

# memo

**DATE:** September 2025

**TITLE:** Update to DVRPC's Limited English Proficiency Plan

**DVRPC PRODUCT ID:** 24121

**AUTHOR:** Alison Hastings, PP/AICP

**ABSTRACT:** This memo serves as an addendum to DVRPC's 2019 Limited English Proficiency Plan. The Language Access Plan is a requirement for MPOs regional planning processes. In 2024, staff carried out a systematic review of DVRPC's Limited English Proficiency Plan and reviewed peer MPOs' language access measures. This memo reviews American Community Survey (ACS) data and identifies one change in DVRPC's language access measures.

**KEYWORDS:** Civil Rights, commission, compliance, core planning documents, engagement, federal mandates, four-factor analysis, interpretation, LEP, language access, Limited English Proficiency, meaningful access, nondiscrimination, participation, public outreach, reasonable steps, "Safe Harbor," translation, vital documents

**GEOGRAPHY:** The nine-county DVRPC region, which covers the counties of Bucks, Chester, Delaware, Montgomery, and Philadelphia in Pennsylvania; and Burlington, Camden, Gloucester, and Mercer counties in New Jersey

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## Introduction

In 2019, DVRPC staff created the organization's Language Access Plan (LAP) and presented it to the DVRPC board for adoption in April 2019. The 2019 Language Access Plan follows the U.S. Department of Transportation's (USDOT's) four-factor analysis and five-step implementation plan guidance, originally released in 2005. Since adoption of the 2019 plan, staff have implemented many of the identified measures and annually review new American Community Survey (ACS) data to assess the need for LAP modifications.

Although, the Language Access remains a requirement for MPOs' regional planning processes, recent federal policy changes and the rescission of Executive Order #13166 "Improving Access to Services for Persons with Limited English Proficiency," have created uncertainty about whether DVRPC needs to adopt a new plan. Given the value this plan provides to the region's residents, DVRPC seeks to ensure DVRPC's LAP remains current and aligns with best practice. Therefore, staff have carried out the four-factor analysis, reviewed the five-step implementation, and surveyed staff to determine frequency of contact. Additionally, staff reviewed peer MPOs language access plans to understand if anything in the 2019 plan should change.

This memo serves as an update to the 2019 plan. Once the memo is adopted by the DVRPC Board, it will be added to the 2019 plan as a preface and the full document will be republished.

## Updated Data Analysis

The 2019 plan used data from the 2013–2017 ACS 5-year estimates. This memo uses data from 2019–2023 ACS 5-year estimates, Table B16001: "Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over" aggregated from Public Use Microdata Sample (PUMS), and Table C16001: "Language Spoken at Home by Ability to Speak English for Population 5 Years and Over" displayed at the Census Tract level. For each population who speaks a language other than English at home, the ACS distinguishes those who speak English "very well" from those who speak English "less than very well."

There are over 5.9 million people in DVRPC's nine-county metropolitan planning area, and nearly 5.6 million people who are at least 5 years old. Among this population 5 years and older, 398,784 persons, or 7.2%, are limited in their English proficiency. **Table 1** shows how the number and proportion of Limited English Proficiency (LEP) persons vary by county across the region. Philadelphia County has the highest number of LEP persons (161,584 residents), while Mercer County has the highest LEP proportion (13.8% of all Mercer County residents over the age of 5). Gloucester County has both the lowest number of LEP persons (9,494) and lowest LEP proportion (3.3%).

Table 1: LEP Population by County

County	Population Over 5 Years	Persons Defined As LEP	Percentage of LEP Persons
Burlington	440,678	20,515	4.70%
Camden	492,792	44,758	9.10%
Gloucester	289,159	9,494	3.30%
Mercer	361,757	49,791	13.80%
Bucks	615,557	28,838	4.70%
Chester	511,844	20,211	3.90%
Delaware	543,155	24,266	4.50%
Montgomery	815,617	39,327	4.80%
Philadelphia	1,485,930	161,584	10.90%
<b>DVRPC Region</b>	<b>5,556,489</b>	<b>398,784</b>	<b>7.20%</b>

Source: ACS 2019-2023, Table C1600: “Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over”

The most common language spoken by LEP persons, by far, is Spanish. According to 2019—2023 ACS data, nearly 44% of the 9-county LEP population speaks Spanish. **Figure 1** shows where the LEP populations live in the region by Census tracts. **Figure 3** shows only the Spanish-speaking LEP population across Public Use Microdata Areas (PUMAs). The U.S. Census Bureau releases data at the PUMA level to identify specific languages while maintaining anonymity over the geographic area. Not surprisingly, at the PUMA level, most of the region has a population of LEP Spanish speakers over the 1,000 person and 5% threshold levels.

The rest of the languages spoken at home by the LEP population in the region vary greatly. Including Spanish, 35 languages or language groups have populations over the 1,000 person threshold across the region (see Table 2). These 35 language groups fall under the “Safe Harbor” provision as explained in the USDOT guidance; they will be referred to when identifying LEP individuals who may need language assistance. **Figure 2** illustrates the top language for



each Census Tract throughout the region. The [complementary web map](#) is updated annually, as new ACS data is released.

Table 2: LEP Population, by All Languages Spoken Above Thresholds

Language Spoken	Number of LEP Persons	Percentage of Total Population Over 5 Years	Percentage of Total LEP Population
Spanish	181,508	3.27%	43.99%
Chinese	45,301	0.82%	10.98%
Russian	19,184	0.35%	4.65%
Vietnamese	16,874	0.30%	4.09%
Korean	13,225	0.24%	3.21%
Portuguese	9,688	0.17%	2.35%
Arabic	9,023	0.16%	2.19%
Gujarati	8,243	0.15%	2.00%
Haitian	8,149	0.15%	1.98%
Yoruba, Twi, Igbo, or other languages of Western Africa	6,621	0.12%	1.60%
Ukrainian or other Slavic languages	6,498	0.12%	1.57%
French (incl. Cajun)	6,136	0.11%	1.49%
Khmer	5,956	0.11%	1.44%
Italian	5,904	0.11%	1.43%
Other languages of Asia	5,890	0.11%	1.43%
Bengali	5,818	0.10%	1.41%
Malayalam, Kannada, or other Dravidian languages	5,784	0.10%	1.40%
Tagalog (incl. Filipino)	5,559	0.10%	1.35%
Polish	5,003	0.09%	1.21%
Other Indo-European languages	4,522	0.08%	1.10%

Language Spoken	Number of LEP Persons	Percentage of Total Population Over 5 Years	Percentage of Total LEP Population
Hindi	4,049	0.07%	0.98%
Urdu	3,959	0.07%	0.96%
Other and unspecified languages	2,993	0.05%	0.73%
Telugu	2,940	0.05%	0.71%
Amharic, Somali, or other Afro-Asiatic languages	2,615	0.05%	0.63%
Nepali, Marathi, or other Indic languages	2,582	0.05%	0.63%
Punjabi	2,363	0.04%	0.57%
German	2,009	0.04%	0.49%
Greek	1,803	0.03%	0.44%
Ilocano, Samoan, Hawaiian, or other Austronesian languages	1,762	0.03%	0.43%
Tamil	1,668	0.03%	0.40%
Yiddish, Pennsylvania Dutch or other West Germanic languages	1,651	0.03%	0.40%
Thai, Lao, or other Tai-Kadai languages	1,649	0.03%	0.40%
Japanese	1,602	0.03%	0.39%
Persian (incl. Farsi, Dari)	1,308	0.02%	0.32%

Source: ACS 2019-2023, Table C1600: "Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over"

After Spanish, the most common languages spoken by LEP persons are Chinese, Russian, Vietnamese, and Korean. Figures 3 through 7 show where these LEP populations are located in the region by PUMAs.

## Proposed Changes to DVRPC's Language Access Measures

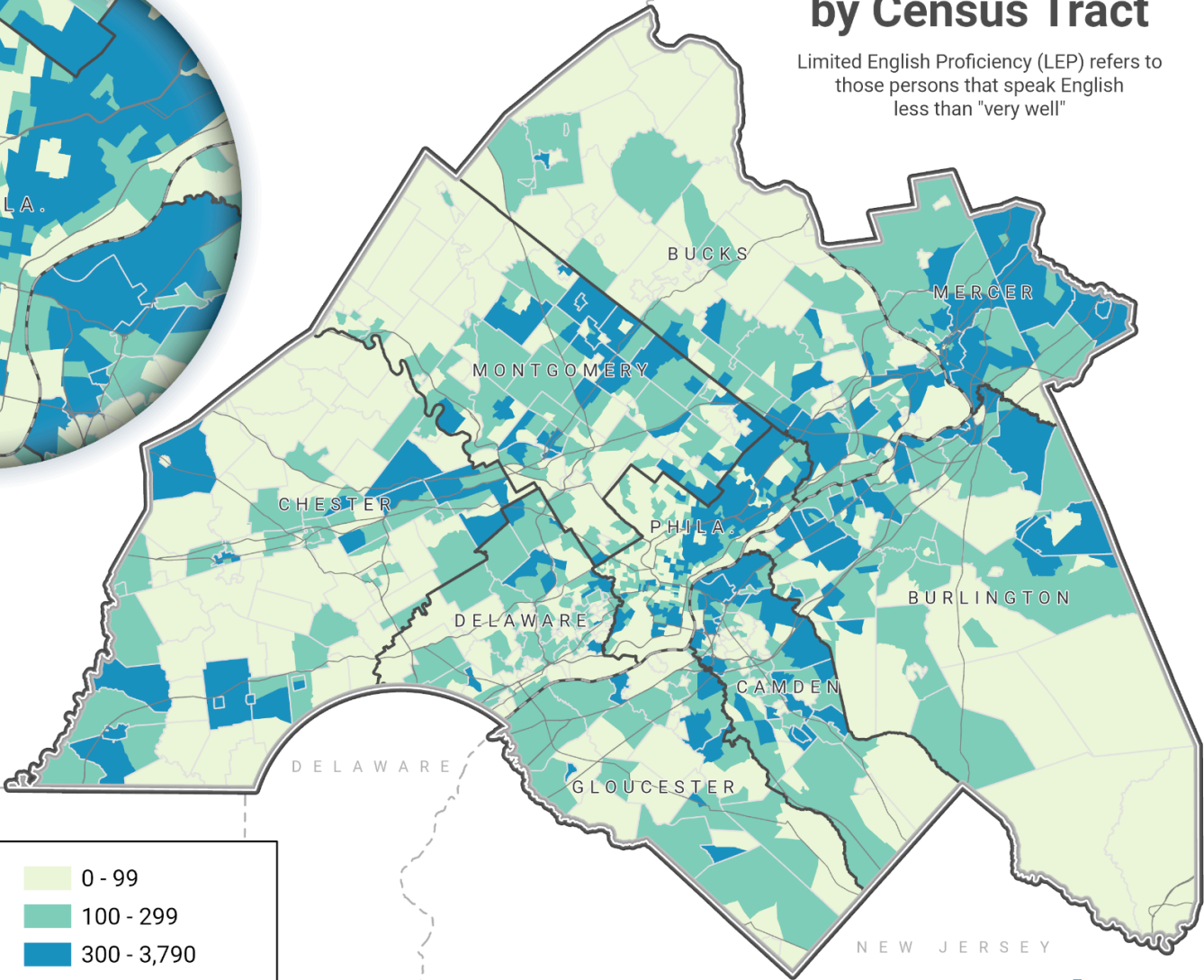
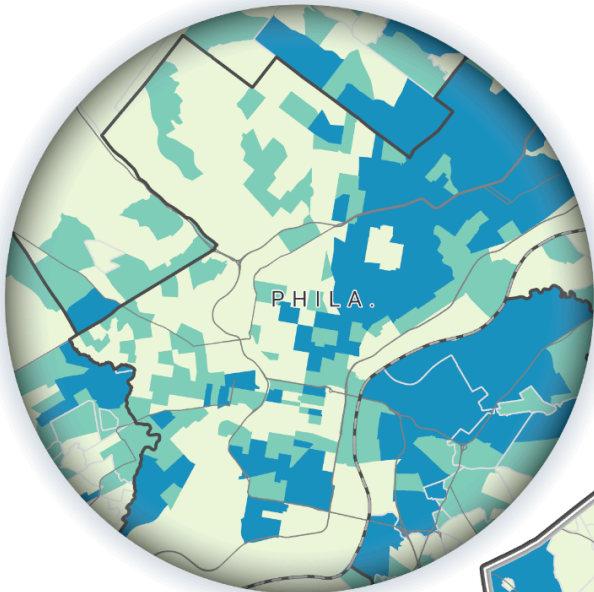
DVRPC's practices are in keeping with peer MPOs practices. In 2024, staff conducted a peer review. Upon that review, DVRPC staff propose one change from the 2019 plan for the 2025 update – revising and simplifying the safe harbor language “taglines” to be inserted in specific vital documents. The 2019 tagline read, “Attention: if you wish to request this publication in another language other than English, or wish to contact DVRPC for our language assistance, please call 215-592-1800. Additional charges may apply for reprint of our publications.” Staff recommend this tagline “Attention: If you wish to request this publication in another language other than English, or wish to contact DVRPC for our language assistance, please call 215-592-1800.”

Staff recommend that DVRPC keeps the same five-step implementation plan as described in the 2019 plan.



# Figure 1: LEP Speakers by Census Tract

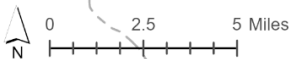
Limited English Proficiency (LEP) refers to those persons that speak English less than "very well"



**Total LEP Speakers**  
People per Census Tract

0 - 99
100 - 299
300 - 3,790

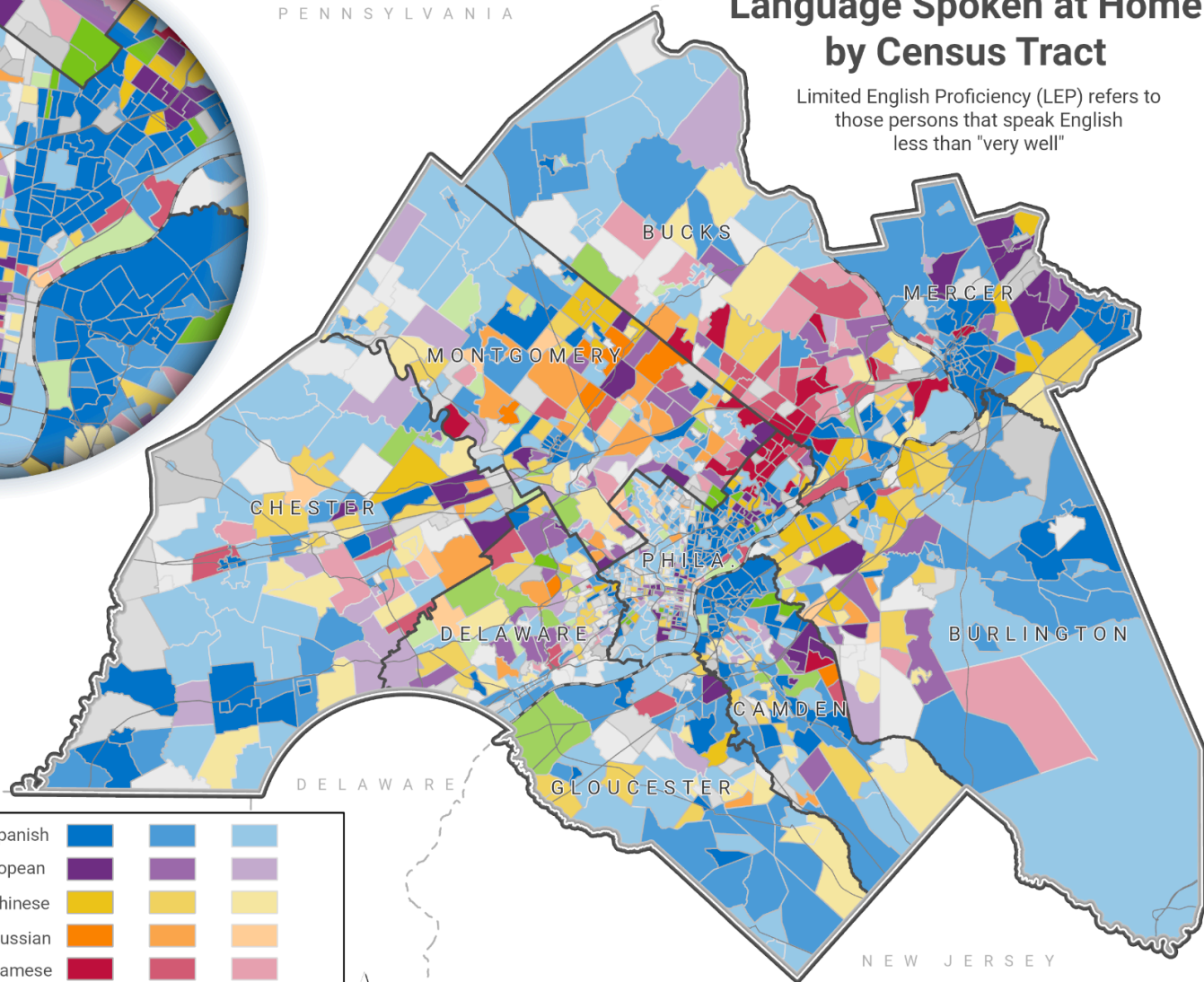
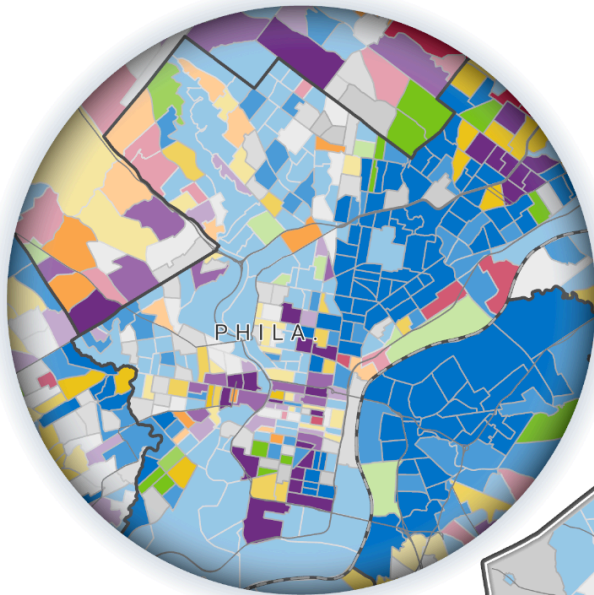
ACS 2019-2023, Table C16001: Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over.  
ACS data are derived from a survey and are subject to sampling variability.



Sources: DVRPC, U.S. Census.

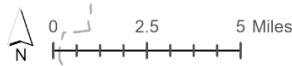
# Figure 2: Most Frequent LEP Language Spoken at Home by Census Tract

Limited English Proficiency (LEP) refers to those persons that speak English less than "very well"



**Most Common LEP Language Spoken Group**

Spanish			
Other Indo-European			
Chinese			
Russian			
Vietnamese			
Korean			
Other			
People per Census Tract	1-99	100-299	300 or more



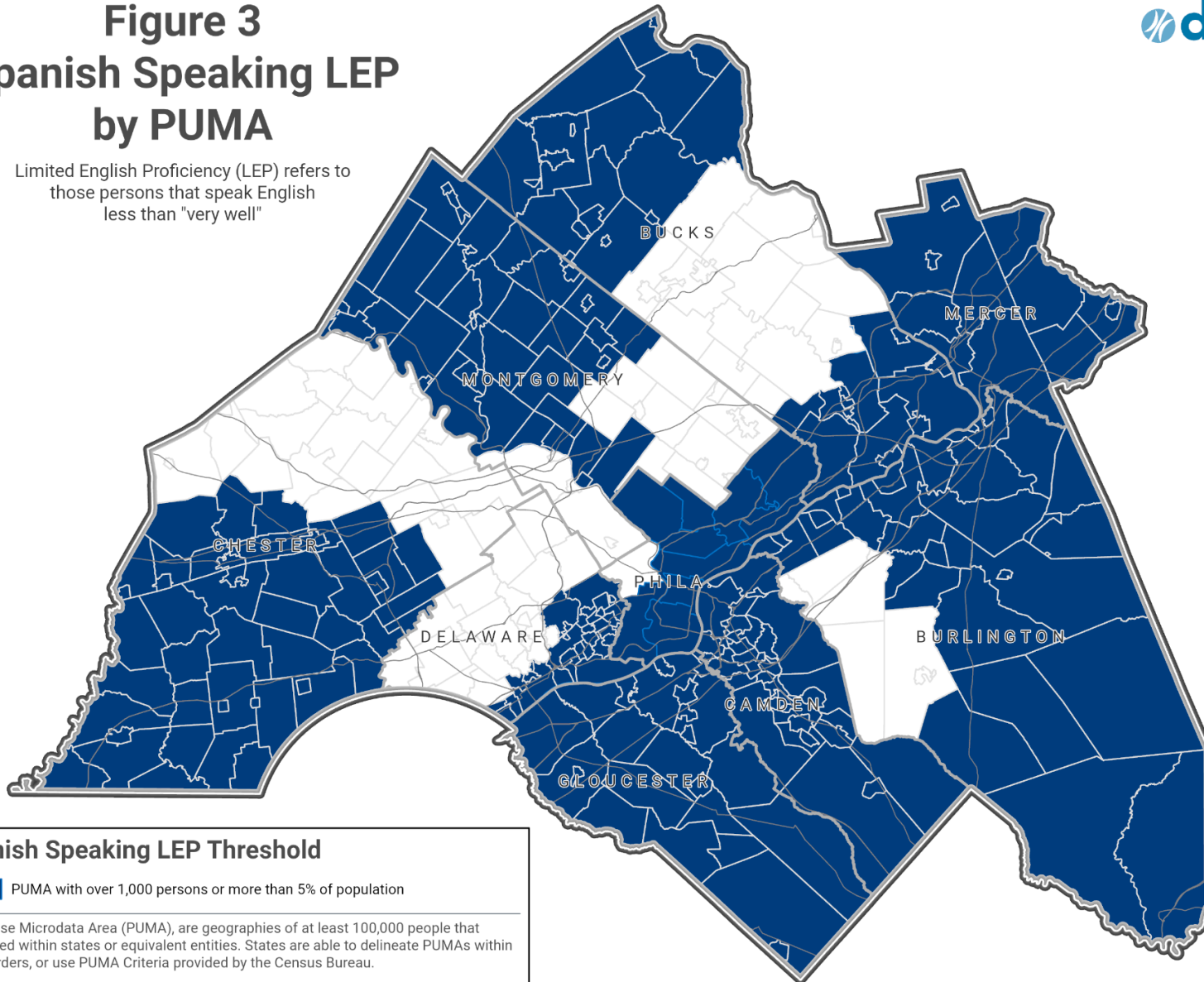
ACS 2019-2023, Table C16001: Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over.  
ACS data are derived from a survey and are subject to sampling variability.



Sources: DVRPC, U.S. Census.

## Figure 3 Spanish Speaking LEP by PUMA

Limited English Proficiency (LEP) refers to those persons that speak English less than "very well"

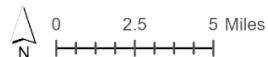


### Spanish Speaking LEP Threshold

 PUMA with over 1,000 persons or more than 5% of population

Public Use Microdata Area (PUMA), are geographies of at least 100,000 people that are nested within states or equivalent entities. States are able to delineate PUMAs within their borders, or use PUMA Criteria provided by the Census Bureau.

ACS 2019-2023, Table B16001: Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over.  
ACS data are derived from a survey and are subject to sampling variability.

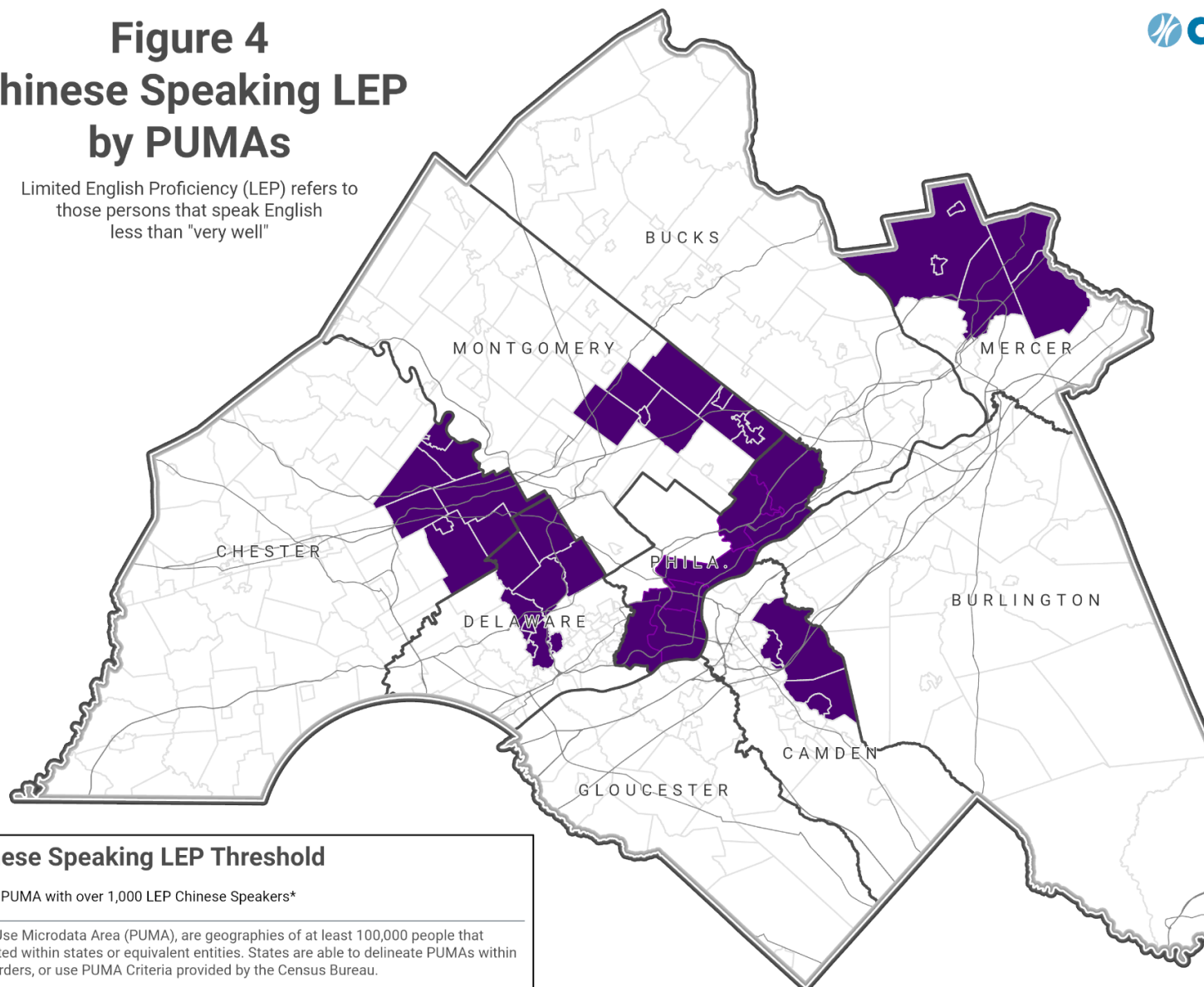


Sources: DVRPC, U.S. Census.



## Figure 4 Chinese Speaking LEP by PUMAs

Limited English Proficiency (LEP) refers to those persons that speak English less than "very well"

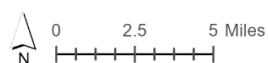


### Chinese Speaking LEP Threshold

 PUMA with over 1,000 LEP Chinese Speakers\*

Public Use Microdata Area (PUMA), are geographies of at least 100,000 people that are nested within states or equivalent entities. States are able to delineate PUMAs within their borders, or use PUMA Criteria provided by the Census Bureau.

ACS 2019-2023, Table B16001: Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over.  
ACS data are derived from a survey and are subject to sampling variability.

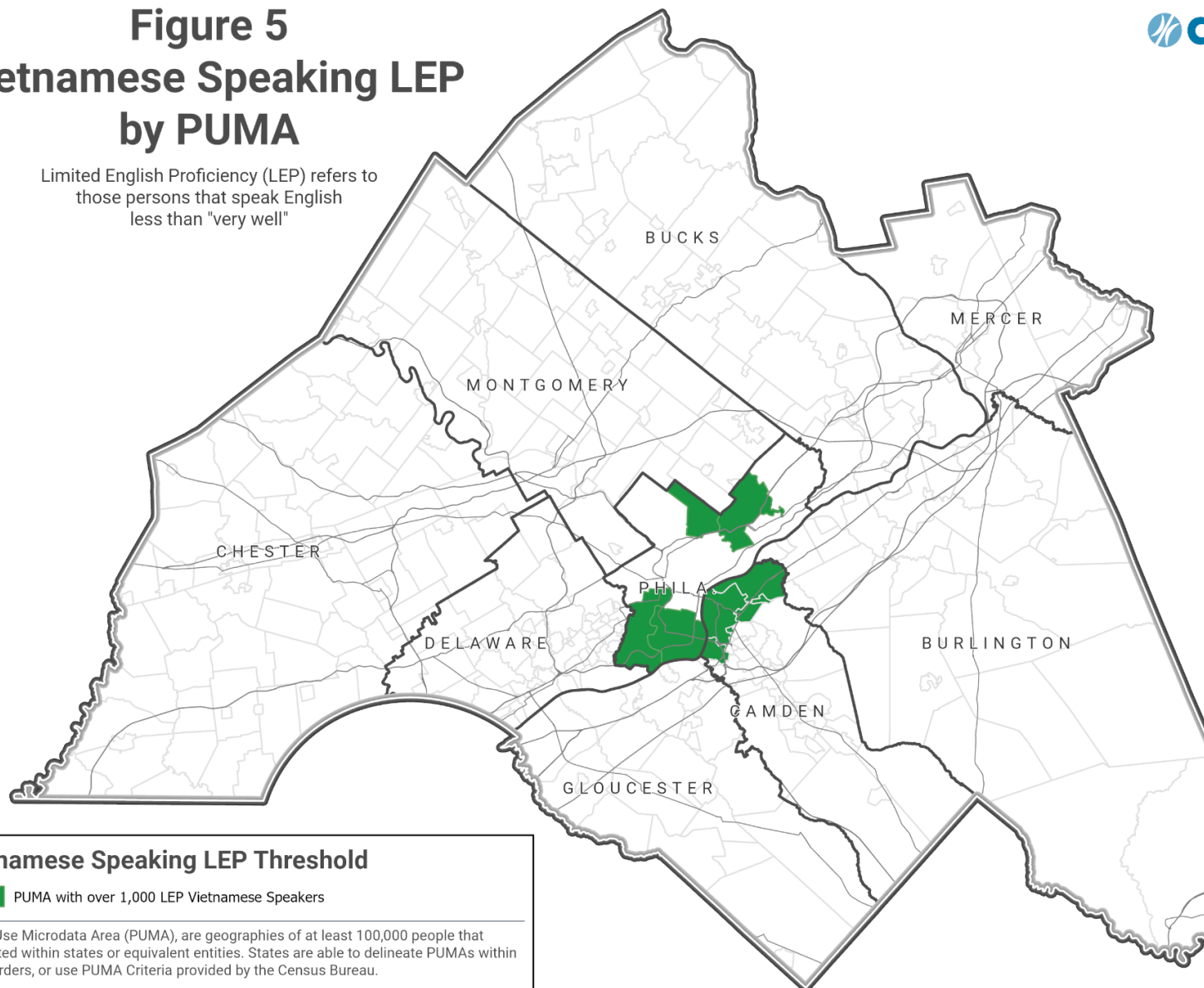


Sources: DVRPC, U.S. Census.



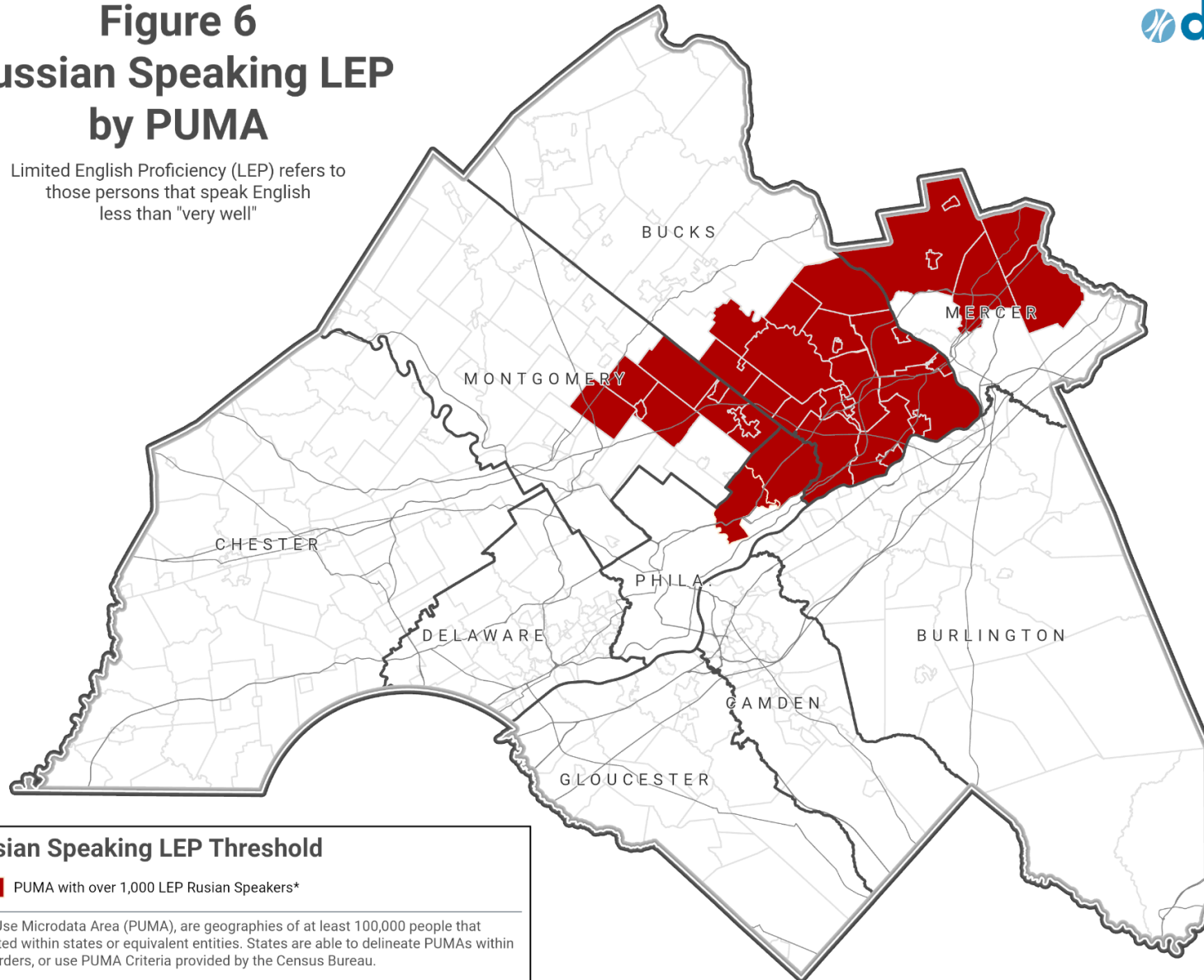
## Figure 5 Vietnamese Speaking LEP by PUMA

Limited English Proficiency (LEP) refers to those persons that speak English less than "very well"



## Figure 6 Russian Speaking LEP by PUMA

Limited English Proficiency (LEP) refers to those persons that speak English less than "very well"

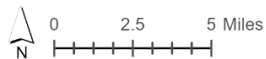


### Russian Speaking LEP Threshold

PUMA with over 1,000 LEP Russian Speakers\*

Public Use Microdata Area (PUMA), are geographies of at least 100,000 people that are nested within states or equivalent entities. States are able to delineate PUMAs within their borders, or use PUMA Criteria provided by the Census Bureau.

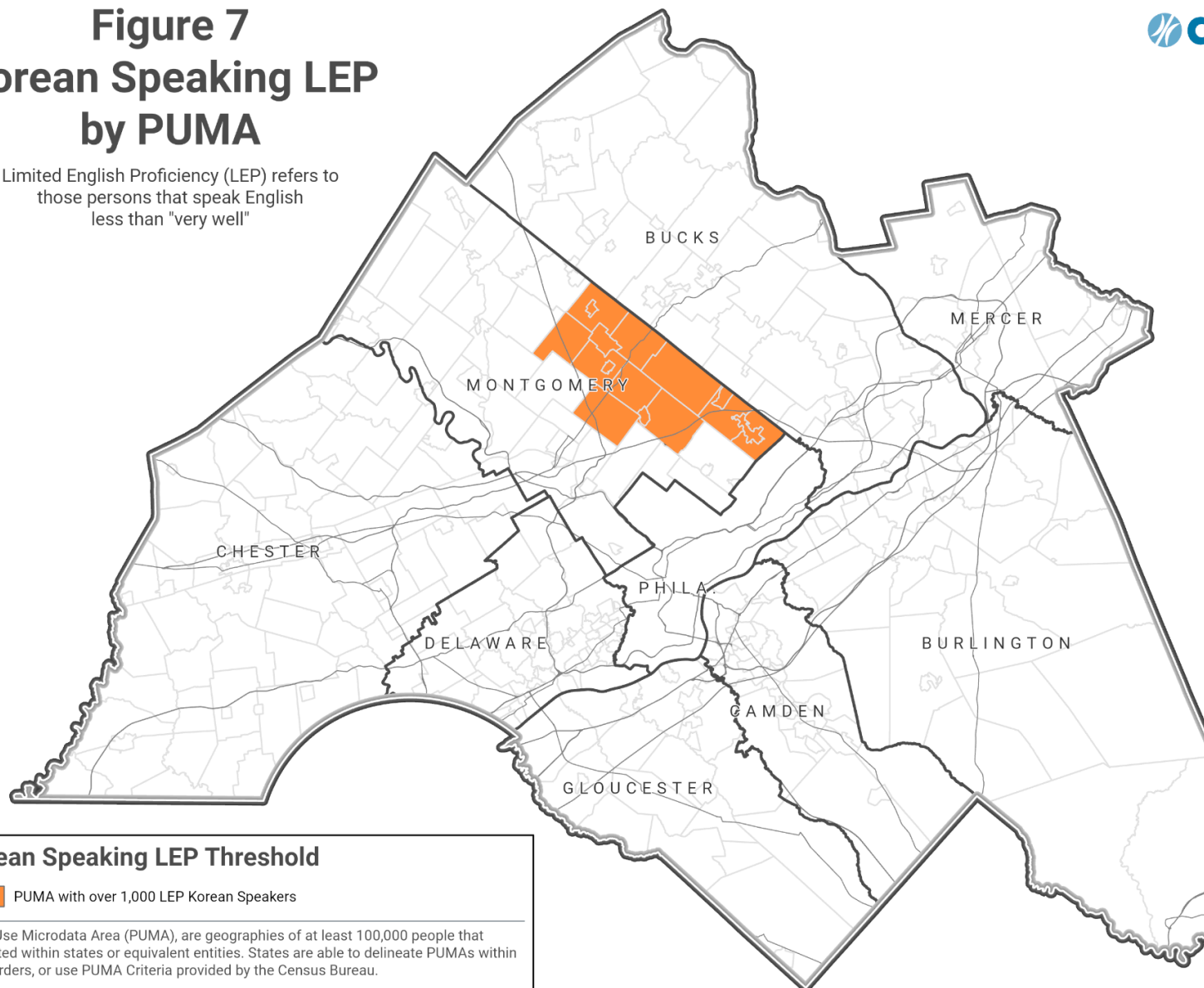
ACS 2019-2023, Table B16001: Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over.  
ACS data are derived from a survey and are subject to sampling variability.



Sources: DVRPC, U.S. Census.

## Figure 7 Korean Speaking LEP by PUMA

Limited English Proficiency (LEP) refers to those persons that speak English less than "very well"

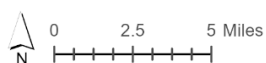


### Korean Speaking LEP Threshold

PUMA with over 1,000 LEP Korean Speakers

Public Use Microdata Area (PUMA), are geographies of at least 100,000 people that are nested within states or equivalent entities. States are able to delineate PUMAs within their borders, or use PUMA Criteria provided by the Census Bureau.

ACS 2019-2023, Table B16001: Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over.  
ACS data are derived from a survey and are subject to sampling variability.



Sources: DVRPC, U.S. Census.

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دھیان دیں: اگر آپ انگریزی کے علاوہ کسی دوسری زبان میں اس اشاعت کی درخواست کرنا چاہتے ہیں، یا ہماری زبان کی مدد کے لیے سے رابطہ کرنا چاہتے ہیں، تو براہ کرم 215-592-1800 پر کال کریں۔ DVRPC

Punjabi / ਪੰਜਾਬੀ

ਪਿਆਰ ਦਿਓ: ਜੇਕਰ ਤੁਸੀਂ ਇਸ ਪ੍ਰਕਾਸ਼ਨ ਦੀ ਬੇਨਤੀ ਅੰਗਰੇਜ਼ੀ ਤੋਂ ਇਲਾਵਾ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿੱਚ ਕਰਨਾ ਚਾਹੁੰਦੇ ਹੋ, ਜਾਂ ਸਾਡੀ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਲਈ DVRPC ਨਾਲ ਸੰਪਰਕ ਕਰਨਾ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 215-592-1800 'ਤੇ ਕਾਲ

Telugu / తెలుగు

గమనిక: మీరు ఈ ప్రచురణను ఇంగ్లీష్ కాకుండా వేరే భాషలో అభ్యర్థించాలనుకుంటే, లేదా మా భాషా సహాయం కోసం DVRPCని సంప్రదించాలనుకుంటే, దయచేసి 215-592-1800 కు కాల్ చేయండి.

Tamil / தமிழ்

கவனம்: இந்த வெளியீட்டை ஆங்கிலம் அல்லாத வேறு மொழியில் கோர விரும்பினால், அல்லது எங்கள் மொழி உதவிக்கு DVRPC ஐ தொடர்பு கொள்ள விரும்பினால், தயவுசெய்து 215-592-1800 என்ற எண்ணை அழைக்கவும்.

Samoa / Samoa

Fa'alogo: Afai e te mana'o e talosagaina lenei lomiga i se isi gagana e ese mai le Igilisi, pe mana'o e fa'afeso'ota'i le DVRPC mo la matou fesoasoani i le gagana, fa'amolemole vala'au 215-592-1800.

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ትኩረት፡ ይህንን ህቅመት ከእንግሊዝኛ ውጭ በሌላ ቋንቋ ለመጠየቅ ከፈለጉ ወይም ለቋንቋችን እርዳታ DVRPCን ማግኘት ከፈለጉ እባክዎን በ 215-592-1800 ይደውሉ።

Persian / فارسی

تماس بگیرید، DVRPC توجه: اگر می خواهید این نشریه را به زبان دیگری غیر از انگلیسی درخواست کنید، یا می خواهید برای کمک زبان ما با لطفاً با شماره 1800-592-215 تماس بگیرید.

Yiddish

אַר אונדזער DVRPC פּרעזאַנטאַציע: אויב איר ווילט בעטן דעם אויסגאבע אין אן אנדער שפּראַך ווי ענגליש, אָדער איר ווילט קאָנטאַקטירן שפּראַך הילף, ביטע רופן 215-592-1800.

Hebrew / עברית

לקבלת סיוע DVRPC שימו לב: אם ברצונכם לבקש פרסום זה בשפה אחרת מלבד אנגלית, או ברצונכם ליצור קשר עם בשפה שלנו, אנא התקשר למספר 215-592-1800

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# I. Introduction

## Limited English Proficiency (LEP)

The Delaware Valley Regional Planning Commission (DVRPC) is committed to upholding the principles and intentions of the 1964 Civil Rights Act and related nondiscrimination mandates in all of the Commission's work, including publications, products, communications, public input, and decision-making processes. Language barriers may prohibit people who are Limited in English Proficiency (also known as LEP persons) from obtaining services, information, or participating in public planning processes. To better identify LEP populations and thoroughly evaluate the Commission's efforts to provide meaningful access, DVRPC has produced this Limited English Proficiency Plan.

## Federal Policy for Language Access

Federal policy related to LEP persons comes from three main components: (1) Title VI of the Civil Rights Act of 1964; (2) *Lau v. Nichols*, 414 U.S. 563 (1974); and (3) Executive Order 13166, signed by former President Bill Clinton in August 2000. According to Title VI of the Civil Rights Act:

No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.<sup>1</sup>

In 1974, the Supreme Court, in *Lau v. Nichols*, established the legal connection between national origin discrimination and conduct that has a negative, disproportionate effect on LEP persons. In *Lau*, the Supreme Court ruled that the recently desegregated San Francisco Unified School District had violated Title VI of the Civil Rights Act by failing to provide more than half of its non-English speaking students (mostly of Chinese origin) with supplemental English education:

It seems obvious that the Chinese-speaking minority receive fewer benefits than the English-speaking majority from respondents' school system which denies them a meaningful opportunity to participate in the educational program - all earmarks of the discrimination banned by the regulations.<sup>2</sup>

In August 2000, President Bill Clinton signed Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency." This order reaffirmed and clarified the legal connection between national origin and LEP:

...the compliance standards that recipients must follow to ensure that the programs and activities they normally provide in English are accessible to LEP persons and

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<sup>1</sup> Civil Rights Act of 1964, Title VI, 42 U.S.C. § 2000d et seq.

<sup>2</sup> *Lau v. Nichols*, 414 U.S. 563 (1974).

thus do not discriminate on the basis of national origin in violation of title VI of the Civil Rights Act of 1964, as amended, and its implementing regulations.<sup>3</sup>

The order further directs recipients of federal financial assistance, such as DVRPC, to take “reasonable steps” to provide LEP persons with “meaningful access” to the recipient organization’s programs and activities.

### “Reasonable Steps” and “Meaningful Access”

In January 2001, the Department of Justice (DOJ) issued a document specifically addressed to recipients of federal agencies’ funding. This document clarified what “reasonable steps” and “meaningful access” for LEP persons means. The document, *Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons*, reissued in June 2002 following a public comment period, outlines a series of recommended (“reasonable”) steps that recipients can take and document in an “LEP plan” for the dual purpose of providing “meaningful access” to LEP persons and more fully complying with Title VI obligations.<sup>4</sup>

## II. Methodology

### U.S. Department of Transportation (USDOT) Guidance

In December 2005, USDOT issued a notice of guidance to recipients of federal financial assistance, including Metropolitan Planning Organizations (MPOs), detailing extensively how best to implement Executive Order 13166.<sup>5</sup> This document, *Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient Persons*, is consistent with the 2002 DOJ guidance and outlines a series of recommended reasonable steps that recipients can take to provide meaningful access to LEP persons. These specific steps involve a four-factor analysis and a five-step implementation plan.

As per the USDOT guidance, a four-factor analysis includes:

- the number or proportion of LEP persons eligible to be served, or encountered by a recipient’s program, service, or activity;
- the frequency with which LEP persons come in contact with a recipient’s programs;
- the nature and importance of a recipient’s programs, services, or activities to LEP people’s lives; and
- the resources available to the recipient and costs of providing meaningful language assistance measures.

The second part of an LEP plan is in the Implementation Plan, which is based on the results of the four-factor analysis and documents an organization’s commitment to

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<sup>3</sup> The White House, Office of the Press Secretary. Executive Order 13166: “Improving Access to Services for Persons with Limited English Proficiency.” (August 2000).

<sup>4</sup> U.S. Department of Justice, *Guidance to Federal Assistance Recipients Regarding Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons*, (June 2002).

<sup>5</sup> U.S. Department of Transportation, *Policy Guidance Concerning Recipients Responsibilities to Limited English Proficient Persons*, (December 2005).

language assistance services. As per the USDOT LEP guidance, an effective Implementation Plan typically includes:

- identifying LEP individuals who need language assistance;
- documenting language assistance measures;
- training staff;
- providing notice to LEP persons; and
- monitoring and updating the LEP plan.

### Safe Harbor and Vital Documents

While a flexible set of guidelines, USDOT guidance establishes a clear, universal threshold to which recipients may refer in identifying LEP individuals who need language assistance: the “Safe Harbor” provision. The “Safe Harbor” provision means that if written translations of “vital documents” are provided to LEP language groups that exceed either (a) 1,000 people in the region, or (b) 5% of the regional population, whichever is less, then such translations will be viewed as “strong evidence of compliance with the recipient’s written translation obligations” under the appropriate compliance review.<sup>6</sup> However, the USDOT LEP guidance also acknowledges that in large cities that serve a wide range of LEP populations, such as Philadelphia, or organizations that have a large service area, such as DVRPC, “it would be unrealistic” to translate all “vital documents” into all “Safe Harbor” languages.<sup>7</sup> Therefore, the choice not to do so is not an indication of noncompliance, but rather the result of an assessment of organizational resources. “Vital documents” (i.e. which documents will be subject to translation) are determined by the recipient, based on findings from the four-factor analysis.

### Data Sources

DVRPC’s Plan uses data from the 2013–2017 American Community Survey (ACS) 5-year estimates, Table B16001: “Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over” aggregated from Public Use Microdata Sample (PUMS) and Table C16001: “Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over” displayed at the Census Tract level.<sup>8</sup> For each population who speaks a language other than English at home, the ACS distinguishes those who speak English “very well” from those who speak English “less than very well.” For the purpose of the following analysis, an LEP person will be defined as an individual over the age of 5 who speaks a language other than English at home and speaks English “less than very well.”

The PUMS dataset is a universal dataset covering every county in the United States. Data is reported at the Public Use Microdata Area (PUMA), geographies of at least 100,000 people that are nested within states or equivalent entities. This dataset has lower margins of error but reports at a larger geographic unit than Census Tract level data. The PUMS dataset (ACS Table B16001) is relevant and reliable for identifying LEP languages for regional programs, projects and activities while the Census Tract level data (ACS Table

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<sup>6</sup> Ibid.

<sup>7</sup> Ibid.

<sup>8</sup> U.S. Census Bureau, American Community Survey (2013–2017).

C16001) is more useful for identifying LEP languages for smaller study areas (i.e. corridor studies, elements to a municipal comprehensive plan).

### III. Four-Factor Analysis

#### Factor 1: The number or proportion of LEP persons

There are over 5.7 million people in DVRPC's nine-county metropolitan planning area, and nearly 5.4 million people who are at least 5 years old. Among this population 5 years and older, 363,857 persons, or 6.8%, are limited in their English proficiency. **Table 1** shows how the number and proportion of LEP persons vary by county across the region. Philadelphia County has the highest number of LEP persons (154,598 residents), while Mercer County has the highest LEP proportion (12.1% of all Mercer County residents). Gloucester County has both the lowest number of LEP persons (8,100) and lowest LEP proportion (2.9%).

**Table 1: LEP Population, by County**

Location		Population 5 Years and Over	Speaks Language Other than English	
State	County	Total	Speaks English Less Than "Very Well" (LEP)	LEP Proportion of Total Population
New Jersey	Burlington	425,916	17,187	4.0%
	Camden	479,309	39,833	8.3%
	Gloucester	275,468	8,100	2.9%
	Mercer	352,249	42,625	12.1%
Pennsylvania	Bucks	595,810	23,547	4.0%
	Chester	485,687	21,972	4.5%
	Delaware	529,663	22,761	4.3%
	Montgomery	772,899	33,234	4.3%
	Philadelphia	1,461,921	154,598	10.6%
<b>Total</b>	DVRPC Region	5,378,922	363,857	6.8%

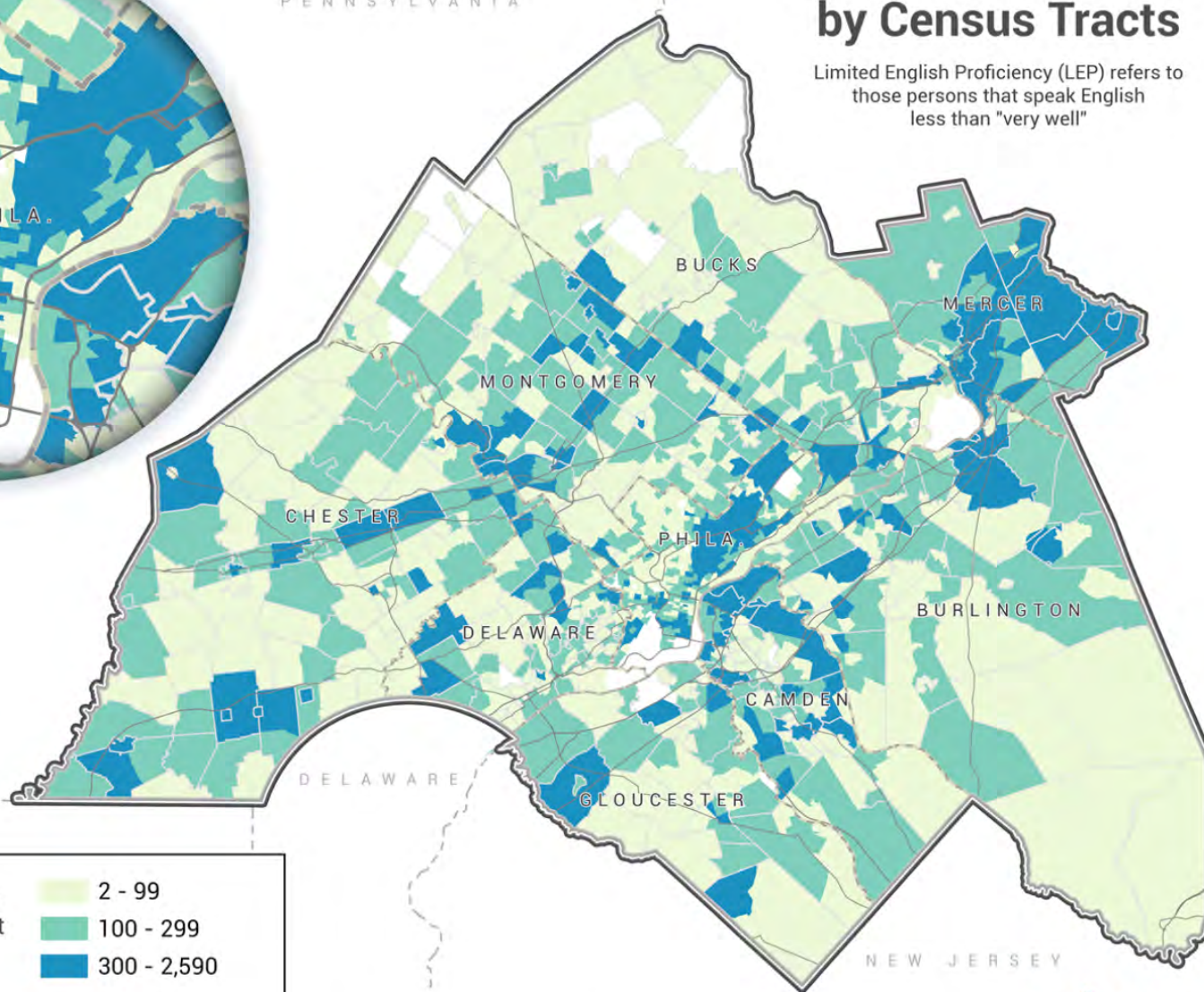
Source: ACS 2013—2017, Table C16001: "Language Spoken at Home by Ability to Speak English for the Population 5 Years and over."

The most common language spoken by LEP persons, by far, is Spanish. According to 2013—2017 ACS data, nearly half (43.3%) of the 9-county LEP population speaks Spanish. **Map 1** shows where the LEP populations live in the region by Census tracts. **Map 2** shows only the Spanish-speaking LEP population. Not surprisingly, at the PUMA-level, most of the region has a population of LEP Spanish speakers over the 1,000 person and 5% threshold levels.



# Map 1: LEP Speakers by Census Tracts

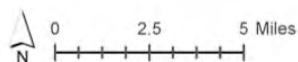
Limited English Proficiency (LEP) refers to those persons that speak English less than "very well"



**Total LEP Speakers**  
People per Census Tract

2 - 99
100 - 299
300 - 2,590

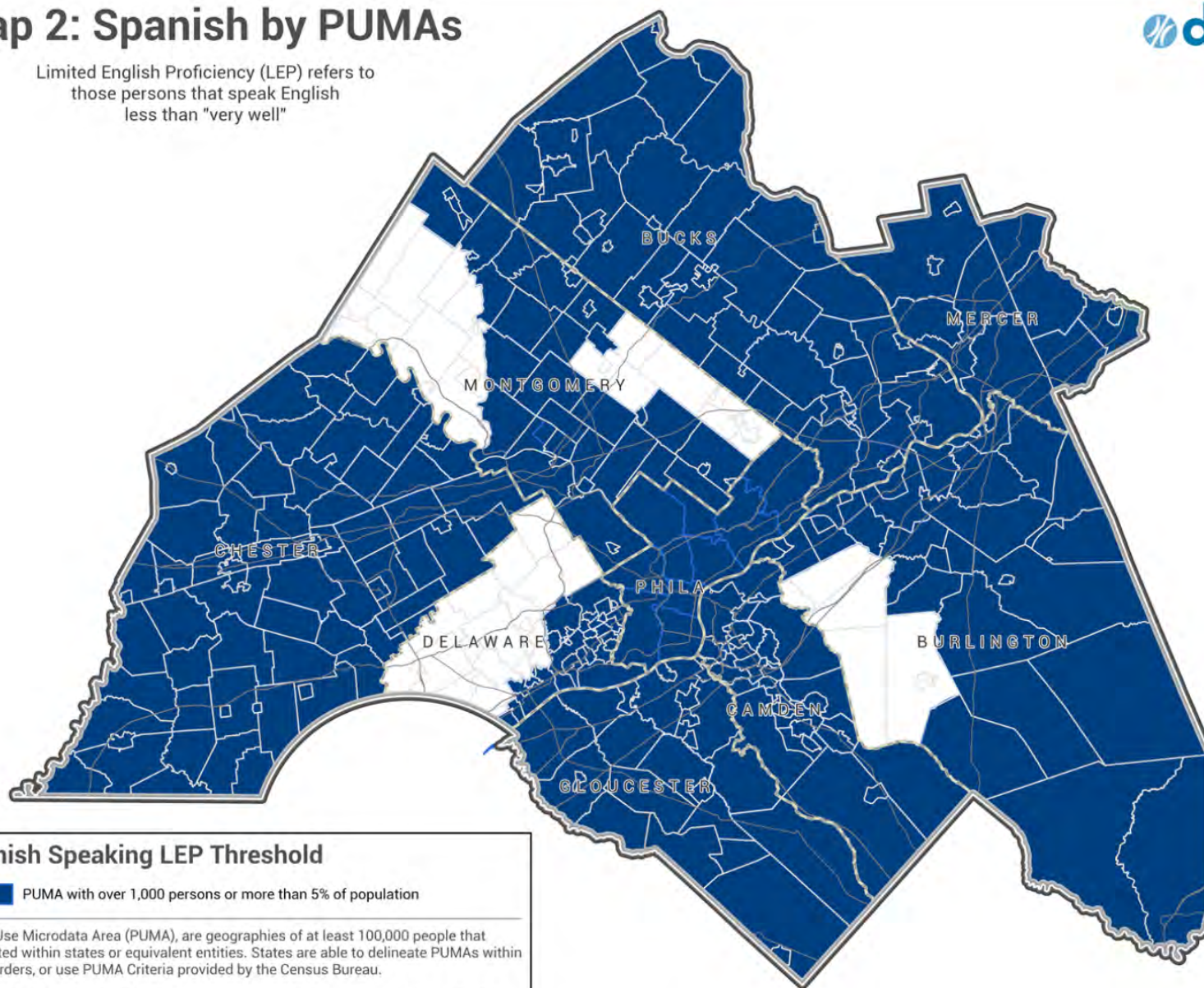
ACS 2013-2017, Table C16001: Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over.  
ACS data are derived from a survey and are subject to sampling variability.



Sources: DVRPC, U.S. Census.

## Map 2: Spanish by PUMAs

Limited English Proficiency (LEP) refers to those persons that speak English less than "very well"

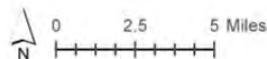


### Spanish Speaking LEP Threshold

PUMA with over 1,000 persons or more than 5% of population

Public Use Microdata Area (PUMA), are geographies of at least 100,000 people that are nested within states or equivalent entities. States are able to delineate PUMAs within their borders, or use PUMA Criteria provided by the Census Bureau.

ACS 2013-2017, Table B16001: Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over.  
ACS data are derived from a survey and are subject to sampling variability.



Sources: DVRPC, U.S. Census.



The rest of the languages spoken at home by the LEP population in the region vary greatly. Including Spanish, 36 languages or language groups have populations over the 1,000 person threshold across the region (see Table 2). These 36 language groups fall under the “Safe Harbor” provision as explained in the USDOT guidance; they will be referred to when identifying LEP individuals who may need language assistance.

**Table 2: LEP Population, by All Languages Spoken**

Language Spoken	Regional Estimate	Margin of Error	Percentage of Total Population 5 Years or Older	Percentage of LEP Population
Spanish	157,707	+/- 4,034	2.9%	43.3%
Chinese (incl. Mandarin, Cantonese)	38,771	+/- 1,959	0.7%	10.7%
Vietnamese	17,883	+/- 1,500	0.3%	4.9%
Russian	15,418	+/- 1,073	0.3%	4.2%
Korean	14,518	+/- 1,151	0.3%	4.0%
Gujarati	7,768	+/- 933	0.1%	2.1%
Haitian	7,729	+/- 987	0.1%	2.1%
Arabic	7,104	+/- 929	0.1%	2.0%
Italian	6,986	+/- 642	0.1%	1.9%
Other Indo-European languages	5,823	+/- 817	0.1%	1.6%
French (incl. Cajun)	5,802	+/- 790	0.1%	1.6%
Portuguese	5,737	+/- 816	0.1%	1.6%
Polish	5,671	+/- 687	0.1%	1.6%
Tagalog (incl. Filipino)	5,506	+/- 713	0.1%	1.5%
Malayalam, Kannada, or other Dravidian languages	5,448	+/- 855	0.1%	1.5%
Bengali	5,154	+/- 722	0.1%	1.4%
Khmer	4,940	+/- 883	0.1%	1.4%

Language Spoken	Regional Estimate	Margin of Error	Percentage of Total Population 5 Years or Older	Percentage of LEP Population
Ukrainian or other Slavic languages	4,514	+/- 661	0.1%	1.2%
Other languages of Asia	4,489	+/- 869	0.1%	1.2%
Hindi	3,906	+/- 597	0.1%	1.1%
Yoruba, Twi, Igbo, or other languages of Western Africa	3,869	+/- 674	0.1%	1.1%
Nepali, Marathi, or other Indic languages	2,910	+/- 816	0.1%	0.8%
Greek	2,838	+/- 445	0.1%	0.8%
Urdu	2,653	+/- 489	0.0%	0.7%
German	2,205	+/- 347	0.0%	0.6%
Punjabi	2,099	+/- 529	0.0%	0.6%
Telugu	1,912	+/- 455	0.0%	0.5%
Tamil	1,828	+/- 438	0.0%	0.5%
Ilocano, Samoan, Hawaiian, or other Austronesian languages	1,710	+/- 417	0.0%	0.5%
Thai, Lao, or other Tai-Kadai languages	1,457	+/- 492	0.0%	0.4%
Other and unspecified languages	1,442	+/- 360	0.0%	0.4%
Japanese	1,426	+/- 304	0.0%	0.4%
Amharic, Somali, or other Afro-Asiatic languages	1,368	+/- 452	0.0%	0.4%
Persian (incl. Farsi, Dari)	1,286	+/- 356	0.0%	0.4%
Yiddish, Pennsylvania Dutch or other West Germanic languages	1,282	+/- 351	0.0%	0.4%
Hebrew	886	+/- 300	0.0%	0.2%
Serbo-Croatian	553	+/- 219	0.0%	0.2%



Language Spoken	Regional Estimate	Margin of Error	Percentage of Total Population 5 Years or Older	Percentage of LEP Population
Other Native languages of North America	113	+/- 172	0.0%	0.0%
Armenian	491	+/- 232	0.0%	0.1%
Navajo	27	+/- 164	0.0%	0.0%
Hmong	0	+/- 162	0.0%	0.0%

Source: ACS 2013—2017, Table B16001: “Language Spoken at Home by Ability to Speak English for the Population 5 Years and over,” aggregated from Public Use Microdata Sample (PUMS).

After Spanish, the most common languages spoken by LEP persons are Chinese, Vietnamese, Russian, and Korean. **Maps 2** through **6** show where these LEP populations are located in the region by PUMAs.

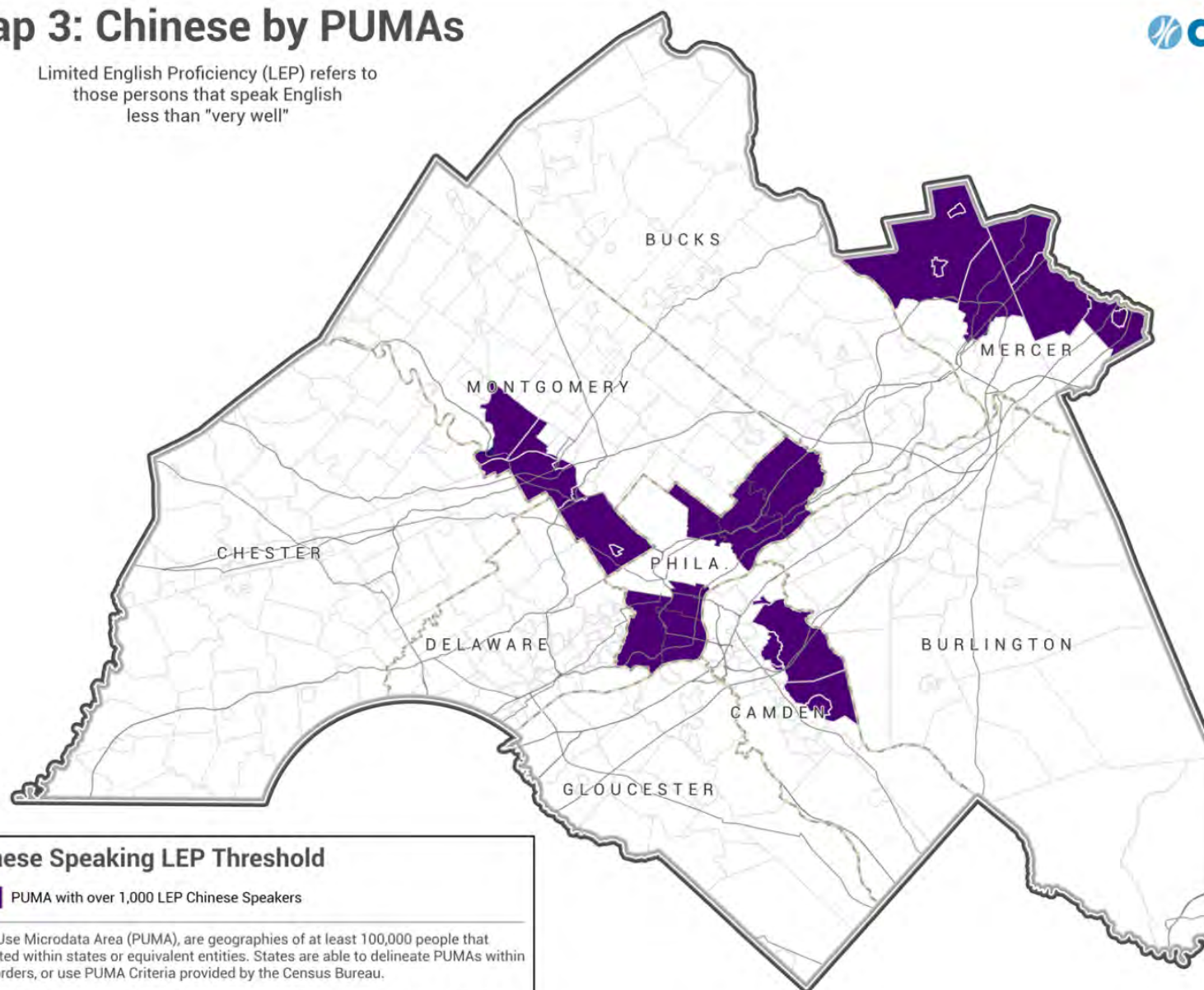
## Factor 2: The frequency of contact between LEP persons and DVRPC

DVRPC offers both written translation and oral interpretation language assistance measures in any language, upon request. Additionally, to increase public participation among LEP persons in the planning process, DVRPC currently utilizes a variety of outreach tools, focused mostly on engaging the region’s Spanish-speaking community for specific projects or on specific topics. DVRPC proactively translates into Spanish: (1) all legal notices and publishes notices in the regional Spanish-speaking newspaper, *Al Día*; (2) air quality warnings through the Air Quality Partnership with *Al Día*; and (3) all transit surveys (see inset on following page: **Transit Surveys**).

## Map 3: Chinese by PUMAs



Limited English Proficiency (LEP) refers to those persons that speak English less than "very well"



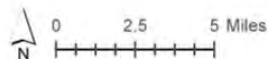
### Chinese Speaking LEP Threshold



PUMA with over 1,000 LEP Chinese Speakers

Public Use Microdata Area (PUMA), are geographies of at least 100,000 people that are nested within states or equivalent entities. States are able to delineate PUMAs within their borders, or use PUMA Criteria provided by the Census Bureau.

ACS 2013-2017, Table B16001: Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over.  
ACS data are derived from a survey and are subject to sampling variability.

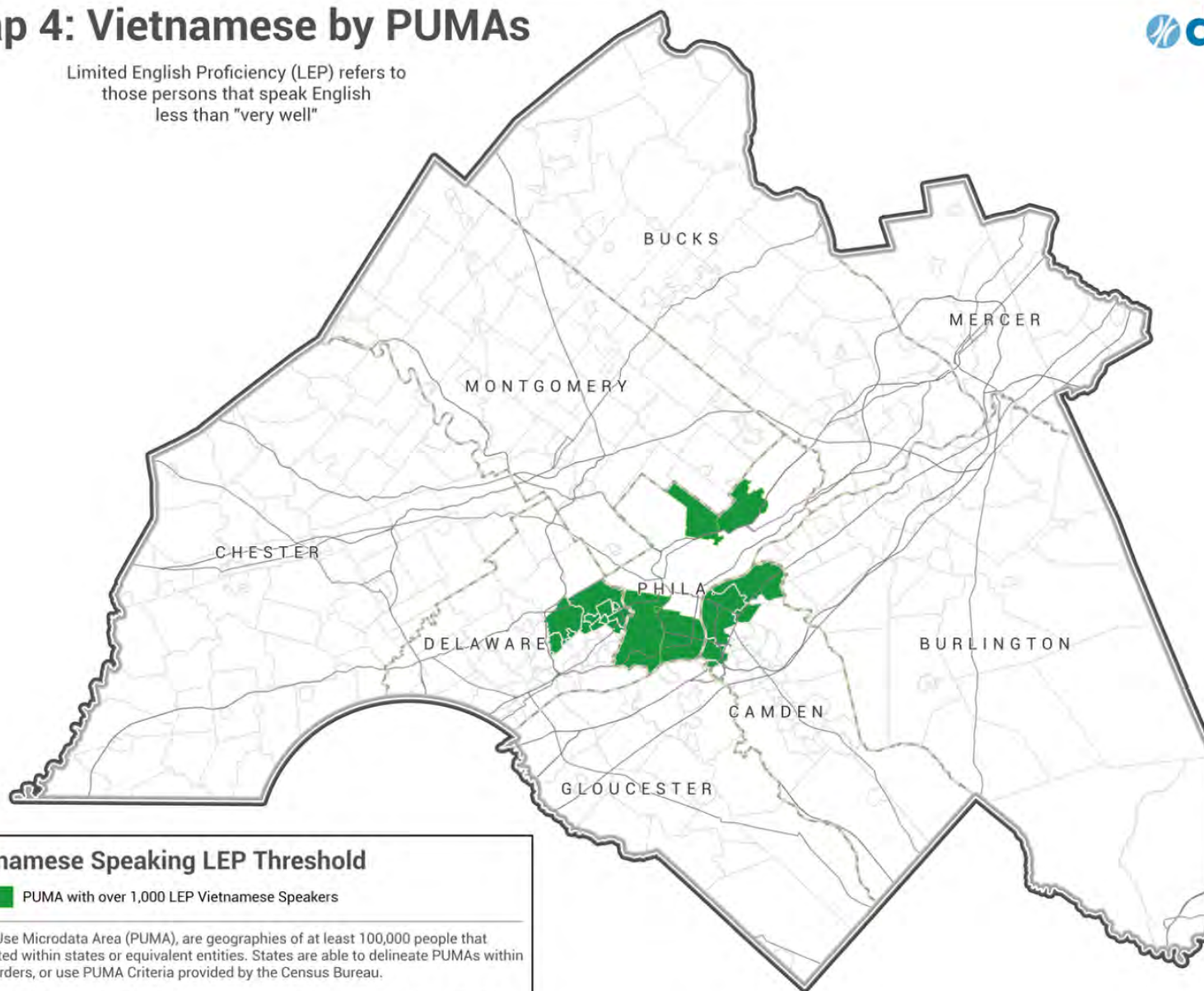


Sources: DVRPC, U.S. Census.

# Map 4: Vietnamese by PUMAs



Limited English Proficiency (LEP) refers to those persons that speak English less than "very well"

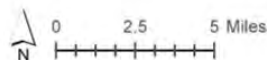


## Vietnamese Speaking LEP Threshold

PUMA with over 1,000 LEP Vietnamese Speakers

Public Use Microdata Area (PUMA), are geographies of at least 100,000 people that are nested within states or equivalent entities. States are able to delineate PUMAs within their borders, or use PUMA Criteria provided by the Census Bureau.

ACS 2013-2017, Table B16001: Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over.  
ACS data are derived from a survey and are subject to sampling variability.



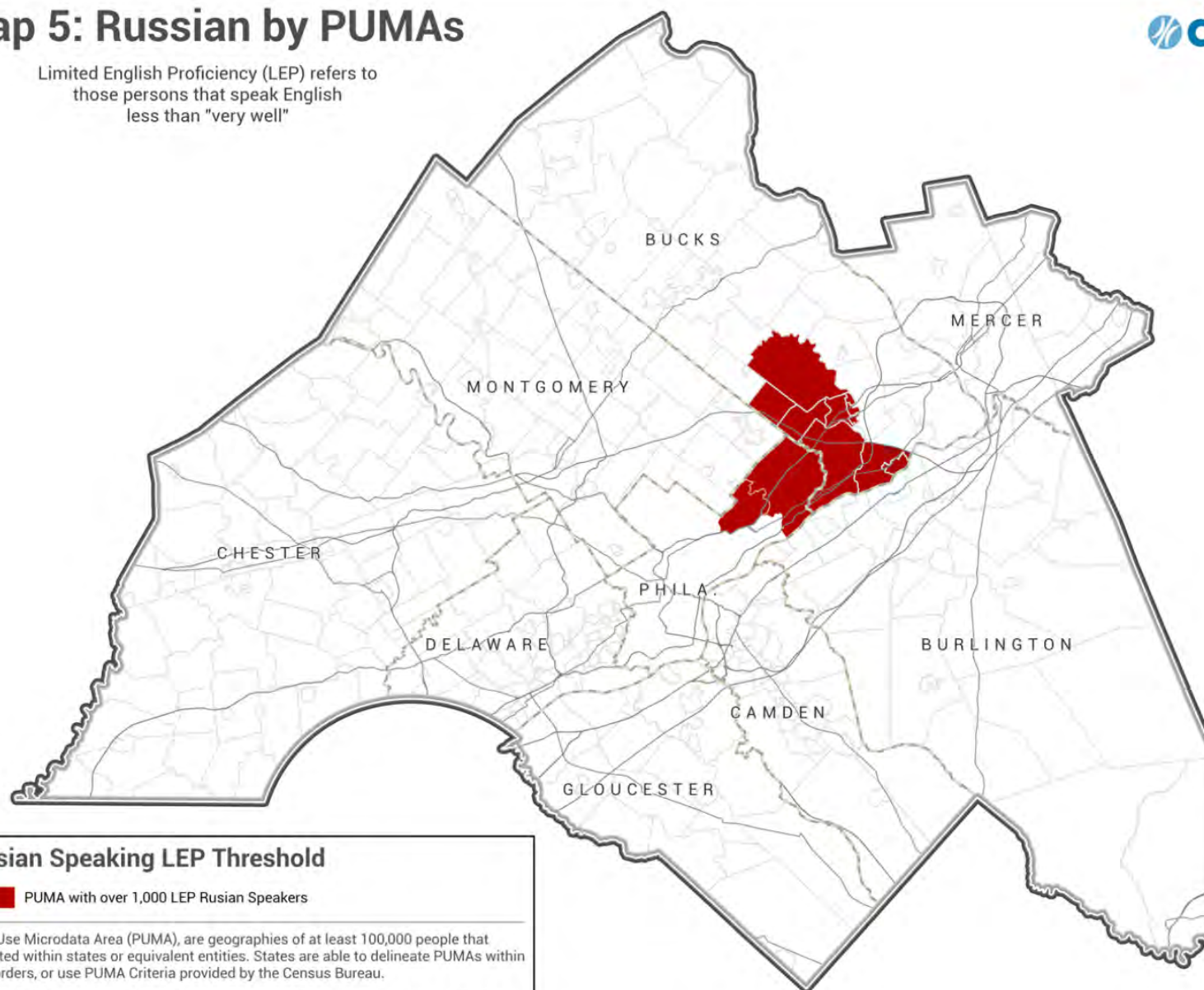
Sources: DVRPC, U.S. Census.



## Map 5: Russian by PUMAs



Limited English Proficiency (LEP) refers to those persons that speak English less than "very well"

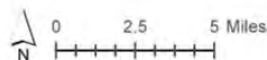


### Russian Speaking LEP Threshold

■ PUMA with over 1,000 LEP Russian Speakers

Public Use Microdata Area (PUMA), are geographies of at least 100,000 people that are nested within states or equivalent entities. States are able to delineate PUMAs within their borders, or use PUMA Criteria provided by the Census Bureau.

ACS 2013-2017, Table B16001: Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over.  
ACS data are derived from a survey and are subject to sampling variability.

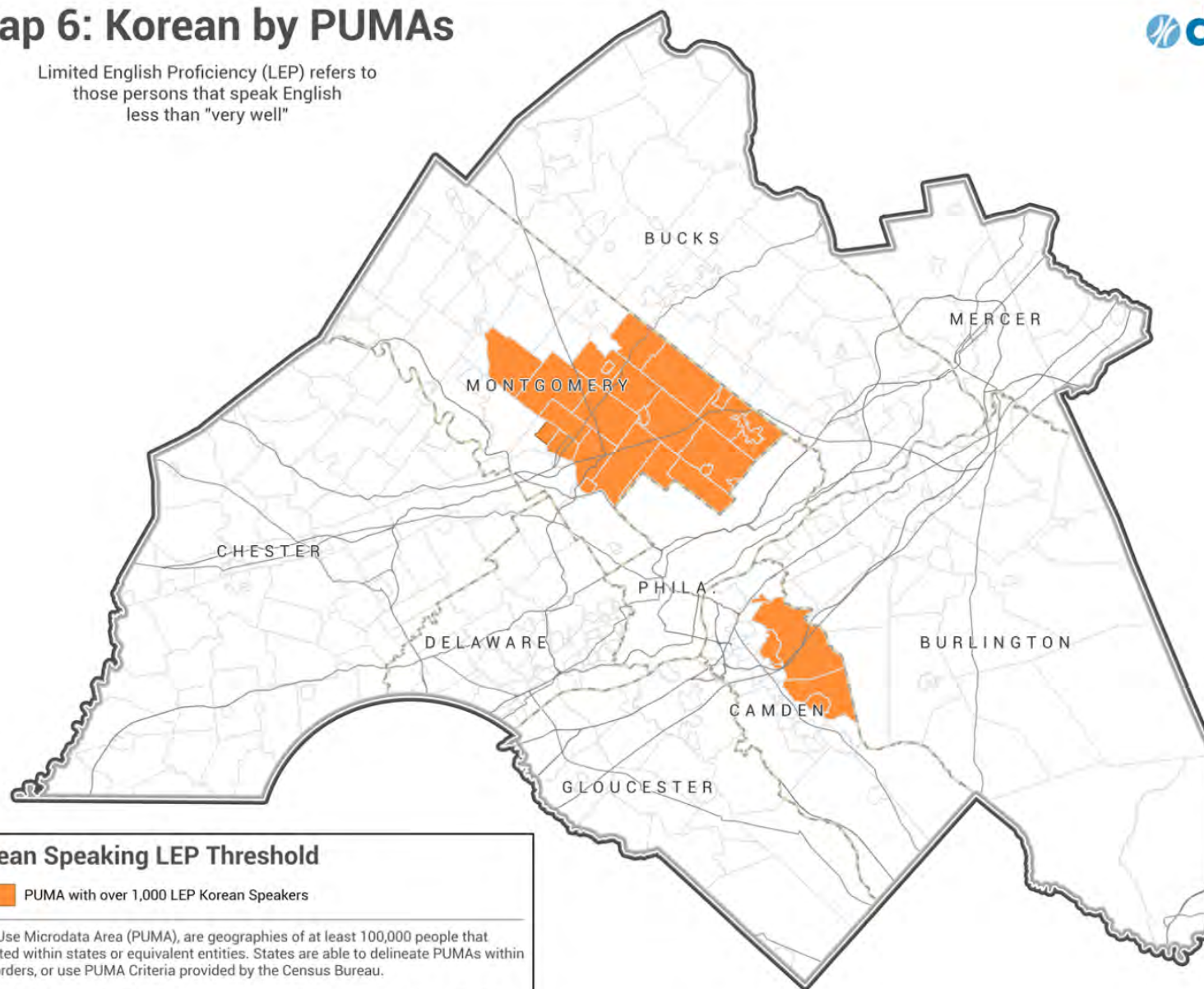


Sources: DVRPC, U.S. Census.

# Map 6: Korean by PUMAs



Limited English Proficiency (LEP) refers to those persons that speak English less than "very well"

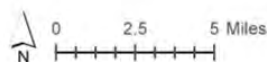


## Korean Speaking LEP Threshold

PUMA with over 1,000 LEP Korean Speakers

Public Use Microdata Area (PUMA), are geographies of at least 100,000 people that are nested within states or equivalent entities. States are able to delineate PUMAs within their borders, or use PUMA Criteria provided by the Census Bureau.

ACS 2013-2017, Table B16001: Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over.  
ACS data are derived from a survey and are subject to sampling variability.



Sources: DVRPC, U.S. Census.

DVRPC also monitors its website, DVRPC.org, for contact with LEP persons, which it

### Transit Surveys

On a regular basis, DVRPC conducts surveys to collect primary data generally about individuals' travel patterns and transportation choices. Any such survey that DVRPC administers is translated into Spanish and distributed to those who indicate that Spanish is their first or primary language. Each survey agent is given a card in Spanish that explains what the survey is, why we are conducting the survey, and reassures that the data is kept confidential. Agents are also advised to remind people that it is not required to take the survey.

DVRPC has also started conducting interview (or intercept) surveys. Again the survey is translated into Spanish for those whose primary or only language is Spanish. Each survey agent has a card in Spanish which explains what the survey is, why it is being conducted, and reassures that all data is kept confidential. In the case of interview surveys, DVRPC has hired survey agents who are conversant in Spanish to conduct the survey.

makes available for translation through a user's web browser and through a Google Translate plug-in. Between January 1, 2018, and January 1, 2019, there were 855 sessions originating for the United States and translated into a language other than English, or 1.1% of all total sessions (see **Table 3**). In 2018, visitors most commonly translated DVRPC.org into various dialects of French, various dialects of Spanish, and simplified Chinese. Notably, when comparing 2017 web translations to 2018 web translations, the top languages were observed to change. In 2017, Chinese was the top language with over 500 sessions. This change illustrates the need to annually evaluate DVRPC's language access measures.

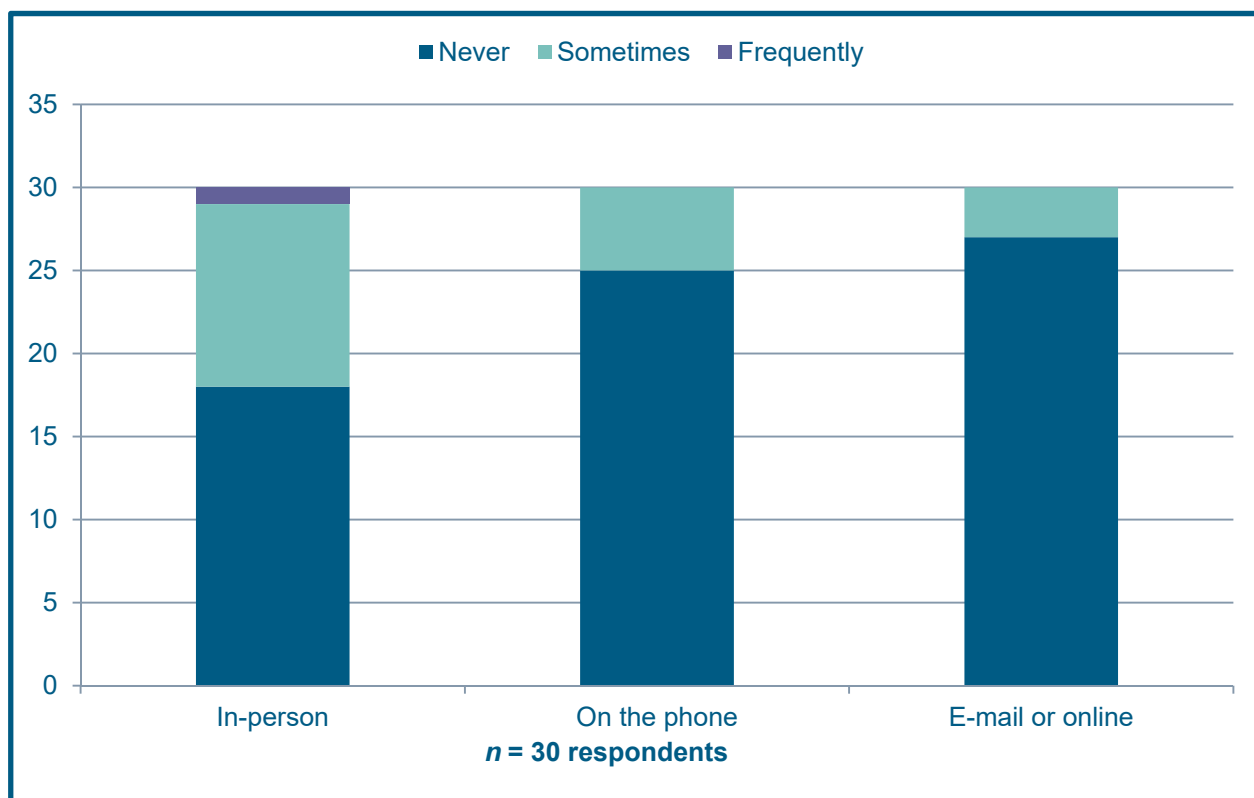
**Table 3: Language Translations, DVRPC.org, 2018 Calendar Year**

	Sessions	Average Duration
Total Sessions	79,071	3:17
Total Translations	885	NA
1 French (various dialects)	274	NA
2 Spanish (various dialects)	160	NA
3 Chinese	90	1:41
4 Portuguese (Brazil)	80	0:06
5 Italian	37	0:33

Source: DVRPC, 2019.

Generally, by this quantitative measure, frequency of contact seems limited. To better ascertain the frequency of contact between the Commission and LEP persons more broadly, DVRPC also conducted a survey of its employees in October 2017. In the survey, employees were asked how frequently they came in contact with LEP persons in their work at DVRPC over the last five years, including whether the contact was in-person, on the phone, via email, or online (see **Figure 1**).

**Figure 1:** Frequency of Contact, LEP Persons and DVRPC Staff in Last Five Years



Source: DVRPC, 2017.

In October 2017, staff members were also asked if they had received any requests from LEP persons for interpretation or translation requests in the “last five years of working at DVRPC.” In total, one staff member reported receiving a request for sign language interpretation, and one staff member reported receiving a request for Spanish translation. See **Appendix A: “Frequency of Contact” Staff Survey** to find the survey administered in Fall 2017. Staff were also asked to include any anecdotes related to interactions with LEP persons at public meetings or elsewhere that would be helpful to consider for the purpose of developing an LEP plan (see inset on the following page: **DVRPC Staff Survey: LEP Engagement Anecdotes**).

In the spring of 2018, DVRPC used USDOT’s guidance and principles from the commission’s Public Participation Plan to conduct public outreach for local area studies. One such project was a corridor study focused on a section of Vine Street local in Philadelphia’s Chinatown North and Callowhill neighborhoods. An open house for the general public was held in April 2018. DVRPC staff looked at ACS data to identify LEP populations and planned the location, format, content, and promotion based on input from a local organization, the Philadelphia Chinatown Development Corporation. All of the promotional materials (posters/flyers and social media posts) appeared in English and Chinese. Open house materials, namely posters illustrating recommendations and surveys,



were in English and Chinese. Local translators were hired to provide Cantonese, Mandarin, and Spanish interpretation at the open house if needed. Only Cantonese was requested, and a DVRPC staff member made a formal presentation, and a translator translated the material to a smaller group sequentially.

Additionally, an exit survey was designed to capture individual attendees' feedback after seeing the proposed recommendations. The survey was available in English and Chinese. Over 50% of the surveys were returned in Chinese.

### Factor 3: The importance of DVRPC programs to LEP persons

As a recipient of federal funding, DVRPC is responsible for directing transportation capital programs and making recommendations for other programs and policy areas that shape the built environment and influence socioeconomic outcomes.

DVRPC has three mandated programs and core documents that require regular public outreach and public comments, and are therefore important to LEP persons: the Long-Range Plan (LRP); the Transportation Improvement Program (TIP); and the annual Planning Work Program (Work Program). Underlying these core planning documents are DVRPC's Public Participation Plan (PPP), which outlines the Commission's public outreach process and sets policy regarding public comments, and this document, the Commission's Limited English Proficiency (LEP) Plan.

- The LRP creates a 20-plus-year vision for the region's growth and development to prioritize capital transportation investments. In addition to direct transportation impacts, the LRP also considers the effects of projects on land use, the environment, economic development, and equity. The interactions between these areas are addressed in the LRP's five core principles: Sustain the Environment; Develop Livable Communities; Expand the Economy; Advance Equity and Foster Diversity; and Create an Integrated, Multimodal Transportation Network. The plan is updated and published every four years. DVRPC also publishes an Executive Summary of the plan and analytical and research reports that support the evaluation of long-range planning and updates to plans.
- The TIP is the regionally agreed-upon list of priority transportation projects, including those that intend to use federal funds; all nonfederally funded projects that are

#### DVRPC Staff Survey 2017: LEP Engagement Anecdotes

"I learned that all of my Camden outreach materials should also be in Spanish as a result of our experience at [a public event]."—Staff member in the Office of Environmental Planning

"I thought we had a good process for translating the TIP [Transportation Improvement Program] Handbook into Spanish... We struck a balance between retaining some design elements and not going overboard with design, which would have required a lot of staff time [to reproduce at the same quality in Spanish]."—Staff member in the Office of Capital Programs



regionally significant; and other state-funded capital projects. The projects are multimodal; that is, they include bicycle, pedestrian, Intelligent Transportation Systems (ITS), and freight-related projects, as well as the more traditional highway and public transit projects. DVRPC updates and publishes separate TIPs for Pennsylvania and New Jersey, alternating every two years. DVRPC also publishes an Executive Summary (called “Highlights”) for each TIP; an interactive map of TIP-related projects, and documentation of public comments, administrative changes, and board actions to the regional TIPs. Finally, DVRPC also publishes the TIP Handbook, which provides an overview of capital programming, including how the regional TIPs are developed and maintained, and how citizens can participate in the process.

- The annual planning Work Program incorporates the planning programs and support activities of DVRPC and its member governments for each fiscal year, spelling out the priority planning activities, as proposed by member governments and stakeholders. DVRPC publishes project links for each of the last three work programs, including: (1) Chapter One - A Comprehensive Overview of the Planning Work Program, which functions as an executive summary; (2) summary tables detailing project funding sources and programs for New Jersey and Pennsylvania Transit Support and Supportive Regional Highway Planning; and (3) descriptions for each program area and individual plans, studies, and projects.
- DVRPC’s adopted PPP is entitled *DVRPC Public Participation Plan: A Strategy for Citizen Involvement* and outlines how the Commission is meeting all federal public participation mandates. It is regularly updated to reflect the Commission’s current outreach activities, in particular the Public Participation Task Force. It was last adopted by the DVRPC Board in July 2018 to include the Work Program as a significant planning process, more ways to submit public comments, and an updated "Access to Records" policy. The PPP reaffirms the Commission's commitment to an accessible, open, and inclusive planning process.
- The LEP Plan is a part of DVRPC’s Title VI and Public Participation programs. The LEP Plan identifies LEP populations, evaluates the Commission’s language access efforts, and commits resources and procedures to provide more access to DVRPC’s work, including publications, products, communications, public input, and decision-making processes.

The importance to LEP persons of the above programs and core planning documents will help guide DVRPC in determining implementation steps that are to be considered per the 2005 USDOT guidance.

#### Factor 4: The organizational resources of DVRPC

Organizational resources are subject to a variety of factors, both internal and external, and therefore assessed on an ongoing basis. Such factors can include financial constraints, time constraints, new legislation, or changing local priorities. For DVRPC, ensuring meaningful access to its programs, for all members of the public, continues to be important. DVRPC will continue its current efforts to ensure that LEP persons can meaningfully access its programs; additionally, as resources become available or new needs present themselves, DVRPC will regularly assess its ability to expand its existing language assistance efforts.

DVRPC prioritizes translating outreach materials—materials designed to solicit feedback, such as surveys and workshop materials—into Spanish (the primary LEP language group for the region), and thoughtfully evaluates whether outreach materials for specific study areas should be translated into additional languages before a scheduled engagement or

meeting, without receiving a request. For example, see the description of the Vine Street corridor study's open house on page 15, and the example of a poster used to gather input for Camden City's Health Element, to the left.



Source: Amy Verbofsky, DVRPC, 2017.

Example of Materials in English and Spanish used at a public event to receive input into Camden City's Health Element

While DVRPC staff members were not specifically hired to be translators, and DVRPC devotes financial resources for professional translation, the staff's language abilities are a portion of organizational resources. In early 2019, DVRPC's Office of Communications and Engagement released an internal survey asking staff a number of questions, several of which were about language abilities. Staff members were asked:

- Do you speak any other languages besides English?
- [If yes,] what language?
- If yes, at what level?
- If yes, would you be willing to be a resource for DVRPC if a staff member receives a phone call or we need to review a document that is already professionally translated?

From the survey responses, DVRPC's Office of Communications and Engagement staff are able to create a list of staff who are conversant or fluent in a foreign language *and* are willing to serve as a resource for other staff who may unexpectedly interact with someone with limited English proficiency. Those languages include: Italian, German, Spanish, French, Arabic, and Vietnamese.

One particular area in which DVRPC is committed to expanding its existing efforts is the translation of more "vital documents." The region has a large and diverse LEP population, with 36 language groups spoken at home by at least 1,000 LEP persons each. While translating all "vital documents" into 36 or more different languages could constitute a "burdensome step" for DVRPC, a more reasonable step would be to offer translations of certain vital documents or elements of those documents into the most common LEP language, and to provide other language translations by request.

## IV. Implementation Plan

### Step 1: Identifying LEP individuals who need language assistance

To better help DVRPC staff identify LEP persons in the communities that their particular projects and/or programs may affect, DVRPC has created a composite map of the most common LEP language spoken in each Census tract (see **Map 7**). This composite map will also be available on DVRPC's website, in its collection of interactive web maps ([www.dvrpc.org/Mapping/Webmaps/](http://www.dvrpc.org/Mapping/Webmaps/)). More information about reaching out to LEP individuals is included in the subsection on "Outreach Efforts for Area-Specific Projects and Plans" in Step 2 of the Implementation Plan.

### "Safe Harbor" Languages

According to the 2005 USDOT *Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons*, the "Safe Harbor" provision means that if written translations of "vital documents" are provided to LEP language groups that exceed either (a) 1,000 people in the region or (b) 5% of the regional population, whichever is less, such translations will be viewed as "strong evidence of compliance with the recipient's written translation obligations."<sup>9</sup> However, the USDOT guidance also acknowledges that in larger metropolitan areas that serve a wide range of LEP persons, "it would be unrealistic" to translate all vital documents into all Safe Harbor languages.

In DVRPC's nine-county region, there are 36 languages or language groups that are spoken by at least 1,000 LEP persons each, and which therefore, fall under the Safe Harbor provision. As the 2005 USDOT guidance contends, "it would be unrealistic" to provide translations in all 36.<sup>10</sup> However, DVRPC remains committed to ensuring meaningful access for all LEP persons, regardless of language spoken at home. While DVRPC will continue to focus its proactive translation efforts on the Spanish-speaking community, as the primary LEP population, it will also aim to use ACS data and input from

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<sup>9</sup> U.S. Department of Transportation, *Policy Guidance*, 2005.

<sup>10</sup> *Ibid.*

member governments and community organizations to predict contact with LEP persons for area-specific projects and plans.

DVRPC will also continue to offer translation and interpretation services upon request, in any language.

## Step 2: Documenting Language assistance measures

### Written Translation of DVRPC's Core Regional Planning Products

DVRPC will provide Spanish translations of the organization's core regional planning products, namely:

- DVRPC Transportation Improvement Program (TIP) Handbook, published in Spanish in September 2017 and available at: [www.dvrpc.org/Products/17065es/](http://www.dvrpc.org/Products/17065es/);
- DVRPC TIP Highlights (which serve as the Executive Summary) for each regional TIP, starting with Fiscal Year 2020 TIP for New Jersey;
- Long-Range Plan Executive Summary or Summary Report; current *Connections 2045* Summary Report published in Spanish in March 2018 and available at: [www.dvrpc.org/Products/17069es/](http://www.dvrpc.org/Products/17069es/);
- Chapter One (which serves as the Executive Summary) of the Annual Planning Work Program, starting with Fiscal Year 2020;
- DVRPC's current Public Participation Plan, published in Spanish in February 2019 and available at: [www.dvrpc.org/Products/TM18012es/](http://www.dvrpc.org/Products/TM18012es/); and
- DVRPC's current Limited English Proficiency Plan, starting with this document.

Additionally, DVRPC will publish simple text (aka taglines) in the core planning products identified above. The tagline will convey that language assistance is available by calling a specific phone number.

### Legal Notices and Announcements for Public Comment Periods

DVRPC's Office of Communications and Engagement publishes legal notices for public comment periods in up to five regionally significant newspapers, including the Spanish newspaper, *Al Día*. Additionally, DVRPC posts legal notices and other announcements about public meetings and funding opportunities on its website, allowing for translation into numerous languages via web browsers.

DVRPC sends announcements about public comment periods, among other topics, through its HTML email provider. Already included in the email template is a short Title VI statement explaining the Commission's nondiscrimination policies. A Spanish version of this statement will be added to the HTML email template starting on July 1, 2019.

### Announcements for Public Comment Periods, Public Meetings and Workshops

DVRPC maintains strong relationships with 50 libraries throughout the nine-county region. Libraries regularly receive agenda and materials for DVRPC's board meetings as well as legal notices and documents released for public comments. These libraries are also included in public outreach for long-range plans.

Going forward, DVRPC will mail translated materials, such as flyers and posters, announcing public comment periods, public meetings, and public input opportunities in Spanish to these libraries. DVRPC will evaluate if libraries should receive materials translated in additional languages based on their feedback about which primary LEP populations they serve. (See Step 5 of the Implementation Plan for more about this evaluation measure.)

### **Real-Time Oral and American Sign Language Translation Services for General Public Meetings and Workshops**

If requested seven days in advance, DVRPC can provide real-time oral and American Sign Language translation services for any general meeting (a meeting that the public can attend, but is not a legally noticed public meeting) that it is hosting. DVRPC has created a web-based translation request form that appears on DVRPC's online calendar ([www.dvrpc.org/Calendar/](http://www.dvrpc.org/Calendar/)) and alongside individual event listings. A person can also make the request by contacting DVRPC's Office of Communications and Engagement via phone, email, or U.S. mail.

DVRPC's translation and interpretation policy is included on DVRPC's website, invitations to meetings, and agendas prepared in advance of the meetings.

### **On-Call Interpretation**

DVRPC has an over-the-phone interpretation vendor. DVRPC will attempt to contact a translator through this service in the event that: 1) a LEP speaker calls DVRPC; 2) a DVRPC staff member in a centralized position receives a phone call from an LEP speaker; and/or 3) a LEP speaker attends a publicly noticed meeting and a translator is not available. Examples of a publicly noticed meeting include a Board meeting or a public information session for a regional TIP.

### **Other Publicly Available DVRPC Documents**

DVRPC has created a web-based translation request form that is on the abstract webpage for every publicly available final product. A user/viewer is able to request to have a product, translated into another language, and how they would like to receive the translated product (electronic by email or weblink, or hard copy by mail). An individual can also make the request by contacting DVRPC's Office of Communications and Engagement via phone, email, or U.S. mail.

### **Other Translation Measures**

DVRPC's Office of Communications and Engagement will provide the following products translated in Spanish:

- Title VI complaint form;
- survey tools and forms (transit surveys, on-board surveys, and household travel surveys);
- select materials, including paid advertisements, produced for the Air Quality Partnership; and
- overview brochures and postcards intended for large or regional distribution.



See **Appendix B** for an example of an Air Quality Partnership brochure translated into Spanish.

### Web-Based Translation Measures

DVRPC's products and services are increasingly interacted with online and in electronic formats. DVRPC's website is designed in accordance with website accessibility standards (see DVRPC's Website Accessibility Policy available here: [www.dvrpc.org/policies/](http://www.dvrpc.org/policies/)). It adheres to responsive design principles, meaning that the website's display is optimized based on what type of device (desktop, mobile, or tablet) accesses it. More and more online content is being accessed through mobile and tablet devices, and more and more individuals and households have access to Wi-Fi than broadband internet, suggesting that a public organization, such as DVRPC, could reach more LEP population groups online than in other formats.

Publishing content as web pages (not as static PDFs) allows for more visitors to view content in their preferred language via their web browsers. This medium also allows DVRPC staff to more regularly update the content. To that end, DVRPC will:

- provide more applications and request forms as web-based forms;
- add translation request forms to Product Abstract web pages and calendar listings;
- continue to publish select text materials as HTML text. Please see:
  - TIP Handbook at [www.dvrpc.org/Reports/17065/](http://www.dvrpc.org/Reports/17065/)
  - 2018 Public Participation Plan at [www.dvrpc.org/GetInvolved/PublicParticipation/](http://www.dvrpc.org/GetInvolved/PublicParticipation/), and
- publish the adopted LEP Plan as HTML text.

### Oral Interpretation Measures

DVRPC offers oral interpretation services at any of its public meetings with seven days' notice.

### Language Access Measures for Area-Specific Projects and Plans

For public meetings, workshops, and outreach activities held in a neighborhood- or community-setting, a separate analysis using ACS data will be performed to identify if there is an LEP population over the 5% or 1,000 person threshold (whichever is lower) in the vicinity of the meeting place and/or study area. If so, materials used to promote the event, such as flyers, paid advertisements, or social media posts, will be translated into the primary LEP language(s) and distributed as part of the outreach plan. Translated surveys will be made available in the primary LEP language(s) at the meeting.

See **Map 7** for an illustration of the top LEP languages in each Census tract across the region. See **Appendix C** for an example survey tool developed as part of creating a Health Element to Camden's Master Plan. It is to be administered at a public event to capture residents' input. It is in English and Spanish.

For area-specific projects and plans, the DVRPC project team will reach out to or directly partner with local organizations that work with different LEP populations, as well as other



traditionally underrepresented groups, in the study area. These partnerships will help inform the best ways to advertise the meeting, the format of the meeting or public engagement opportunity, and/or if a professional translator(s) should be on-hand at the meeting.

Regardless of Census-level analysis or input from a local organization, an individual can make a request for real-time translation services seven days in advance of the meeting or workshop.

### Step 3: Training staff

All DVRPC staff members have the opportunity to participate in training on Commission policy and procedures, communications best practices, public outreach, and other topics. Upon release of this LEP plan, staff will be sent via email an internal circular informing them of implementation procedures for language access. DVRPC's website will be updated to include translation and interpretation request forms. DVRPC's Title VI statement, which appears on the website, in every published product, and on public meeting invitations and agendas, will be updated to reference translation forms.

DVRPC's Office of Communications and Engagement staff meets with all new staff members during a formal orientation process and regularly advises staff on area-specific projects, plans, and studies. This office will instruct DVRPC staff about language access measures, and policy and procedures outlined in this plan.

Staff who regularly answer phone calls from the public, interact with the public, and/or execute DVRPC's public meetings will receive training on the following procedures:

- responding to requests for translation or interpretation;
- providing notice to LEP persons on the DVRPC website, selected documents, social media, and through other media-related outreach tools;
- greeting LEP persons in person; and
- communicating with LEP persons in person and over the phone.

### Step 4: Providing notice to LEP persons

Prior to creating an LEP Plan, DVRPC provided notice to LEP persons through the following actions:

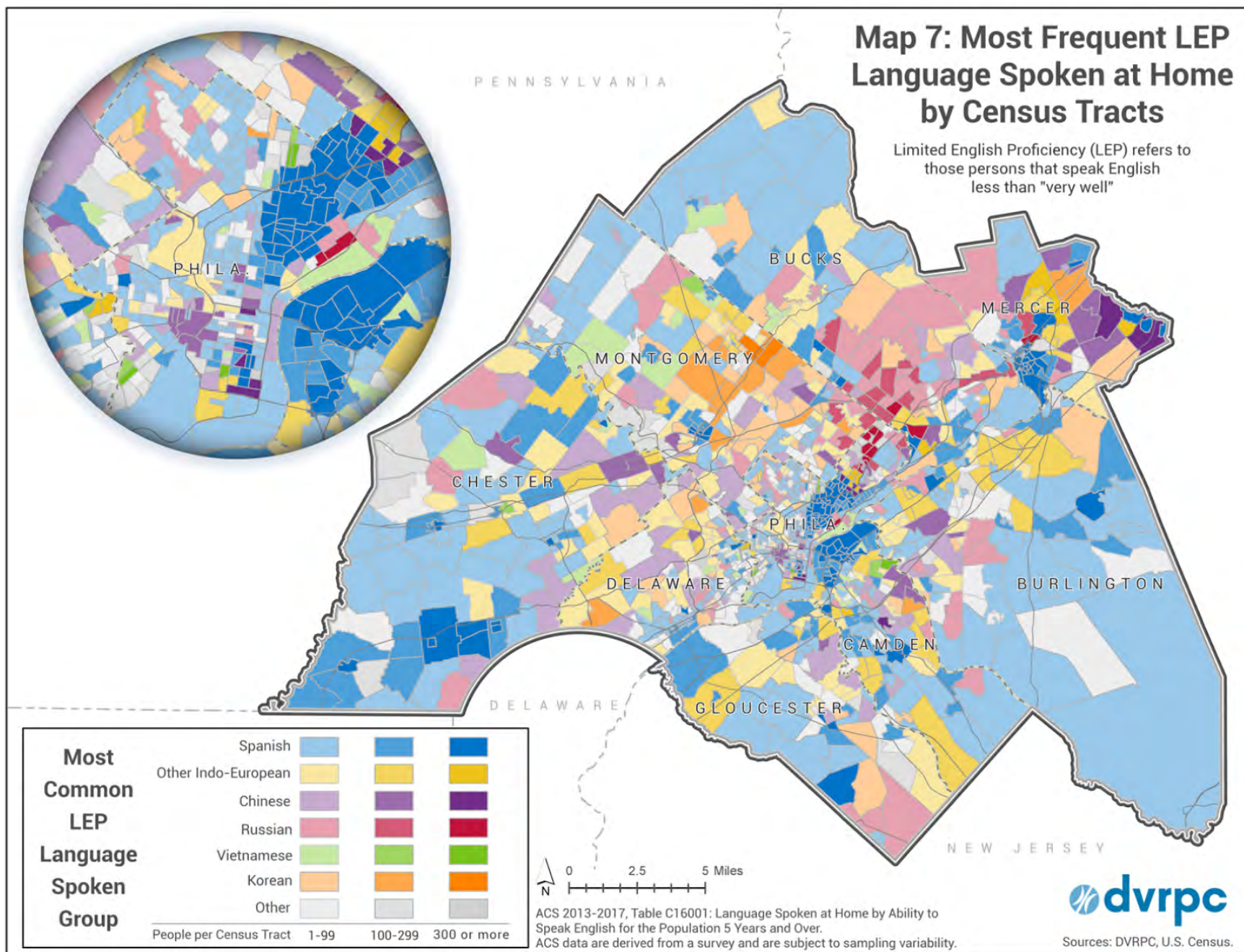
- proactively translating into Spanish transit surveys, such as on-board surveys and the household travel survey;
- proactively translating into Spanish community outreach survey/engagement tools for certain events and programs;
- providing automated translations of DVRPC's website into 103 languages and dialects via Google Translate and the user's web browser;
- providing professionally translated Spanish versions of the Air Quality Partnership website, advertisements, and brochures;
- publishing all legal notices in the Spanish-speaking paper of record for the region, *Al Dia*; and

- including DVRPC's Title VI statement, which includes the commission's translation and interpretation upon request policy, in all DVRPC products, on public meeting agendas and invites, and on various webpages.



Source: Henry Felsman, DVRPC, 2018.

Welcome sign at 2018 Workshop for DVRPC's "ReViving Vine" study in Philadelphia's Chinatown. All information appears in both Chinese and English.





To implement this LEP Plan and better engage the LEP population in the region, DVRPC will continue the activities above, and will proactively reach out to LEP communities by taking the following actions:

- proactively translating certain materials used to generally promote DVRPC into Spanish, Chinese, and other languages (an example is the DVRPC “About Us” bookmark);
- publishing simple text (aka taglines) in the 36 threshold languages or language groups in the core planning documents (see Step 2 of Implementation Plan), which explains that translation and interpretation are available; and
- partnering with Spanish-speaking or other LEP language-speaking community organizations to provide notice of public meetings or availability of documents, programs, and/or language services, such as the recent partnership with the Philadelphia Chinatown Development Corporation for DVRPC’s “Reviving Vine Street” project in Chinatown.

#### Step 5: Monitoring and updating the LEP plan

DVRPC will monitor its language access measures annually and report on them through its monthly progress reports for Public Participation and/or Title VI/Environmental Justice program areas.


On an annual basis, DVRPC will:

- Administer a staff survey with questions about “frequency of contact” and language capabilities among current staff members. (See **Appendix A** for the “Frequency of Contact” survey administered in Fall 2017.)
- Review website translation analytics.
- Review ACS data at the Census tract level and PUMS-level to see if the region’s LEP population groups are changing.
- Review requests made through online translation and interpretation forms and compile translation costs.

On an interval less frequent than one year but more frequent than every five years, DVRPC will survey all (or a subset) of the libraries that receive DVRPC materials for review to determine if announcements should be provided in additional languages other than English and Spanish. A similar survey was last completed in 2018.

The LEP plan will be formally updated and readopted every five years or more frequently, if needed. Minor updates, such as updating population analyses and maps, will not constitute a major update to the plan.

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## Appendix A: “Frequency of Contact” Staff Survey

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# Limited English Proficiency (LEP) Staff Survey

A person is limited in their English proficiency (LEP) if they do not speak English as their primary language, and they have a limited ability to read, write, speak, or understand English. The U.S. Census definition that we use here at DVRPC is individuals who speak English "less than very well."

The basis for creating an LEP plan comes from Title VI of the Civil Rights Act of 1964 and Executive Order 13166, signed by President Clinton in 2000.

In an effort to assess and improve upon DVRPC's current efforts in providing "meaningful access" to LEP communities, we ask for your help in taking a moment to complete this survey. Thank you very much for your time and input.

Your email address ([ahastings@dvrpc.org](mailto:ahastings@dvrpc.org)) will be recorded when you submit this form. Not you? [Switch account](#)

1. Thinking about your work at DVRPC over the last five years, how frequently have you come in contact with Limited English Proficiency (LEP) persons?

- ☐ Frequently
- ☐ Sometimes
- ☐ Never

In-person?

- ☐ Frequently
- ☐ Sometimes
- ☐ Never



### On the phone?

- ☐ Frequently
- ☐ Sometimes
- ☐ Never

### E-mail or online?

- ☐ Frequently
- ☐ Sometimes
- ☐ Never

2. In the last five years, has a member of the public ever approached you about the availability of interpretation services at DVRPC, a DVRPC-related program, or a public meeting?

- ☐ Yes
- ☐ No

If yes, for which languages?

Your answer

If yes, for which programs or public meetings, and where?

Your answer

3. In the last five years, has a member of the public ever approached you about the availability of written translations for DVRPC documents?

- ☐ Yes
- ☐ No



If yes, for which languages?

Your answer

If yes, for which documents?

Your answer

4. Do you speak any languages fluently other than English?

☐ Yes

☐ No

If yes, which languages?

Your answer

5. Any final thoughts, suggestions, or experiences you'd like to share with OCE?

Your answer

☐ Send me a copy of my responses.

SUBMIT

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Google Forms





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## Appendix B: Example of Translated Material for Air Quality Partnership

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## SIGN UP!

You can sign up for free email AQI notifications at [www.airqualitypartnership.org](http://www.airqualitypartnership.org)

The daily air quality forecast is posted at [www.airqualitypartnership.org](http://www.airqualitypartnership.org) and [www.alrnow.gov](http://www.alrnow.gov)

If you don't have a computer, the air quality forecast is also available at 1-800-872-7261



Publication #13069  
dvrpc 10th Floor  
100 N. Independence Mall West  
Philadelphia, PA 19106-1520  
Phone: 215-582-1800  
Web: [www.dvrpc.org](http://www.dvrpc.org)



## CHILDREN & AIR QUALITY

### The Greater Philadelphia Region has

**an air pollution problem.** Over the years, the region has not met the health-based air quality standards for ground level ozone and fine particle pollution. Medical studies continue to show that these pollutants pose serious health risks to children and negatively impact lung development and lung function. **Know the facts; protect your health, prevent air pollution!**



## KNOW THE FACTS



### Ozone

Ozone, also known as "smog," is a harmful pollutant that forms on the hot days of summer when there is bright sunshine and little breeze. Ozone pollution is particularly harmful to children because it damages lungs while they are still growing.

Ozone is a particularly difficult problem for the estimated 140,000 children in the region suffering from pediatric asthma because ozone irritates lung tissue and constricts breathing passages, making breathing difficult and sometimes painful. Ozone exposure diminishes lung capacity and increases the likelihood of lung infections.

### Fine Particle Pollution

Fine Particle Pollution (PM 2.5), or soot, is made up of tiny particles of liquids, dust, and metals that can be breathed deep into the lungs. Particle pollution is especially dangerous for children because it can cause long-term damage to the lungs, increase hospital visits, and aggravate existing breathing conditions such as asthma.

### Air Quality Index



**GREEN** = good air quality  
**YELLOW** = moderate  
**ORANGE** = air quality is unhealthy for sensitive groups; including older adults  
**RED** = air quality is unhealthy for everyone

Sign up for free email alerts by visiting [www.airqualitypartnership.org](http://www.airqualitypartnership.org) or receive daily forecasts by calling 1-800-872-7261.

The Partnership uses the Air Quality Index (AQI), a common color-coded scale, to communicate daily air quality conditions.

## PROTECT YOUR HEALTH

Exercise is important to a healthy lifestyle and especially important for growing children, but on days when the AQI reaches Code Orange or Code Red levels, parents should limit their children's strenuous activities. The key to managing the negative effects of air pollution is to limit exposure to environmental pollutants.

By knowing the AQI, parents can be prepared for days when air pollution might aggravate breathing conditions or damage developing lungs. If a child has asthma or other breathing disorder, knowing the AQI may even prevent hospital visits or missed school days.

Encourage your school's nurse or administrators to monitor the AQI and manage students' activities accordingly.

## PREVENT AIR POLLUTION

Preventing air pollution in the first place is the best way to protect the health of the entire community and the environment. Everyone can take a few simple steps to prevent air pollution, especially on days when air quality is poor.

- ➔ **Things we can all do!**
1. Take public transportation
  2. Save energy in our homes
  3. Recycle

- ➔ **On poor air quality days, these actions are especially effective:**
1. Carpool with your friends
  2. Don't use gas-powered lawn equipment
  3. Avoid the drive-thru

## ¡REGÍSTRESE!

Para recibir notificaciones de AQI regístrese gratuitamente via email en

[www.airqualitypartnership.org](http://www.airqualitypartnership.org)

El pronóstico de calidad del aire se publica diariamente en [www.airqualitypartnership.org](http://www.airqualitypartnership.org) y [www.alrnw.gov](http://www.alrnw.gov)

Si usted no tiene una computadora, el pronóstico de calidad del aire también está disponible en la línea telefónica: **1-800-872-7261**



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190 N. Independence Mall West  
Philadelphia, PA 19106-1520  
Phone: 215.592.1800  
Web: [www.dvrpc.org](http://www.dvrpc.org)



## NIÑOS Y LA CALIDAD DEL AIRE

**La Región de Filadelfia tiene un problema de contaminación del aire.**

A lo largo de los años, la región no ha cumplido con los estándares básicos de calidad del aire para contaminación por smog y por material particulado. Estudios médicos demuestran que estos contaminantes representan riesgos serios para la salud, especialmente la de niñas y niños.

**¡Infórmese, proteja su salud y prevenga la contaminación del aire!**



## CONOCER LOS HECHOS

### Ozono

El ozono, también conocido como 'smog', es un contaminante nocivo que se forma en los calurosos días de verano cuando hay sol brillante y poca brisa. La contaminación por ozono es particularmente perjudicial para los niños porque daña los pulmones mientras crecen.

El smog es un problema particularmente difícil para los 140,000 niños estimados en la región, que sufren de asma pediátrica porque el ozono irrita el tejido pulmonar y constriñe los conductos respiratorios, haciendo que la respiración sea difícil y a veces dolorosa. La exposición al smog disminuye la capacidad pulmonar y aumenta la probabilidad de infecciones pulmonares.

### Contaminación por partículas finas

La contaminación por partículas finas (PM 2.5), o hollín, se compone de pequeñas partículas de líquidos, polvo y metales que se pueden respirar profundamente en los pulmones. La contaminación por partículas es especialmente peligrosa para los niños porque puede causar daño a los pulmones, aumentar las visitas al hospital y agravar las condiciones respiratorias existentes como el asma.

### Índice de la calidad del aire



**VERDE** = Buena calidad del aire

**AMARILLO** = Moderado

**NARANJA** = La calidad del aire no es saludable para grupos sensibles, incluyendo adultos mayores

**ROJO** = La calidad del aire no es saludable para nadie

Regístrese para recibir alertas por correo electrónico visitando [www.airqualitypartnership.org](http://www.airqualitypartnership.org) o reciba diariamente los pronósticos llamando al 1-800-872-7261.

La Alianza utiliza el Índice de Calidad del Aire (AQI, por sus siglas en inglés), una escala de color común para informar las condiciones diarias de calidad del aire.

## PROTEJA SU SALUD

El ejercicio es importante para un estilo de vida saludable y especialmente importante para los niños en crecimiento, pero en los días en que el AQI alcanza los niveles de Código Naranja o Código Rojo, los padres deben limitar las actividades extenuantes de sus hijos. La clave para controlar los efectos negativos de la contaminación atmosférica es limitar la exposición a contaminantes ambientales.

Al conocer el AQI, los padres pueden estar preparados para los días en que la contaminación del aire podría agravar las condiciones de respiración o dañar los pulmones en desarrollo. Si un niño tiene Asma u otro trastorno respiratorio, conocer el AQI puede incluso prevenir visitas al hospital o faltar a días escolares.

Anime a la enfermera o a los administradores de su escuela a monitorear el AQI y manejar las actividades de los estudiantes en consecuencia.

## EVITE LA CONTAMINACIÓN DEL AIRE


Prevenir la contaminación del aire en primer lugar es la mejor manera de proteger la salud de toda la comunidad y el medio ambiente. Todo el mundo puede tomar unos sencillos pasos para prevenir la contaminación del aire, especialmente en días en que la calidad del aire es deficiente.

### ➔ ¡Cosas que todos podemos hacer!

1. Tomar transporte público
2. Ahorrar energía en los hogares
3. Reciclar

### ➔ En días de mala calidad del aire, Estas acciones son especialmente eficaces:

1. Compartir el auto con los amigos
2. No utilice equipo de césped a gas
3. Evite manejar por las ventanillas de auto servicios.

A horizontal banner with a blue background and white text. The left side of the banner features a decorative pattern of overlapping, curved, light blue shapes. The text is positioned on the right side of the banner.

## Appendix C: Examples of Translated Materials for Area-Specific Project





HEALTHY FOOD



**WHAT *would* YOU *like* THE CITY *to do to make* YOUR  
COMMUNITY HEALTHIER? (CHOOSE TWO)**

- ☐ Make it easier to buy healthy food
- ☐ Make it easier to get to a grocery store
- ☐ Improve the look of corner stores
- ☐ Help people learn how to cook healthy meals
- ☐ Reduce the number of ads promoting unhealthy foods
- ☐ Make it easier to grow your own food
- ☐ My own idea: \_\_\_\_\_

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COMIDA SALUDABLE



**¿QUÉ *le gustaría* QUE HICIERA *la ciudad* PARA QUE  
SU COMUNIDAD FUERA MÁS SANA? (ELIJA DOSE)**

- ☐ Facilitar la compra de comida saludable
- ☐ Facilitar los traslados a tiendas de víveres
- ☐ Mejorar el aspecto de las tiendas de conveniencia
- ☐ Ayudar a las personas a aprender a cocinar comidas saludables
- ☐ Reducir la cantidad de anuncios que promueven comidas poco saludables
- ☐ Facilitar el cultivo propio de alimentos
- ☐ Mi propia idea: \_\_\_\_\_

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# 萬安大街公開會議 VINE STREET OPEN HOUSE



REVIVING VINE  
@dvrpc

**COME JOIN US TO  
SHAPE THE FUTURE  
OF VINE STREET!**

Thursday, April 12, 2018 | 6:00 PM - 8:00 PM  
Holy Redeemer School | Theresa Hu Center  
915 Vine Street | Philadelphia, PA 19107

Presentations begin at 6:15 PM and 7:15 PM  
Learn more at: [www.dvrpc.org/Corridors/Vine](http://www.dvrpc.org/Corridors/Vine)  
Email: [public\\_affairs@dvrpc.org](mailto:public_affairs@dvrpc.org) | Call: (215) 592-1800

Chinese and Spanish interpretation available  
Habrá intérpretes de español

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**加入我們  
一起創造  
萬安大街的未來!**

2018 年 4 月 12 日, 星期四 | 晚上 6:00 - 8:00  
費城華人天主教堂暨培德學校 | Theresa Hu 中心  
915 萬安街 | 費城 PA 19107

演講開始時間為晚上 6:15 和 晚上 7:15。  
請瀏覽以下連結瞭解詳情: [www.dvrpc.org/Corridors/Vine](http://www.dvrpc.org/Corridors/Vine)  
電子郵件: [public\\_affairs@dvrpc.org](mailto:public_affairs@dvrpc.org) | 電話號碼: (215) 592-1800

提供中文和西班牙語口譯服務  
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德拉瓦谷地區規劃委員會 (DVRPC) 展開的所有活動均完全符合 1964 年《民權法案》第六章以及相關非歧視性法規的要求。DVRPC 的公開會議始終在設有殘障人士無障礙入口的場所召開, 並盡可能選擇交通便利的地點。我們可向個人提供輔助服務, 需要服務的個人需在公開會議召開前至少 7 天提交申請。有關更多資訊, 請瀏覽 [www.dvrpc.org/GetInvolved/TitleVI](http://www.dvrpc.org/GetInvolved/TitleVI)。



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