

LEP Strategies

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Introduction



MPA Candidate in
Environmental Policy and
Sustainability



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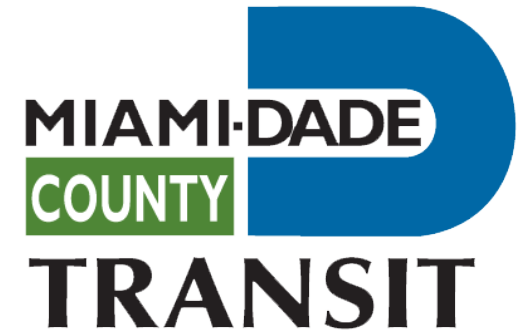
Goal: identify best
practices for
IndyGo's LEP
strategies

Limited English Populations (LEP) Strategies Research



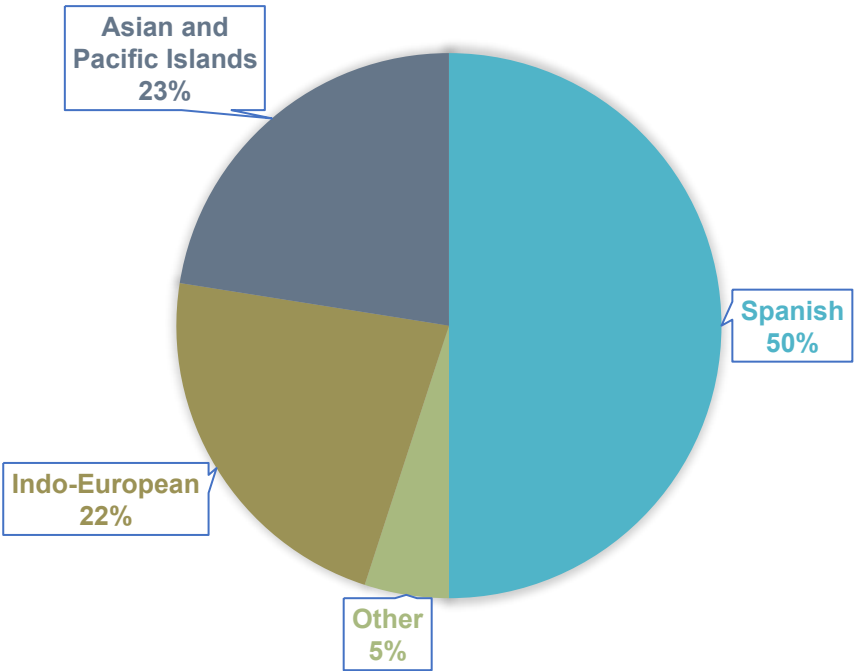
Transit
Agencies' LEP
Strategies
Review

20 different agencies' LEP
plans reviewed

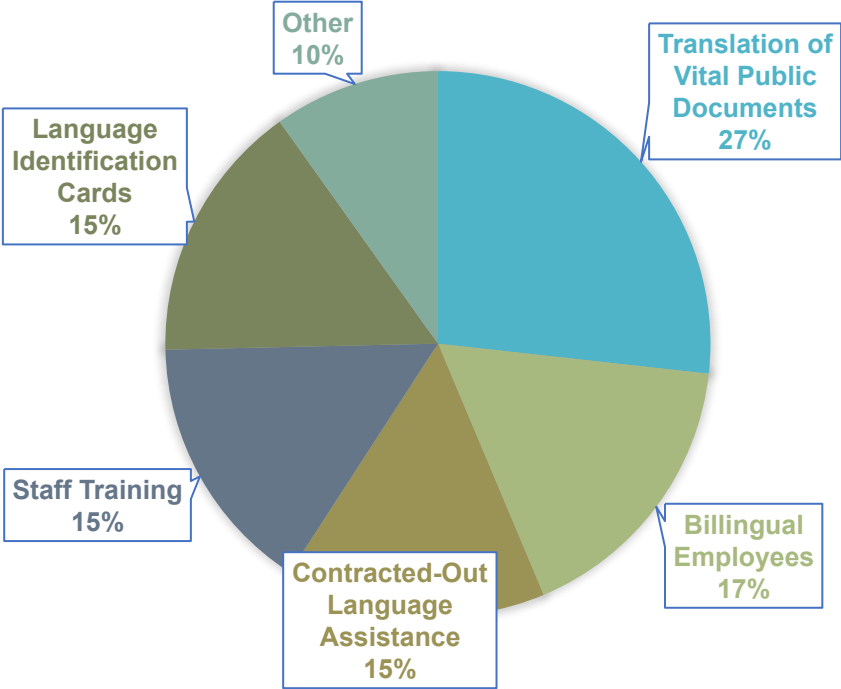


Results

AGENCY LANGUAGE NEEDS*



LEP STRATEGIES



*The top two language groups needed per the legal requirements in the agency's LEP plan

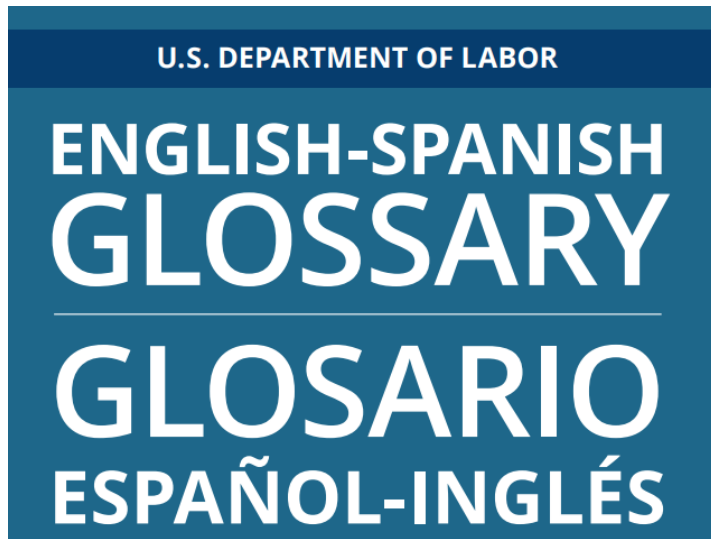
Standout Strategies

Language directory of all bilingual employees that can easily be contacted if language assistance is needed

Destination cards and picture books

Translated direct mailers, not just translations available upon request or online

Multilingual ticket vending machines, including extra accessibility measures such as Braille translations



English to Spanish

<p>andoned plan plan abandonado</p> <p>rrregir</p> <p>nent corrección, mitigación</p> <p>nent certification certificación de mitigación</p> <p>nent period período de corrección</p> <p>id available espaz y disponible</p> <p>nal balance</p>	<p>account balance saldo de la cuenta</p> <p>accounting line línea de contabilidad</p> <p>acquisition and contracting operational support soporte en operaciones de adquisición y contratación</p> <p>Acquisition Services Office Oficina de Servicios de Adquisición</p> <p>act acta</p> <p>acting interino, en funciones</p> <p>active duty servicio activo</p>	<p>Administrative Review Board Junta de Revisión Administrativa</p> <p>administrator administrador(a)</p> <p>advancement promoción, progreso, adelanto</p> <p>advancement of people with disabilities progreso para personas con discapacidades</p> <p>Advancing State Policy Integration for Recovery & Employment (ASPIRE) Promoviendo Integración de Políticas Estatales de Recuperación y Empleo</p>
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What can IndyGo do to better serve LEPs?

- For employees/potential employees:
 - Provide detailed LEP strategy training to all employees
 - Translate training/orientation documents for ESL candidates
 - Provide basic language training to employees to aid in removing barriers for communication

- For riders:
 - Create a directory of bilingual employees to provide translation or interpretation services
 - Create visual destination cards or picture books
 - Have more documents translated or advertise the translation and interpretation services more

Hablo Español



What can IndyGo do to better serve LEPs? (cont.)

- For riders (cont.):
 - Use visual language identification methods
- Create and uphold partnerships with community organizations (such as the Immigrant Welcome Center) to gain localized knowledge on what IndyGo can do better
- Utilize pre-existing programs and rework them to focus on LEP individuals

Thank you!

Any Questions?