

required language translator/interpreter is not available locally, staff shall use other reasonable professional services like the Language Line or the Atlanta Association of Interpreters and Translators.

The Lowndes County Transit System will utilize the demographic maps provided in Appendix I in order to better provide the above efforts to the LEP persons within the service area.

**c. Element 3: Training Staff**

Federal guidance states staff members of an agency should know their obligations to provide meaningful access to information and services for LEP persons and that all employees in public contact positions should be properly trained.

Suggestions for implementing Element 3 of the Language Assistance Plan, involve: (1) identifying agency staff likely to come into contact with LEP individuals; (2) identifying existing staff training opportunities; (3) providing regular re-training for staff dealing with LEP individual needs; and (4) designing and implementing LEP training for agency staff.

In the case of Lowndes County Transit System, the most important staff training is for Customer Service Representatives and transit drivers. Incoming TPO staff members will be briefed on this LAP Plan and how to assist LEP residents. The following training will be provided:

- a. Information on Title VI Procedures and LEP responsibilities
- b. Use of Language Identification Flashcards
- c. Documentation of language assistance requests
- d. How to handle a potential Title VI/LEP complaint

**d. Element 4: Providing Notice to LEP Persons**

The TPO will provide notice in both English and Spanish for all public meetings regarding the 5311 Transit System in accordance with the Participation Plan for the meeting.

Upon reasonable request, the TPO may make arrangements to have a translator available at such public meetings for communications in another language and to have written materials distributed at the meeting in the requested language.

**a. Element 5: Monitoring and Updating the Plan**

The plan will be reviewed and updated on an ongoing basis. Updates will consider the following:

- The number of documented LEP person contacts encountered annually
- How the needs of LEP persons have been addressed
- Determination of the current LEP population in the service area
- Determination as to whether the need for translation services has changed
- Determine whether Lowndes County Transit System's financial resources are sufficient to fund language assistance resources needed