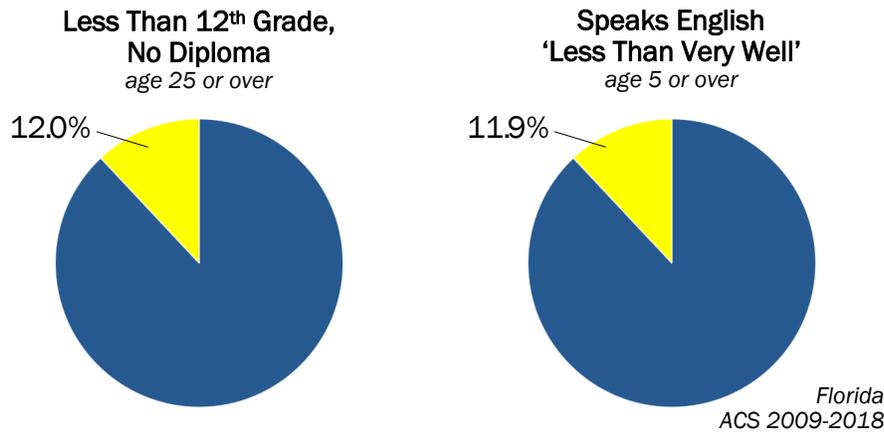




ENGAGING PEOPLE WITH LIMITED ENGLISH PROFICIENCY (LEP) in transportation decision making

Adults having limited-English proficiency, which includes low-literacy, may find it difficult to read a project newsletter, fill out a comment form, or understand the information presented at a public meeting.



IDENTIFYING LEP POPULATIONS

Start with data from the U.S. Census Bureau [American Community Survey \(ACS\)](#). Identify the block groups in the study area, and refer to the ACS five-year data sets for the data tables listed below. Various data viewers allow selection and comparison of block group and reference community data.

ACS Data Tables	Data Viewers & Tools
<p>DP02 Selected Social Characteristics</p> <p>S1601 Language Spoken at Home</p> <p>S1603 Characteristics of People by Language Spoken at Home</p> <p>B99052 Allocation of Year of Entry</p> <p>S1501 Educational Attainment</p>	<p>data.census.gov The U.S. Census Bureau data dissemination tool</p> <p>Census Reporter Reporting tool designed for journalists.</p> <p>Census 2020 Hard to Count Map Census tract details about populations at risk of undercounting</p> <p>On the Map U.S. labor statistics</p>

CORRELATING QUANTITATIVE AND QUALITATIVE DATA

Keep in mind that the ACS data are estimates and undercounting of LEP populations is a persistent issue. Verify the ACS data with local planners and community leaders. Consider that LEP populations have been linked in the research literature with the following population characteristics. Again, community outreach will be of help in determining the presence, extent, and communication needs of LEP communities in the study area.

- Low-income households
- 2nd and 3rd-shift workers
- Transportation dependent
- Single-head-of-household families
- Governmental distrust
- Sensitivity to meeting location
- Lack access to subscription-based news media

Reaching LEP Populations

- Explore local newspapers and websites to learn about community activities where information can be disseminated and collected.
- Make it well known in the study area that FDOT provides free language assistance to LEP communities.
- Ask governmental and nongovernmental entities in the area about their successful practices engaging LEP groups.
- Partner with community-based organizations to design LEP outreach activities.
- Conduct one-on-one interviews in the LEP community, especially with people who have been in the community for a long time.
- Use plain language and clear graphics to convey project information.
- Conduct presentations and provide bi-lingual notices at schools and churches.
- Hire local residents to conduct interviews (Bonus: Also provides temporary jobs in the community).
- Design and implement LEP training for Department staff and consultants.