

# Limited English Proficiency (LEP) Plan

LIMITED ENGLISH PROFICIENCY (LEP) PLAN  
YORK AREA METROPOLITAN PLANNING ORGANIZATION (YAMPO)



## Overview

The York Area Metropolitan Planning Organization (YAMPO) is the decision-making body for all transportation-related programs and projects that use federal funding in York County, Pennsylvania. The York County Planning Commission (YCPC) Transportation Division and PennDOT provide staff support to the YAMPO. As a recipient of federal funding, the MPO must ensure sensible steps are made to accommodate accessibility to the information and services it provides.

## Background

Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, et seq., and its implementing regulations, states, “No person in the United States shall, on the ground of race, color or national origin, be excluded from participation in, or denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.”

The Civil Rights Restoration Act of 1987 and other non-discrimination requirements, including the Age Discrimination in Employment Act of 1975 (ADEA) and Section 504 of the Rehabilitation Act of 1973, broadened the scope of Title VI coverage by expanding the definition of terms "programs or activities" to include all programs federal assisted or not (Public Law 100-259).

Executive Order 13166 “Improving Access to Service for Persons with Limited English Proficiency,” signed into law on August 11, 2000, further clarified Title VI of the Civil Rights Act of 1964 which directed federal agencies to: a) publish guidance on how their recipients can provide access to persons with limited English proficiency; b) improve the language accessibility of their own federal programs; and c) break down language barriers by implementing consistent standards of language assistance across federal agencies and amongst all recipients of federal financial assistance..

The executive order requires each federal agency to examine the services it provides and to develop and implement a system by which Limited English Proficiency (LEP) persons can meaningfully access those services. Each federal agency is required to work to ensure that recipients of federal financial assistance also provide meaningful access to their services. The order states that,

*Each federal agency shall prepare a plan to improve access to its federally conducted programs and activities by eligible LEP persons. Each plan shall be consistent with the standards set forth in the LEP Guidance, and shall include the steps the agency will take to ensure that eligible LEP persons can meaningfully access the agency's programs and activities.*

In addition to Title VI, there are other nondiscrimination statutes that afford legal protection. These statutes include the following: Title II of the Civil Rights Act of 1964 (race, color, religious creed and national origin), Section 162 (a) of the Federal-Aid Highway Act of 1973 (23 USC 324) (sex), Age Discrimination Act of 1975 (age), and Section 504 of the Rehabilitation Act of 1973/Americans with Disabilities Act of 1990 (disability).

As a condition of receiving federal financial assistance, recipients are required to comply with Title VI and LEP guidelines of the federal agency from which funds are provided. The U.S. Department of Transportation (DOT) published “Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient Person” in the

December 14, 2005, Federal Register. This document indicates that organizations receiving DOT funds are required to follow this guidance as well:

*The guidance applies to all DOT funding recipients, which include state departments of transportation; state motor vehicle administrations; airport operators; state highway safety programs; metropolitan planning organizations; regional transportation agencies; regional, state, and local transit operators; public safety agencies; hazardous materials transporters and other first responders; and state and local agencies with emergency transportation responsibilities... Coverage extends to a recipient's entire program or activity, i.e., to all parts of a recipient's operations.*

### **LEP Purpose**

The purpose of this Limited English Proficiency (LEP) Plan is to develop procedures to ensure meaningful access for LEP persons to information and services provided by the YAMPO. The plan includes a needs assessment, identifies individuals who may need language assistance, identifies available resources, and outlines language assistance measures.

### **Definition of Limited English Proficient Person**

"Limited English Proficient" or "LEP" persons are those individuals who do not speak English as their primary language, and who have a limited ability to read, speak, write or understand English. The key commonality among all LEP persons is their inability to communicate effectively in the English language, regardless of their native tongue. Persons, who are multi-lingual, in that they speak a language in addition to English, are not considered Limited English Proficient.

As a recipient of federal financial assistance, the York Area Metropolitan Planning Organization (YAMPO) has an obligation to reduce language barriers that can preclude meaningful access to YAMPOs programs, information and services by non-English speakers. The first step is the completion of a "Limited English Proficiency Self-Assessment" or LEP Assessment.

### **Limited English Proficiency Needs Assessment**

Section V of the U.S. DOT "Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient Person" outlines a four-factor analysis for agencies to use in determining a cost-effective mix of language assistance measures and targeting resources appropriately. The guidance allows local agencies the flexibility to perform their own assessment of the factors and determine reasonable means to accommodate LEP individuals. The following is a LEP needs assessment for the YAMPO in relation to the transportation planning process.

#### **Four-Factor Analysis:**

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by the program or service.
2. The frequency with which LEP individuals come in contact with the programs and/or activities.
3. The nature and importance of the program, activity or service provided to people's lives, and
4. The resources available to the federal financial recipient and costs.

## Factor 1: The Number and Proportion of LEP Persons Served or Encountered in York County

The first step of the LEP self-assessment was to determine the number and proportion of LEP persons in York County. This was done through a demographic analysis using information collected from the American Community Survey (ACS) to identify the number or proportion of LEP persons who speak a language other than English, and who understand English “less than very well.” The greater the number or higher the proportion of LEP persons served or encountered, the greater the likelihood that language services are needed.

According to 2021 5-Year Estimates ACS data, the overwhelming majority of York County’s population is proficient in English. As displayed in Table 1, approximately 2.9% of the York County population five years of age and older spoke English “less than very well,” and would thus be identified as LEP persons.

**Table 1: Number of LEP Persons in York County**

	Number of Individuals	% of Total Population
Total Population (5 Years and Over)	429,356	100.0%
Speak Only English	395,016	92%
Speak a language other than English and speak English "very well"	22,071	5.1%
Speak a language other than English and speak English "less than very well"	12,269	2.9%

*Source: 2021 American Survey 5-Year Estimates- Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over*

Table 2 displays the languages most commonly spoken at home by the York County population five years of age and older. In York County, the most spoken non-English languages (excluding those primarily categorized as “other”) are 1) Spanish, 2) Other Indo-European Languages, 3) Russian, Polish, or other Slavic languages, 4) German or Other West Germanic Languages, 5) Arabic. French, Haitian, or Cajun, Korean, Tagalog (including Filipino) and Chinese (including Mandarin and Cantonese), Other Asian and Pacific Island Languages, and Vietnamese do not have 1,000 speakers in York County, much less those with LEP.

**Table 2: Language Spoken at Home in York County**

	Number of Individuals	% of Total Population
Total Population (5 Years and Over)	429,356	100.0%
Speak only English	395,016	92%
Speak Spanish	21,838	5.1%
Speak Other Indo-European Languages	3,316	.77%
Russian, Polish, or other Slavic Languages	1,623	.38%
Speak German or Other West Germanic Languages	1,195	.28%
Arabic	1,021	.24%
Chinese (including Mandarin, Cantonese)	988	.23%
French, Haitian, or Cajun	969	.23%
Other and Unspecified Languages	889	.21%
Other Asian and Pacific Island Languages	839	.20%

Vietnamese	822	.19%
Tagalog (incl. Filipino)	519	.12%
Korean	321	.07%

Table 3 lists the top five languages, spoken by LEP individuals for the York County population five years of age and older, which speak English “less than very well.” Among LEP individuals in York County, the most commonly spoken language in this category is Spanish, followed by: Other Indo-European Languages, Chinese, Russian, Polish or other Slavic Languages, and Vietnamese.

**Table 3: Limited English Proficient (LEP) Persons in York County**

	Number of Individuals	% of Total Population
Total Population (5 Years and Over)	429,356	100.0%
Speak only English	395,016	92%
Speak Spanish and speak English "less than very well"	8,358	1.94%
Speak Other Indo-European Languages and speak English "less than very well"	787	.18%
Speak Chinese and speak English "less than very well"	565	.13%
Speak Russian, Polish, or other Slavic languages and speak English “less than very well”	503	.12%
Speak Vietnamese and speak English "less than very well"	408	.1%
Speak Other Asian and Pacific Island Languages and speak English “less than very well”	299	.07%
Speak Other and Unspecified Languages and speak English “less than very well”	293	.07%
Speak French, Haitian, or Cajun and speak English “less than very well”	290	.07%
Speak German or Other Germanic Languages and speak English "less than very well"	243	.06%
Speak Tagalog (incl. Filipino) and speak English “less than very well”	187	.04%
Speak Korean and speak English “less than very well”	183	.04%
Speak Arabic and speak English “less than very well”	153	.03%

**Factor 2: The Frequency with Which LEP Individuals Come in Contact with YAMPO Programs, Activities, and Services**

The next factor to be considered in the LEP Assessment is the frequency with which LEP persons encounter the services and programs of the YAMPO. The more frequent the contact with a particular language group, the more likely that enhanced language services are needed. Additionally, federal aid recipients must bear in mind the possibility that the frequency of contact with LEP populations could increase when appropriate outreach to those LEP populations is enhanced.

YAMPO provides transportation planning and programming services on behalf of all of York County, and serves as the regional forum for transportation decision making. Decisions made by YAMPO affect all residents of the *YAMPO Limited English Proficiency (LEP) Plan*

service area, and as a result, LEP person may also be impacted by the decisions, services, and programs instituted by YAMPO. Public input is routinely sought in the development and advancement of key planning processes, including the Long Range Transportation Plan (LRTP), Transportation Improvement Program (TIP), Transportation Alternatives Set-Aside Program, Public Participation Plan and other key plans, programs and initiatives. During these public comment periods, comments are solicited from any interested party. Furthermore, Page 24 of the York County Public Participation Plan (PPP) begins to detail all outreach efforts to the public, which includes LEP persons. To date, no requests have been made by individuals or groups seeking interpreters or the translation of written publications into other languages. Additionally, no LEP persons residing in the county have lodged a formal complaint through the YAMPO Title VI Complaint Process.

### **Factor 3: The Importance of Programs, Activities, and Services Provided by the YAMPO to the LEP Population**

The impact of proposed transportation investments on underserved and underrepresented population groups is part of the Environmental Justice analysis for the York County Transportation Improvement Program (TIP) and Long Range Transportation Plan (LRTP). As outlined by the York County Public Participation Plan (PPP), it is of the utmost importance to ensure that all segments of the population, including LEP persons, have been involved or have had the opportunity to be involved in the entire planning process. Furthermore, the impact of proposed transportation investments on the aforementioned population groups is analyzed during the TIP and LRTP process including identifying the benefits and burdens of the projects on LEP populations.

The programs, activities, and services provided by the YAMPO have a profound impact on the accessibility, mobility, and quality of life for County residents. There is an impetus from the YAMPO to take measured steps to ensure that LEP persons have adequate access to important planning decisions, while also having opportunities to participate in all local and regional transportation planning processes.

### **Factor 4: Available Resources and Overall Costs to the YAMPO**

The assessment of language assistance services has to take into account the costs associated with providing those services. The MPO utilizes Mario Paz, independent contractor, for all translation and interpretation services, as well as the free internet-based translation service Google Translate. Furthermore, on the York County Planning Commission's website, [www.ycpc.org](http://www.ycpc.org), a document translation form is provided to all persons seeking YAMPO reports to be translated into a language other than English. The form can be found at the following link: <http://ycpc.org/FormCenter/YCPC-Forms-6/Document-Translation-Request-49>. In addition to the YAMPO provided translation services, any joint activities between the MPO and PennDOT may utilize the Propio Language Services contracted through PennDOT. Otherwise, the MPO may not use the State's translation services.

While LEP persons currently account for a small percentage of the York County population (approximately 7.2%), the MPO will continue to monitor resident population profiles and trends for increases in the LEP population. Based upon this monitoring, the MPO will continue to reevaluate the resources and translation services it provides.

## Language Assistance Measures

### Oral Language Services (Interpretation)

Interpretation is the act of listening to something in one language (source language) and orally translating it into another language (target language). As a recipient of federal funds, the YAMPO must make reasonable efforts to provide interpretation services for LEP individuals. When providing interpretation services, recipients shall ensure competency of the language service provider to maintain the quality and accuracy of the services provided. The U.S. DOT Policy Guidance on LEP persons outlines a series of acceptable oral language assistance services that recipients can employ to serve LEP individuals.

Due to the lack of contact with LEP persons, providing a wealth of interpretation services is not deemed necessary at this time. If interpretation services are requested by LEP persons, the YAMPO will use the telephonic interpretation services provided by Quantum, Inc. The telephonic interpretation services offers prompt assistance in many languages and can be used for most situations. In the event in-person interpretation services are necessary for Spanish-speaking residents, the York County Planning Commission (YCPC) has two (2) staff members who are fluent in speaking Spanish.

### Written Language Services (Translation)

The U.S. DOT Policy Guidance on responsibilities to LEP individuals includes “safe harbor” provisions for organizations. A “safe harbor” means that if a recipient has identified a plan to provide written translations under a set of circumstances, such action will be considered strong evidence of compliance with the written translation obligations under Title VI.

Under the Safe Harbor provisions of the 2004 Office of Civil Rights (OCR) provisions policy for Title VI Compliance guidance (revised in 2012), written translation of vital documents, such as the YAMPO Title VI Compliance Procedures and Complaint Form, must be readily translatable for each LEP language group that constitutes five percent (5%) or 1,000 persons, whichever is less, *of eligible (LEP) people served or likely to be affected or encountered*. The aforementioned provisions apply to translation services for written documents only. They have no effect on the requirement to provide meaningful access to LEP individuals through oral interpreters where oral language services are needed or reasonable. One bilingual staff member on staff has conducted an evaluation of the YCPC website in Spanish and found the translation to be acceptable. Her memo is attached to this document in Appendix A.

The YAMPO has identified three (3) documents as vital written materials, which can be found at

<http://ycpc.org/172/Title-VI>:

- Title VI Notice
- Title VI Complaint Form
- Title VI Complaint Procedures

The YAMPO, as previously stated, will continue to monitor the concentration of LEP individuals, and when the population of any LEP language group exceeds the identified safe harbor provisions, the YAMPO will outline a plan to provide written translation of all vital documents. The translation of other planning documents will be provided upon request.

### **Providing Notice to LEP Persons**

According to LEP guidance from USDOT, *“Once an agency has decided based on the four factors, that it will provide language service, it is important that the recipient notify LEP persons of services available free of charge. Recipients should provide this notice in languages LEP persons would understand.”*

The YAMPO shall provide the aforementioned notice to LEP persons that language services are available at no cost to the individual using the following methods:

- All MPO-related meeting announcements will mention special assistance is available if requested at least ten (10) days prior to the meeting date.
- All MPO-related meetings will make language interpretation services, including accommodations for people who use sign language, available by request. At public hearings where a significant number of non-English speaking residents can be reasonably expected to participate, the YAMPO will provide basic public hearing handouts in that language and/or provide a translator.
- MPO staff will continue to identify concentrations of LEP populations using ACS data and implement-targeted outreach for specific projects, if deemed necessary.
- During the TIP and LRTP development process, MPO staff will work with stakeholders and community-based organizations to inform LEP persons of MPO programs and the availability of language assistance.
- Stating on the YCPC website ([www.ycpc.org](http://www.ycpc.org)), that language assistance for LEP individuals is available for this plan along with all related documentation related to LEP populations.
- The Plan will be available for translation on the YCPC website through the Google Translate Module.
- Include language “taglines” to all outside correspondences and public notices. Using taglines will meet FHWA “Good Faith” requirements for compliance. The taglines list are attached to this document, as found in Appendix B.

### **Monitoring and Updating the LEP Plan**

The YAMPO will monitor language data for York County, as well as analyze changes in the number of LEP persons and population as a whole when updates to the 5-year ACS data become available. Furthermore, the YAMPO will track the frequency of encounters with LEP individuals including in-person and online

encounters. If significant changes are noted in the concentrations of LEP individuals, or if there is an increase in encounters with LEP individuals, an update to the LEP Plan will take place accordingly. If no significant changes are noted, this plan will be updated with the next major update of the YAMPO Public Participation Plan.

## Appendix A:

**ATTENTION:** If you speak another language other than English, language assistance services can be made available to you. Call (717) 771-9870.

**Arabic:** (717) 771-9870 اتصل بالرقم 771-9870. يمكنكنا توفير خدمات المساعدة اللغوية لك.

**Burmese:** သတိပ ငြိရန်- သင်သည်အင်္ဂလိပ်ဘာသာစကား မဟုတ်သော အပူ ဘာသာစကားကို သပ ဘာသာစကား အကူအညီဝန်သ ဘင်မှုကိုရရှိင် ဝါသည်။ (717) 771-9870 သ ဝိသ ဝေဝါ ဝိဝါ။

**French:** « ATTENTION : Si vous parlez une autre langue que l'anglais, des services d'assistance linguistique peuvent être mis à votre disposition. Appelez le (717) 771-9870 »

**Greek:** ΠΡΟΣΟΧΗ: Εάν μιλάτε άλλη γλώσσα διαφορετική από τα αγγλικά, οι υπηρεσίες γλωσσικής βοήθειας μπορούν να σας διατεθούν. Καλέστε (717) 771-9870.

**Hindi:** सूचना: यदि आप अंग्रेजी के अलावा कोई अन्य भाषा बोलते हैं, तो आपको भाषा सहायता सेवाएं उपलब्ध कराई जा सकती हैं। कॉल करें (717) 771-9870.

**Italian:** ATTENZIONE: Se parli una lingua che non sia l'inglese, i servizi di assistenza linguistica possono essere messi a tua disposizione. Chiama (717) 771-9870.

**Japanese:** 注意 : 英語以外の言語を話す場合は、言語支援サービスを利用できるようにすることができません。電話 (717) 771-9870.

**Korean:** 주의: 영어 이외의 다른 언어를 사용하는 경우, 언어 지원 서비스를 이용할 수 있습니다. (717) 771-9870으로 전화하십시오.

**Nepali:** ध्यान दिनुहोस्: यदि तपाईं अंग्रेजीबाहेक अन्य भाषा बोल्नुहुन्छ भने तपाईंलाई भाषा सहायता सेवा उपलब्ध गराउन सक्दछ। (717) 771-9870 मा फोन गर्नुहोस्।

**Polish:** UWAGA: Jeśli posługujesz się językiem innym niż angielski, możesz skorzystać z usługi pomocy językowej. Zadzwoń pod numer (717) 771-9870.

**Russian:** ВНИМАНИЕ: если вы говорите на другом языке, вам может быть оказана языковая помощь. Обратитесь в информационно-справочную службу по номеру: (717) 771-9870.

**Simplified Chinese:** 请注意 : 如果您说英语以外的另一种语言 , 我们可以为您提供语言帮助服务 。 请致电 (717) 771-9870。

**Somali:** FIIRO GAAR AH: Haddii aad ku hadasho luqad kale aanan ahayn Ingiriisiga, adeegyada gargaarka luqadda ayaa lagu diyaarin karaa. Wac (717) 771-9870.

**Spanish:** ATENCIÓN: Si habla otro idioma que no sea inglés, habrá servicios de asistencia en otros idiomas disponibles. Llame al (717) 771-9870.

**Traditional Chinese:** 請注意：如果您說英語以外的另一種語言，我們可以為您提供語言幫助服務。請致電 (717) 771-9870。

**Ukrainian:** УВАГА: якщо ви розмовляєте іншою мовою, вам може бути надана мовна допомога. Зверніться до інформаційно-довідкової служби за номером: (717) 771-9870.

**Urdu:** ہ۔توج دیں: اگر آپ انگریزی کے عالوہ کوئی اور زبان ل آپ کو خدمات فراہم ی بولت ہ ی تو آپ یک زبان م ی مدد کے۔ جاسک ت کرائ ہ ت براہ کرم (717) 771-9870 پر کال کریں۔۔ -

**Vietnamese:** LƯU Ý: Nếu quý vị nói một ngôn ngữ khác không phải tiếng Anh, các dịch vụ hỗ trợ ngôn ngữ có thể được cung cấp cho quý vị. Gọi (717) 771-9870.





## Agreement for Interpretation and Translation Services

This Agreement is dated as of April 18, 2023 by and between the York County Planning Commission, located at 28 East Market Street, Suite 301, York, PA 17401 (“YCPC”) and Mario G. Paz, with a business address at 2307 Daisy Rd, York, PA 17402 (“Contractor”). (YCPC and Contractor may be referred to collectively as the “Parties”). This Agreement is effective as of January 1, 2023, and shall be applicable to interpretation services rendered to date.

**Whereas**, the York County Planning Commission may need language interpretation and translation services to effectively administer various County programs, and

**Whereas**, Mario Paz offers language interpretation and translation services,

**Now therefore, intending to be legally bound hereby, the parties hereby agree as follows:**

1. **Services.** Contractor shall provide the following services at the Rates specified herein:
  - a. **2-hour block of time scheduled per week**
    - A 2 hour time block hold occurring weekly, to be established at a later date pending agreement by both parties, for Spanish interpreter. The Contractor shall hold this block and provide Services during the block upon advance request of YCPC.
    - Services will be offered as phone interpreting or Zoom interpreting
    - In-person interpreting available with 2-day advanced notice, additional mileage and travel charges may apply
    - **Rate:** \$65/hour with 2-hour minimum
    - Will be invoiced only when services are used
    - Additional language services available upon request with 2-day advance notice; additional charges may apply based on the language
    - **Cancellation policy:** Appointments that are scheduled and confirmed, which are cancelled with less than 24-hour advance notice, will be invoiced at the 2-hour minimum rate
  - b. **Option for Spanish Interpreter Telephone Answering Service**
    - Will assist with revision of auto attendant message to include option for a Spanish interpreter
    - Spanish interpreter will be available to answer phone calls and to relay this information to your personnel
    - **Rate:** \$30/phone conversation minimum, to cover up to 30 minutes of services; thereafter invoiced at \$1.00/minute
    - Will be invoiced only as services are used
    - Additional language services may be available for future setup based on need
  - c. **Document Translation Services**
    - Document translation is available for multiple languages
    - **Rate:** \$75/page, no page minimum or limit
    - Translation services to include letters to clients, advertising materials, forms, etc.
    - Additional charges may apply if significant formatting of the document is required

**d. After Hours Interpreting Services (After 5:00 PM on business days; weekends)**

- A Spanish interpreter will be available to provide telephonic interpreting services for emergency, after hour service calls to clients
- Additional languages may be available upon request
- **Rate for Mon-Fri:** \$65/hour with 2-hour minimum
- **Rate for Sat-Sun:** \$75/hour with 2-hour minimum

Invoices will be submitted on a monthly basis and will be itemized by project number. Payment shall be made promptly and in the normal course of business by YCPC thereafter.

2. **Independent Contractor.** Contractor shall be classified as an independent contractor of YCPC. Contractor shall not be considered, in any respect as an employee of YCPC. Contractor shall control the provision of its services, all of which shall be provided in a professional, competent, and timely manner. Contractor shall be entitled to utilize skilled and qualified subcontractors to assist in the provision of the Services, but Contractor shall remain responsible for them and YCPC reserves the right to object, within reason, to the use of any subcontractors in which case Contractor shall not utilize them.

3. **Term.** This Agreement shall have an initial term of one (1) year (the “Term”) and shall renew for additional terms of one (1) year thereafter (each a “Renewal Term”). Contractor shall be entitled to terminate this Agreement following no less than Sixty (60) days advance written notice, without cause. YCPC shall be entitled to terminate this Agreement following no less than thirty (30) days advance written notice, without cause. Either Party shall be entitled to terminate this Agreement, upon the occurrence of a default, following written notice and opportunity to cure of not less than two (2) weeks.

4. **Indemnification.** Both Parties to this Agreement shall indemnify, defend and hold harmless the other, its officers, agents, employees and representatives from and against any and all losses and expenses, including reasonable attorney fees and court costs, arising out of or related to this Agreement. The provisions of this Indemnification provision shall not apply to any damage or loss caused solely by the negligence of the non-indemnifying Party or any of its agents or employees. This indemnification provision shall survive expiration or termination of this Agreement.

5. **Governing Law.** This Agreement shall be governed by and interpreted in accordance with the laws of the Commonwealth of Pennsylvania. The Parties hereto shall be entitled to all remedies available at law or in equity. If either Party must enforce its rights, it shall be entitled to recover all expenses incurred, including reasonable attorney fees and court costs.

6. **Entire Agreement.** This Agreement constitutes the entire Agreement between the Parties. This Agreement may be executed by electronic means and in counterparts, which when taken together shall constitute one, integrated contract.

**IN WITNESS WHEREOF**, the York County Planning Commission and Mario G. Paz have executed this Agreement as of April 18, 2023.

WITNESS/ATTEST:

**YORK COUNTY PLANNING  
COMMISSION**

*Felicia S. Hill*

By: *Wade Gobrecht*

Wade Gobrecht

Assistant Director

WITNESS:

**Mario G. Paz**

*Molly B. Paz*

*Mario Paz*

## **Procedures for Using Interpretation Services**

The York County Planning Commission has entered into a service agreement with Mario G. Paz to provide interpretation services for individuals with Limited English Proficiency (LEP). Please follow the procedures outlined below to use this service.

Interpreters are listed in the order they should be called (For YCPC use only. Do not distribute information outside of the YCPC)

*Interpreter information removed for public document*

### **For immediate service when the LEP Individual calls or visits the office:**

#### **Makes an Office Visit**

1. Dial phone number of the interpreter.
2. Provide them with:
  - a. Your name
  - b. Client's full name
  - c. 5-digit project number to charge
3. When the interpreter is on the phone, then put the phone on speaker so that you and the Limited English Proficiency (LEP) individual can hear the interpreter.

#### **Calls the Office**

1. When LEP individual is on the phone, push the conference call button. 
2. Dial phone number of the interpreter and explain to them that there is a LEP individual on the phone and you would like to do a conference call.
3. Provide them with:
  - a. Your name
  - b. Client's full name
  - c. 5-digit project number to charge
4. Push the conference call button again  to start a 3-way call with the LEP individual and the interpreter.

### **For Advertisements of Meetings**

1. When advertising meetings you should include this statement. "For interpretation services at the meeting, please notify the Planning Commission at least 5 days prior to the scheduled meeting. Contact information – (717)771-9870 or [planner@ycpc.org](mailto:planner@ycpc.org)".

### **For scheduled meetings**

1. Call (interpreter) before the meeting to notify him that we will need interpretation services at the meeting. Provide the meeting location, starting time, duration and subject of meeting, staff member name and project number.

### **Costs**

Phone Services - \$30 for up to 30 minutes and \$1/minute for any additional minutes beyond 30.

In Person Services - \$130 for up to 2 hours, and \$65/hour, in one-hour increments, for any additional time beyond the first 2 hours.