

City of Sarasota

Language Access Plan for Limited English Proficiency (LEP) Guidance

PLAN STATEMENT

Persons with limited English proficiency (LEP) are defined as persons who have limited ability to read, write, speak or understand English. Title VII of the Civil Rights Act of 1964, Executive Order 13166, and various directives from the US Department of Justice (DOJ) and US Department of Transportation (DOT) require federal aid recipients to take reasonable steps to ensure meaningful access to programs, service, and activities by those who do not speak English proficiently. Federal programs often use the prevalence of persons in a community with LEP to identify the potential for barriers to programs, service, and activities due their inability to comprehend English.

Persons with LEP may encounter obstacles or access to programs, service, and activities provided by the City of Sarasota, by language and cultural barriers within their environment. To assist these individuals, it is important that a community recognizes their presence and the potential for discrimination, whether intentional or inadvertent, and establishes policies to eliminate barriers. Because of these factors, it is incumbent upon the City of Sarasota to determine the need for language assistance and comply with Title VI of the Civil Rights Act of 1964. Title VI is the federal law that protects individuals from discrimination based on race, color, or national origin in programs that receive federal financial assistance.

In certain situations, failure to ensure that persons who are LEP can effectively participate in, or benefit from federally assisted programs may violate Title VI's prohibition against national origin discrimination. The City of Sarasota has adopted this plan in accordance with federal guidelines to ensure meaningful access to its programs, and to make reasonable efforts to provide accommodations for persons with LEP by providing language assistance services.

DEMOGRAPHICS*

The demographics in the City of Sarasota are changing and the City is making modifications to provide programs to eligible persons regardless of the language spoken. The 2022 American Community Survey (ACS) data reports on limited english speaking households in report S1602. In the City of Sarasota, the 2022 ACS estimates that there are 24,882 households with 4,295 households that speak a language other than English, or about 17% of households. The Spanish-speaking population has the greatest number of persons with LEP in the City of Sarasota.

MEANINGFUL ACCESS

Meaningful access is free language assistance in accordance with federal guidelines. The City of Sarasota will periodically assess and update the following four-factor analysis to determine whether adequate language assistance is in place. Contacts requiring use of LEP program will be monitored and analyzed.

Four Factor Analysis to be Completed on a periodic basis:

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by the City's programs, services or activities. Served and encountered means those persons who would be served or encountered by the recipient if the persons received adequate education and outreach, and the recipient provided sufficient language services.
2. The frequency with which the LEP persons come in contact with programs, services or activities. Information on use of language services can be track and analyzed based upon vender services engaged and paid for by the City of Sarasota. Additional staff proficient in other languages provide support for LEP persons and this measure of assistance can also be tracked. City of Sarasota staff will take reasonable steps to provide the opportunity for meaningful access to LEP clients who have difficulty communicating in English. If the client requests language assistance, the staff will provide free qualified interpreters, including contract vendors and bilingual staff at important stages that require one-on-one contact, written translation and verbal interpretation services.

Interpreter services in language other than English, or sign interpreters for the hearing impaired will be provided by the City as soon as reasonably possible based upon the vendor's availability. Currently, all public notices of public hearings for federal programs include a line in Spanish requesting notice if a translator is required at the upcoming hearing.

Informal interpreters may include the family members, friends, legal guardians, etc., of the LEP client. Depending on the circumstances and the subject matter of the communication, City staff will determine whether it is appropriate to rely on informal interpreters. In many circumstances, informal interpreters, especially children, are not competent to provide quality and accurate interpretations.

3. The City of Sarasota will periodically review, the nature and importance of the programs, services or activities provided by the City to the person's life, and if the information in question is provided accurately and in a timely manner. Whether a document or assistance is vital depends on the importance of the program, information, encounter, or service involve, and the consequence to the LEP person. Over time the City staff and departments must determine what documents are vital to the programs, services or activities that need to be translated.
4. The City will also periodically review the costs to the City of the LEP services for translating documents, providing translation services, and the labor time of the City staff that can provide LEP services to persons in need. The City will weigh the resources available, the costs to the recipient, and the cost of providing meaningful access versus the benefits of providing the service.

STAFF GUIDANCE FOR ASSISTANCE WITH LEP PERSON:

Attached is a list from the City of Sarasota staff conversant in various languages who are available to translate to clients and to translate documents. Please be cognizant of staff schedule and availability. Please contact the ADA Coordinator, Jake Brown, at 941-263-6299 or via email at adacoordinator@sarasotafl.gov for any employees with internal questions and to assist with any internal coordination of translation services with city staff.

Also, a language chart will be available for the LEP person to show which language they speak, if no English is spoken. This poster and signage will be available in customer service and public areas.

The City of Sarasota has considered and will continue to expand technological aids such as Internet-based translation services. Currently, the City's web-site offers translation in over 100 languages. One selects the language for a drop-down at the top right side of the web page.

The City of Sarasota currently has an agreement for services in place with **Language Line Services, Inc.** to translate by phone, in person and by video. They will additionally translated documents if needed with some lead time permitted.

The Language Line Services, Inc.: 800-523-1786
Website: <https://www.languageline.com>

City staff may call the 800 number and use the telephonic translation services. The City has an account code of **9020903068**. The Customer Service Representative will ask for your **client ID #, which is 903068**. You will next be asked for a "personal code" which will indicate your City department. The codes will be distributed to departments, if however, you are not able to use or locate your personal code, you may still receive services with the City's client ID.

PLAN DISTRIBUTION

The Language Access Plan will be:

- Distributed and explained to customer facing City Staff
- Distributed to City of Sarasota Department Heads and Executive Team
- Posted on the City's website www.sarasotafl.gov

*American Community Survey, 2022 for City of Sarasota
https://data.census.gov/profile/Sarasota_city,_Florida?q=160XX00US1264175



Exhibit B: Language Line Services State of Florida Price Sheet

Client: **State of Florida**
Rates are for 2023/2024

Telephonic Interpretation Rates per Minute

Languages		Tier 1	Tier 2
		Spanish	All Other Languages
PEAK	5 a.m.–5 p.m., * Monday–Friday,	\$0.56	\$0.61
NON-PEAK	5 p.m.–5 a.m., * Monday–Friday, weekends, and holidays†	\$0.56	\$0.61

To access an interpreter by phone, you will call your designated toll free number and enter your six-digit client ID number and select the language required. You will be connected to your interpreter in under 20 seconds on average. You will have access to over 240 languages, on-demand, 24/7/365.

Translation & Localization Services

Standard Document Translation and Editing			
English to Language	Rate per Word	Language to English	Rate per Word
Akan	\$0.44	Akan	(*)
Akateko	(*)	Akateko	(*)
Albanian	\$0.25	Albanian	\$0.25
Amharic	\$0.17	Amharic	\$0.17
Arabic	\$0.13	Arabic	\$0.17
Armenian	\$0.29	Armenian	\$0.29
Assyrian	\$0.44	Assyrian	\$0.64
Bahasa	\$0.21	Bahasa	\$0.25
Behdini	\$0.51	Behdini	(*)
Bengali	\$0.17	Bengali	\$0.18
Bosnian	\$0.25	Bosnian	\$0.24

Bulgarian	\$0.25	Bulgarian	\$0.25
Burmese	\$0.27	Burmese	\$0.22
Cambodian (Khmer)	\$0.25	Cambodian (Khmer)	\$0.29
Chin	\$0.40	Chin	(*)
Chinese (Simplified)	\$0.10	Chinese (Simplified)	\$0.16
Chinese (Traditional)	\$0.10	Chinese (Traditional)	\$0.18
Chuukese	\$0.47	Chuukese	(*)
Croatian	\$0.25	Croatian	\$0.24
Czech	\$0.25	Czech	\$0.27
Dari	\$0.44	Dari	\$0.29
Dinka	\$0.42	Dinka	(*)
Dutch	\$0.29	Dutch	\$0.25
Farsi	\$0.17	Farsi	\$0.18
Finnish	\$0.42	Finnish	\$0.25
French	\$0.18	French	\$0.20
Fukienese	\$0.44	Fukienese	(*)
Fula	\$0.40	Fula	(*)
Fuzhou	\$0.45	Fuzhou	(*)
Georgian	\$0.25	Georgian	\$0.24
German	\$0.19	German	\$0.22
Greek	\$0.21	Greek	\$0.29
Gujarati	\$0.33	Gujarati	\$0.25
Haitian Creole	\$0.16	Haitian Creole	\$0.19
Hakka Chinese	\$0.36	Hakka Chinese	(*)
Hebrew	\$0.20	Hebrew	\$0.24
Hindi	\$0.16	Hindi	\$0.20
Hmong	\$0.34	Hmong	\$0.29
Hungarian	\$0.25	Hungarian	\$0.24
Igbo	\$0.44	Igbo	(*)
Ilocano	\$0.44	Ilocano	\$0.29
Indonesian	\$0.21	Indonesian	\$0.25
Italian	\$0.16	Italian	\$0.20
Japanese	\$0.22	Japanese	\$0.28
Jingpho	(*)	Jingpho	(*)
Kanjobal	\$0.65	Kanjobal	(*)
Karen	\$0.25	Karen	\$0.24
Karenni	\$0.33	Karenni	(*)
K'iche	\$0.45	K'iche	(*)
Kinyarwanda	\$0.44	Kinyarwanda	\$0.36
Korean	\$0.15	Korean	\$0.20
Krio	\$0.73	Krio	(*)

Kunama	\$0.45	Kunama	(*)
Kurdish	\$0.44	Kurdish	\$0.29
Laotian	\$0.17	Laotian	\$0.22
Latvian	\$0.29	Latvian	\$0.27
Lingala	\$0.44	Lingala	\$0.29
Lithuanian	\$0.35	Lithuanian	\$0.24
Malay	\$0.28	Malay	\$0.29
Malayalam	\$0.44	Malayalam	\$0.29
Mam	\$0.45	Mam	(*)
Marshallese	\$0.36	Marshallese	(*)
Mien	\$0.55	Mien	(*)
Mina	(*)	Mina	(*)
Mixteco	(*)	Mixteco	(*)
Mnong	(*)	Mnong	(*)
Mongolian	\$0.44	Mongolian	\$0.24
Moroccan Arabic	(*)	Moroccan Arabic	(*)
Neapolitan	(*)	Neapolitan	(*)
Nepali	\$0.18	Nepali	\$0.20
Nuer	\$0.44	Nuer	(*)
Oromo	\$0.44	Oromo	\$0.45
Pashto	\$0.44	Pashto	\$0.25
Pohnpeian	\$0.64	Pohnpeian	(*)
Polish	\$0.16	Polish	\$0.24
Portuguese	\$0.15	Portuguese	\$0.18
Portuguese Creole	\$0.42	Portuguese Creole	(*)
Punjabi	\$0.33	Punjabi	\$0.25
Rohingya	\$0.47	Rohingya	(*)
Romanian	\$0.24	Romanian	\$0.25
Rundi (Kirundi)	\$0.30	Rundi (Kirundi)	\$0.29
Russian	\$0.15	Russian	\$0.18
Sango	(*)	Sango	(*)
Serbian	\$0.25	Serbian	\$0.22
Sinhalese	\$0.44	Sinhalese	\$0.27
Slovak	\$0.25	Slovak	\$0.27
Somali	\$0.19	Somali	\$0.26
Sorani	\$0.44	Sorani	(*)
Spanish	\$0.11	Spanish	\$0.15
Sudanese Arabic	(*)	Sudanese Arabic	(*)
Swahili	\$0.21	Swahili	\$0.20
Swedish	\$0.42	Swedish	\$0.25
Tagalog	\$0.15	Tagalog	\$0.20

Taiwanese	\$0.44	Taiwanese	(*)
Tamil	\$0.44	Tamil	\$0.29
Telugu	\$0.44	Telugu	\$0.27
Thai	\$0.28	Thai	\$0.25
Tigrinya	\$0.29	Tigrinya	\$0.29
Tongan	\$0.44	Tongan	(*)
Turkish	\$0.31	Turkish	\$0.25
Ukrainian	\$0.29	Ukrainian	\$0.24
Urdu	\$0.17	Urdu	\$0.26
Uzbek	\$0.44	Uzbek	\$0.36
Vietnamese	\$0.19	Vietnamese	\$0.22
Visayan (Cebuano)	\$0.33	Visayan (Cebuano)	\$0.33
Yiddish	\$0.29	Yiddish	\$0.29
Yoruba	\$0.44	Yoruba	\$0.25
Standard Document Proofreading			
English to Language	Rate per Hour	Language to English	Rate per Hour
Akan	\$130.00	Akan	(*)
Akateko	(*)	Akateko	(*)
Albanian	\$65.00	Albanian	\$65.00
Amharic	\$50.00	Amharic	\$50.00
Arabic	\$40.00	Arabic	\$40.00
Armenian	\$85.00	Armenian	\$90.00
Assyrian	\$130.00	Assyrian	\$130.00
Bahasa	\$60.00	Bahasa	\$75.00
Behdini	\$140.00	Behdini	(*)
Bengali	\$60.00	Bengali	\$50.00
Bosnian	\$70.00	Bosnian	\$70.00
Bulgarian	\$70.00	Bulgarian	\$70.00
Burmese	\$51.00	Burmese	\$50.00
Cambodian (Khmer)	\$85.00	Cambodian (Khmer)	\$75.00
Chin	\$84.00	Chin	\$84.00
Chinese (Simplified)	\$40.00	Chinese (Simplified)	\$50.00
Chinese (Traditional)	\$40.00	Chinese (Traditional)	\$50.00
Chuukese	\$110.00	Chuukese	(*)
Croatian	\$70.00	Croatian	\$65.00
Czech	\$75.00	Czech	\$75.00
Dari	\$130.00	Dari	\$130.00

Dinka	\$160.00	Dinka	(*)
Dutch	\$85.00	Dutch	\$85.00
Farsi	\$50.00	Farsi	\$60.00
Finnish	\$90.00	Finnish	\$90.00
French	\$50.00	French	\$55.00
Fukienese	\$130.00	Fukienese	(*)
Fula	\$140.00	Fula	(*)
Fuzhou	\$140.00	Fuzhou	(*)
Georgian	\$65.00	Georgian	\$65.00
German	\$50.00	German	\$75.00
Greek	\$45.00	Greek	\$75.00
Gujarati	\$85.00	Gujarati	\$65.00
Haitian Creole	\$55.00	Haitian Creole	\$55.00
Hakka Chinese	\$110.00	Hakka Chinese	(*)
Hebrew	\$60.00	Hebrew	\$65.00
Hindi	\$60.00	Hindi	\$50.00
Hmong	\$80.00	Hmong	\$90.00
Hungarian	\$75.00	Hungarian	\$60.00
Igbo	\$130.00	Igbo	(*)
Ilocano	\$130.00	Ilocano	\$130.00
Indonesian	\$60.00	Indonesian	\$75.00
Italian	\$60.00	Italian	\$60.00
Japanese	\$55.00	Japanese	\$55.00
Jingpho	(*)	Jingpho	(*)
Kanjobal	\$275.00	Kanjobal	(*)
Karen	\$120.00	Karen	\$120.00
Karenni	\$185.00	Karenni	(*)
K'iche	\$140.00	K'iche	(*)
Kinyarwanda	\$130.00	Kinyarwanda	\$130.00
Korean	\$50.00	Korean	\$55.00
Krio	\$230.00	Krio	(*)
Kunama	\$185.00	Kunama	(*)
Kurdish	\$130.00	Kurdish	\$130.00
Laotian	\$45.00	Laotian	\$65.00
Latvian	\$75.00	Latvian	\$75.00
Lingala	\$125.00	Lingala	\$130.00
Lithuanian	\$75.00	Lithuanian	\$75.00
Malay	\$75.00	Malay	\$75.00
Malayalam	\$130.00	Malayalam	\$130.00
Mam	\$185.00	Mam	(*)
Marshallese	\$130.00	Marshallese	(*)

Mien	\$55.00	Mien	(*)
Mina	(*)	Mina	(*)
Mixteco	(*)	Mixteco	(*)
Mnong	(*)	Mnong	(*)
Mongolian	\$130.00	Mongolian	\$130.00
Moroccan Arabic	(*)	Moroccan Arabic	(*)
Neapolitan	(*)	Neapolitan	(*)
Nepali	\$50.00	Nepali	\$50.00
Nuer	\$130.00	Nuer	(*)
Oromo	\$130.00	Oromo	\$130.00
Pashto	\$130.00	Pashto	\$130.00
Pohnpeian	\$140.00	Pohnpeian	(*)
Polish	\$45.00	Polish	\$75.00
Portuguese	\$50.00	Portuguese	\$60.00
Portuguese Creole	\$185.00	Portuguese Creole	(*)
Punjabi	\$85.00	Punjabi	\$65.00
Rohingya	\$185.00	Rohingya	(*)
Romanian	\$55.00	Romanian	\$85.00
Rundi (Kirundi)	\$130.00	Rundi (Kirundi)	\$130.00
Russian	\$55.00	Russian	\$50.00
Sango	(*)	Sango	(*)
Serbian	\$70.00	Serbian	\$70.00
Sinhalese	\$130.00	Sinhalese	\$130.00
Slovak	\$85.00	Slovak	\$85.00
Somali	\$80.00	Somali	\$100.00
Sorani	\$130.00	Sorani	(*)
Spanish	\$40.00	Spanish	\$50.00
Sudanese Arabic	(*)	Sudanese Arabic	(*)
Swahili	\$80.00	Swahili	\$60.00
Swedish	\$90.00	Swedish	\$90.00
Tagalog	\$45.00	Tagalog	\$50.00
Taiwanese	\$130.00	Taiwanese	(*)
Tamil	\$130.00	Tamil	\$130.00
Telugu	\$130.00	Telugu	\$130.00
Thai	\$75.00	Thai	\$75.00
Tigrinya	\$85.00	Tigrinya	\$90.00
Tongan	\$130.00	Tongan	(*)
Turkish	\$65.00	Turkish	\$75.00
Ukrainian	\$75.00	Ukrainian	\$75.00
Urdu	\$45.00	Urdu	\$50.00
Uzbek	\$130.00	Uzbek	\$130.00

Vietnamese	\$53.00	Vietnamese	\$55.00
Visayan (Cebuano)	\$140.00	Visayan (Cebuano)	\$140.00
Yiddish	\$60.00	Yiddish	\$95.00
Yoruba	\$130.00	Yoruba	\$130.00
Standard Document Turnaround Time			
Number of words per document		Business Days	
<1,000 words		1-3 days	
1,001-2,500 words		4-6 days	
2,501- 7,500 words		6-8 days	
> 7,500 words		8 + days	
Expedited Document Turnaround Time			
Number of words per document	Business Days	Additional Rate	
<1,000 words	1-2 days	50% of project cost	
1,001-2,500 words	3-5 days	50% of project cost	
2,501- 7,500 words	4-6 days	50% of project cost	
> 7,500 words	6+ days	25% of project cost	
Minimum Rate for All Document Services			
Language		Rate per Work Order	
Spanish		\$50.00	
All Other Languages		\$75.00	
Ancillary Services			
Service		Rate per Hour	
File Preparation/Translation Memory Update		\$40.00	
Basic Layout/Formatting/PDF Creation		\$40.00	
Graphic Design Services		\$40.00	
Post Formatting Quality Assurance Review		\$30.00	
UI, HTML, XML Engineering		\$50.00	
In-Language Recordings		Customized Quote	
Transcription/Translation of Audio or Video Files		Customized Quote	
Project Management		10% of project cost (.5 hour minimum, \$35 per hour)	

To request a quote for document translation & localization projects, please send your source file (editable) to translation@llts.com and CC both jbove@languageline.com and jmatthews@languageline.com. Please include any information, such as language/s needed and when you need the project completed. You will receive a quote for the project which you will need to approve before we proceed.

Video Remote Interpretation

Video Interpretation			
Language	Rate per Minute		
Spanish	\$1.50		
All Other Languages	\$1.70		
American Sign Language	\$2.50		

To access a video remote interpreter, you will need to open the Language Line InSight app on your smartphone, tablet or PC/laptop and then select the language needed. You will then be connected with a video interpreter in under 30 seconds on average.