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Note: The photographs used in this document are for illustrative purposes only. Photographs used were submitted to the Memphis MPO by the public.
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Acronyms

**CBO**: Community-Based Organization

**CPT-HSTP**: Coordinated Public Transit-Human Services Transportation Plan

**DOJ**: Department of Justice

**DOT**: United States Department of Transportation

**EJ**: Environmental Justice

**E.O.**: Executive Order

**ETC**: Engineering Technical Committee

**FHWA**: Federal Highway Administration

**FTA**: Federal Transit Authority

**LEP**: Limited English Proficiency

**MDOT**: Mississippi Department of Transportation

**MPA**: Metropolitan Planning Area

**MPO**: Metropolitan Planning Organization

**PPP**: Public Participation Plan

**RTP**: Regional Transportation Plan

**TDOT**: Tennessee Department of Transportation

**TIP**: Transportation Improvement Program

**TPB**: Transportation Policy Board

**UPWP**: Unified Planning Work Program
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ENSURING ACCESSIBILITY:
PROVIDING MEANINGFUL ACCESS TO MPO PROGRAMS AND ACTIVITIES
“The Mission of the Memphis Urban Area MPO is to encourage and promote the development of a balanced, efficient, and affordable regional transportation system to meet the needs of people and goods moving within and through the region, while minimizing the effects of transportation-related air pollution.”

1.1 Introduction

The Memphis and Shelby County Department of Regional Services provides staff to the Memphis Urban Area Metropolitan Planning Organization (MPO) and serves as the fiscal and administrative agent for the MPO, under the direction of the MPO’s Transportation Policy Board (TPB). The Department of Regional Services is an office of the Memphis and Shelby County Division of Planning and Development (DPD), a joint City of Memphis/Shelby County agency.

The Memphis MPO is responsible for allocating federal funding for transportation projects and programs throughout the Metropolitan Planning Area (MPA), and ensuring that existing and future expenditures for transportation projects and programs receiving federal funding are based on a continuing, cooperative, and comprehensive planning process. The MPO provides language assistance to persons with Limited English Proficiency (LEP), and the LEP Plan, in conjunction with the Public Participation Plan (PPP) and Title VI report, identifies the reasonable steps that the MPO takes to ensure equitable distribution of and access to its services.

1.1.1 LEP Guiding Principle

On August 11, 2000, President William J. (Bill) Clinton signed Executive Order (E.O.) 13166. E.O. 13166 requires any agency receiving federal funding to examine the services it provides, identify any need for services to those with limited English proficiency, and develop and implement a system by which LEP persons can meaningfully access those services without unduly burdening the fundamental mission of the agency. To assist agencies with this endeavor, the Department of Justice (DOJ) issued a general guidance document (LEP Guidance), which sets forth 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 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. As described in the LEP Guidance, recipient agencies must take reasonable steps to ensure meaningful access to their programs and activities by LEP persons.

E.O. 13166 stated that individuals who do not speak English well and who have a limited ability to read, write, speak, or understand English are entitled to language assistance under Title VI of the Civil Rights Act of 1964 with respect to a particular type of service, benefit, or encounter. It reads in part:
“Each Federal agency shall prepare a plan to improve access to its federally conducted programs and activities by eligible LEP persons. Each plan shall be consistent with the standards set forth in the LEP Guidance, and shall include the steps the agency will take to ensure that eligible LEP persons can meaningfully access the agency’s programs and activities.”

Not only are all federal agencies required to develop LEP plans as a condition of receiving federal financial assistance; recipients must also comply with Title VI and LEP guidelines of the federal agency from which funds are provided.

Federal financial assistance includes grants, training, use of equipment, donations of surplus property, and other assistance. All agencies and organizations that receive any amount of federal financial assistance are required to adhere to E.O. 13166.

In accordance with the Executive Order, the U.S. Department of Transportation (DOT) published Policy Guidance Concerning Recipient’s Responsibilities to LEP Persons in the December 14, 2005 Federal Register. The guidance explicitly identifies MPOs as organizations that must follow this guidance:

“The guidance applies to all DOT funding recipients, which include state departments of transportation, state motor vehicle administrations, airport operators, metropolitan planning organizations, and regional, state, and local transit operators, among many others. Coverage extends to a recipient’s entire program or activity, i.e., to all parts of a recipient’s operations. This is true even if only one part of the recipient receives the Federal assistance. For example, if DOT provides assistance to a state department of transportation to rehabilitate a particular highway on the National Highway System, all of the operations of the entire state department of transportation—not just the particular highway program or project—are covered by the DOT guidance.”

1.1.2 Laws and Policies Guiding LEP Plans

According to federal regulations, the MPO’s LEP Plan will be evaluated by the Federal Highway Administration (FHWA) and the Federal Transit Administration (FTA) as a part of the MPO’s regular federal certification review. The following matrix on Table 1-1 illustrates the laws, policies, and considerations pertinent to the LEP Plan and the MPO’s review. The intent of this LEP Plan is to ensure that residents in the Memphis MPO’s MPA that do not speak or read English proficiently have access to the planning process and information published by the MPO. The MPO shall provide multilingual publications and documents and/or interpretation at meetings or events to the degree that funding permits, based on current laws and regulations.

1.1.3 Who is an LEP Individual?

The DOJ and the Federal Interagency Working Group on Limited English Proficiency define LEP persons as, “Individuals who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English...”
1.1.4 How Does a Recipient Determine the Extent of its Obligation to Provide LEP Services

As a recipient of federal funding, the MPO must take reasonable steps to ensure meaningful access to the information and services it provides. According to the guiding policy, there are four factors to consider in determining “reasonable steps.” These four factors, as they apply to the MPO, include:

- **Factor 1**: The number or proportion of LEP Persons served or encountered in the eligible service population;
- **Factor 2**: The frequency with which LEP Individuals may come in contact with MPO programs, activities, or services;
- **Factor 3**: The nature and importance of the program, activity, or service provided by the MPO;
- **Factor 4**: The resources available and overall cost to the MPO.

The policy provides recipients of federal financial assistance substantial flexibility in determining what language assistance is appropriate based on a local assessment of the four factors listed above. The following section includes an assessment of the LEP population within the MPA, and identifies the percentage of the total LEP population.

1.1.5 MPO LEP Assessment

The Census Bureau currently collects data on limited English-speaking households and individuals 5 years and older through the ACS survey, and this data was used to identify the LEP population within the MPA. Due to small sample counts and the vast number of languages spoken throughout the United States, foreign languages are aggregated into four categories:

<table>
<thead>
<tr>
<th>Table 1-1. Laws and Policies Guiding LEP Plans</th>
</tr>
</thead>
<tbody>
<tr>
<td>Laws and Policies Guiding Limited English Proficiency Plans</td>
</tr>
<tr>
<td>Title VI of the Civil Rights Act of 1964</td>
</tr>
<tr>
<td>Federal Law</td>
</tr>
<tr>
<td>Enacted in 1964</td>
</tr>
<tr>
<td>Considers all persons</td>
</tr>
<tr>
<td>Contains monitoring and oversight compliance review requirements</td>
</tr>
<tr>
<td>Factor criteria is required, no numerical or percentage thresholds</td>
</tr>
<tr>
<td>Provides protection on the basis of race, color, and national origin</td>
</tr>
<tr>
<td>Focuses on eliminating discrimination in federally funded programs</td>
</tr>
<tr>
<td>Annual Accomplishment and Upcoming Goals to FHWA</td>
</tr>
</tbody>
</table>
LIMITED ENGLISH PROFICIENCY PLAN

- Spanish Language
- Other Indo-European Languages
- Asian and Pacific Island Languages
- All Other Languages

Factor 1: The Number or Proportion of LEP Persons Served or Encountered in the Eligible Service Population

In an effort to understand the profile of the LEP population within the MPA, the MPO reviews Census data to measure the location and number of individuals within the MPA that may be affected by the transportation planning process and/or beneficiaries of programs, activities, or services. Table 1-2 and Figure 1-1 illustrate information regarding the LEP population within the MPA. For the purposes of this report, LEP persons are defined as all individuals that indicated that they speak a language other than English, and Target LEP persons are defined as all individuals that indicated that they speak a language other than English and speak English “not well” or “not at all.” As indicated in Table 1-2, approximately 8.54% of the population within the MPA are considered LEP individuals, and approximately 1.72% of the population within the MPA are considered Target LEP individuals, those with the greatest likelihood of needing translation services. In addition, approximately 4.97% of the total population within the MPA speak a Spanish Language, and approximately 58% of the LEP population speaks Spanish. Shelby County contains the highest percentage of LEP persons within the MPA, with LEP persons accounting for approximately 9.32% of the total population within Shelby County. In addition, Shelby County also contains the highest percentage of Target LEP persons within the MPA, and the Target LEP population accounts for approximately 1.92% of the total population within Shelby County.

Table 1-2.
Limited English Proficiency within the Metropolitan Planning Area

<table>
<thead>
<tr>
<th>Limited English Proficiency (LEP)</th>
<th>Demographic Analysis of the Memphis MPO Metropolitan Planning Area</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Shelby County (Full)</td>
</tr>
<tr>
<td></td>
<td>#</td>
</tr>
<tr>
<td>Total Population</td>
<td>936,990</td>
</tr>
<tr>
<td>Total Population 5 Years and Older</td>
<td>869,306</td>
</tr>
<tr>
<td>LEP Population</td>
<td>81,058</td>
</tr>
<tr>
<td>Spanish Language</td>
<td>45,536</td>
</tr>
<tr>
<td>Other Indo-European Language</td>
<td>11,540</td>
</tr>
<tr>
<td>Asian and Pacific Island Language</td>
<td>14,906</td>
</tr>
<tr>
<td>Other Language</td>
<td>9,076</td>
</tr>
<tr>
<td>Target LEP Population (Speak English less than Well)</td>
<td>16,725</td>
</tr>
</tbody>
</table>

U.S. Census Bureau; American Community Survey, 2016 American Community Survey 5-Year Estimates, Table B16004 (Census Block Groups); <http://factfinder2.census.gov>; (May 15, 2018).
**Figure 1-1.**
Distribution of Persons with LEP within the Memphis MPA

![Map of Memphis MPA showing distribution of persons with limited English proficiency.](image-url)
**Factor 2: The Frequency with which LEP Individuals May Come in Contact with MPO Programs, Activities, or Services**

The LEP population within the MPA is expanding, which will increase the probability and frequency of future contact between the LEP population and the transportation planning process. To date, no requests have been made by either individuals or groups directly to the MPO for Spanish or other language interpreters or publications. The MPO currently provides Spanish versions of its publications.

**Factor 3: The Nature and Importance of the Program, Activity, or Service Provided by the MPO**

MPO programs use federal funds to plan for future transportation projects, and therefore do not include any direct service or program that requires vital, immediate, or emergency assistance, such as medical treatment or services for basic needs (like food or shelter). Involvement by any citizen with the MPO or its committees is on a voluntary basis.

In order to be consistent with the goals of the Federal Environmental Justice (EJ) policies, the MPO must ensure that all segments of the population, including LEP persons, have had the opportunity to be involved in the transportation planning process. The impact of proposed transportation investments on underserved and underrepresented populations is evaluated in the development of all of the MPO’s major programs and plans, including, but not limited to, the following:

- The biennial Unified Planning Work Program (UPWP)
- The four-year Transportation Improvement Program (TIP)
- The Regional Transportation Plan (RTP), covering 20+ years
- The Coordinated Public Transit-Human Services Transportation Plan (CPT-HSTP)

The MPO recognizes that Public Involvement in the development of the MPO’s plans, studies, and programs is critical. The impacts of transportation improvements resulting from these planning activities have an impact on all residents. The MPO encourages involvement throughout the development of its plans, studies, and programs, and uses a number of strategies to maximize the public’s understanding and comprehension of its planning efforts. The MPO takes input from all stakeholders into consideration, and strives to ensure that the planning process as inclusive is as possible. These efforts are outlined in detail in the MPO’s Public Participation Plan (PPP).

Through the MPO’s planning process, projects selected for federal funding receive approval by various Federal, State, and local agencies, and recipients of these federal funds are responsible for the implementation of the project’s selected for federal funding. These State and local organizations have their own policies to ensure that LEP individuals can participate in the process that determines where, how, and when a specific transportation project is implemented.
Factor 4: The Resources Available and Overall Cost to the MPO

Given the size of the LEP population in the Memphis MPO’s MPA and financial constraints, full multi-language translations of large transportation plan documents and maps are not produced or warranted at this time. However, continued growth of the Memphis MPA and its Spanish-speaking population makes offering Spanish translations a sound community investment.

As a result, the MPO makes Executive Summaries for the Regional Transportation Plan, the Transportation Improvement Program, the Public Participation Plan, and other key documents available in Spanish. To accommodate the costs associated with producing these documents in Spanish, these summaries may be presented in alternative formats, such as brochures or newsletters, which are designed to capture all of the key details included in the full document (Appendix C-E). The MPO will continue its efforts to collaborate with State and local agencies to provide language translation and interpretation services when practical and financially reasonable. The translation of these documents will begin after the final English version has been completed. Spanish language outreach materials from organizations such as Federal, State, and local transportation agencies will be used when possible.

1.2 Safe Harbor Stipulation

Federal law provides a “safe harbor” stipulation so recipients of federal funding can ensure compliance with their obligation to provide written translations in languages other than English with greater certainty. A “safe harbor” means that if a recipient provides written translations under these circumstances, such action will be considered strong evidence of compliance with the recipient’s written-translation obligations under Title VI. Failure to provide written translations under the circumstances does not mean that they are not in compliance, instead it provides recipients a guide for ensuring, with greater certainty, compliance with obligations in accordance with the four-factor analysis.

Compliance with written translation obligations under “safe harbor” includes providing written translations of vital documents for each eligible LEP language group that constitutes 5% or 1,000 persons, whichever is less, of eligible persons served or likely to be affected. Translation can also be provided orally, and the “safe harbor” provision applies to the translation of written documents only. It does not affect the requirement to provide meaningful access to LEP individuals through competent oral interpreters where oral language services are needed and reasonable to provide.
1.3 Providing Notice to Persons of LEP

According to guidance provided by the USDOT, once an agency has decided, to provide language services, in accordance with the four-factor analysis, it is important that the recipient notify LEP persons of services available, free of charge, in a language the LEP persons would understand. Examples of notification methods include:

- Signage that indicates when free language assistance is available;
- Including information in outreach documents that notifies readers that language services are available;
- Working with community-based organizations (CBO) and other stakeholders to inform LEP individuals of MPO services and the availability of language assistance;
- Using automated telephone voice mail or menus to provide information about available language assistance services;
- Including notices in local newspapers in languages other than English;
- Providing notices on foreign language radio and television that provide audiences with information regarding MPO services and the availability of language assistance; and
- Providing presentations and/or notices at schools and CBOs.

The MPO will publicize the availability of Spanish interpretation services, free of charge, at least five (5) days prior to MPO Board and Committee meetings, workshops, forums, or events. These notices can be found on the MPO website, in meeting packets, at various libraries throughout the MPA, in local newspapers, and in other public outreach materials outlined in the MPO’s PPP and Title VI report (Appendix F).

The MPO defines an interpreter as a person who translates spoken language orally, as opposed to a translator, who translates written language and transfers the meaning of written text from one language into another.

The MPO currently provides notices for meetings in La Prensa Latina, a Spanish-language newspaper serving the Hispanic community throughout the MPA. As covered under Title VI requirements for nondiscrimination, at each meeting, the MPO will provide Title VI material and information, and will provide this material and information in an alternative language when applicable.
1.4 Language Assistance

As noted previously in this document, the MPO makes Executive Summaries for key documents available in Spanish. Key documents include the Regional Transportation Plan, the Transportation Improvement Program, the Public Participation Plan, and other major studies and plans produced by the MPO.

Shelby County Government and City of Memphis Government provide translation services through Language Line Services. Employees are provided with instructions on how to access the Language Line in the event a resident calls the office or arrives at the office and needs translation services. MPO Staff are also provided with a language ID booklet, the ‘I Speak...” Guide (Appendix H). This Guide is taken to public meetings to provide staff with a resource to engage with the public and identify the needed language, in case translation is needed out of the office.

Additionally, the Title VI Coordinator conducts a Staff Language Assessment (Appendix I) to determine who in the office speaks a foreign language (American Sign language included) and can act as a resource in the event a translation is needed immediately in the office.

The MPO also offers translation services on its website through the Microsoft ® Translator web service.

1.5 Memphis MPO Staff Training

The MPO will incorporate the LEP Plan into the Title VI Report. In order to establish meaningful access to information and services for LEP individuals, the MPO will continue to train its employees to assist LEP individuals who request assistance.
APPENDIX: A

Livability 2050 Video Spanish Translation

CONECTANDO GENTE Y LUGARES 2050

Somos una comunidad muy diversa, con problemas de áreas urbanas como es de esperarse.
Livability 2050 Meeting Postcard Spanish Translation

You're invited! We need your feedback!

Please come and share your comments and concerns on the new Regional Transportation Plan. We look forward to your participation!

Le invitamos a las reuniones públicas del Plan de Transporte Regional para que compartas tus opiniones y comentarios. Esperamos contar con tu participación. A continuación se detallan las fechas, horas y lugares de las reuniones públicas.

Below are the dates, times and locations of the Livability 2050 Regional Transportation Plan (RTP) Public Meetings:

**A**
Bartlett City Council Chambers
Monday, February 5, 2018
10:00 AM – 11:00 AM
Bartlett, TN 38133

**B**
DeSoto County Board of Supervisors
Center
Tuesday, February 6, 2018
2:00 PM – 3:00 PM
365 Lakeshore Street, 2nd Fl, Board Rm.
Hernando, MS 38632

**C**
Collierville Chamber Board Room
Monday, February 5, 2018
9:00 AM – 10:00 AM
500 Poplar View Pkwy
Collierville, TN 38017

**D**
Orange Mound Community Center
Tuesday, February 6, 2018
11:00 AM – 12:00 PM
2522 Park Avenue
Memphis, TN 38114

**E**
Oakland City Hall
Tuesday, February 6, 2018
10:00 AM – 11:00 AM
1500 Olive Branch Rd
Olive Branch, MS 38654

**F**
Byhalia City Hall
Wednesday, February 7, 2018
1:30 PM – 2:30 PM
161 Mississippi St
Byhalia, MS 38611

**G**
Memphis MPO
Memphis Urban Area MPO
Memphis, TN 38143

The Memphis MPO is committed to providing full accessibility to all meetings. If you require assistance in making the meeting accessible to you due to a disability, please contact the MPO at least five days prior to the meeting. This notice is funded in part under an agreement with the State of TN, Department of Transportation.
APPENDIX: C

Livability 2050 Spanish Social Media Outreach

DANOS SU REALIMENTACIÓN SOBRE LAS PRIORIDADES DE TRANSPORTE PARA EL HABITABILIDAD 2050: PLAN DE TRANSPORTE REGIONAL (RTP) UNA ACTUALIZACIÓN AL HABITABILIDAD 2040: RTP
HALLE LA ENCUENTRA EN Livability2050-sp.metroquest.com

HABITABILIDAD 2050: RTP REUNIONES PÚBLICAS

Cámara del Consejo Municipal de Bartlett
5 de febrero del 2018: 11:30AM - 1:00PM
6400 Stage Road
Bartlett, Tennessee 38134

Centro Transito de Airways de MATA
5 de febrero del 2018: 5:30PM - 7:00PM
3010 Airways Boulevard
Memphis, Tennessee 38131

Junta de Supervisores del Condado de DeSoto
5 de febrero del 2018: 10:30AM - 11:30AM
365 Leader Street, 3rd Floor Board Room
Hernando, Mississippi 38632

Centro Comunitario de Orange Mound
6 de febrero del 2018: 11:30AM - 1:00PM
2072 Park Avenue
Memphis, Tennessee 38114

Ayuntamiento de Oakland
6 de febrero del 2018: 5:00PM - 6:30PM
170 Desa Circle
Oakland, Tennessee 38060

Sala de Juntas de la Cámara de Collierville
6 de febrero del 2018: 5:30PM - 7:00PM
509 Pegar View Parkway
Collierville, Tennessee 38017

Ayuntamiento de Byhalia
7 de febrero del 2018: 1:30PM - 2:30PM
151 Mississippi 309
Byhalia, Mississippi 38611
¿Qué es un Programa de Mejoramiento del Transporte (TIP)?
El Programa de Mejoramiento del Transporte (TIP) es un programa de cuatro años de corto alcance, que proporciona una lista prioritizada de proyectos de transporte multimodal dentro del Área Metropolitana de Planificación. El TIP apoya la visión de largo alcance del Plan Regional de Transporte (RTP), que articula las futuras necesidades de transporte a largo plazo mayor de Memphis y oportunidades.

¿Cómo se desarrolla el TIP?
El TIP se crea a través de un proceso de múltiples pasos con socios locales y el público para identificar en primer lugar las necesidades de transporte y las posibles soluciones a través del Plan Regional de Transporte. Antes de presentar las solicitudes en el TIP, las agencias locales anfitrion de reuniones públicas en sus jurisdicciones reunir feedback en proyectos. Los proyectos son seleccionados y programados utilizando un criterio que se alinean con las necesidades a corto plazo y los objetivos a largo plazo y los objetivos de las prioridades de transporte de la región establecen.

Criterios TIP Las categorías para Proyecto de priorización:
- La seguridad
- Infraestructura Condición
- Reducción de la congestión
- La fiabilidad del sistema
- Movimiento de carga y la vitalidad económica
- Sostenibilidad del medio ambiente
- Entrega de Proyectos

Contenido

$790,413,857 en Total TN Fondos
$301,213,711 para State Proyectos
$152,846,174 Total TENNESSEE Federar
$375,435,146 para Local Proyectos
$33,845,090 para Local Proyectos
$213,745,000 para Transit Proyectos
$684,875 para Transit Proyectos
$243,817,105 en Total MS Fondos
$210,568,140 para State Proyectos
$684,875 para Transit Proyectos

Memphis MPO
METROPOLITAN PLANNING ORGANIZATION
Strengthening Regional Transportation

Total MISSISSIPPI Federal
Fondos STBG-M
programado en El año fiscal 2017-20 TIP.

Total MISSISSIPPI Federal
Fondos STBG-M
programado en El año fiscal 2017-20 TIP.
RESUMEN EJECUTIVO

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REPORTE DE BICICLETAS Y PEATONES DE 2017
ESTADO DE LA MPO
REPORTE 2017
DE LA ORGANIZACIÓN DE PLANIFICACIÓN METROPOLITANA (MPO) DEL ÁREA URBANA DE MEMPHIS
APPENDIX: G

Spanish Language Library Distribution Packet

Fecha: 17 de julio de 2017


De: Pragati Srivastava, Administradora, Memphis MPO

En cumplimiento con las regulaciones federales 23 CFR 450, la Organización de Planificación Metropolitana del Área Urbana de Memphis (MPO) propone enmendar el Programa de Mejoramiento de Transporte (TIP, por sus siglas en inglés) del año fiscal 2017-20.

Se propone para revisión pública dos enmiendas al TIP del año fiscal 2017-20 de la Memphis MPO. Un Informe Corto de Determinación de Conformidad y Paquete Exento han preparado para las dos (2) enmiendas. Como se indica en el Informe Corto de Determinación de Conformidad para el Enmienda de Calle Estatal de Tennessee, los cambios no afectan los resultados del modelo de demanda de viajes o el análisis de la conformidad de la calidad del aire. Como se indica en el Paquete Exento para el Enmienda de Calle Local de Tennessee, la enmienda propuesta califica como exento, ya que cumple los criterios de exención indicados en 40 CFR 93.126 – Proyectos Exentos. Las páginas correspondientes siguen este paquete. Si los cambios están aprobados, las páginas revisadas muestran los cambios en rojo. Si la Junta decide no enmendar los proyectos en el TIP, no se incluirían los cambios reflejados, que son en las páginas siguientes.

La Memphis MPO está proponiendo la aprobación del Programa de Trabajo Planificación Unificada (UPWP, por sus siglas en inglés) del año fiscal 2018-19 en la reunión de la Junta de Política de Transporte (TPB, por sus siglas en inglés). Además, la Memphis MPO lanzará una convocatoria de solicitudes para los fondos de alternativas transporte (TA, por sus siglas en inglés) del año fiscal 2018. Se adjunta los documentos y los informes asociados.

La Memphis MPO, a través de la guía de la FHWA, cree que la interacción continua con toda la comunidad genera apoyo y, lo que es más importante, asegura que el público tenga la oportunidad de ayudar a dar forma a la sustancia de los planes y proyectos. La Memphis MPO se esfuerza por mejorar el impacto de la participación en la toma de decisiones de transporte. Para cumplir con esta tarea, la MPO trabaja para mejorar el número de partes interesadas que participan en el proceso de planificación del transporte a través de mayores oportunidades de retroalimentación, educación mejorada en materia de planificación del transporte y evaluación constante de la efectividad del alcance.

Los comentarios escritos del público serán aceptados hasta el martes, 15 de agosto del 2017. Los comentarios pueden ser enviados a Pragati Srivastava, Administradora de la Memphis MPO, 125 North Main Street, Suite # 450 Memphis, TN 38103 o por correo electrónico a Pragati.Srivastava@memphistn.gov. La TPB llevará a cabo una audiencia pública para aceptar comentarios orales y tomar acción sobre los temas propuestos incluyendo las enmiendas al Programa de Mejoramiento Transporte del año fiscal 2017-2020 el jueves 17 de agosto del 2017 a la 1:30 en el tarde en el Edificio de Alumnos Estudiantes en el Centro de Ciencias de la Universidad de Tennessee, 800 Madison Avenue, Memphis, Tennessee 38103.

La traducción completa de los siguientes documentos está disponible en las oficinas de la Memphis MPO. Si necesita ayuda, por favor contacte Pragati Srivastava, Administradora del Departamento de Servicios Regionales, 125 North Main Street, Suite # 450 Memphis, TN 38103 o por correo electrónico a Pragati.Srivastava@memphistn.gov.

T 901.576.7190 F 901.576.7272
125 N Main Street, Suite 450
Memphis, TN 38103
memphismo.org
Shelby County’s “I Speak...” Language ID Guide

This language identification guide is a tool for law enforcement and other criminal justice agencies to identify the language of individuals they encounter who do not speak English.

SHELBY COUNTY GOVERNMENT

May 2013
## Staff Multilingual Skills Survey

**DPD Staff Multilingual Skills**

1. Survey on Staff Multilingual Skills

This survey will facilitate the creation of a resource for fellow staff members in instances where members of the public need assistance with interpreting services in the office. This effort is connected to Title VI, and the information collected will be used for internal department purposes only.

This resource will supplement current accessibility resources available to staff. It will not replace the standard procedures of the City of Memphis or Shelby County for requesting interpreters/ translators for public meetings.

If you have any questions or would like more information, contact Alvan-Bidal Sanchez at Alvan.Sanchez@memphistn.gov or 901-576-7156.

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**Division of Planning and Development**

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<tr>
<th>Name</th>
<th>Department</th>
<th>Number</th>
<th>Languages Spoken</th>
<th>Proficiency</th>
<th>Notes</th>
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<td>Melanie Batke</td>
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<td>636-6807</td>
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<td>Beginner</td>
<td>Written Spanish Translation Preferred</td>
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<tr>
<td>Vivian Ekstrom</td>
<td>Sustainability</td>
<td>636-7168</td>
<td>Spanish</td>
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<td>Sajid Hossain</td>
<td>MPO - Transportation</td>
<td>636-7183</td>
<td>Bangla</td>
<td>Fluent</td>
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<td>Alvan-Bidal Sanchez</td>
<td>MPO - Transportation</td>
<td>636-7156</td>
<td>Spanish</td>
<td>Intermediate</td>
<td>Near Fluent Understanding, Intermediate Speaking Ability</td>
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<tr>
<td>Jordan Smith</td>
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<td>Pragati Srivastava</td>
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For more information, or for any and all inquiries on the Limited English Proficiency (LEP) Procedures and Policies of the Memphis MPO, visit memphismppo.org