

ARIZONA  
DEPARTMENT OF TRANSPORTATION  
CIVIL RIGHTS

**TITLE VI NONDISCRIMINATION PROGRAM**  
**FFY2025 LIMITED ENGLISH PROFICIENCY PLAN**



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## LIMITED ENGLISH PROFICIENCY (LEP) PLAN

ADOT in the course of routine business matters related to its programs and activities makes efforts to effectively communicate with all members of the public. LEP is a term used to describe individuals who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English. ADOT's LEP Plan is designed to comply with Title VI of the Civil Rights Act of 1964 and EO 13166 which prohibits recipients of federal financial assistance from discrimination based on national origin.

### Authorities

The following matrix illustrates the authorities that require ADOT to provide LEP persons with meaningful access to programs, activities, and services.

<b>Title VI of the Civil Rights Act of 1964</b>	<b>Limited English Proficiency Executive Order (EO) 13166</b>
federal law	federal policy
Enacted July 2, 1964	Signed August 11, 2000
Considers all persons	Considers eligible persons
Contains monitoring and oversight compliance review requirements	Contains monitoring and oversight compliance review requirements
Factor criteria is required, no numerical or percentage thresholds	Factor criteria is required, no numerical or percentage thresholds
Provides protection on the basis of race, color, and national origin Focuses on eliminating discrimination in federally-funded programs	Provides protection on the basis of national origin; focuses on providing LEP persons' federally-funded programs with meaningful access to services using factor criteria under federally-funded programs
Annual Accomplishments and Upcoming Goals Report to Federal Highway Administration (FHWA)	Annual Accomplishment and Upcoming Goals Report to Federal Highway Administration (FHWA)

### Roles and Responsibilities

Recipients of federal financial assistance are required to take reasonable steps to provide LEP individuals with meaningful access to their programs, activities, and services (EO 13166). The following chart, although not exhaustive, illustrates activities and responsibilities that are required to adhere to LEP directives. The chart also outlines the responsibilities of the External Civil Rights Programs and ADOT Program Areas.

Each program area is responsible for conducting a Four-Factor Analysis and ensuring compliance with LEP requirements on a project-by-project basis. Quarterly, ADOT Program Area Title VI Liaisons provide the External Civil Rights Programs documentation of Four-Factor Analysis conducted on a project-by-project basis. The External Civil Rights Programs conducts a secondary examination to ensure accuracy and consistency of the application of the Four-Factor Analysis, and provides feedback if required. On a quarterly basis External Civil Rights Programs also analyzes the results of the Four-Factor Analysis to identify potential disparate impacts to be addressed within the program area. Lastly, the Title VI Program

reviews all Civil Rights Meeting Summaries required to be submitted within two weeks by program area having convened a public meeting to ensure compliance with ADOT's LEP Plan.

Activity	Responsibility ADOT Division / Program	Title VI Program
1. Assessing and addressing the needs of eligible persons (Conduct a Four-Factor Analysis). <b>Recommended table to be used: B16001 "language spoken at home by ability to speak English for population 5 years and over" from the 5 year American Community Survey.</b>	X	
2. Taking reasonable steps or ensuring that responsible steps are taken to ensure meaningful access	X	
3. Developing and implementing monitoring control mechanisms to ensure delivery of service and ongoing compliance	X	X
4. Compliance, monitoring, and oversight	X	X
5. Providing technical assistance and guidance		X
6. Reporting accomplishments and goals	X	X

**Program Areas use the below LEP Four-Factor Analysis**

**Factor 1:** Identify the number and proportion of LEP persons served or encountered and eligible for service population by the ADOT Program/Project

**Factor 2:** Identify the frequency in which LEP persons encounter the ADOT Program/Project

**Factor 3:** Identify the nature and importance of program, activity, or services provided by the ADOT Program/Project

**Factor 4:** Identify available resources, including language assistance services varying from limited to wide ranging with varying costs by the ADOT Program/Project

**AGENCY LEP FOUR-FACTOR ANALYSIS**

**(NOT INTENDED TO RELINQUISH EACH PROGRAM AREA'S RESPONSIBILITY TO CONDUCT THIS ANALYSIS ON A PROJECT-BY-PROJECT BASIS)**

In developing this plan, ADOT undertook a USDOT Four-Factor LEP analysis which considers the following:

1. The number or proportion of LEP persons eligible in Arizona who may be served or likely to encounter ADOT programs, activities, or services.

Based on data collected from the U.S. Census for Arizona, Spanish and Navajo are identified as the top languages for LEP persons likely to be served by an ADOT program, service or activity. Additional LEP languages may be identified through Four-Factor Analyses conducted on a project-by-project basis.

**State of Arizona Limited English Proficient Populations that meet the  
\*Safe Harbor Threshold by Counties**

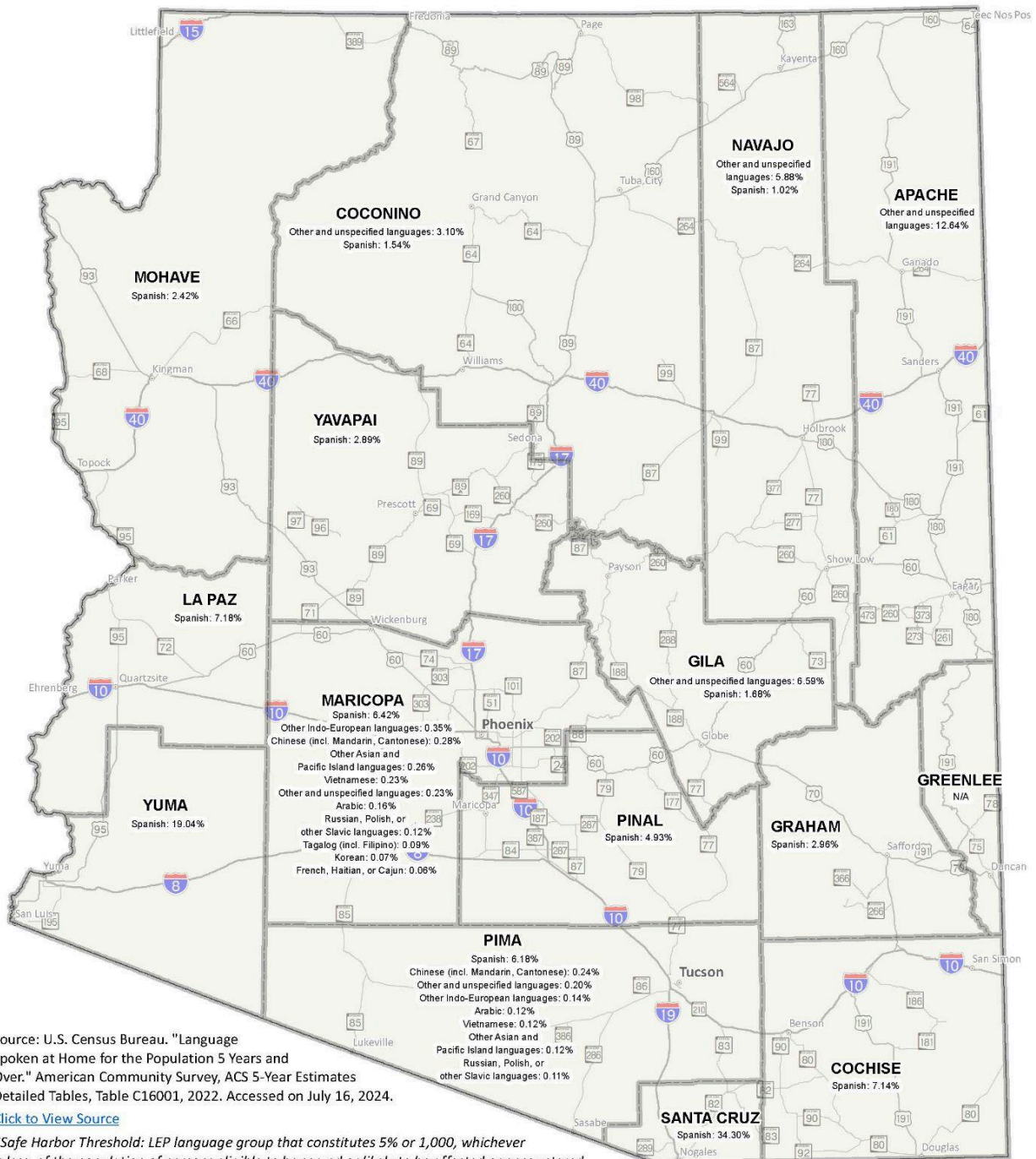
County	Language	Percent	Speak English less than "very well"	Total Population
<b>Apache</b>	Other and unspecified languages	12.64%	7,834	61,963
<b>Cochise</b>	Spanish	7.14%	8,480	118,773
<b>Coconino</b>	Spanish	1.54%	2,076	137,653
<b>Coconino</b>	Other and unspecified languages	3.10%	4,270	137,653
<b>Gila</b>	Spanish	1.68%	854	50,904
<b>Gila</b>	Other and unspecified languages	6.59%	3,355	50,904
<b>Graham</b>	Spanish	2.96%	1,063	35,924
<b>Greenlee</b>	N/A	N/A	N/A	8,795
<b>La Paz</b>	Spanish	7.18%	1,145	15,954
<b>Maricopa</b>	Spanish	6.42%	267,707	4,171,400
<b>Maricopa</b>	French, Haitian, or Cajun	0.06%	2,362	4,171,400
<b>Maricopa</b>	Russian, Polish, or other Slavic languages	0.12%	5,056	4,171,400
<b>Maricopa</b>	Other Indo-European languages	0.35%	14,647	4,171,400
<b>Maricopa</b>	Korean	0.07%	2,950	4,171,400
<b>Maricopa</b>	Chinese (incl. Mandarin, Cantonese)	0.28%	11,735	4,171,400
<b>Maricopa</b>	Vietnamese	0.23%	9,518	4,171,400
<b>Maricopa</b>	Tagalog (incl. Filipino)	0.09%	3,907	4,171,400
<b>Maricopa</b>	Other Asian and Pacific Island languages	0.26%	10,848	4,171,400
<b>Maricopa</b>	Arabic	0.16%	6,495	4,171,400
<b>Maricopa</b>	Other and unspecified languages	0.23%	9,716	4,171,400
<b>Mohave</b>	Spanish	2.42%	4,969	205,348
<b>Navajo</b>	Spanish	1.02%	1,028	100,367

<b>Navajo</b>	Other and unspecified languages	5.88%	5,900	100,367
<b>Pima</b>	Spanish	6.18%	61,097	988,748
<b>Pima</b>	Russian, Polish, or other Slavic languages	0.11%	1,080	979,353
<b>Pima</b>	Other Indo-European languages	0.14%	1,399	988,748
<b>Pima</b>	Chinese (incl. Mandarin, Cantonese)	0.24%	2,349	988,748
<b>Pima</b>	Vietnamese	0.12%	1,154	988,748
<b>Pima</b>	Other Asian and Pacific Island languages	0.12%	1,169	988,748
<b>Pima</b>	Arabic	0.12%	1,219	988,748
<b>Pima</b>	Other and unspecified languages	0.20%	1,971	988,748
<b>Pinal</b>	Spanish	4.93%	20,215	410,022
<b>Santa Cruz</b>	Spanish	34.30%	15,336	44,706
<b>Yavapai</b>	Spanish	2.89%	6,602	228,774
<b>Yuma</b>	Spanish	19.04%	36,235	190,315
<p><b>Source: U.S. Census Bureau (2022). Language Spoken at Home by Ability to Speak English for the population 5 years and over, 2019-2022 American Community Survey 5-Year estimates. Retrieved July, 16, 2024 from <a href="https://data.census.gov/table/ACSDT5Y2022.C16001?q=C16001:%20Language%20Spoken%20at%20Home%20for%20the%20Population%205%20Years%20and%20Over&amp;g=040XX00US04\$0500000&amp;moe=true">https://data.census.gov/table/ACSDT5Y2022.C16001?q=C16001:%20Language%20Spoken%20at%20Home%20for%20the%20Population%205%20Years%20and%20Over&amp;g=040XX00US04\$0500000&amp;moe=true</a></b></p> <p><i>*Safe Harbor Threshold: LEP language group that constitutes 5% or 1,000, whichever is less, of the population of persons eligible to be served or likely to be affected or encountered.</i></p>				

# State of Arizona

## Limited English Proficient Populations

### Meeting Safe Harbor Threshold\* by County



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**Note:**  
The State of Arizona makes no claims concerning the accuracy of this map nor assumes any liability resulting from the use of the information herein.

2. The frequency with which LEP persons come in contact with ADOT programs and services. ADOT program areas identified to have the highest public interactions are listed below:

**MOTOR VEHICLE DIVISION (MVD) AND COMPLIANCE**

- Motor Vehicle Division (MVD)
  - Customer Service Program
  - Specialty Registration and Licensing Program
  - Division Operational Support Services
  - Commercial Licensing Program
  - Regulatory (Third Party Program)
- Enforcement and Compliance Division (ECD)
- Office of Inspector General
  - Enforcement Services Program
- Human Resources (HR)

**OFFICE OF LAW AND POLICY**

- Executive Hearing Office

**BUSINESS OPERATIONS**

- Employee and Business Development Office
  - External Civil Rights
  - BECO
- Audit and Analysis
- Communications
  - Community Relations
  - Public Information

**BUSINESS ENTERPRISE**

- State Transportation Board
- Arizona Highways Magazine
- Administrative Services Division (ASD)
  - Grand Canyon National Park Airport
  - Facilities Management

**FINANCIAL**

- Procurement

**STATE ENGINEER**

- Infrastructure Delivery and Operations Division (IDO)
  - Engineering Consultant Section (ECS)
  - Construction Group and Materials
  - Contracts and Specifications
  - Local Public Agency (LPA)
  - Joint Project Agreement Section
  - Right-of-Way (ROW)
  - Project Management Group (PMG)
  - Environmental Planning (EP)

- Multimodal Planning Division (MPD)
  - Aeronautics
  - Transit
  - Major Projects
  - Grant Coordination
  - Research
  - Transportation Analysis
  - Planning and Programming
  - Tribal Planning and Coordination
  - Safety
  - Administrative Functions
- Alternative Delivery/Major Projects
  - Public Private Partnership (P3) Initiatives
- Transportation Systems Management and Operations (TSMO)
  - Systems Maintenance
  - Emergency Management
  - Traffic Maintenance
  - Geospatial Analysis

3. The nature and importance of the program, activities or services provided by ADOT to LEP persons.

All of ADOT's programs are important; however, ADOT has identified those related to safety, public transit, ROW, EP, Community Relations and public information are among the most important and likely to have the highest LEP interactions.

As such, publications and other material disseminated regarding these programs are routinely available in both English and Spanish. ADOT strives to continue to provide alternative and meaningful language formats to all LEP persons. Moreover, ADOT evaluates its programs, services and activities to ensure that persons who may be LEP are always provided with meaningful access.

4. The resources available to ADOT and overall cost to provide LEP assistance.

ADOT makes every effort to make its programs, services and activities accessible to LEP individuals. ADOT displays ADOT Nondiscrimination Notices in both English and Spanish in conspicuous locations within its facilities, public rest areas, and at public meetings both in-person or virtual format. Additionally, Title VI/ADA Complaint Procedures, and Title VI Informational brochures are distributed by program areas that come into contact with the public in both English and Spanish. Nondiscrimination language in both English and Spanish is also displayed on external notices/communications to the public to request language assistance. ADOT continues to use available resources, both internal and external, to accommodate reasonable requests for translation and interpretation services free of cost, regardless of the language, when requested within reasonable notice.

ADOT has identified the following resources for LEP:

1. List containing direct contact information for volunteer ADOT staff that assist as interpreters and/or translators if needed. Lists are verified and updated annually for each program area by the Title VI Liaison and is published on ADOT's internal website (ADOTnet), under the "FHWA Title VI Liaison Resources" tab.
2. Program areas having contact with the public use the U.S. Census "I Speak" language cards to identify language needs in order to match with available services. Language cards are verified and distributed annually by the program area Title VI Liaison.
3. Use of web based translation and telephonic interpretation services under contract with ADOT, when required.
4. Each program area maintains a list of translation and interpretation services for use, when required.
5. All ADOT program areas procure interpretation and or translation services through the Arizona Procurement Portal (APP) which lists ADOT "on-contract" interpretation and or translation vendors.

ADOT makes the below Title VI information available in Spanish:

1. Title VI and Nondiscrimination Notice to the Public
2. Complaint Procedures
3. Complaint Form
4. Title VI Informational Brochures
5. Self-identification cards to voluntarily collect demographic data
6. Outgoing voice message for External Civil Rights Program's main phone line

#### **USDOT Safe Harbor Stipulation**

The Safe Harbor Threshold is calculated by dividing the population estimate for a language group that "Speaks English less than very well" by the total population of the county. The LEP Safe Harbor Threshold provision stipulates that for each LEP group that meets the LEP language threshold (5% or 1,000 individuals, whichever is less, of the population to be served) ADOT must provide translation of vital documents (e.g., Notice of Nondiscrimination, Complaint Procedure and Complaint Form) in written format for LEP persons.

The failure to provide written translations under the circumstances does not mean there is noncompliance, but rather provides a guide for recipients that would like greater certainty of compliance that can be provided by a fact-intensive, Four-Factor Analysis. For example, If a language does not mean the Safe Harbor Threshold, and a document is not considered "vital", then a written translation would not be necessary. Other ways of providing meaningful access, such as effective oral interpretation of certain vital documents, might be acceptable under such circumstances.

Strong evidence of compliance with the recipient's written-translation obligations under 'safe harbor' includes providing written translations of vital documents for each eligible LEP language group that constitutes 5% or 1,000, whichever is less, of the population of persons eligible to be served or likely to be affected or encountered.

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

## Conclusion

ADOT understands that language needs will change as the Arizona population changes. Further, ADOT complies with the requirement to assess its programs and services each year to determine compliance with various nondiscrimination regulations. As such, ADOT revisits the LEP plan each year and makes appropriate changes, as needed. For questions or concerns regarding the ADOT's commitment to nondiscrimination or to request additional information about LEP services, contact Danielle Valentine or Krystal Smith, Title VI/ADA Nondiscrimination Program Coordinators at [civilrightsoffice@azdot.gov](mailto:civilrightsoffice@azdot.gov), 602-712-8946.

## LEP Guidance and Resources

The guidance documents and the resources listed below are provided to assist ADOT's program areas with implementing LEP requirements and may be used in conjunction with this LEP Plan.

- [The U.S. Department of Transportation Guidance to Recipients on Special Language Services to Limited English Proficient Beneficiaries, Federal Register/Vol. 66, No. 14/Monday, January 22, 2001.](#)
- [The U.S. DOJ Policy Guidance, Enforcement of Title VI of the Civil Rights Act of 1964-National Origin Discrimination Against Persons With Limited English Proficiency, Federal Register/Vol. 65, No. 159/Wednesday, August 16, 2000](#)
- [U.S. Department of Justice Clarifying Memorandum, dated October 26, 2001](#)
- [United States Census 2010 Language Identification Flashcard](#)
- [LEP.gov website](#)