

SECTION 4.1 – ACCESS TO SERVICES BY PERSONS WITH LIMITED ENGLISH PROFICIENCY

Individuals demonstrating a limited ability to read, write, speak, or understand English are considered to be of limited English proficiency. According to the 2000 U.S. Census, 10,384 of Spokane County's 390,366 residents reported speaking English "less than very well". This equates to approximately 2.7% of the total population – far below the national average of 8.1% in 2000. Although the percentage of persons with limited English proficiency is relatively small in Spokane Transit Authority's service area, it is essential that language does not prove a barrier to their access to transit service.

This requires STA to undertake special effort to communicate important transit information to LEP customers. To meet this need, STA offers the following services:

- **Maps and Schedules:** STA's printed maps and schedules are created with the LEP user in mind, using simple maps and numbers instead of words whenever possible.
- **Mobility Training:** Mobility Training is a free Spokane Transit program that assists passengers unfamiliar with using STA services. STA familiarizes riders with how the system works, from bus routes to ticketing. Mobility Training provides riders with one-on-one instruction which includes a trainer riding the bus with the customer. This training can occur with the help of a translator proficient in the LEP customer's native language at STA's expense.
- **Language Assistance:** Where language proves a barrier, upon request STA will provide translation whenever available. Alternative formats of STA's printed material are also available upon request.

Spokane Transit will continue to review programs, activities, and services to ensure that LEP persons can participate and utilize services.