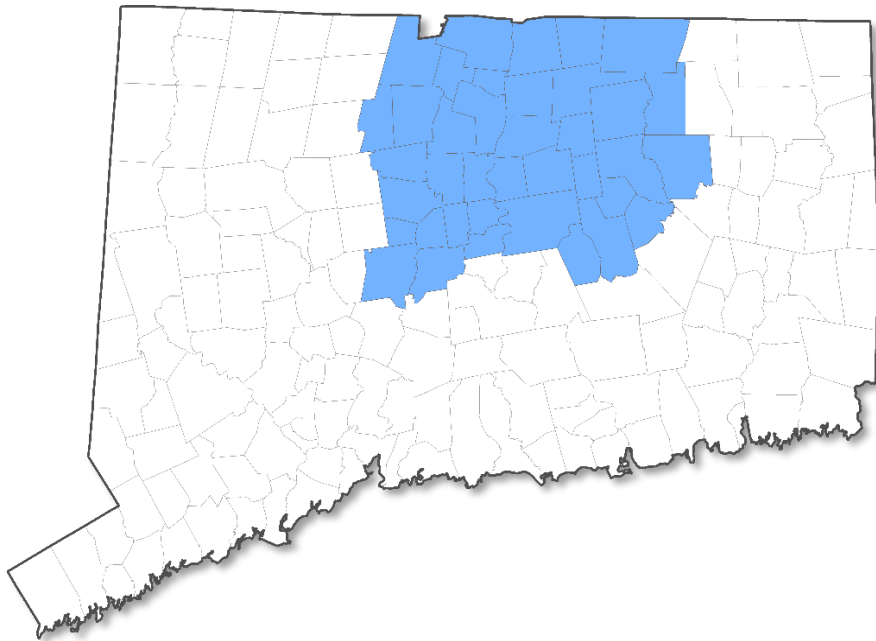


Language Assistance Plan

Prepared by the
Capitol Region Council of Governments



CRCOG CAPITOL REGION
COUNCIL OF GOVERNMENTS
Working together for a better region.

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June 2025

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Language Assistance

For additional information or free language assistance, please call (860) 724-4293.

Para información adicional, o asistencia lingüística gratuita, por favor llame al (860) 724-4293.

Aby uzyskać dodatkowe informacje lub bezpłatną pomoc tłumacza, proszę dzwonić pod numer (860) 724-4293.

如需更多信息或免费语言协助，请致电 (860) 724-4293.

Para obter mais informações, ou para auxílio gratuito em outro idioma, ligue para (860) 724-4293.

Per informazioni aggiuntive o assistenza linguistica gratuita, chiamare il numero (860) 724-4293.

Si vous souhaitez en savoir plus ou bénéficier d'une assistance linguistique gratuite, merci de composer le numéro suivant (860) 724-4293.

Để có thêm thông tin hoặc hỗ trợ ngôn ngữ miễn phí, vui lòng gọi (860) 724-4293.

بالرقم الاتصال يرجى، مجانية لغوية مساعدة على للحصول أو المعلومات من لمزيد (860) 724-4293.

கூடுதல் தகவல் அல்லது இலவச மொழி உதவிக்கு, தயவுசெய்து (860) 724-4293 என்ற எண்ணை அழைக்கவும்.

అదనపు సమాచారం కోసం లేదా ఉచిత భాషా సహాయం కోసం, దయచేసి (860) 724-4293 నంబర్కు కాల్ చేయండి.

Для отримання додаткової інформації або безкоштовної мовної допомоги телефонуйте (860) 724-4293.

অতিরিক্ত তথ্য, অথবা বিনামূল্যে ভাষা সহায়তার জন্য, অনুগ্রহ করে (860) 724-4293 নম্বরে কল করুন।

اضافی معلومات، یا زبان سے متعلق مفت معاونت کے لیے، برائے کال کریں (860) 724-4293۔

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INTRODUCTION

It is the policy of the Capitol Region Council of Governments (CRCOG), as the Metropolitan Planning Organization (MPO) for the Metro Hartford Region, that persons with Limited English Proficiency (LEP) are neither discriminated against nor denied meaningful access to the programs, activities, and services provided by the MPO. CRCOG has developed this Language Assistance Plan to ensure that staff employs appropriate strategies to assess needs for language services, to implement language services that provide meaningful access to the MPO's transportation-planning process, and to publish information regarding these services.

Title VI of the Civil Rights Act of 1964 prohibits discrimination by federal agencies and recipients and subrecipients of their financial assistance on the basis of national origin, which is signified by LEP. To fulfill these responsibilities, CRCOG's Language Assistance Plan includes the following:

- A Four Factor Analysis
- Details of Available Language Assistance
- A Process for Monitoring and Updating the Language Assistance Plan
- Information on Relevant CRCOG Staff Training

FOUR FACTOR ANALYSIS

CRCOG is committed to making its programs accessible to LEP populations within the Capitol Region, and as such has conducted a Four Factor Analysis to better understand the needs and opportunities related to outreach to LEP populations within the Region. The Four Factor Analysis includes the following considerations:

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

FACTOR 1. LEP POPULATIONS

Of the 926,181 persons residing in the Capitol Region who are five-years of age or older, 72,614 (7.84%) are identified as LEP.¹ The languages with LEP populations of at least 1,000 persons who speak English "less than very well" are summarized in Figure 1 and shown geographically in Figure 2.

¹ 2019-2023, 5-year estimate ACS data.

Figure 1: Summary of LEP Populations

Language	# of LEP	% of LEP	% of Total Population
Spanish	35,154	48.41%	3.80%
Polish	7,284	10.03%	0.79%
Portuguese	2,863	3.94%	0.31%
Arabic	2,280	3.14%	0.25%
Tamil	1,816	2.50%	0.20%
Chinese	1,792	2.47%	0.19%
Vietnamese	1,766	2.43%	0.19%
Telugu	1,726	2.38%	0.19%
Italian	1,688	2.32%	0.18%
French	1,242	1.71%	0.13%
Ukrainian or other Slavic languages	1,129	1.55%	0.12%
Bengali	1,037	1.43%	0.11%
Urdu	1,036	1.43%	0.11%

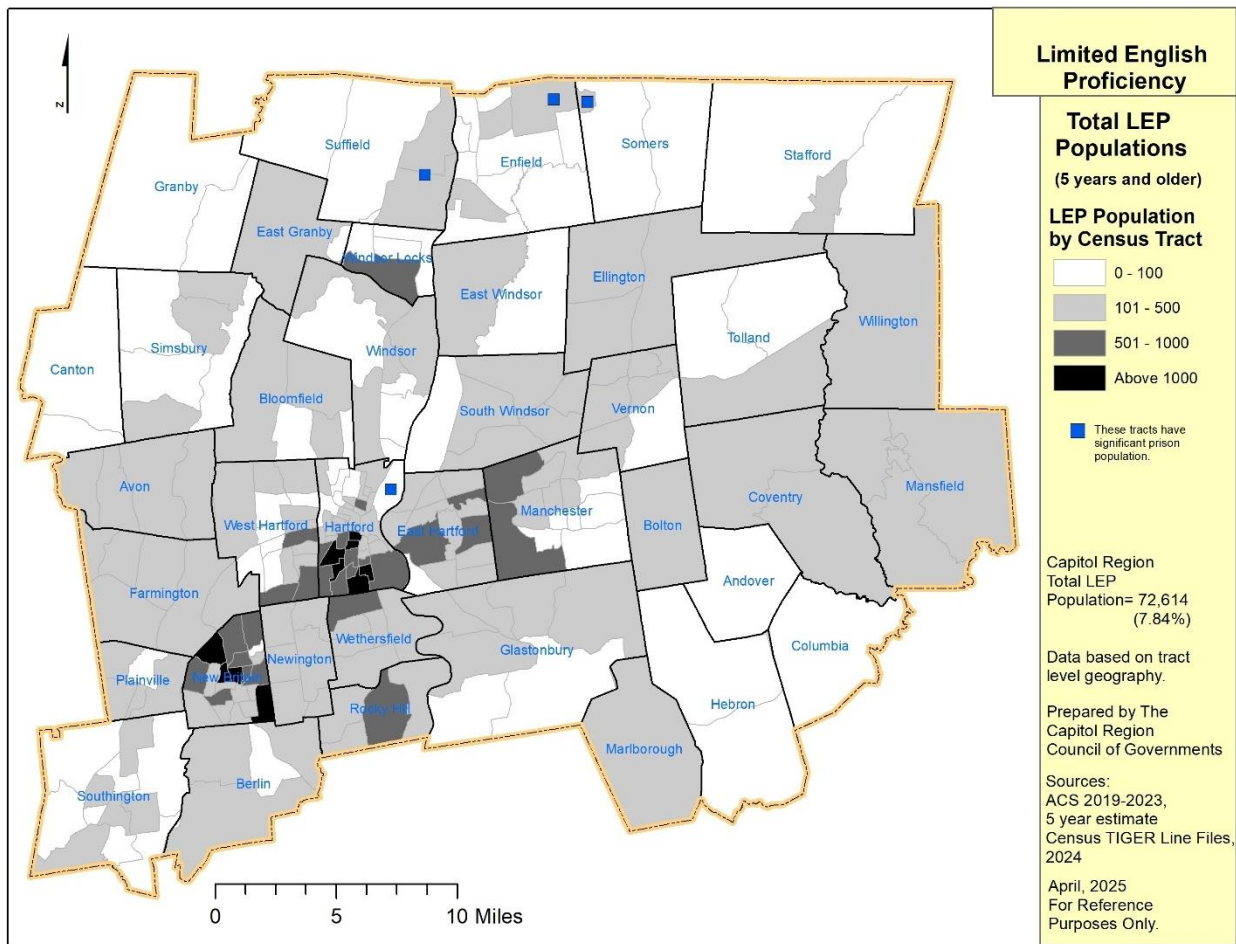


Figure 2: Map of CRCOG LEP Populations

FACTOR 2. LEP CONTACT FREQUENCY

It is expected that contact with LEP persons could occur via meeting attendance, office visits, phone calls, printed materials, and website interaction. Meeting agendas include notices in English, Spanish, and Polish that translation and interpretation services are available upon request. For corridor studies, public outreach announcements and handouts, as well as Final Report summaries, are translated as deemed necessary for a given study area. CRCOG has also implemented the standard that as core transportation documents are updated, executive summaries of these documents are translated into Spanish and Polish.

Figure 1 demonstrates that in addition to Spanish and Polish there are eleven additional languages that meet the Title VI Safe Harbor threshold of at least 1,000 individuals. While it would be cost-prohibitive to translate all of CRCOG’s core documents into thirteen languages, CRCOG assesses language access needs for each project or study. This analysis identifies the LEP populations that are most likely to be affected by the effort and which outreach, translation, and/or interpretation measures are necessary to ensure equal access to all impacted individuals. The footer of CRCOG’s website also includes a statement in each of the Safe Harbor languages that document translation and/or interpretation services are available upon request.

CRCOG staff monitor the frequency with which LEP persons come into contact with CRCOG's transportation program. In the past five years, there have been no requests for translation services or interpretation services at Transportation Committee meetings or public meetings related to corridor studies or core document updates. During this time, no phone calls were received from non-English speaking individuals. Thirty-seven (37) Spanish survey responses were received as part of CRCOG's Traffic Impact Study for Routes 190 and 220 in Enfield.

FACTOR 3. NATURE AND IMPORTANCE OF PROGRAMS

As the Metropolitan Planning Organization (MPO) for the Metro Hartford area, CRCOG uses federal funds to plan for future transportation improvements and projects. It is important for LEP persons to have equal ability to participate in the planning process of these efforts, particularly through attendance at public meetings or submissions during comment periods. Such involvement will help to ensure that these populations receive their fair share of benefits from CRCOG's transportation program and are not disproportionately impacted by transportation improvements and projects that are supported by CRCOG.

FACTOR 4. AVAILABLE RESOURCES

CRCOG has various resources available to enable staff to engage LEP persons in the agency's transportation planning program. These resources include the following:

- ***Staff.*** CRCOG currently does not have any staff who are fluent in Spanish or Polish.
- ***Language Line.*** All CRCOG staff have been trained on using Language Line, an interpreter services provider that is accessible via phone. CRCOG is charged a per-minute fee for use of this service, and the interpreters can assist in identifying the language in need of translation if staff is unable to do so.
- ***Website Translation.*** CRCOG's website features a Google Translate widget, which allows content to be viewed in many different languages, including all of CRCOG's Safe Harbor Languages identified in Figure 1. The footer of CRCOG's website also includes a statement in each of the Safe Harbor languages that document translation and/or interpretation services are available upon request.
- ***Non-English Media and Stakeholders.*** CRCOG coordinates the translation and publishing of meeting announcements in non-English media outlets as needed. CRCOG also partners with local community groups to coordinate public outreach with LEP individuals.
- ***Consultants.*** When consultants are used for corridor studies or the development of core transportation plans, the scope of services for each effort identifies the associated translation and LEP outreach needs. During its qualifications-based selection process, CRCOG ensures that the selected consultant team has the necessary translation and/or interpretation skills.
- ***Professional Services.*** CRCOG utilizes professional services when internally prepared documents need to be translated. CRCOG includes estimates for these efforts within its budget. Costs for translation and interpretation vary based on service type and scope. Funding for necessary services are assessed and incorporated into budgets both on the Transportation Department and project / study levels.

AVAILABLE LANGUAGE ASSISTANCE

ORAL LANGUAGE ASSISTANCE

Notices for all CRCOG meetings related to the agency's transportation program include a statement in English, Spanish, and Polish that translation services are available upon request. CRCOG's website also includes a statement in each of CRCOG's thirteen Safe Harbor languages that interpretation services are available upon request. All CRCOG staff are trained on using Language Line, an interpreter services provider that is accessible via phone. Language Line interpreters can assist in identifying the language in need of translation if staff is unable to do so.

WRITTEN LANGUAGE ASSISTANCE

CRCOG's following documents are, or will be by the end of FY2026, available in English, Spanish, and Polish:

- MPO Summary Pamphlet
- Language Assistance Plan
- Public Participation Plan Executive Summary
- Metropolitan Transportation Plan Executive Summary
- Title VI Notice, Complaint Process, and Complaint Form

Figure 1 demonstrates that in addition to Spanish and Polish there are eleven additional languages within the Capitol Region that meet USDOT's Safe Harbor threshold of at least 1,000 individuals. While it would be cost-prohibitive to translate all of CRCOG's core documents into thirteen languages, CRCOG's website includes a statement in each of these languages that document translation is available upon request.

At the onset of each corridor study, CRCOG conducts an LEP Analysis. This analysis is used to identify LEP populations within a study area. Based on the population(s) identified, recommendations for a tailored public outreach program for the study are identified. Outreach strategies can include, but are not limited to, coordination with established neighborhood groups; presentations at regularly scheduled meetings of community groups; use of small, informal meetings or focus groups; informational tables at community events; document translation; and/or interpretation services. Outreach materials for corridor studies are prepared on an as-needed basis in accordance with the LEP Analysis for that effort. Examples of translated materials that could be prepared by CRCOG include handouts, newsletters, meeting flyers and advertisements, and Executive Summary documents.

CRCOG WEBSITE

In order to accommodate website translation needs, the CRCOG website hosts Google Translate, a browser-based tool that translates website content into more than one hundred languages, including all Safe Harbor languages within the CRCOG Region. In order to meet accessibility requirements for individuals with low or no vision, documents are posted on the website as PDF files and in HTML, which allows them to be read aloud by a screen reader and enables the use of Google Translate. The footer of CRCOG's

website also includes a statement in each of the region’s Safe Harbor languages that document translation and/or interpretation services are available upon request.

MONITORING AND UPDATING THE PLAN

In June 2025, CRCOG updated its Public Participation Plan, which includes details on how CRCOG’s transportation planning program will be made available to the public for review and comment. It is anticipated that the Public Participation Plan will be updated at least every five years. CRCOG’s Language Assistance Plan will be reviewed and updated as needed on the same schedule as the Public Participation Plan, with the next update anticipated by Spring 2030.

STAFF TRAINING

CRCOG Transportation Staff attends trainings on Title VI and LEP as such opportunities are available. Figure 3 summarizes the most recent five years of relevant CRCOG staff trainings and supplemental webinars, conferences, and forums. Unless otherwise noted, one staff member attended each opportunity.

Figure 3: CRCOG Staff Title VI/LEP Training (FY2020-FY2024)

Training	
September 10-11, 2019	FHWA Title VI Technical Assistance Training
December 10-11, 2019	Environmental Justice Analysis Course
April 28, 2021	WTS Diversity Equity & Inclusion Training Series: “Inclusive Leadership”
August 3 and 10, 2021	New England States Virtual Public Involvement (VPI) Workshop (two staff members)
Webinars/Conferences/Forums	
September 26, 2019	“Virtual Public Involvement: Extending Our Reach” webinar
February 28, 2020	“Unifying Public Involvement” webinar
April 15, 2020	“The Golden Circle of Online Engagement” webinar
September 29, 2020	“Ensuring Environmental Justice and Equity in a Regional Low-Carbon Transportation Program” webinar
October 1, 2020	“Transportation and Climate Justice” webinar
October 22, 2020	“Balancing the Scales: Equity Analysis in Transportation Planning” webinar
October 23, 2020	“What Does Equity in Smart Growth Really Mean” webinar
December 10, 2020	“Environmental (in)Justice During COVID-19” webinar
February 17, 2021	“Transportation, Climate, and Racial Justice: How We Can Address Health Inequities & Promote the Common Good” webinar
June 2, 2021	“Building Equity: Leveling the playing field through land use and how to know you're doing it well” webinar
June 30, 2021	“Achieving Transportation Equity Through GIS” webinar (two staff members)
October 20, 2021	“Local Strategies for Equitable and Sustainable Transit-Oriented Development” webinar

October 21, 2021	“Arrested Mobility: Exploring the Adverse Impacts of Over-policing BIPOC Mobility in the US” webinar
October 22, 2021	DCP Cross Cultural Symposium (two staff members)
April 27, 2022	“Creating Equitable Transportation Systems from the Ground Up” webinar
May 4, 2022	“Creating Access through Equity in Transportation” webinar
May 17, 2022	“Equity in Data Community of Practice” webinar
February 23, 2023	DCP Cross Cultural Symposium
October 25, 2025	DCP Cross Cultural Symposium (two staff members)

CONCLUSION

CRCOG has made, and will continue to make, its transportation planning program accessible to all residents of the Capitol Region, including those individuals with Limited-English Proficiency. CRCOG recognizes the importance of its efforts to the lives of LEP individuals and will continue to identify ways to ensure that these populations have access to CRCOG’s work and have the opportunity to meaningfully engage in the planning for the Region’s transportation system.