

- Translation: Providing timely translation of important documents
- Staffing: Identifying Lowndes County Transit System staff to assist LEP customers
- Training: Providing training on LAP to responsible employees.

II. Four Factor Analysis

The analysis provided in this report has been developed to identify LEP population that may use Lowndes County Transit System services and identify needs for language assistance. This analysis is based on the “Four Factor Analysis” presented in the Implementing the Department of Transportation’s Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient (LEP) Persons, dated April 13, 2007, which considers the following factors:

1. The number and proportion of LEP persons in the service area who may be served or are likely to encounter a Lowndes County Transit System program, activity or service.
2. The frequency with which LEP persons come in contact with Lowndes County Transit System programs, activities or services.
3. The nature and importance of programs, activities or services provided by Lowndes County Transit System to the LEP population.
4. The resources available to Lowndes County Transit System and overall costs to provide LEP assistance

a. **Factor 1: The Number and Proportion of LEP Persons Serviced or Encountered in the Eligible Service Population**

Of the 105,859 residents in the Lowndes County Transit System service area 2,304 residents describe themselves as speaking English less than “very well”. People of Spanish descent are the primary LEP persons likely to utilize Lowndes County Transit System services. For the Lowndes County Transit System service area, the American Community Survey of the U.S. Census Bureau shows that among the area’s population 97.8% speak English “very well”. For groups who speak English “less than very well”, 62.98% speak Spanish and 23.31% speak other Indo-European languages.

Appendix H contains a table which lists the languages spoken at home by the ability to speak English for the population within the Lowndes County Transit System service area.

b. **Factor 2: The Frequency with which LEP Individuals Come into Contact with Your Programs, Activities, and Services**

The Federal guidance for this factor recommends that agencies should assess the frequency with which they have contact with LEP individuals from different language groups. The more frequent the contact with a particular LEP language group, the more likely enhanced services will be needed.

Lowndes County Transit System has assessed the frequency with which LEP individuals come in contact with the transit system. The methods utilized for this assessment include analysis