="checkbox"/>	Marque esta casilla si lee o habla español.	31. Spanish
<input type="checkbox"/>	Markahan itong kuwadrado kung kayo ay marunong magbasa o magsalita ng Tagalog.	32. Tagalog
<input type="checkbox"/>	ให้กรณเครื่องหมายลงในช่องถ้าท่านอ่านหรือพูดภาษาไทย.	33. Thai
<input type="checkbox"/>	Maaka 'i he puha ni kapau 'oku ke lau pe lea fakatonga.	34. Tongan
<input type="checkbox"/>	Відмітьте цю клітинку, якщо ви читаете або говорите українською мовою.	35. Ukranian
<input type="checkbox"/>	اگر آپ اردو پڑھتے یا بولتے ہیں تو اس خانے میں نشان لگائیں۔	36. Urdu
<input type="checkbox"/>	Xin đánh dấu vào ô này nếu quý vị biết đọc và nói được Việt Ngữ.	37. Vietnamese
<input type="checkbox"/>	באצייכנט דעם קעסטל אויב איר לייענט אדער רעדט אידיש.	38. Yiddish