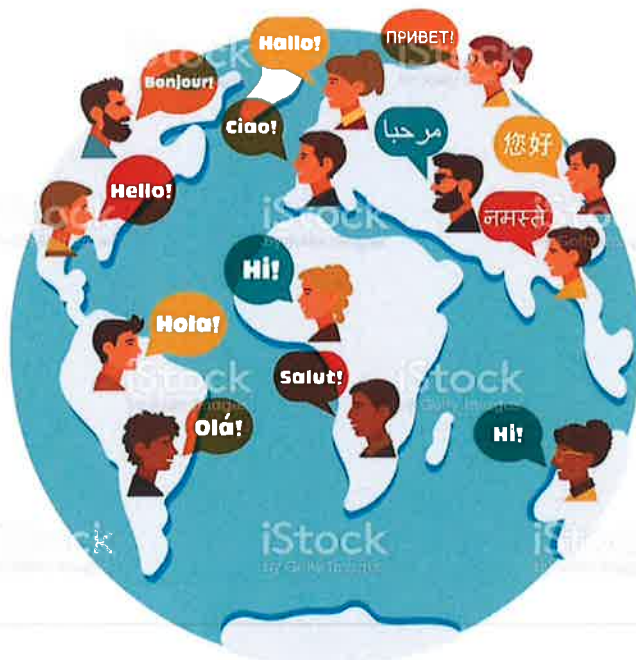




**LAKEWAY AREA METROPOLITAN
TRANSPORTATION PLANNING ORGANIZATION
(LAMTPO)**

LIMITED ENGLISH PROFICIENCY (LEP) PLAN

ADOPTED JULY 13, 2022



**THE
WORLD
OF COMMUNICATION**

DISCLAIMER

This document was prepared by LAMTPO staff, in conjunction with the East Tennessee Human Resource Agency (ETHRA), the Tennessee Department of Transportation (TDOT), Federal Highway Administration (FHWA), and the Federal Transit Administration (FTA).



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Lakeway Area Metropolitan Transportation Planning Organization (LAMTPO)
Morristown, TN – Jefferson City, TN – White Pine, TN – Hamblen County, TN – Jefferson County, TN

RESOLUTION 2022-
Adoption of the Limited English Proficiency (LEP) Plan

WHEREAS, the Lakeway Area Metropolitan Transportation Planning Organization (LAMTPO) seeks to continually develop comprehensive plan elements which serve as guidelines for the maintenance and improvement of community public facilities and infrastructure, and

WHEREAS, the citizens within the LAMTPO study area are afforded a continuous process whereby the transportation network within the area is maintained in an efficient and orderly manner while plans for future growth in traffic volumes, recreational and land uses are considered, and

WHEREAS, the Title VI of the Civil Rights Act of 1964, prohibits discrimination based upon race, color, and national origin. Specifically, 42 USC 2000d states that *“No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance”*, and

WHEREAS, the governing entities of LAMTPO prohibit discrimination by recipients of Federal financial assistance on the basis of race, color, and national origin, including the denial of meaningful access for limited English proficient (LEP) persons; and

WHEREAS, the governing entities of LAMTPO desire to prevent minority communities and low-income communities from being subject to disproportionately high and adverse environmental effects; and

NOW, THEREFORE BE IT RESOLVED that the LAMTPO Executive Board does hereby approve this resolution adopting the **Limited English Proficiency (LEP) Plan** document.



Chair,
LAMTPO Executive Board



Date

SECTION I. REQUIREMENT TO PROVIDE MEANINGFUL ACCESS TO LEP PERSONS.

Consistent with Title VI of the Civil Rights Act of 1964, DOT's implementing regulations, and Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency" (65 FR 50121, Aug. 11, 2000), recipients shall take reasonable steps to ensure meaningful access to benefits, services, information, and other important portions of their programs and activities for individuals who are limited-English proficient (LEP). This Circular contains only a summary of the LEP requirements as they apply to FTA recipients; recipients are encouraged to review DOT's LEP guidance for additional information (70 FR 74087, Dec. 14, 2005) <http://www.gpo.gov/fdsys/pkg/FR-2005-12-14/pdf/05-23972.pdf>. Recipients are also encouraged to review DOJ's guidelines on self-assessment, Language Access Assessment and Planning Tool for Federally Conducted and Federally Assisted Programs (May 2011), as well as other materials, available at www.lep.gov.

A. Four Factor Analysis. In order to ensure meaningful access to programs and activities, recipients shall use the information obtained in the Four Factor Analysis to determine the specific language services that are appropriate to provide. A careful analysis can help a recipient determine if it communicates effectively with LEP persons and will inform language access planning. The Four Factor Analysis is an individualized assessment that balances the following four factors:

- (1) **The number or proportion of LEP persons eligible to be served or likely to be encountered by the program or recipient.** This population will be program-specific. In addition to the number or proportion of LEP persons served, the recipient's analysis should, at a minimum, identify:
 - (a) How LEP persons interact with the recipient's agency;
 - (b) Identification of LEP communities, and assessing the number or proportion of LEP persons from each language group to determine the appropriate language services for each language group;
 - (c) The literacy skills of LEP populations in their native languages, in order to determine whether translation of documents will be an effective practice; and
 - (d) Whether LEP persons are underserved by the recipient due to language barriers.
- (2) **The frequency with which LEP persons come into contact with the program.** Recipients should survey key program areas and assess major points of contact with the public, such as:
 - (a) Use of bus and rail service;
 - (b) Purchase of passes and tickets through vending machines, outlets, websites, and over the phone;

- (c) Participation in public meetings;
 - (d) Customer service interactions;
 - (e) Ridership surveys;
 - (f) Operator surveys.
- (3) **The nature and importance of the program, activity, or service provided by the program to people's lives.** Generally speaking, the more important the program, the more frequent the contact and the likelihood that language services will be needed. The provision of public transportation is a vital service, especially for people without access to personal vehicles. An MPO's regional planning activities will impact every person in a region. Development of a coordinated plan to meet the specific transportation needs of seniors and people with disabilities will often also meet the needs of LEP persons. A person who is LEP may have a disability that prevents the person from using fixed route service, thus making the person eligible for ADA complementary paratransit. Transit providers, States, and MPOs must assess their programs, activities and services to ensure they are providing meaningful access to LEP persons. Facilitated meetings with LEP persons are one method to inform the recipient on what the local LEP population considers to be an essential service, as well as the most effective means to provide language assistance.
- (4) **The resources available to the recipient for LEP outreach, as well as the costs associated with that outreach.** Resource and cost issues can often be reduced by technological advances, reasonable business practices, and the sharing of language assistance materials and services among and between recipients, advocacy groups, LEP populations and Federal agencies. Large entities and those entities serving a significant number of LEP persons should ensure that their resource limitations are well substantiated before using this factor as a reason to limit language assistance.

B. Developing a Language Assistance Plan. After completing the Four Factor Analysis, the recipient shall use the results of the analyses to determine which language assistance services are appropriate. Additionally, the recipient shall develop an assistance plan to address the identified needs of the LEP population(s) it serves. The DOT LEP Guidance recognizes that certain recipients, such as those serving very few LEP persons or those with very limited resources, may choose not to develop a written plan. However, FTA has determined it is necessary to require its recipients to develop an assistance plan in order to ensure compliance. A recipient may formally request an exemption from this requirement if it believes it fits within the exception described.

Recipients have considerable flexibility in developing a Language Assistance Plan, or LEP Plan.

An LEP Plan shall, at a minimum:

- (a) Include the results of the Four Factor Analysis, including a description of the LEP population(s) served;
- (b) Describe how the recipient provides language assistance services by language;

- (c) Describe how the recipient provides notice to LEP persons about the availability of language assistance;
- (d) Describe how the recipient monitors, evaluates and updates the language access plan; and
- (e) Describe how the recipient trains employees to provide timely and reasonable language assistance to LEP populations.

FTA will solely determine, at the time the recipient submits its Title VI Program or subsequent to a complaint investigation or compliance review, whether a recipient's plan is sufficient to ensure meaningful access and thus ensure the recipient is not engaging in discrimination on the basis of national origin.

After completing the Four Factor Analysis, a recipient may determine that an effective LEP plan for its community includes the translation of vital documents into the language of each frequently encountered LEP group eligible to be served and/or likely to be affected by the recipient's programs and services. Vital written documents include, but are not limited to, consent and complaint forms; intake and application forms with the potential for important consequences; written notices of rights; notices of denials, losses, or decreases in benefits or services; and notices advising LEP individuals of free language assistance services. Examples of vital documents include an ADA complementary paratransit eligibility application, a Title VI complaint form, notice of a person's rights under Title VI, and other documents that provide access to essential services. Failure to translate these vital documents could result in a recipient denying an eligible LEP person access to services and discrimination on the basis of national origin.

C. Safe Harbor Provision. DOT has adopted DOJ's Safe Harbor Provision, which outlines circumstances that can provide a "safe harbor" for recipients regarding translation of written materials for LEP populations. The Safe Harbor Provision stipulates that, if a recipient provides written translation of vital documents for each eligible LEP language group that constitutes five percent (5%) or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered, then such action will be considered strong evidence of compliance with the recipient's written translation obligations. Translation of non-vital documents, if needed, can be provided orally. If there are fewer than 50 persons in a language group that reaches the five percent (5%) trigger, the recipient is not required to translate vital written materials but should provide written notice in the primary language of the LEP language group of the right to receive competent oral interpretation of those written materials, free of cost. These safe harbor provisions apply to the translation of written documents only. They do not affect the requirement to provide meaningful access to LEP individuals through competent oral interpreters where oral language services are needed and are reasonable. A recipient may determine, based on the Four Factor Analysis, that even though a language group meets the threshold specified by the Safe Harbor Provision, written translation may not be an effective means to provide language assistance measures. For example, a recipient may determine that a large number of persons in that language group have low literacy skills in their native language and therefore require oral interpretation. In such cases, background documentation regarding the determination shall be provided to FTA in the Title VI Program.

If anyone wishes any LAMTPO plan, document, report, etc, they may make their request to:

Title VI Coordinator
100 W 1st N St
PO Box 1499
Morristown, TN 37816-1499

Please give your name, address, phone number (for contact purposes only) and a description of what LAMTPO plan, document, report, etc., that you may want, and also specify what language you wish for the document to be in (English, Spanish, French, etc.).

If a person is in need of a translator, LAMTPO staff will use:

1: Someone from the City of Morristown, TN, as they have several people that are bi-lingual, or
Use a translator service to accommodate the need.

Information on LAMTPO's Title VI program is to be disseminated to agency employees, contractors, and beneficiaries, as well as to the public.

SECTION II. Language Assistance Implementation Plan For Limited English Proficiency (LEP) Persons

A. Introduction

The purpose of the *LAMTPO Language Assistance Implementation Plan for Limited English Proficiency Persons* (LEP) is to fulfill the requirements of Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency," issued on August 11, 2000, and Federal Transit Administration LEP policy guidance (70 FR 74087, December 14, 2005). Executive Order 13166 clarifies existing requirements for LEP persons under Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d), and FTA policy guidance (70 FR 74087) provides recipients of FTA financial assistance with guidance and instructions necessary to carry out the U.S. Department of Transportation Title VI regulations (49 CFR Part 21).

B. Goal of LAMTPO LEP Plan

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

C. System Overview

LAMTPO Transit (LAMTPO) provides public transportation services in Morristown, Jefferson City, White Pine, and portions of Hamblen and Jefferson counties, Tennessee. Morristown, with a population of approximately 29,137, is the urban center of the LAMTPO Urbanized Area. The LAMTPO Urbanized Area has a population of 59,355, and covers approximately 60 square miles.

ETHRA (East Tennessee Human Resource Agency), under contract with LAMTPO, provides demand response services. The demand response service includes: 1) para-transit services for ADA certified individuals with disabilities, and 2) Job Access transportation service, and 3) any general public trips as needed.

D. LAMTPO FOUR FACTOR ANALYSIS

The Limited English Proficient (LEP) to Federally Assisted and Federally Conducted Programs and Activities

BACKGROUND

The Lakeway Area Metropolitan Transportation Planning Organization (LAMTPO) study area consists of the cities of Morristown, Jefferson City, White Pine, and portions of Jefferson County and Hamblen County in the State of Tennessee. Because the study area is within only parts of the 2020 US Census Tracts, the entire tract boundary will be used where the study area is just in a portion of it. LAMTPO contracts with the East Tennessee Human Resources Agency (ETHRA) to provide public transportation services within the LAMTPO region. The public transportation service provided are (1) the Lakeway Transit fixed route service, and (2) demand-response service. Demand response service requires a potential rider to call at least 24-hours in advance to schedule a ride. All vehicles used in the LAMTPO region are paratransit vehicles in order to help serve the disabled passengers.

Factor 1. The number and proportion of LEP persons served or encountered in the Eligible Service Population.

According to the US Census 2015-2019 5-year estimates Language Spoken at Home for the Population 5 years old and Over, the majority of the population within the census tracts of the LAMTPO region speak English very well, with the lowest percentage being only 84.3%. There are five (5) census tracts where the population speaks English less than very well is 5% or greater. Those census tracts are all in Hamblen County, and they are census tracts 1001, 1002, 1003, 1004, 1008. It ranges from 5.0% in census tract 1002 to 15.7% in census tract 1003.

The overall average of people speaking English very well 96.08%, based on the US Census 2019 5-year estimates data. The www.lep.gov website's interactive map has Hamblen County with a total population of 58,852, a LEP population of 3,226, and the LEP percentage being 5.48%. This is almost 2 times higher than the Tennessee State percentage. Jefferson County had a population of 49,002, a LEP population of 695, and a LEP percentage of 1.42% (about half the TN State percentage) (based on 2013 year data). The majority of the people that Speak English less than very well are Hispanic, and the language spoken at home is Spanish. A breakdown of the Language spoken at home is shown in the tables on the following pages (information taken from the U.S. Census).

The map on page III-53 illustrates the areas where there are high concentrations of people that do not speak English very well. These areas are also low to moderate income areas of the LAMTPO region.

Table 1. 2015-2019 American Community Survey (ACS) data of Language Spoken at Home, based on Census Tract data (US Census table S1601), 2019 5-year estimates

County	Census Tract	Total Population 5 years and older	Population Percentage speak English only or Speak English Very Well	Population Percentage that Speak English Less Than Very Well	Population Percentage that Speak only English	Population Percentage that speak a language other than English	Population Percentage that Speak only Spanish
Hamblen	1001	5807	92.4	7.6	83.7	16.3	16
Hamblen	1002	5068	95	5	82	18	13.3
Hamblen	1003	3062	84.3	15.7	69.2	30.8	29.6
Hamblen	1004	6569	91.7	8.3	85.3	14.7	14.4
Hamblen	1005	3000	96.9	3.1	87.2	12.8	12.8
Hamblen	1006	6962	98	2	95.9	4.1	2.9
Hamblen	1007	5661	98.8	1.2	96.4	3.6	3.6
Hamblen	1008	3200	92.6	7.4	85.5	14.5	14.5
Hamblen	1009	4903	96.5	3.5	92.2	7.8	6.7
Hamblen	1010	5160	100	0	100	0	0
Hamblen	1011	4758	100	0	98.8	1.2	0.4
Hamblen	1012	6070	97	3	95.2	4.8	2.6
Jefferson	701	7082	96.3	3.7	92.9	7.1	6.9
Jefferson	702	4407	99.8	0.2	98.4	1.6	1
Jefferson	703	6676	97.3	2.7	91.8	8.2	6.9
Jefferson	704	3707	98.7	1.3	96.6	3.4	2.6
Jefferson	706	5310	98.1	1.9	93.6	6.4	3

Table 2. Limited English Speaking Households, by County, 2015-2019 American Community Survey 5-Year Estimates (US Census Table S1602)

	Hamblen County, Tennessee				Jefferson County, Tennessee			
	Total Estimate	%	Limited English Speaking Households	Percent (%) of Limited English Speaking Households	Total Estimate	%	Limited English Speaking Households	Percent (%) of Limited English Speaking Households
All households	24456	(X)	649	2.7	20154	(X)	203	1
Households speaking --								
Spanish	2023	8.3	626	30.9	518	2.6	111	21.4
Other Indo-European languages	89	0.4	11	12.4	323	1.6	79	24.5
Asian and Pacific Island languages	225	0.9	12	5.3	105	0.5	0	0
Other languages	30	0.1	0	0	21	0.1	13	61.9

Table 3. Language Spoken at Home for the Population 5 years and over 2015-2019 5-year estimates (US Census Table C16001)

US Census Table C16001	Hamblen County, Tennessee	Jefferson County, Tennessee
Total Population	60,220	51,090
Speak only English	54,392	48,756
Spanish:	5,207	1,450
Speak English "very well"	2,811	877
Speak English less than "very well"	2,396	573
French, Haitian, or Cajun:	3	138
Speak English "very well"	0	138
Speak English less than "very well"	3	0
German or other West Germanic languages:	53	191
Speak English "very well"	53	25
Speak English less than "very well"	0	166
Russian, Polish, or other Slavic languages:	49	39
Speak English "very well"	0	39
Speak English less than "very well"	49	0
Other Indo-European languages:	78	204
Speak English "very well"	78	145
Speak English less than "very well"	0	59
Korean:	0	22
Speak English "very well"	0	0
Speak English less than "very well"	0	22
Chinese (incl. Mandarin, Cantonese):	16	36
Speak English "very well"	16	23
Speak English less than "very well"	0	13
Vietnamese:	49	114
Speak English "very well"	49	59
Speak English less than "very well"	0	55
Tagalog (incl. Filipino):	61	18
Speak English "very well"	19	18
Speak English less than "very well"	42	0
Other Asian and Pacific Island languages:	275	37
Speak English "very well"	149	37
Speak English less than "very well"	126	0
Arabic:	0	85
Speak English "very well"	0	16
Speak English less than "very well"	0	69
Other and unspecified languages:	37	0
Speak English "very well"	37	0
Speak English less than "very well"	0	0

Table 4. Age By Language Spoken at Home for the Population 5 years old and Over (US Census Table B16008) 2019 5-year estimates

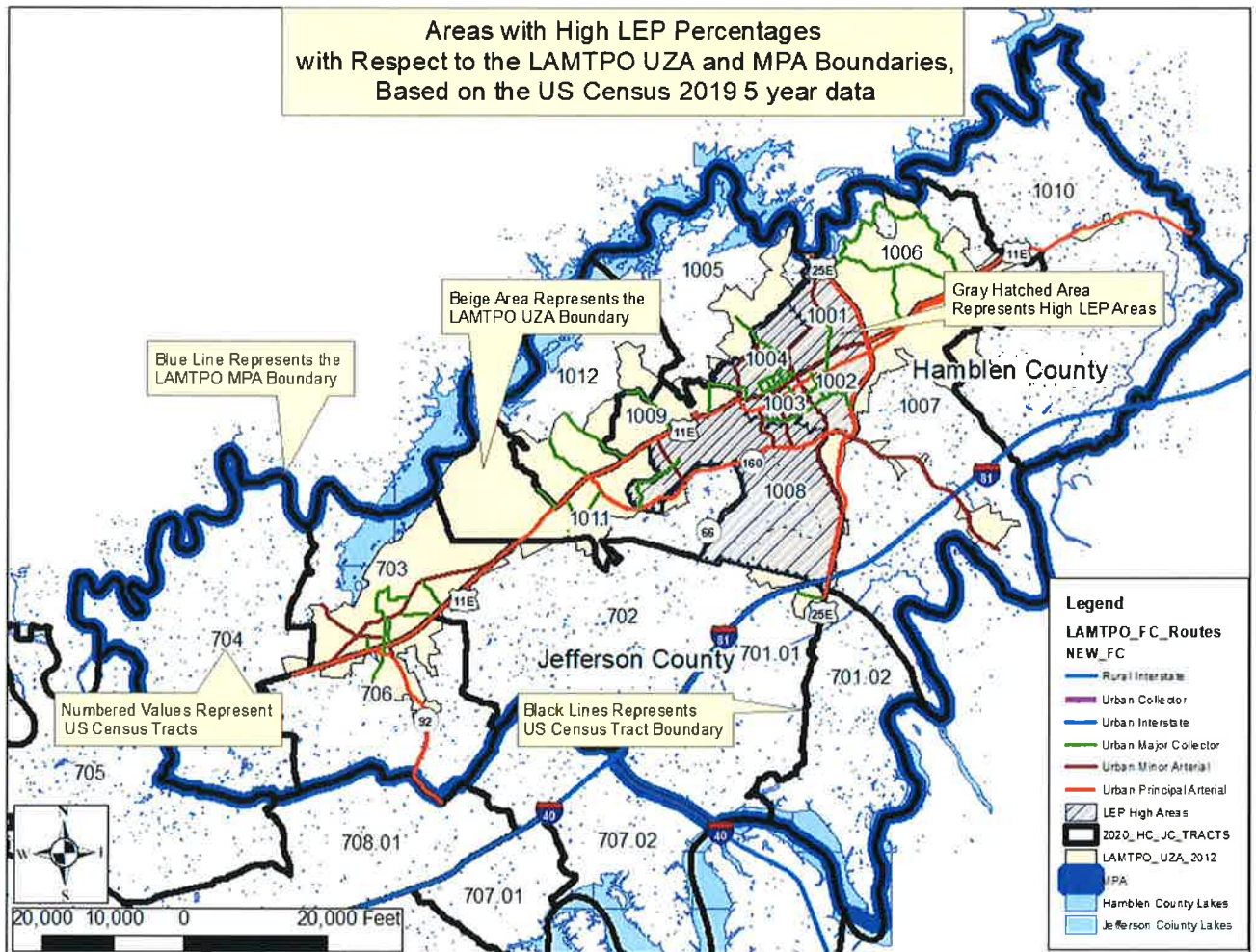
US Census Table B16008	Hamblen County	Jefferson County
Total:	60,220	51,090
Native population:	56,412	49,747
5 to 17 years:	10,923	8,023
Speak only English	9,234	7,488
Speak Spanish:	1,640	414
Speak English "very well"	1,377	408
Speak English less than "very well"	263	6
Speak other languages:	49	121
Speak English "very well"	49	92
Speak English less than "very well"	0	29
18 years and over:	45,489	41,724
Speak only English	44,573	41,062
Speak Spanish:	801	324
Speak English "very well"	646	237
Speak English less than "very well"	155	87
Speak other languages:	115	338
Speak English "very well"	112	180
Speak English less than "very well"	3	158
Foreign-born population:	3,808	1,343
Naturalized U.S. citizen:	733	299
5 to 17 years:	35	8
Speak only English	15	8
Speak Spanish:	11	0
Speak English "very well"	11	0
Speak English less than "very well"	0	0
Speak other languages:	9	0
Speak English "very well"	0	0
Speak English less than "very well"	9	0
18 years and over:	698	291
Speak only English	253	103
Speak Spanish:	316	49
Speak English "very well"	218	7
Speak English less than "very well"	98	42
Speak other languages:	129	139
Speak English "very well"	70	85
Speak English less than "very well"	59	54

US Census Table B16008	Hamblen County	Jefferson County
Not a U.S. citizen:	3,075	1,044
5 to 17 years:	68	88
Speak only English	0	0
Speak Spanish:	52	61
Speak English "very well"	0	16
Speak English less than "very well"	52	45
Speak other languages:	16	27
Speak English "very well"	0	17
Speak English less than "very well"	16	10
18 years and over:	3,007	956
Speak only English	317	95
Speak Spanish:	2,387	602
Speak English "very well"	559	209
Speak English less than "very well"	1,828	393
Speak other languages:	303	259
Speak English "very well"	170	126
Speak English less than "very well"	133	133

Table 5. Age By Language Spoken at home for the Population 5 years and over, by County, US Census Table B16007) 2019 5-year estimates

US Census Table B16007	Hamblen County	Jefferson County
Total:	60,220	51,090
5 to 17 years:	11,026	8,119
Speak only English	9,249	7,496
Speak Spanish	1,703	475
Speak other Indo-European languages	29	16
Speak Asian and Pacific Island languages	45	106
Speak other languages	0	26
18 to 64 years:	37,727	32,433
Speak only English	33,830	30,843
Speak Spanish	3,407	925
Speak other Indo-European languages	121	503
Speak Asian and Pacific Island languages	348	103
Speak other languages	21	59
65 years and over:	11,467	10,538
Speak only English	11,313	10,417
Speak Spanish	97	50
Speak other Indo-European languages	33	53
Speak Asian and Pacific Island languages	8	18
Speak other languages	16	0

The map shown below illustrates the areas where the LEP percentages is 5% or greater. Since we send various notices out to the areas of high minority ratios, which is larger than the areas of people with LEP, we are meeting are Title VI requirements.



Factor (2) The frequency with which LEP individuals come into contact with the program;

LAMTPO contracts with ETHRA (East Tennessee Human Resource Agency) to provide public transportation services (fixed route and demand-response services) within the LAMTPO area (Hamblen County and approximately one quarter (1/4) of Jefferson County, Tennessee). Anyone is able to ride, but must call at least 24-hours before the requested ride is needed. This is due to make sure the ride is scheduled and that there are no “over-bookings” of ridership. As part of the contract agreement, ETHRA must be in compliance with Title VI, LEP, and any other state, federal or local regulations.

LAMTPO also advertises (in English and Spanish) in 3 local newspapers for events, meetings, etc. that are to occur. Information is also submitted to Hola Lakeway and the East Tennessee Hispanic Chamber of Commerce. Also, there are brochures for public transportation ridership that are in English, as well as Spanish, to promote mass transit within the LAMTPO region. Community outreach is done by sending information to the Morristown and Jefferson City housing authorities, various apartment complexes, to different civic agencies, such as Boys and Girls Club, Senior Citizens Center, etc., to help to promote mass transit services, and/or any transportation related activity that is occurring within the LAMTPO region. Information is also emailed out to Hola Lakeway and the East Tennessee Hispanic Chamber of Commerce. Information is also posted in 3 city halls, 3 libraries, 2 county mayor's offices, and anyone who makes a request for it.

Factor (3) the importance of the service provided by the program;

LAMTPO understands the importance of the program, as all people need some form of transportation to work, medical visits, shopping, etc, and that not everyone has their own transportation. LAMTPO and/or ETHRA sends information out to the various housing agencies (Morristown Housing Authority and Jefferson City Housing Authority), as well as other local agencies, interests groups, as well as advertise (in English and Spanish) about mass transit and its funding in three local newspapers. Information is also emailed out to Hola Lakeway and the East Tennessee Hispanic Chamber of Commerce. Information is also posted in 3 city halls, 3 libraries, 2 county mayor's offices, and anyone who makes a request for it.

Factor (4) the resources available to the recipient.

The public transportation is available to anyone, provided that they call at least 24 hours before the requested ride is needed. LAMTPO and/or ETHRA sends information out to the various housing agencies (Morristown Housing Authority and Jefferson City Housing Authority), as well as other local agencies, interests groups, as well as advertise (in English and Spanish) about mass transit and its funding in three local newspapers. The advertisements are in English and in Spanish form (an example is below). Information is also emailed out to Hola Lakeway and the East Tennessee Hispanic Chamber of Commerce. Information is also posted in 3 city halls, 3 libraries, 2 county mayor's offices, and anyone who makes a request for it. It should be noted that LAMTPO will provide information for people speaking any language, not just English or Spanish. In those cases, a written letter is needed requesting which document or information is needed, and LAMTPO will respond within 10 business days of the date the request has been received. In cases when someone shows up in person and is speaking some other type of language, LAMTPO staff uses the US Census Language Identification flashcard to determine the language, and then call Open Communication (or some other translation type service) to translate what is being said and/or requested.

An example of a LAMTPO Advertisement, in English and Spanish:

The Lakeway Area Metropolitan Transportation Planning Organization (LAMTPO) Executive Board meeting on Wednesday August 11, 2021 at 9 am. The meeting will be held at the Jefferson City City Hall Building, 112 City Center Drive, Jefferson City, TN.

Items to be discussed are:

1. FFY2022-2023 UPWP
2. Status Update of the SR343Corridor Study

Information about the meeting can be obtained by contacting Rich DesGroseilliers at richd@mymorristown.com or at 423-581-6277, or can be viewed at www.lamtpo.com. All interested parties are invited to attend the meeting. It is the policy of LAMTPO not to discriminate on the basis of race, color, national origin, age, sex, or disability in operation of its programs, services, and activities.

La Junta Ejecutiva de la Organización metropolitana de planificación del transporte del área de Lakeway (LAMTPO), por sus, se reúne el miércoles 11 de agosto de 2021 a las 9 am. La reunión se llevará a cabo en el Edificio del Ayuntamiento de Jefferson City, 112 City Center Drive, Jefferson City, TN.

Los temas a tratar son:

1. UPWP FFY2022-2023
2. Actualización del estado del estudio SR343Corridor

La información sobre la reunión se puede obtener poniéndose en contacto con Rich DesGroseilliers en richd@mymorristown.com o al 423-581-6277, o se puede ver en www.lamtpo.com. Se invita a todas las partes interesadas a asistir a la reunión. Es política de LAMTPO no discriminar por motivos de raza, color, origen nacional, edad, sexo o discapacidad en la operación de sus programas, servicios y actividades.

Lakeway Area Metropolitan Transportation Planning Organization (LAMTPO)
Morristown, TN – Jefferson City, TN – White Pine, TN – Hamblen County, TN – Jefferson County, TN

Lakeway Area Metropolitan Transportation Planning Organization (LAMTPO)

Title VI Sub-Recipient Complaint and Hearing Procedures

It is the policy of LAMTPO to ensure compliance with Title VI of the Civil Rights Act of 1964: 49 CFR Part 21; related statutes and regulations to that end that no one person shall be excluded from participation in or be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance on the grounds of race, color, sex, or national origin. Any person who believes that they have been discriminated against is to contact LAMTPO's Title VI Coordinator at the following address:

100 W. 1st North St
Morristown, TN 387814
423-581-6277

Any complaints received via telephone or in person will be requested in writing from the person filing the complaint. Assistance in submitting a written complaint will be available if necessary.

Complaint filed under Title VI shall be processed with the following steps:

1. Maintain a log of all complaints and appeals.

The complainant and/or their representative shall present the complaint to the manager/ department head of the service or facility where the discrimination occurred, within three (3) business days of the date the complaint incident.

2. Forward an initial report to TDOT within seven (7) working days.
3. A copy of the complaint will also be forwarded to the alleged discriminatory sub-contractor official. Including the name and telephone number of the Title VI officer assigned to investigate the complaint.
4. The investigating officer will initiate the investigation by first contacting the complainant by telephone within 3 work days of receiving the assignment to set up an interview.
 - a. The complainant will be informed that they have a right to have a witness or representative present during the interview.
 - b. Submit any documentation he/she perceives as relevant to proving his/her complaint
5. The alleged discriminatory sub-contractor official will be given the opportunity to respond to all aspects of the complainant's allegations.
6. The investigating officer will determine, based on relevancy or duplication of evidence, which witnesses will be contacted and questioned.

7. The investigating officer will contact the complainant at the conclusion of the investigation, but prior to writing the final report and give the complainant an opportunity to give a rebuttal statement only at the end of the investigation process.
8. The investigation will be completed and a final report will be sent to TDOT, the alleged discriminatory sub-contractor, and the complainant within sixty (60) calendar days of the date the complaint was received. The final report will include the following:
 - a. The written complaint containing the allegation, basis, and date of filing
 - b. Summarized statements taken from witnesses
 - c. Finding of facts
 - d. Opinion (based on the evidence in the record) that the incident is substantiated or unsubstantiated
 - e. Remedial action(s) for substantiated cases
9. If corrective action(s) is recommended the alleged discriminatory sub-contractor will be given thirty (30) calendar days to inform the Title VI officer of the actions taken for compliance.
10. Corrective actions can be in the form of actions to be taken at a future date after the initial thirty (30) days with projected time period(s) in which action will be completed. All corrective actions must be within sixty (60) days from the date of the actual recommendation.
11. If the recommended corrective action(s) have not been taken within the thirty (30) day time period allowed, the sub-contractor will be found to be in non-compliance with Title VI and implementing rules and regulations, and a referral will be made to TDOT for enforcement action.
12. Appeals procedure:
 - a. The complainant has the right to appeal all written reports to TDOT
 - b. This appeal must be made in writing to the TDOT Title VI Director within fourteen (14) days of receipt of the sub-recipient's final report.
 - c. The appeal must specifically cite the portion(s) of the finding with which the complainant disagrees and his/ her reason(s) for disagreement.
 - d. The Title VI Director will forward this appeal within seven (7) days to the TDOT Title VI Advisory Board for review.
 - e. The Board's review of the finding will be based on the entire record.
 - f. The Board must complete the appeal review within thirty (30) calendar days after receipt of the appeal.
 - g. The Board will forward their written findings to the complainant and the TDOT Commissioner.

EQUAL OPPORTUNITY

TITLE VI POLICY STATEMENT

It is the policy of the Lakeway Area Metropolitan Transportation Planning Organization (LAMTPO) to ensure compliance with Title VI of the Civil Rights Act of 1964: 49 CFR Part 21; related statutes and regulations to the end that no person shall be executed from participation in or be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance on the grounds of race, color, sex, or national origin.



LAMTPO Title VI Coordinator

Any person who believes he or she has been discriminated against should contact the following:

LAMTPO
100 W. 1st North St
Morristown, TN 37814
423-581-6277

EQUAL OPPORTUNITY

TITLE VI POLICY STATEMENT

It is the policy of the Lakeway Area Metropolitan Transportation Planning Organization (LAMTPO) to ensure compliance with Title VI of the Civil Rights Act of 1964: 49 CFR Part 21; related statutes and regulations to the end that no person shall be excluded from participation in or be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance on the grounds of race, color, sex, or national origin.



LAMTPO Title VI Coordinator

Any person who believes he or she has been discriminated against should contact the following:

LAMTPO
100 W. 1st North St
Morristown, TN 37814
423-581-6277

IGUAL OPORTUNIDAD

TITULO VI

Es la política del Lakeway Area Metropolitan Transportation Planning Organization (LAMTPO) asegurar que se cumpla con el Título VI del acto de derechos civiles de 1964; 49 CFR Parte 21, que se relaciona con los estatutos y normas para asegurar que ninguna persona sea excluida o discriminada o que se le niegen los beneficios de cualquier programa o actividad que reciba ayuda financiera sin importar su raza, color, sexo, origen, o con algún impedimento físico.



LAMTPO Title VI Coordinator

Cualquier persona que crea que ha sido discriminada deberá comunicarse al:

LAMTPO
100 W. 1st North St
Morristown, Tn 37814
423-581-6277

IGUAL OPORTUNIDAD

TITULO VI

Es la política del Lakeway Area Metropolitan Transportation Planning Organization (LAMTPO) asegurar que se cumpia con el Titulo VI del acto de derechos civiles de 1964; 49 CFR Parte 21, que se relaciona con los estatutos y normas para asegurar que ninguna persona sea excluida o discriminada o que se le niegen los beneficios de cualquier programa o actividad que reciba ayuda financiera sin importar su raza, color, sexo, origen, o con algun impedimento fisico.



LAMTPO Title VI Coordinator

Cualquier persona que crea que ha sido discriminada debera comunicarse al:

LAMTPO
100 W. 1st North St
Morristown, Tn 37814
423-581-6277

Below is information that we used for advertisements, notices, etc.

The following should be used as part of any advertisement where federal dollars are being considered for a project, program, etc.

It is the policy of LAMTPO not to discriminate on the basis of race, color, national origin, age, sex, or disability in operation of its programs, services, and activities.

Also, this may be needed as well (contracting out work):

With regard to all aspects of this contract, contractor certifies and warrants it will comply with this policy.

If there are any questions or concerns, please feel free to contact
Rich DesGroseilliers, MTPO Coordinator
100 w. 1st N St.
PO Box 1499
Morristown, TN 37816-1499
423-581-6277
423-585-4679 (fax)
richd@mymorristown.com

All Title VI documents are located at each building of the governing entities of LAMTPO:

Morristown City Center Building
Hamblen County Courthouse
White Pine Town Hall
Jefferson City Town Hall
Jefferson County County Mayor's Office
ETHRA office
Copies are on file with TDOT Title VI offices

Below is an example of an advertisement (in English and Spanish)

The Lakeway Area Metropolitan Transportation Planning Organization (LAMTPO) Executive Board will be having a public meeting. Items to be discussed are:

3. Annual Meeting—Requests for Projects for LRTP, TIP, and/or UPWP
4. Election of Officers
5. PM1 Safety Performance Measures
6. FFY2022-2023 Consolidated Planning Grant
7. Discussion of Current Local STBG Projects

Information about the meeting can be obtained by contacting Rich DesGroseilliers at 423-581-6277, or can be viewed at www.lamtpo.com. The meeting will be on Wednesday, October 13, 2021 at 9:00 AM in the Jefferson City City Hall Building, 112 City Center Drive, Jefferson City, TN. All interested parties are invited to attend the meeting. It is the policy of LAMTPO not to discriminate on the basis of race, color, national origin, age, sex, or disability in operation of its programs, services, and activities.

La Junta Ejecutiva de la Organización de Planificación de Transporte Metropolitano del Área de Lakeway (LAMTPO) tendrá una reunión pública. Los temas a tratar son:

1. Reunión Anual: Solicitudes de proyectos para LRTP, TIP y/o UPWP
2. Elección de la Mesa
3. Medidas de rendimiento de seguridad PM1
4. FfY2022-2023 Subvención de planificación consolidada
5. Discusión de los proyectos locales actuales de STBG

La información sobre la reunión se puede obtener comunicándose con Rich DesGroseilliers al 423-581-6277, o se puede ver en www.lamtpo.com. La reunión será el miércoles 13 de octubre de 2021 a las 9:00 AM en el Jefferson City City Hall Building, 112 City Center Drive, Jefferson City, TN. Todas las partes interesadas están invitadas a asistir a la reunión. Es política de LAMTPO no discriminar por motivos de raza, color, origen nacional, edad, sexo o discapacidad en la operación de sus programas, servicios y actividades.

E. Providing Notice of Language Assistance to LEP Persons

1. Identifying LEP Persons Who Need Language Assistance

Results of the assessment of the frequency with which LAMTPO has or should have contact with LEP individuals seeking assistance were that during the most recent fiscal year were:

- There were no requests for either translators at public meetings or documents in translated version(s).
- There were also no requests to use Avaza Language Services Corp. (615)534-3400, or Verbatim services (877)457-6589, the telephone translator services, However, LAMTPO will remain a client and maintain this service for patrons (at no charge to patrons) for potential future use.

According to the US Census 2015-2019 5-year data, the overall average of people that speak English Less Than Very well is 3.92 percent within the LAMTPO service area. Of this group, the largest majority of LEP individuals speak Spanish. Therefore, LAMTPO's efforts in areas such as document translation have been in Spanish to this point. However, LAMTPO does provide telephonic conferencing interpretation services for all languages, and will maintain an ongoing awareness of Census and related data regarding the possible growth of other non-English populations in the LAMTPO area.

2. Language Assistance Measures

Although the assessment results indicate that there is not currently a significant need for LAMTPO to provide extensive language assistance measures, LAMTPO has taken measures to make language assistance available, which will be ongoing/updated as applicable.

LAMTPO provides the following services to area LEP individuals, free of charge:

- Telephonic conferencing interpretation services (available to Tennessee public transportation systems through Tennessee Department of Transportation contract with AVAZA Avaza Language Services Corp. (615)-534-3400 or use Verbatim Solutions 877-457-6589.
- Translation of major LAMTPO documents (Title VI informational and complaint documents, and fixed route ride guide) into Spanish.
- "As needed" contracts established with area translators, for oral interpretation service, upon request by LEP individual, during LAMTPO public meetings or for translation of written communications LAMTPO receives from LEP persons;
- Provision of notices of public hearings/meetings regarding LAMTPO's proposed transportation plans, projects, or changes, and reduction, denial, or termination of services or benefits, in both English and Spanish. Page 14 has an example of a public hearing notice published in both English and Spanish.

3. Training Staff

All LAMTPO employees, including management staff, will be provided a copy of the *LAMTPO Transit Language Assistance Implementation 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 LAMTPO training/orientation for new employees. Training topics provided to all LAMTPO employees will include:

- Understanding LAMTPO's LEP policies and procedures;
- How to access a staff interpreter and/or a staff member to utilize Avaza Language Services Corp. (615)534-3400, or Verbatim services (877)457-6589 telephone interpreters;

- How to access LAMTPO documents; and
- Documentation of language assistance requests.

Additional training will be provided to employees who will have direct contact with LEP individuals, assisting them to utilize the telephonic interpretation system.

LAMTPO planning staff will work with "in-person" oral interpreters for LAMTPO public meetings, as well work with professional translators to provide and/or update major documents in Spanish or other languages if need arises.

4. Providing Notice to LEP Persons

LAMTPO 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.

- Post signs in English/Spanish in public areas.
- Provide English and Spanish brochures of transit services.

F. Monitoring and Updating the LEP Plan

This plan will be reviewed, with a reevaluation of whether there have been changes in the LAMTPO area LEP population demographics, types of LAMTPO services, or other needs which indicate a need to update/expand LAMTPO's language assistance services. At a minimum, this review will follow the LAMTPO MPO Title VI Program update schedule.

During the plan review, the following will be assessed:

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

G. Dissemination of the LAMTPO LEP Plan

The *LAMTPO Language Assistance Implementation Plan for Limited English Proficiency Persons* will be posted on the LAMTPO website at <https://www.lamtpo.com>. For persons without internet service. The plan will also be available in the 3 city hall buildings, county courthouses, and public libraries. A hard copy of the document can be mailed upon request. A Spanish translation of the plan will be available upon request.

Lakeway Area Metropolitan Transportation Planning Organization (LAMTPO)
Morristown, TN – Jefferson City, TN – White Pine, TN – Hamblen County, TN – Jefferson County, TN

Lakeway Area Metropolitan Transportation Planning Organization (LAMTPO)
Limited English Proficiency (LEP) Procedures Title VI

It is the general policy of LAMTPO staff to not discriminate against anyone with Limited English Proficiency (LEP) who participates in our programs and/or services. We have taken steps to ensure that all individuals will be able to communicate, either through written or oral language services, with all members of our staff. These steps are as follows:

1. Employees will have access to “I Speak” cards.
2. Once language proficiency is determined, employees will have resources available to assist the individual in determining his/her need.
3. If the need is not urgent or life threatening, employees will defer to their supervisors what steps need to be taken. The steps are, but not limited to, the following:
 - a. If the need is a document translated, the supervisor will have the document translated as soon as possible, without jeopardizing his/her duties as a supervisor.
 - b. If the need is oral language services, the supervisor will take appropriate actions to provide the assistance as soon as possible through a translation service, without jeopardizing his/her duties as a supervisor.
 - c. The supervisor has the obligation to the safety of his/her employees as well as to the citizens of the LAMTPO study area to assist the need of all persons. This includes not leaving his/her work place unless it is an emergency.
4. If the need is urgent or life threatening, employees will use, to the best of their ability, any resource available to accommodate the individual.

Any person who thinks that there has been discrimination against him/her because of LEP should contact Rich DesGroseilliers, MTPO Coordinator, Title VI Coordinator.

100 W 1st N St, Morrystown, TN 37814
423-581-6277
richd@mymorrystown.com

SECTION III. FEDERAL REQUIREMENTS

A. TITLE VI (Civil Rights Act of 1964, 42 USC 2000(d)-2000(d)(1))

General

This title declares it to be the policy of the United States that discrimination on the grounds of race, color, or national origin shall not occur in connection with programs and activities receiving Federal financial assistance and authorizes and directs the appropriate Federal departments and agencies to take action to carry out this policy.

Section 601 -- This section states the general principle that no person in the United States shall be excluded from participation in or otherwise discriminated against on the grounds of race, color, or national origin under any program or activity receiving Federal financial assistance.

Section 602 -- Directs each Federal agency administering a program of Federal financial assistance by way of grant, contract, or loan to take action pursuant to rule, regulation, or order of general applicability to effectuate the principle of section 601 in a manner consistent with the achievement of the objectives of the statute authorizing the assistance. In seeking the effect compliance with its requirements imposed under this section, an agency is authorized to terminate or to refuse to grant or to continue assistance under a program to any recipient as to whom there has been an express finding pursuant to a hearing of a failure to comply with the requirements under that program, and it may also employ any other means authorized by law. However, each agency is directed first to seek compliance with its requirements by voluntary means.

Section 603 -- Provides that any agency action taken pursuant to section 602 shall be subject to such judicial review as would be available for similar actions by that agency on other grounds. Where the agency action consists of terminating or refusing to grant or to continue financial assistance because of a finding of a failure of the recipient to comply with the agency's requirements imposed under section 602, and the agency action would not otherwise be subject to judicial review under existing law, judicial review shall nevertheless be available to any person aggrieved as provided in section 10 of the Administrative Procedure Act (5 USC 1009). The section also states explicitly that in the latter situation such agency action shall not be deemed committed to unreviewable agency discretion within the meaning of section 10. The purpose of this provision is to obviate the possible argument that although section 603 provides for review in accordance with section 10, section 10 itself has an exception for action "committed to agency discretion," which might otherwise be carried over into section 603. It is not the purpose of this provision of section 603, however, otherwise to alter the scope of judicial review as presently provided in section 10(e) of the Administrative Procedure Act.

Title VI Assessment

All state agencies that receive federal money to develop and implement plans are required to follow the Title VI regulations of the Civil rights Act of 1964. The Act ensures that no person, on the grounds of race, color, or national origin, be excluded in the participation in, be denied the

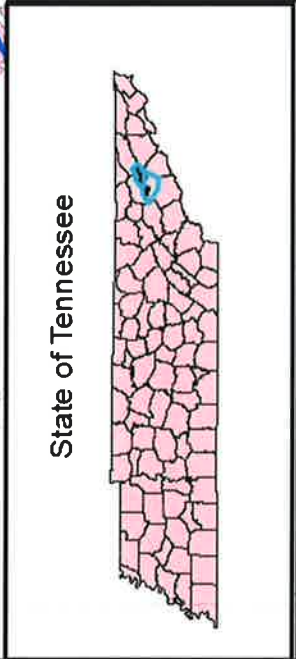
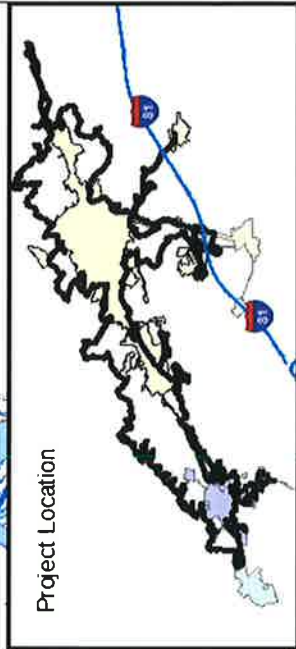
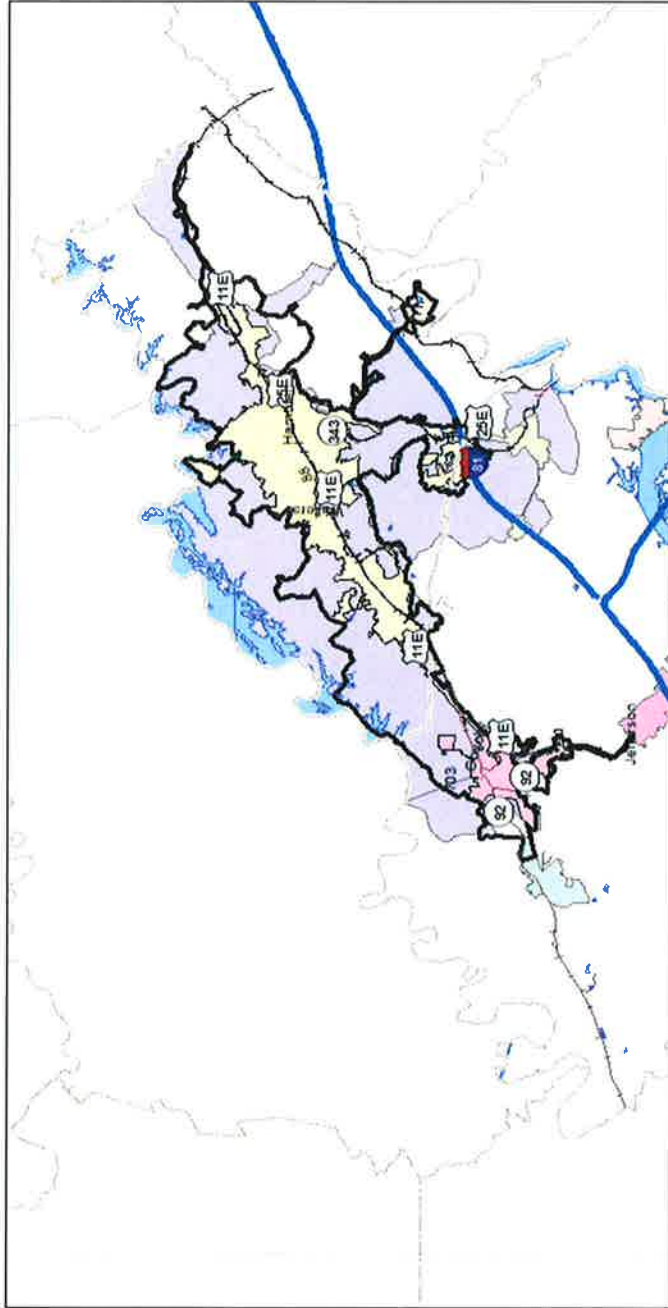
benefits of, or be subjected to discrimination under any program receiving federal financial assistance.

It is important to recognize the presence of the rising Hispanic population, and all minorities, in the LAMTPO study area. LAMTPO will comply with Executive Order 13166, which requires “improved access to services for persons Limited English Proficiency (LEP).” Federal departments and agencies are required to extend financial assistance to develop programs and provide oral and written services in languages other than English. The maps on the next two pages illustrate where there are concentrations of minorities (non-Caucasian), within the Hamblen and Jefferson Counties. LAMTPO uses an interpreter to translate documents from English to Spanish, and other languages when requested. LAMTPO also uses the US Census language flashcards to determine the language a person may be speaking, and uses either Avaza Language Services Corp. (615)534-3400, or Verbatim services (877)457-6589, to have a translator in case an interpreter is not present. LAMTPO advertises (in English and Spanish) in 3 newspapers to inform the general public in the area of what transportation related issues are occurring in the LAMTPO study area.

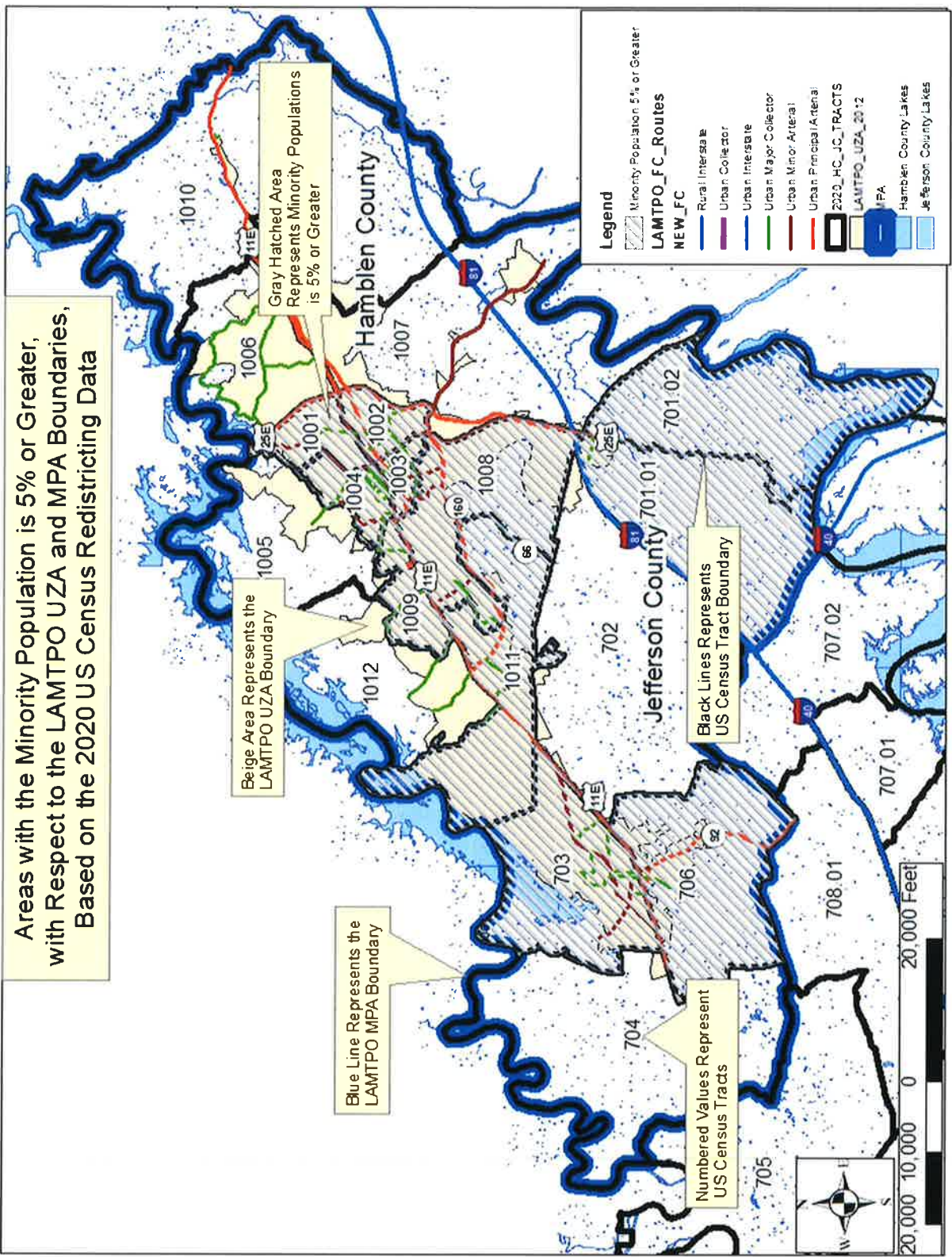
Americans with Disabilities Act

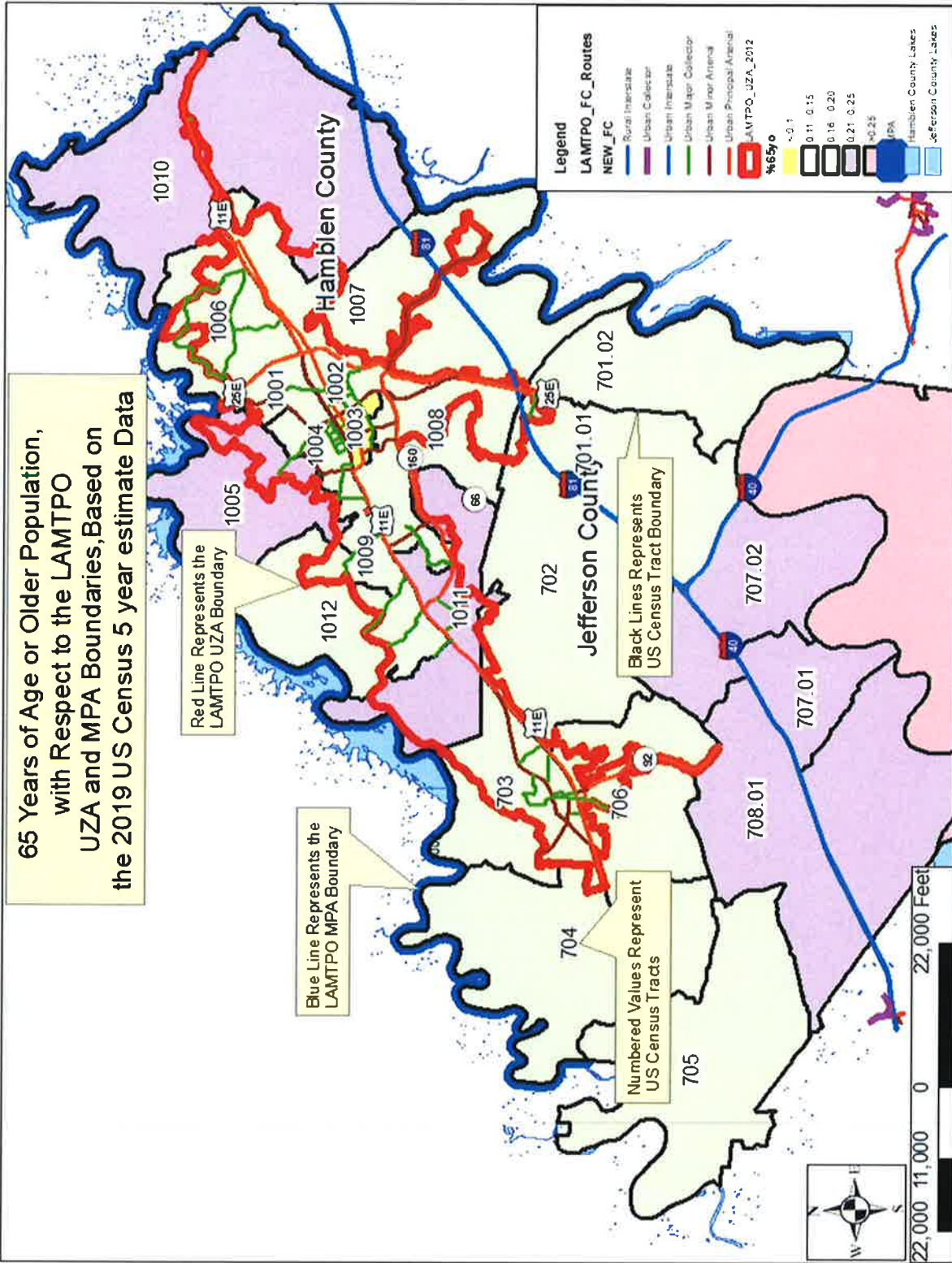
Title II of the ADA requires State and local governments to make their programs and services accessible to persons with disabilities. This requirement extends not only to physical access at government facilities, programs, and events -- but also to policy changes that governmental entities must make to ensure that all people with disabilities can take part in, and benefit from, the programs and services of State and local governments. In addition, governmental entities must ensure effective communication -- including the provision of necessary auxiliary aids and services -- so that individuals with disabilities can participate in civic life.

LAMTPO Region



Areas with the Minority Population is 5% or Greater, with Respect to the LAMTPO UZA and MPA Boundaries, Based on the 2020 US Census Redistricting Data





B. LAMTPO Title VI Assessment

All state agencies that receive federal money to develop and implement plans are required to follow the Title VI regulations of the Civil rights Act of 1964. The Act ensures that no person, on the grounds of race, color, or national origin, be excluded in the participation in, be denied the benefits of, or be subjected to discrimination under any program receiving federal financial assistance.

It is important to recognize the presence of the rising Hispanic population, and all minorities, in the LAMTPO study area. LAMTPO will comply with Executive Order 13166, which requires “improved access to services for persons Limited English Proficiency (LEP).” Federal departments and agencies are required to extend financial assistance to develop programs and provide oral and written services in languages other than English. The map on pages III-100 illustrates where there are concentrations of minorities (non-Caucasian), within the Hamblen and Jefferson Counties. LAMTPO uses an interpreter to translate documents from English to Spanish, and other languages when requested. LAMTPO also uses the US Census language flashcards to determine the language a person may be speaking, and uses the Open Communications International, Incorporated to have a translator in case an interpreter is not present. LAMTPO advertises in 4 newspapers, 1 of which is a Hispanic newspaper, to inform the general public in the area of what transportation related issues are occurring in the LAMTPO study area.

The various proposed road projects that are within the Title VI areas are as follows:

Within Hamblen County:

- TDOT Sponsored US Hwy 11E project (2 to 4 or 5 lane expansion)*
- E Morris Blvd resurfacing*
- E Andrew Johnson Hy resurfacing*
- Central Church Rd expansion (2 to 3 lanes)*

Within Jefferson County only:

- Old AJ Hwy/ SR 92 (widen from 2-lanes to 4-lanes) (Illustrative road project)*
- SR92 extension (Overlook Rd/ Mountcastle Av/ Old AJ Hy) new roadway*
- Russell Avenue Resurfacing*
- Branner Avenue Resurfacing*
- Municipal Drive Resurfacing*
- Fate Rankin Rd Resurfacing*
- Old AJ Hwy Resurfacing*

Agricultural Park Blvd resurfacing

It should be noted that the resurfacing projects will be done in existing right-of-ways, thus there should not be any direct impact on personal property.

Table 6. 2020 US Census Population Information, including race/ ethnic breakdown, from the 2020 US Census Redistricting Data.

Geographic area	Total population	Race								Hispanic or Latino (of any race)	% Hispanic
		One race								Two or More Races	
		Total 1 Race	White	Black or African American	American Indian and Alaska Native	Asian	Native Hawaiian and Other Pacific Islander	Some Other Race			
Hamblen County 2020	64,999	52,565	49,197	2,106	130	712	268	152	2,451	9,483	14.59%
Hamblen County 2010	62,544	61,299	54,163	2,527	209	466	71	3,863	1,245	6,711	10.70%
Hamblen County 2000	58,128	57,553	52,732	2,396	130	335	33	1,927	575	3,299	5.67%
Jefferson County 2020	54,683	50,355	48,975	787	159	257	20	157	1,936	2,392	4.37%
Jefferson County 2010	51,407	50,713	48,571	1,048	170	213	13	698	694	1,619	3.15%
Jefferson County 2000	44,294	43,951	42,370	1,027	138	118	18	280	343	588	1.32%

Geographic area	Total population	Race								Hispanic or Latino (of any race)	% HISPANIC
		Total 1 Race	White	Black or African American	American Indian and Alaska Native	Asian	Native Hawaiian and Other Pacific Islander	Some Other Race	2 or more races		
Baneberry Tennessee 2020	523	502	496	1	0	1	0	4	6	15	2.87%
Dandridge Tennessee 2020	3,344	3,124	2,958	106	15	26	3	16	89	131	3.92%
Jefferson City, Tennessee 2020	8,419	7,424	6,955	304	28	86	2	49	303	692	8.22%
White Pine, Tennessee 2020	2,471	2,067	1,998	31	4	21	8	5	92	312	12.63%
New Market, Tennessee 2020	1,349	1,215	1,165	31	5	3	1	10	58	76	5.63%
Morristown, Tennessee 2020	30,431	21,514	19,607	1,605	65	453	254	70	1,136	7,781	25.57%

It should be noted that of the road projects that are scheduled to be developed within the next 25 years, most are improvements to the existing road network, such as resurfacing, intersection improvements, traffic signals, traffic signal coordination etc. The new road construction projects that are listed in the 25 year plan, not including the illustrative projects, the proposed roads would be developed along vacant land, which the right-of-ways had been donated for a road. Thus there would not be any detrimental effect on anyone, and it will improve access throughout the LAMTPO study area, while reducing congestion in some areas, such as W. Andrew Johnson Highway. By doing extensive field research, and knowing where the different ethnic groups live, the minority population do not live near where the proposed roads will be going, thus there would not be any displacement of families. However, the proposed roads will be close enough for the various ethnic groups to have access and better mobility throughout the LAMTPO area.

Currently, LAMTPO has a contract with ETHRA to provide public transportation services. As part of the contract, ETHRA must meet all applicable Title VI, as well as any other federal requirements, in order to run the services in the LAMTPO study area. It is anticipated that public transportation service will continue in the LAMTPO study, whether it will be ETHRA or LAMTPO running its own transit service, all Title VI and other federal requirements will be in place. An example will be having brochures or pamphlets written in English and Spanish to tell of the various public transportation service, cost to ride mass transit, etc.

Appendix A. US Census Language Identification Flashcards

- | | | |
|--------------------------|---|------------------------|
| <input type="checkbox"/> | ضع علامة في هذا المربع إذا كنت تقرأ أو تتحدث العربية. | 1. Arabic |
| <input type="checkbox"/> | Խորհրդով եւք նշում կատարեք այս քանակաւում, եթե խոսում կամ կարդում եք հայերեն: | 2. Armenian |
| <input type="checkbox"/> | যদি আপনি বাংলা পড়েন বা বলেন তা হলে এই বাক্সে দাগ দিন। | 3. Bengali |
| <input type="checkbox"/> | ល្អប្រសើរណាស់ប្រសិនបើ បើអ្នកអាន ឬនិយាយភាសា ខ្មែរ ។ | 4. Cambodian |
| <input type="checkbox"/> | Motka i kahhon ya yangin òntòngnu' manaitai pat òntòngnu' kumentos Chamorro. | 5. Chamorro |
| <input type="checkbox"/> | 如果你能读中文或讲中文，请选择此框。 | 6. Simplified Chinese |
| <input type="checkbox"/> | 如果你能讀中文或講中文，請選擇此框。 | 7. Traditional Chinese |
| <input type="checkbox"/> | Označite ovaj kvadratić ako čitate ili govorite hrvatski jezik. | 8. Croatian |
| <input type="checkbox"/> | Zaškrtněte tuto kolonku, pokud čtete a hovoříte česky. | 9. Czech |
| <input type="checkbox"/> | Kruis dit vakje aan als u Nederlands kunt lezen of spreken. | 10. Dutch |
| <input type="checkbox"/> | Mark this box if you read or speak English. | 11. English |
| <input type="checkbox"/> | اگر خواندن و نوشتن فارسي بلد هستيد، اين مربع را علامت بنيد. | 12. Farsi |

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|--------------------------|--|--------------------|
| <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 megérte vagy beszéli 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 ຖ້າທ່ານອ່ານຫຼືປາກພາສາລາວ. | 24. Laotian |
| <input type="checkbox"/> | Prosimy o zaznaczenie tego kwadratu, jeżeli posługuje się Pan/Pani językiem polskim. | 25. Polish |

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|--------------------------|--|----------------|
| <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 квадратих 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 maghasa o magsalita ng Tagalog. | 32. Tagalog |
| <input type="checkbox"/> | ให้ทำเครื่องหมายในช่องนี้ถ้าคุณอ่านหรือพูดภาษาไทย. | 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. Ukrainian |
| <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 |

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