



Polk Transportation  
Planning Organization

## LIMITED ENGLISH PROFICIENCY PLAN



Providing meaningful access to the TPO for people with limited or no ability to speak, read, write or understand English

[www.polktpo.com](http://www.polktpo.com)

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## Introduction

The purpose of the Transportation Planning Office (TPO) Limited English Proficiency (LEP) Plan is to clarify our responsibilities as a recipient of federal financial assistance from the U.S. Department of Transportation (DOT) and implement a plan detailing our responsibilities to LEP persons, pursuant to Title VI of the Civil Rights Act of 1964. This LEP plan was prepared in accordance with Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, et seq., and its implementing regulations. These provide that no person shall be subjected to discrimination on the basis of race, color, or national origin under any program or activity that receives federal financial assistance. It also complies with Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency," reprinted at 65 FR 50121 (August 16, 2000), which directs each Federal agency that is subject to the requirements of Title VI to publish guidance for its respective recipients clarifying that obligation. Executive Order 13166 further directs that all such guidance documents be consistent with the compliance standards and framework detailed in the Department of Justice's (DOJ's) Policy Guidance entitled "Enforcement of Title VI of the Civil Rights Act of 1964--National Origin Discrimination against Persons with Limited English Proficiency" (See 65 FR 50123, August 16, 2000 DOJ's General LEP Guidance). Different treatment based upon a person's inability to speak, read, write or understand English may be a type of national origin discrimination.

It is the intent of the TPO that in providing language services to persons with limited English proficiency, the process achieves a balance that ensures meaningful access to programs and services while not incurring undue burdens on resources of the organization. A Limited English Proficiency person is one who does not speak English as their primary language and who has a limited ability to read, speak, write or understand English.

This plan details how the TPO identifies people who may need language assistance, the ways in which assistance may be provided, how to notify LEP persons that assistance is available and information for future plan updates.

## Who the plan is intended to assist

This Limited English Proficiency Plan applies to individuals who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English. For example, the scope of the plan would not extend to the following:

- The hearing or visually impaired – Sign language interpretation and Braille text are accommodations provided under the Americans with Disabilities Act.
- The inability to speak read or write English and conditions that may trigger language assistance under Title VI are distinguished with a key factor. A LEP person cannot speak, read or write English, but primarily speaks, read or writes in a language other than English.

## Four Factor Analysis

To help determine the TPO's extent of obligation to provide LEP services, the TPO followed the U.S. Department of Transportation four factor LEP analysis which considers the following: 1) The number or proportion of LEP persons eligible in the county to be served or likely to encounter a TPO program, activity or service; 2) the frequency with which LEP individuals come in contact with a TPO program; 3) the nature and importance of the program, activity or service provided by the TPO to the LEP population; and 4) the resources available to the TPO and overall costs to provide LEP assistance. A brief description of these considerations is provided in the following section.

### **1. The number or proportion of LEP persons eligible to be served or likely to encounter a TPO program, activity or service - (Demography)**

The TPO examined the US Census Bureau's 2018 American Community Survey (ACS) data (which is a 5-year Estimate from 2013-2017), included as Appendix A, and determined that approximately 20.6%, or 145,850 people in Polk County age 5 and older spoke a language other than English at home. Figure 1 illustrates the percent of population in Polk County with Limited English Proficiency by Census Block Group.

Based on the 2018 ACS 5-year Estimate, Spanish speakers were the largest group of the population who speak a language other than English at 16.6%. That's 117,530 people.

## **2. The frequency with which LEP individuals come in contact with TPO program, activity or service – (Frequency)**

The TPO assesses the frequency at which staff has or could possibly have contact with LEP persons. This includes documenting phone inquiries and surveying public meeting attendees.

## **3. The nature and importance of the program, activity or service provided by the TPO to LEP community – (Importance)**

It is our intent to educate the LEP community about our Unified Planning Work Program (UPWP), Transportation Improvement Program (TIP) and Long Range Transportation Plan (LRTP). Based on data obtained from the 2010 Census (Appendix A), we expect to likely come in contact with Spanish (16.6%) German and French other Indo European speakers (2.5%) and Haitian Creole speakers, with the Spanish community being the largest population and growing the fastest in Polk County. As such, the Hispanic population throughout Polk County is shown in Figure 2, "Polk County Hispanic Population by Census Block Group (Number)." Additionally, Figure 3 "Polk County Hispanic Population by Census Block Group (Percent)," depicts the number of Hispanics within Polk County.

The TPO acknowledges the increase in the Hispanic population in Polk County warrants the need to actively communicate with the Hispanic community. The TPO has a Bilingual Transportation Planner to assist in public outreach in the Hispanic communities of Polk County.

## **4. The resources available to the TPO and overall costs to provide LEP assistance – (Resources)**

- The TPO assessed the following available resources that could be used for providing LEP assistance:
- Identifying what staff and volunteer language interpreters (Appendix B) are readily available
- How much professional interpreters and/or translation service would cost
- Identifying which documents should be translated
- Taking an inventory of available organizations that the TPO could partner with for outreach and translation efforts
- Examining which financial and in-kind sources could be used to provide assistance and what level of staff training is needed.

TPO will utilize current staff and volunteer language interpreters and/or translators as needed. In addition, TPO has a Bilingual Transportation Planner to assist in communicating with the Hispanic population in Polk County. Should the need for additional language translation or interpretation rise, TPO could utilize language

services available through [www.servicescape.com](http://www.servicescape.com), at a cost of approximately \$20.00 per page if necessary. TPO could also use personal interpreter services through [www.languageline.com](http://www.languageline.com) at a cost of approximately \$3.95 per minute if necessary.

The following TPO materials are currently available in Spanish: Adviser brochure, Aging in Place & Transit infographic, Polk Mobility Vision Plan Newsletter and the Title VI complaint form. Title VI complaint forms in English and Spanish are included as Appendix C and D, respectively. Should a need arise for additional translation services, TPO will analyze cost and resources to provide LEP assistance.

TPO has identified the following community groups who could aide in outreach and translation efforts: the Puerto Rican Hispanic Chamber of Commerce, the German American Club of Lakeland, the French American Business Council of West Florida, and the Haitian American Chamber of Commerce of Florida.

After analyzing these four factors, the TPO has developed the plan outlined in the following section for assisting persons of Limited English Proficiency.

### **How to identify a LEP person who needs language assistance:**

- TPO staff will set up a sign-in sheet at TPO sponsored workshops and/or conferences.
- The sign-in table will be staffed by our Bilingual Senior Transportation Planner to greet and briefly speak to each attendee. In order to informally gage the attendee's ability to speak and understand English, the Planner will ask a question that requires a full sentence reply.
- TPO staff will have the Census Bureau's "I Speak Cards" at the workshop or conference sign-in sheet table. While staff may not be able to provide translation assistance at this meeting, the cards are an excellent tool to identify language needs for future meetings.
- The cards are available at the TPO office reception area.

### **Language assistance measures**

When an interpreter is needed, in person or on the telephone, the TPO shall first determine what language is required. Polk county staff can provide Creole, German, Haitian, Hindi, Malayalam, Papiamentu, Spanish and Vietnamese informal verbal interpretation. Appendix B details which Polk County employees can be contacted for immediate translation service in a variety of languages. Staff may be able to assist with written communications and small TPO document translation requests from LEP persons. Spanish teletypewriter (TTY) relay service is available through the Florida Relay Service at 7-1-1, or 1 (800) 955-8771.

TPO staff has been provided with a “how to respond to a Spanish caller index card”. This index card provides a simple phrase in Spanish for TPO staff to instruct a Spanish caller to hold while their call is being transferred to the Bilingual Transportation Planner.

### **TPO staff training**

All TPO staff are provided with the LEP Plan and educated on procedures and services available. This information is also be part of the TPO staff orientation process for new hires.

### **Providing notice of available language service to LEP persons**

TPO will post signs that language assistance is available to the public before public meetings. TPO staff will continue to monitor requests for additional languages and make modifications to this plan as needed.

### **Outreach techniques**

Per the strategies outlined in the TPO’s Public Participation Plan (PPP), if staff knows they will be presenting a topic that could be of potential importance to a LEP person, or if staff will be hosting a meeting or a workshop in a geographic location with a known concentration of LEP persons, meeting notices, fliers, advertisements and agendas will be printed in an alternative language, such as Spanish.

When placing a general public meeting notice, staff will insert “Un traductor del idioma español estará disponible” This means “A Spanish translator will be available”. Or if not sure of the need, staff should insert, “Si usted necesita la ayuda de un traductor del idioma español, por favor comuníquese al teléfono (863) 534-6529, por lo menos 48 horas antes de la junta.” which asks persons who need Spanish language assistance to make arrangements with the TPO within two days before the meeting. Spanish speaking staff or a hired interpreter should be on hand at public meetings intended for gathering public input when a topic or meeting location deems it appropriate.

## **Dissemination of the TPO Limited English Proficiency Plan**

The LEP Plan is posted at [www.polktpo.com](http://www.polktpo.com). Any person, including social service, non-profit and law enforcement agencies and other community partners with internet access will be able to access the plan. For those without personal internet service, all Polk County libraries offer free internet access.

Copies of the LEP Plan are provided to the Polk County Social Services, the Florida Department of Transportation, Federal Highway Administration, the Federal Transit Administration and any person or agency requesting a copy. Each TPO sub-recipient is provided a copy and informed of the importance of providing language assistance (Appendix E). LEP persons may obtain copies/translations of the plan upon request by calling (863) 534-6529 or it can be downloaded at [www.polktpo.com](http://www.polktpo.com).

## **Monitoring and updating the LEP Plan**

At a minimum, the TPO will follow the Title VI Program update schedule for the LEP Plan. The questions listed below will be considered in updating the LEP Plan.

- How many LEP persons were encountered?
- Were their needs met?
- What is the current LEP population in Polk?
- Was there been a change in the types of languages where translation services are needed?
- Have the TPO's available resources, such as technology, staff and financial costs changed?
- Has the TPO fulfilled the goals of the LEP Plan?
- Were any complaints received?

Any questions or comments regarding this plan should be directed to TPO Senior Transportation planner Julia Davis at 863-534-6529 or [juliadavis@polk-county.net](mailto:juliadavis@polk-county.net).

## Appendix A – US Census Bureau Data

The following data from the US Census Bureau provides insight into the racial diversity of Polk

County and the primary languages that are commonly used. This data is useful to the TPO as it tailors its public outreach materials and mediums to the proper groups using accessible language.

### US Census Bureau Quick Facts about Polk County (2018)

Population, 2018 estimate	<b>708,009</b>
Population, 2012 estimate	<b>616,083</b>
Population, 2010 (April 1) estimates base	<b>602,095</b>
Population, percent change, April 1, 2010 to July 1, 2018	<b>17.6%</b>
Population, percent change, April 1, 2010 to July 1, 2012	<b>2.3%</b>
Population, 2010	<b>602,095</b>
Persons under 5 years, percent, 2017	<b>5.8%</b>
Persons under 18 years, percent, 2017	<b>22.3%</b>
Persons 65 years and over, percent, 2017	<b>20.1%</b>
Female persons, percent, 2017	<b>51.0%</b>
White alone, percent, 2017 (a)	<b>79.1%</b>
Black or African American alone, percent, 2017 (a)	<b>16%</b>
American Indian and Alaska Native alone, percent, 2017 (a)	<b>0.7%</b>
Asian alone, percent, 2017 (a)	<b>1.9%</b>
Native Hawaiian/ Other Pacific Islander alone, percent, 2017 (a)	<b>0.1%</b>
Two or More Races, percent, 2017	<b>2.2%</b>
Hispanic or Latino, percent, 2017 (b)	<b>22.3%</b>
White alone, not Hispanic or Latino, percent, 2017	<b>59.3%</b>
Living in same house 1 year & over, percent, 2013-2017	<b>85%</b>
Foreign born persons, percent, 2013-2017	<b>10%</b>
Language other than English spoken at home, pct age 5+, 2013-2017	<b>20.6%</b>
High school graduate or higher, percent of persons age 25+, 2013-2017	<b>84.3%</b>
Bachelor's degree or higher, percent of persons age 25+, 2013-2017	<b>19.5%</b>
Veterans, 2013-2017	<b>48,170</b>
Mean travel time to work (minutes), workers age 16+, 2013-2017	<b>26.0</b>
Housing units, 2018	<b>299,421</b>
Median value of owner-occupied housing units, 2013-2017	<b>\$121,100</b>
Households, 2013-2017	<b>226,604</b>
Persons per household, 2013-2017	<b>2.82</b>
Per capita income in past 12 months (2017 dollars), 2013-2017	<b>\$22,579</b>
Median household income, 2013-2017	<b>\$45,988</b>
Persons below poverty level, percent, 2013-2017	<b>16.1%</b>

## Appendix B – Interpreter Card

<h1>Your Right to an Interpreter</h1>		<p>You have the right to an interpreter at no cost to you. Please point to your language. An interpreter will be called. Please wait.</p>
<p><i>Albanian</i></p> <p><b>Shqip</b></p> <p>Keni të drejtën për përkthyes falas gjatë vizitës mjeksore. Ju lutem tregoni me gisht gjuhën që flisni. Ju lutem prisni, do t'ju gjejme një përkthyes për viziten mjekësore.</p>	<p><i>Amharic</i></p> <p><b>አማርኛ</b></p> <p>የለምንም ወጪ አስተርጓሚ የማግኘት መብት አለዎት። የሚናገሩትን የሚርዱትን ቋንቋ በመጠቀም ያመልክቱ። አስተርጓሚ አስከሬራ ድረስ እባክዎ ይታገሱ።</p>	<p><i>Arabic</i></p> <p><b>عربي</b></p> <p>يحق لك الحصول على خدمات ترجمة فورية دون أي مقابل. يُرجى منك أن تشير بإصبعك إلى لغتك كي نستدعي المترجم المعني. يُرجى منك الانتظار لحين استدعاء المترجم.</p>
<p><i>Armenian</i></p> <p><b>Հայերեն</b></p> <p>Դուք իրավունք ունեք առանց որևէ վճարի թարգմանիչ ունենալ: Խնդրում ենք սատանանշեք ձեր լեզուն և ձեր համար թարգմանիչ կկանչենք: Խնդրում ենք սպասեք:</p>	<p><i>Bengali</i></p> <p><b>বাংলা</b></p> <p>আপনার অধিকার রয়েছে বিনামূল্যে একজন দোভাষী পাওয়ার। অনুগ্রহ করে আপনার ভাষা কোনটি তা দেখিয়ে দিন। একজন দোভাষীকে ডাকা হবে। অনুগ্রহ করে অপেক্ষা করুন।</p>	<p><i>Cape Verdean Creole</i></p> <p><b>Criolu di Cabu Verdi</b></p> <p>Nhôs tem direito a um intérprete gratuito di nhôs língua. Mostra qual qui nhôs língua pa nô podi tehoma intérprete. Nhôs aguarda um momento, por favor.</p>
<p><i>Chinese - Simplified</i></p> <p><b>中文</b></p> <p><small> Cantonese   Mandarin   Taiwanese   Taiwanese/Fukienese   Min  广东话   国语   台山话   台湾话/福建话   闽语</small></p> <p>你有权要求一位免费的传译员。请指出你的语言。传译员将为你服务，请稍候。</p>	<p><i>Chinese - Traditional</i></p> <p><b>中文</b></p> <p><small> Cantonese   Mandarin   Taiwanese   Taiwanese/Fukienese   Min  廣東話   國語   台山話   台灣話/福建話   閩語</small></p> <p>你有權利要求一位免費的傳譯員。請指出你的語言。傳譯員將為你服務，請稍候。</p>	<p><i>Dari</i></p> <p><b>دري</b></p> <p>شما حق دارید که یک مترجم داشته باشید بدون آنکه پولی بابت آن بدهید. لطفاً به زبان خود اشاره کنید. یک مترجم برایتان درخواست خواهد شد. لطفاً منتظر بمانید.</p>
<p><i>French</i></p> <p><b>Français</b></p> <p>Vous avez droit gratuitement aux services d'un interprète. Veuillez indiquer votre langue. Nous allons contacter un interprète. Veuillez patienter si'il vous plaît!</p>	<p><i>German</i></p> <p><b>Deutsch</b></p> <p>Sie haben kostenlosen Anspruch auf eine/n Dolmetscher/in. Bitte deuten Sie auf Ihre Sprache. Ein/e Dolmetscher/in wird gerufen. Bitte warten Sie.</p>	<p><i>Greek</i></p> <p><b>Ελληνικά</b></p> <p>Είναι δικαίωμά σας να χρησιμοποιήσετε δωρεάν χωρίς καμία χρηματική επιβάρυνση. Σας παρακαλούμε, υποδείξτε τη γλώσσα που μιλάτε. Θα ειδοποιησουμε ένα δωρεάν. Παρακαλώ περιμένετε.</p>
<p><i>Haitian Creole</i></p> <p><b>Kreyòl Ayisyen</b></p> <p>Ou gen dwa a yon entèprèt gratis. Tanpri montre nou lang pa w la. N ap rélé yon entèprèt pou ou. Tanpri ret tann.</p>	<p><i>Hebrew</i></p> <p><b>עברית</b></p> <p>יש לך את הזכות למתורגמן ללא כל עלות לך. אנא הצבע על השפה שלך. המתורגמן ייקרא. אנא המתן.</p>	<p><i>Hindi</i></p> <p><b>हिंदी</b></p> <p>आपको बिना कोई शुल्क दिए दुभाषिया सेवा पाने का अधिकार है। कृपया अपनी भाषा को इंगित करें। दुभाषिया को बुलाया जाएगा। कृपया प्रतीक्षा करें।</p>
<p><i>Hmong</i></p> <p><b>Hmoob</b></p> <p>Koj muaj cai txais kev pab txhais lus dawb tsis them nyiaj. Thov taw tes rau koj hom lus nov. Mam hu tus txhais lus. Thov nyob tos.</p>	<p><i>Italian</i></p> <p><b>Italiano</b></p> <p>Avete diritto ad un interprete. Il servizio è gratuito. Indicate la vostra lingua e attendete; un interprete sarà chiamato al più presto.</p>	<p><i>Japanese</i></p> <p><b>日本語</b></p> <p>通訳を無料でご利用になれます。該当する言語を指示して下さい。通訳を手配いたしますのでお待ち下さい。</p>

<p><i>Khmer</i></p> <p><b>ខ្មែរ</b></p> <p>លោកអ្នក-        សន្និដ្ឋានមានអ្នកបកប្រែដោយឥតគិតថ្លៃ។        សូមមេត្តាចង្អុលទៅភាសារបស់លោកអ្នក។        គេនឹងកោះ ហៅឲ្យអ្នកបកប្រែម្នាក់មក។        សូមមេត្តារង់ចាំ។</p>	<p><i>Korean</i></p> <p><b>언어</b></p> <p>여러분은 무료로 전문 통역자의 도움을 받을 권리가 있습니다. 왼쪽의 “한국어”를 손가락으로 가르켜 주십시오. 전문 통역자에게 연결될 것입니다. 잠시만 기다려 주십시오.</p>	<p><i>Laotian</i></p> <p><b>ລາວ</b></p> <p>ທ່ານມີສິດຂໍນາຍແປພາສາໂດຍບໍ່ເສັງຄ່າ.        ກະຮຸນາຊີ້ໃສ່ພາສາຂອງທ່ານ.        ນາຍພາສາຈະຖືກເອີ້ນມາ. ກະຮຸນາລໍຖ້າ.</p>
<p><i>Persian</i></p> <p><b>فارسی</b></p> <p>شما حق دارید که یک مترجم داشته باشید بدون آنکه پولی بابت آن بدهید. لطفاً به زبان خود اشاره کنید. یک مترجم برایتان درخواست خواهد شد. لطفاً منتظر بمانید.</p>	<p><i>Polish</i></p> <p><b>Język Polski</b></p> <p>Macie prawo do korzystania z usług polskiego tłumacza. Usługa ta jest na nasz koszt. Proszę wskazać swój język. Proszę czekać. Łączymy z tłumaczem.</p>	<p><i>Portuguese</i></p> <p><b>Português</b></p> <p>Você tem o direito a um intérprete de graça. Por favor aponte para a língua que você fala. Um intérprete será chamado. Por favor espere.</p>
<p><i>Russian</i></p> <p><b>Русский</b></p> <p>Вы имеете право на услуги бесплатного переводчика. Укажите, пожалуйста, на Ваш язык. Переводчик будет вызван. Пожалуйста, подождите.</p>	<p><i>Serbo-Croatian</i></p> <p><b>Srpsko-Hrvatski jezik</b></p> <p>Vi imate pravo na besplatnog prevodioca. Molimo vas da pokažete na vaš govorni jezik. Prevodilac ce biti pozvan. Hvala i molimo vas da sačekate.</p>	<p><i>Somali</i></p> <p><b>Soomaali</b></p> <p>Waxaad xaq u leedahay in tarjumaan lacag la'aan ah laguugu yeero. Fadlan farta ku fiiq luqaddaada. Tarjumaan ayaa laguugu wacayaa. Ee fadlan sug!</p>
<p><i>Spanish</i></p> <p><b>Español</b></p> <p>Usted tiene derecho a un intérprete gratis. Por favor, señale su idioma y llamaremos a un intérprete. Por favor, espere.</p>	<p><i>Swahili</i></p> <p><b>Swahili</b></p> <p>Ni haki yako kuwa na mtafsiri bila malipo yoyote. Tafadhali chagua lugha yako kati ya hizi. Mtafsiri ataitwa. Tafadhali ngoja.</p>	<p><i>Tagalog</i></p> <p><b>Tagalog</b></p> <p>Ikaw ay may karapatan na magkaroon ng tagapagsalin na walang bayad. Ituro ang iyong wika. Ang tagapagsalin ay tatawagin. Maghintay.</p>
<p><i>Thai</i></p> <p><b>ไทย</b></p> <p>ท่านมีสิทธิขอล่ามแปลภาษาโดยไม่มีเสียค่าใช้จ่ายใด ๆ กรุณาชี้ที่ภาษาของท่าน กรุณารอสักครู่ เราจะโทรศัพท์เรียกล่ามให้ท่าน</p>	<p><i>Ukrainian</i></p> <p><b>Українська</b></p> <p>У Вас є право на безплатного перекладача. Будь ласка, вкажіть на Вашу мову, і Вам покличуть перекладача. Почекайте, будь ласка.</p>	<p><i>Urdu</i></p> <p><b>اردو</b></p> <p>آپ مفت ترجمانی کی خدمات کے مستحق ہیں۔ براہ کرم اپنی زبان کی طرف اشارہ کیجئے۔ آپ کے لئے ایک ترجمان کا انتظام کیا جائیگا۔ براہ کرم انتظار کیجئے۔</p>
<p><i>Vietnamese</i></p> <p><b>Tiếng Việt</b></p> <p>Quý vị có quyền được một thông dịch viên miễn phí. Xin chỉ vào ngôn ngữ của quý vị. Chúng tôi sẽ gọi một thông dịch viên. Vui lòng chờ trong giây lát.</p>		

## Appendix C – Bilingual Employee Contact List

### **Creole**

Katia Saintfort	Procurement	534-6724
Janet Hanciles	Elderly Services Rohr Home	519-7579

### **German**

Gundula Williams	Parks & Natural Resources	499-2613
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### **Haitian**

Jivinson St. Juste	Fire Rescue	519-7350
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### **Hindi (Language of India)**

Shri Kulkarni	Information Technology	534-7541
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### **Hindi & Malayalam**

Lisy Joseph	Elderly Services - Rohr Home	519-7579
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### **Papiamentu**

Chris Jonckheer	Communications	534-6787
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### **Spanish**

Marianela Fermin	911 Addressing	534-5654
Carlos Baez	Budget & Procurement	534-6749
Ana Bonilla	Building & Codes	534-6722
Carmen Nieves	Building & Codes	534-6557
Al Garcia	Communications	534-5964
Chris Jonckheer	Communications	534-6787
Ana Pereira	Communications	534-6000
Nancy Torres	County Probation - Bartow	534-2110
Juan Garcia	County Probation - Lakeland	603-6431
Roberto Davila	County Probation - Lakeland	603-6653
Janett Davila	County Probation - Winter Haven	534-2115
Julian Garcia	Elderly Services Rohr Home	519-7579
Petra Hernandez	Elderly Services Rohr Home	519-7579
Naddie Sanchez	Elderly Services Rohr Home	519-7579
Eloisa Miramontes	Elderly Services Rohr Home	519-7579
Angelita Hernandez	Elderly Services Rohr Home	519-7579
Esperanza Santiago	Elderly Services Rohr Home	519-7579
Rosalinda Beza	Elderly Services Rohr Home	519-7579
Alex Velazquez	Equal Opportunity	534-5901

Celia Alvarado	Facilities Management	899-8899
Orlando Morales	Fire Rescue	519-7377
Katty Ginorio	Healthy Families	603-6682
Lillian Nolin	Healthy Families	534-5258
Miriam Orellana	Healthy Families	401-2436
Dennise Rivera	Healthy Families	401-2465
Sandra Hernandez	Healthy Families	603-6690
Jessica Reynoso	Information Technology	534-7575
Anna Sancruzado	Parks & Recreation	534-2911
Yara Lugo	Parks & Recreation	534-2911
Jose Ralat	Risk Management	534-5281
Xiomara Meeks	Transportation Planning Organization	534-6551
Carlos Gonzalez	Veterans Services	534-5223

**Vietnamese**

Tuan Tran	County Probation - Lakeland	603-6656
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## Appendix D – Title VI Complaint Form – English Version

<b>Name</b>	<b>Home Phone</b>	<b>Work Phone</b>
<b>Address (Street No., P.O. Box, Etc.)</b>		<b>City, State, Zip Code</b>
<b>Name of Person(s) Who Discriminated Against You, Position (if known), and Name of Agency:</b>		
<b>Address (Street No.)</b>		<b>City, State, Zip Code</b>
<b>Date of Alleged Incident:</b>		
<b>Discrimination Because of: (Circle one or more)</b> <ul style="list-style-type: none"> <li>• Race</li> <li>• Retaliation</li> <li>• Sex</li> <li>• Familial Status</li> <li>• Religion</li> <li>• Color</li> <li>• National Origin</li> <li>• Age</li> <li>• Disability</li> </ul>		
<b>Explain as briefly and clearly as possible on the back of this form what happened and how you were discriminated against. Indicate who was involved. Be sure to include how other persons were treated differently than you. Also attach any written material pertaining to</b>		

**Signature** \_\_\_\_\_

**Date** \_\_\_\_\_

**Mail to: Julia Davis**, Polk TPO Title VI Specialist, Drawer TS05, P. O. Box 9005, Bartow, Florida 33831-9005.

## Appendix E – Title VI Complaint Form Spanish Version

<b>Nombre</b>	<b>Número de Teléfono (Residencia)</b>	<b>Número de Teléfono (Trabajo)</b>
<b>Dirección de Residencia (Número de Calle, Apartado de Correo, Etc.)</b>		<b>Ciudad, Estado, y Código Postal de Residencia</b>
<b>Nombre de la Persona(s) que Discriminó Contra Usted, y la Posición de Trabajo (si es conocida), y el Nombre de la Agencia:</b>		
<b>Dirección (Numero de Calle)</b>		<b>Ciudad, Estado, Código postal</b>
<b>Fecha del Presunto Incidente:</b>		
<p><b>Causa de la discriminación (SELECCIONE POR LO MENOS UNA RAZÓN):</b></p> <ul style="list-style-type: none"> <li>• Raza</li> <li>• Retaliación</li> <li>• Sexo</li> <li>• Estado Civil</li> <li>• Religión</li> <li>• Color de Piel</li> <li>• Nacionalidad</li> <li>• Edad</li> <li>• Impedimento Físico o Mental</li> </ul>		
<p><b>Por favor explique brevemente detrás de este formulario el incidente donde usted fue discriminado en contra. Indique quienes participaron y asegúrese de incluir como otras personas fueron tratadas diferente a usted. También escriba cualquier otro detalle necesario para una investigación. (Puede utilizar el otro lado de este papel y/o incluir un documento adicional.)</b></p>		

**Firma** \_\_\_\_\_

**Fecha** \_\_\_\_\_

**Envíe por correo a: Julia Davis**, Polk TPO Title VI Specialist, Drawer TS05, P. O. Box 9005, Bartow, Florida 33831-9005.

**Correo Electrónico:** [juliadavis@polk-county.net](mailto:juliadavis@polk-county.net) **Fax:** 863-534-6471

## Appendix F – Notice to TPO Grant and Program Subrecipients

All programs and operations of entities that receive assistance from the federal government including the Transportation Planning Organization (TPO) and its sub-recipients must comply to the fullest reasonable extent for improving access to services for Limited English Proficiency (LEP) persons.

Sub-recipients are encouraged to have in place written policies on the provision of interpreter and translation services.

I acknowledge that a copy of the TPO Limited English Proficiency Plan has been provided to our organization and I have read the contents and fully understand the LEP Plan obligations and responsibilities.

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Signature

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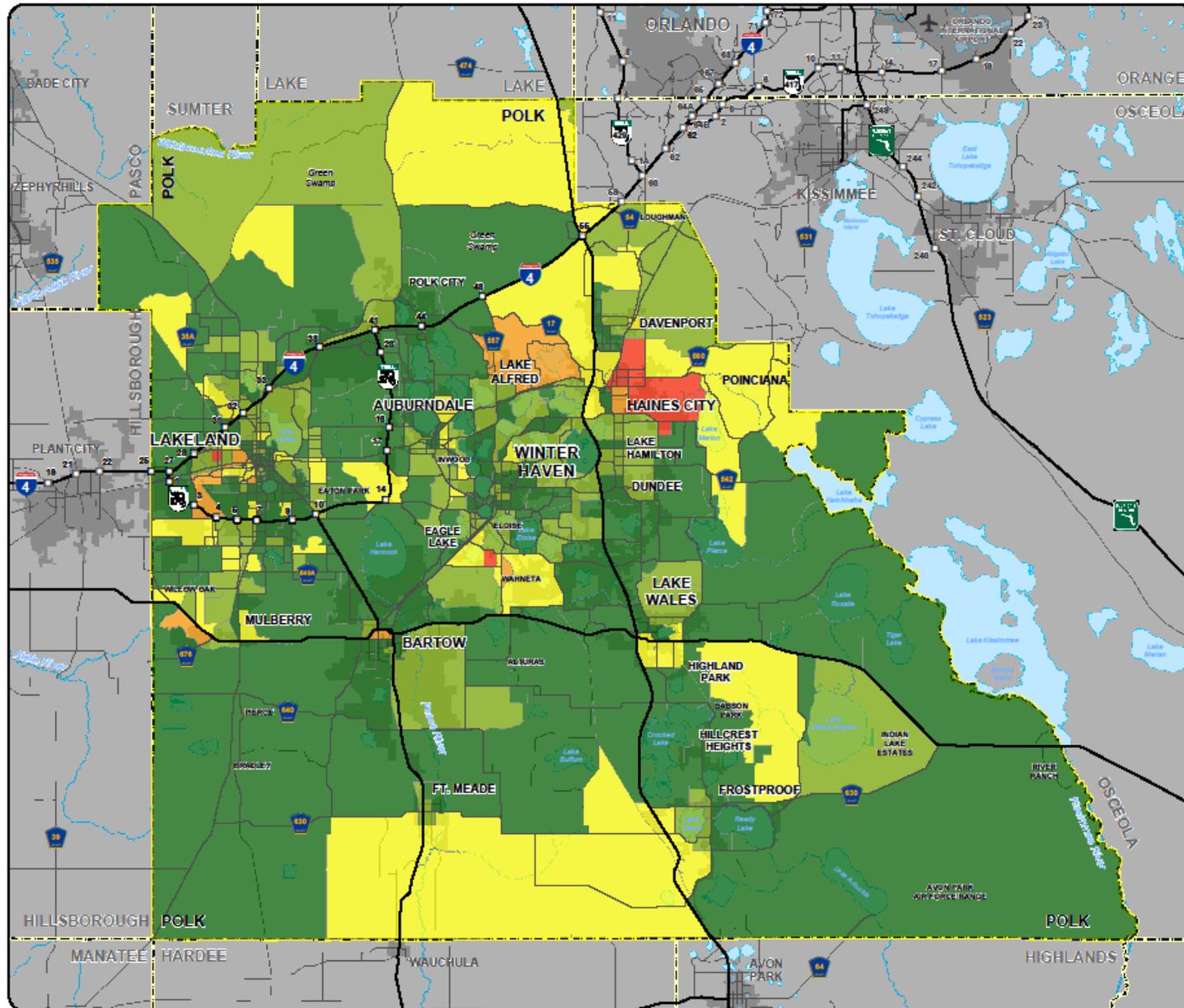
Date

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Organization

**Figure 1**

**Percent of Population in Polk County with Limited English Proficiency by Census Block Group**



**Figure 1**  
**Percent of Population in Polk County with Limited English Proficiency by Census Block Group**  
**Polk TPO**  
**Limited English Proficiency Plan**

**Legend**

**Percentage of LEP per Block Group Population**

- 0.000% - 5.000%
- 5.001% - 10.000%
- 10.001% - 20.000%
- 20.001% - 30.000%
- 30.001% - 60.000%

**Other Map Features**

- City Limits
- Interchange/Exit Number
- Other Major Roads
- County Boundary

Source: 2017 American Community Survey

N

Miles

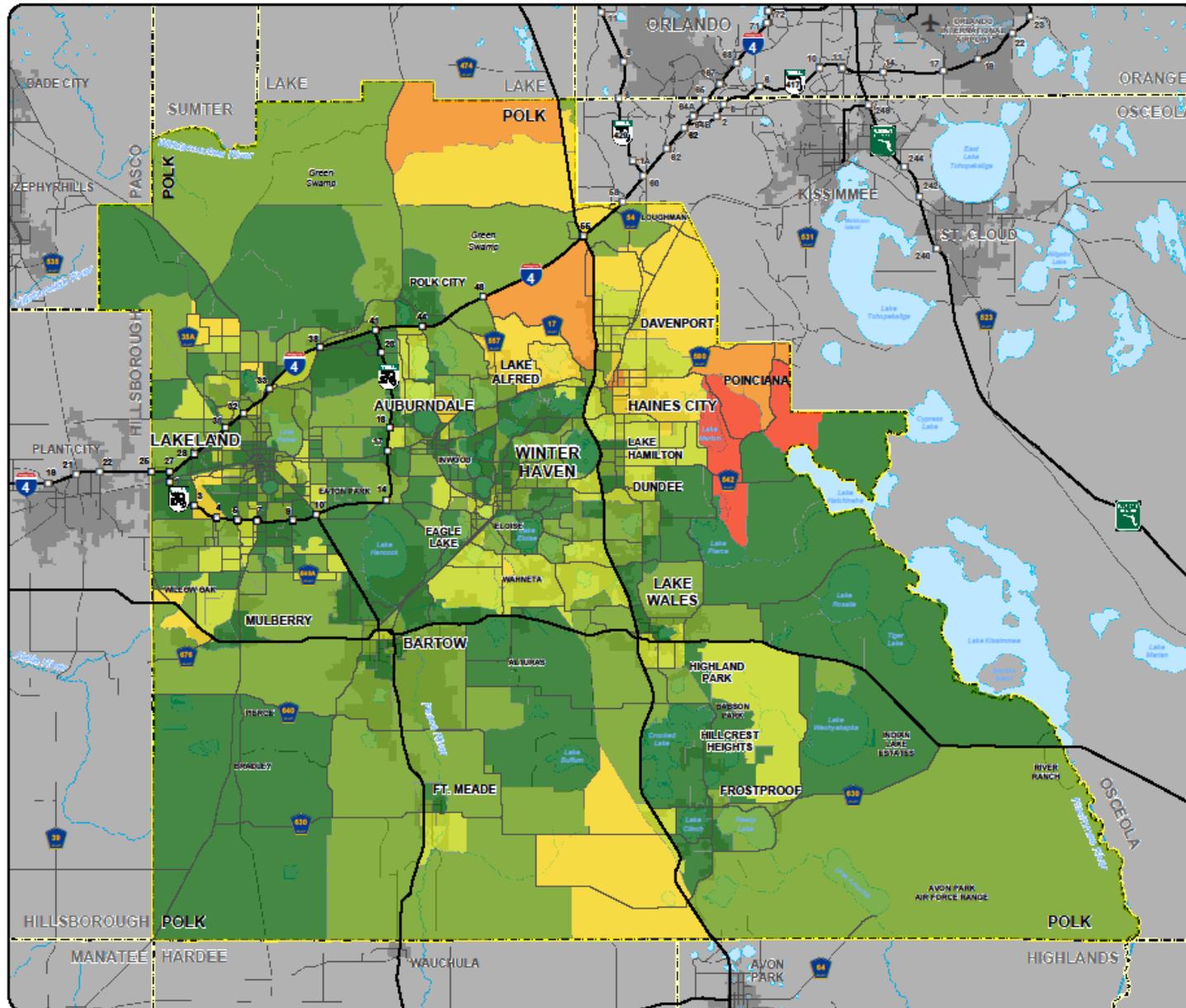
0 2.5 5 10 15

 Polk Transportation Planning Organization

5/10/2019

**Figure 2**

**Polk County Hispanic Population by Census Block Group (Number)**



**Figure 2**  
**Polk County Hispanic Population by Census Block Group (Number)**  
 Polk TPO  
 Limited English Proficiency Plan

**Legend**

**Hispanic Population per Block Group**

- 0 - 200
- 201 - 500
- 501 - 1000
- 1001 - 2000
- 2001 - 4000
- 4001 - 6500

**Other Map Features**

- City Limits
- Interchange/Exit Number
- Other Major Roads
- County Boundary

Source: 2017 American Community Survey

Miles  
 0 2.5 5 10 15

Polk Transportation Planning Organization

5/10/2019

**Figure 3**  
**Polk County Hispanic Population by Census Block Group (Percent)**

