The Town of Windsor Locks
Home of Bradley International Airport

LANGUAGE ASSISTANCE PLAN (LAP)

The Town of Windsor Locks Mini Bus Transportation, being a sub-recipient of FTA assistance, is required to develop an implementation plan to address the needs of any LEP population they serve. The Windsor Locks Mini Bus Transportation Language Assistance Plan includes current language assistance measures & goals, training, as well as monitoring and updating the plan.

Windsor Locks Mini Bus Transportation will continue to develop partnerships with community and faith based organizations that serve LEP populations and can assist with targeted outreach and translation of notices and postings. These include Town Hall offices, Town Safety Complex, Windsor Locks Public Library, and churches within our community. Our goal is to address any language assistance needed in a timely manner to insure inclusiveness of anyone wishing to participate in any of our programs.

The Town of Windsor Locks is currently negotiating a contract with Interpreters & Translators, Inc. Services to provide over the phone interpretation service. Interpreters & Translators, Inc. allows for someone who is not fluent in English to call Windsor Locks Mini Bus Transportation with questions, requests for services, or general information. Windsor Locks Mini Bus Transportation is able to call this service, who will provide an interpreter to translate both ends of the call and provide the individual with the needed assistance. This service can also be utilized for in-person contacts with LEP persons by utilizing the speaker function on the phone. Tracking the use of the translation system will help clarify the needs of LEP communities. If possible, Windsor Locks Mini Bus Transportation also uses available staff to translate upon immediate need.

Windsor Locks Senior Center (reporting entity of Windsor Locks Mini Bus Transportation) will make available, to the Transportation Coordinator, access to this service. Training will be provided to any employees who are newly identified as needing a access to this service. Front-line staff is in constant communication with the office and is instructed to report any instance of an individual needing language assistance. Communication with front-line staff and the office occur constantly each day. Training and reviewing proper procedures occurs directly with staff on an on-going basis.

Windsor Locks Mini Bus Transportation will continue to identify documents that are vital for our services and choose the formats to most effectively communicate the messages contained in those documents. All vital information, and the Windsor Locks Senior Center & Mini Bus Transportation web-site, will contain the following statement:

*If information is needed in another language, contact 860-668-8830. Windsor Locks Mini Bus Transportation will provide the translated vital document within five (5) business days to the requestor.*

Vital documents include:

- Statement of Rights Under Title V1
- Title VI Complaint Form and procedure
- Notices of public hearings
- Applications or instructions on how to participate in the Windsor Locks Mini Bus Transportation program or activities.
Windsor Locks Mini Bus Transportation has not translated any vital documents currently as an LEP population nor Safe Harbor has not been identified in the Town of Windsor Locks. All policy and informational notices on the buses are posted in English. Based on our experience with our population, there are several Hispanic speaking residents, however, all speak English as well.

No inquiries have been received requesting written translation into other languages.

In the future, Windsor Locks Mini Bus Transportation will monitor usage of the over the phone interpretation services for requested languages and will monitor requests for translated vital documents.

Windsor Locks Senior Center Director will monitor its LAP on an ongoing basis to ensure new LEP populations are identified and addressed. The plan will be reviewed each year and changes will be made as needed. Close attention will be given to requests for language assistance, census data changes and updates, complaints, feedback from customers, changing technology or new resources available to provide language assistance, and other information that would enhance and evaluate the effectiveness of this plan.