

**City of North Port**  
**Limited English Proficiency Plan**  
**2022**



**Prepared by the:**  
**City of North Port**  
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**North Port, Florida 34286**

## Table of Contents

Introduction/Policy Statement.....	Page 1
Plan Summary.....	Page 1
Four Factor Analysis.....	Page 2
Identify an LEP Person Who Needs Language Assistance.....	Page 3
Providing Notice of Available Language Service to LEP Persons.....	Page 3
Monitoring and Updating the LEP Plan.....	Page 3
Public Involvement.....	Page 3
Appendix A	Population Tables
Appendix B	List of Available Resources
Appendix C	City of North Port Discrimination Complaint Procedure

## **Introduction/Policy Statement**

The purpose of this limited English proficiency policy guidance is to clarify the responsibilities of recipients of financial assistance from federal agencies and to assist in fulfilling responsibilities to limited English proficient (LEP) persons, pursuant to Title VI of the Civil Rights Act of 1964 and implementing regulations. It was prepared in accordance with **Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, et seq.**, and related Federal and State nondiscrimination statutes and regulations and prohibits discrimination on the basis of race, color or national origin, sex, age, disability, family or religious status, in programs, activities or services receiving federal financial assistance and **Executive Order 13166**.

Executive Order 13166 "Improving Access to Services for Persons with Limited English Proficiency," reprinted as 65 FR 50121 (August 16, 2000), directs each agency that is subject to the requirements of Title VI to publish guidance for its respective recipients clarifying that obligation. Executive Order 13166 further directs that all such guidance documents be consistent with the compliance standards and framework detailed in the Department of Justice's (DOJ's) Policy Guidance entitled "Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons." (See 67 FR 41455, Tuesday, June 18, 2002 DOJ's General LEP Guidance). Different treatment based upon a person's inability to speak, read, write, or understand English may be a type of national origin discrimination. Executive Order 13166 applies to all federal agencies and all programs and operations of entities that receive funding from the federal government, including state agencies, local agencies and governments such as the City of North Port, private and non-profit entities, and subrecipients.

## **Plan Summary**

The City of North Port (City) has developed this Limited English Proficiency Plan (LEP) to help identify reasonable steps to provide language assistance for LEP persons seeking meaningful access to City programs, activities and services as required by Executive Order 13166. A Limited English Proficiency person is one who does not speak English as their primary language and who has a limited ability to read, speak, write, or understand English.

The City believes programs, activities and services, especially those receiving federal funding, must reach populations with limited English proficiency in two ways. First, they must provide appropriate services to the populations that they reach. Second, they must reach out to underserved populations, including persons with limited English proficiency.

This plan details procedures on how to identify a person who may need language assistance, the ways in which assistance may be provided, training staff, how to notify LEP persons that assistance is available, and information for plan updates. In developing the plan while determining the City's extent of obligation to provide LEP services, the City undertook the U.S. Department of Transportation four factor LEP analysis which considers the following: 1) The number or proportion of LEP persons eligible in the City to be served or likely to encounter a City program, activity, or service; 2) the frequency with which LEP individuals come in contact with a City program, activity, or service; 3) the nature and importance of the program, activity or



service provided by the City to the LEP population; and 4) the resources available to the City and overall costs to provide LEP assistance. A brief description of these considerations is provided in the following section.

#### **Four Factor Analysis**

**1. The number or proportion of LEP persons eligible to be served or likely to be encountered by the City's programs, services, and activities.**

The City of North Port will annually examine the US Census Bureau's American Community Survey (5 Year Estimate) data, combined with statistics from the Florida Bureau of Economic and Business Research, and Estimates of Population to assess the languages spoken by LEP persons within the City of North Port and the number of LEP persons who are eligible for the services.

**2. The frequency with which LEP individuals come in contact with these programs, services, or activities.**

The City acknowledges its responsibility to continually record the frequency by which LEP individuals come in contact with City of North Port programs, services or activities. The City will assess the frequency at which staff has or could possibly have contact with LEP persons through monitoring use of formal interpreter and language service line and use of onsite staff interpreters. Human Resources maintains the use of onsite staff interpreters and will log use of their services.

**3. The nature and importance of the program, service or activity to people's lives.**

Although there is a somewhat large geographic concentration of Ukrainians (Indo-European other than Hispanic) in North Port, the City identified no specific program needs that would be of any more importance to a Ukrainian LEP person than any other ethnicity in the LEP community. Consequently, the City has found that the availability of interpreters is sufficient to meet the needs of the City's LEP persons.

**4. The resources available to the City and the likely costs of the LEP services.**

The City of North Port assessed its available resources that could be used for providing LEP assistance. This included identifying what staff and volunteer language interpreters (see Appendix B) are readily available and how much a professional interpreter and translation service would cost.

After analyzing the four factors, the City developed the plan outlined in the following section for assisting persons of limited English proficiency. The City of North Port commits to the following:



## **Identify an LEP Person who Needs Language Assistance**

Below are tools to help identify persons who may need language assistance.

- Maintain a list of employees who competently speak the LEP language(s) and who are willing to provide translation and/or interpretation services.
- Distribute this list to staff that regularly has contact with the public.

## **Providing Notice of Available Language Service to LEP Persons**

- Provide public notification of the availability of language assistance, free of charge, on the City's website.
- Also, include this statement when running a general public meeting notice "The North Port City Hall is ADA accessible. Designated, accessible parking is available on the west side of City Hall. Persons with hearing difficulties should contact the City Clerk to obtain a hearing device for use during meetings. Persons requiring translation services should contact the City Clerk's Office, 941-429-7000, at least 2 working days of the publication notice."

## **Monitoring and Updating the LEP Plan**

The Agency understands that its community characteristics change and that the four-factor analysis may reveal the need for more or varied LEP services in the future. As such, it will at least triennially examine its LEP plan to ensure that it remains reflective of the community's needs.

## **Dissemination of the City of North Port Limited English Proficiency Plan**

The City of North Port will post the LEP Plan on its website at [www.cityofnorthport.com](http://www.cityofnorthport.com). Any person, including social service, non-profit, and law enforcement agencies and other community partners with internet access will be able to access the plan. For those without personal internet service, Sarasota County libraries offer free internet access.

## **Public Involvement**

In order to plan for efficient, effective, safe, equitable, and reliable transportation systems, the City must have the input of the public. The city spends extensive staff and financial resources in furtherance of this goal and strongly encourages the participation of the entire community through available programs, or through public input at City Commission and other public meetings, and through contact with City staff. The City holds a number of transportation meetings, workshops, and other events such as townhall meetings designed to gather input on project planning and construction to promote the City services to the public. As such, the City is constantly seeking ways of measuring the effectiveness of its public involvement.





Persons wishing to request special presentations by the City; volunteer in any of its activities; offer suggestions for improvement; or to simply learn more about City programs and services should visit or contact:

City Clerk  
City of North Port  
4970 City Hall Boulevard  
North Port, FL 34286  
Phone: 941-429-7000  
Email: [htaylor@cityofnorthport.com](mailto:htaylor@cityofnorthport.com)  
Fax: 941-429-7008

Any questions or comments regarding this plan should be directed to the City of North Port:

Christine McDade  
Human Resources Director  
City of North Port  
4970 City Hall Boulevard  
North Port, Florida 34286  
Phone: (941) 429-7136  
Fax: (941) 429-7135  
E-mail: [cmcdade@cityofnorthport.com](mailto:cmcdade@cityofnorthport.com)

Sandy Knowles  
Risk and Benefits Manager  
City of North Port  
470 City Hall Boulevard  
North Port, Florida 34286  
Phone: (941) 429-7130  
Fax: (941) 429-7135  
E-mail: [sknowles@cityofnorthport.com](mailto:sknowles@cityofnorthport.com)



**APPENDIX A**

**CITY OF NORTH PORT POPULATION**

**Social (Demographic) Characteristics Estimate/Percent**

Total City of North Port Population	77,561*	(69,377 using the ACS number)
Male	32,237	46.5%
Female	37,140	53.5%
Median age (years)	46.9	
Under 5 years	3,356	4.8%
18 years and over	55,788	80.4%
65 years and over	18,438	26.6%
One single race	67,376	97.1%
White	61,083	88.0%
Black or African American	4,535	6.5%
Hispanic or Latino (of any race)	6,657	9.6%
American Indian and Alaska Native	19	0.0%
Asian	1,089	1.6%
Native Hawaiian and Other Pacific Islander	0	0.0%
Some other race	650	0.9%
Two or more races	2,001	2.9%

**Economic Characteristics Estimate/Percent**

Population 16 years and over	57,212	
In labor force		51.1%
Mean travel time to work in minutes (workers 16 years and over)	32.3 Minutes	
Median household income (2019 inflation-adjusted dollars)	\$57,800	
Median family income (2019 inflation-adjusted dollars)	\$64,946	
Per capita income (2019 inflation-adjusted dollars)	\$29,341	
Families below poverty level		4.8%
Individuals below poverty level (Unrelated individuals 18 years and over)		15.0%

Source: \*Bureau of Economic and Business Research, 2020 Florida Estimates of Population  
US Census Bureau 2019 American Community Survey (5 Year Estimates)



## LANGUAGES SPOKEN AT HOME

<b>City of North Port North Port Population 5 years and over</b>	66,021	
Speak English only	57,520	87.1%
Language other than English spoken at home	8,501	12.9%
Speak English less than "very well"*	4,026	6.1%
 <b>Hispanic/Latino (Spanish)</b>		
Hispanic/Latino's 5 years and over who speak Spanish at home	4,431	6.7%
Speak English less than "very well"*	1,810	2.7%
 <b>Other Indo-European Languages</b>		
Persons 5 years and over who speak other Indo-European languages at home	3,772	5.7%
Speak English less than "very well"*	2,106	3.2%
 <b>Asian and Pacific Islander languages</b>		
Persons 5 years and over who speak Asian and Pacific Islander languages at home	166	0.3%
Speak English less than "very well"*	69	0.1%
 <b>Other Languages</b>		
Persons 5 years and over who speak other languages at home	132	0.2%
Speak English less than "very well"*	41	0.06%

Source: US Census Bureau 2019 American Community Survey (5 Year Estimate)

\*Of total population



## **APPENDIX B**

### **Available Resources**

#### **Informal Staff Translation and Interpretation:**

Creole  
French  
Portuguese  
Spanish  
Romanian  
Polish  
Dutch

#### **City of North Port Translation Services:**

If the required language is not available or if a formal interpretation is required, staff shall use the telephone interpreter service.

#### **Formal Interpreter and Translation Service:**

LanguageLine Solutions at 1-800-752-6096, [www.LanguageLine.com](http://www.LanguageLine.com)





## APPENDIX C

### Complaint Process and Procedures

#### City of North Port Discrimination Complaint Procedure

Title VI of the Civil Rights Act of 1964, the ADA of 1990 as amended and related Federal and State nondiscrimination statutes and regulations prohibits discrimination on the basis of race, color, national origin, sex, age, disability, family or religious status for programs, activities and services receiving federal financial assistance. As a recipient of federal financial assistance, the City of North Port has in place a Title VI and ADA complaint procedure.

1. Any person who believes that he or she, or any specific class of persons, has been subjected to discrimination or retaliation, by the City of North Port in administration of any program, activity or service, as prohibited by Title VI of the Civil Rights Act of 1964 or the Americans with Disabilities Act (ADA) or related statutes, may file a written complaint. All written complaints regarding Title VI or ADA received by the City shall be referred immediately to the Human Resources Director for resolution. All written complaints regarding Title VI or ADA for federally funded programs received by the City shall be referred immediately by the Human Resources Director to the appropriate federal or state agency coordinator for processing in accordance with approved procedures.

#### **Written complaints may be sent to:**

Christine McDade  
Human Resources Director  
City of North Port  
4970 City Hall Boulevard  
North Port, Florida 34286 Phone:  
(941) 429-7136  
[cmcdade@cityofnorthport.com](mailto:cmcdade@cityofnorthport.com)

\* For persons with TTY/TTD or requiring calling assistance, please contact:

Florida Relay Services: 711 or 1-800-955-8771 (TTY)  
1-800-955-8770 (Voice)

2. The City's Human Resources Director shall make every reasonable attempt to resolve verbal and non-written complaints received by the City informally. If the issue has not been satisfactorily resolved through informal means, or if at any time the Complainant requests to file a formal written complaint regarding a federally funded program, the Complainant shall be referred to the appropriate federal or state agency's coordinator, for processing in accordance with approved procedures.
3. The City's Human Resources Director will advise the appropriate federal or state agency coordinator within five (5) calendar days of receipt of the allegations. The following information will be included in every notification to the appropriate agency coordinator:

- (a) Name, address, and phone number of the Complainant;
- (b) Name and address of the City;
- (c) Basis of complaint (i.e., race, color, national origin, sex, age, disability, religion, familial status or retaliation);
- (d) Date of alleged discriminatory act(s);
- (e) Date complaint received by the City;
- (f) A statement of the complaint;
- (g) Other agencies (state, local or Federal) where the complaint has been filed; and (h) An explanation of the actions the City has taken or proposed to resolve the allegation(s) raised in the complaint.

- 4. Within ten (10) calendar days, the City's Human Resources Director will acknowledge receipt of the allegation(s), inform the Complainant of action taken or proposed action to process the allegation(s), and advise the Complainant of other avenues of redress available, such as the FDOT's Equal Opportunity Office (EOO).
- 5. Within sixty (60) calendar days of the verbal or non-written allegation(s) receipt, the Human Resources Director will conduct and complete a review of the verbal or nonwritten allegation(s) and based on the information obtained, will render a recommendation for action in a report of findings to City Manager.
- 6. Within ninety (90) calendar days of the verbal or non-written allegation(s) receipt, the City Manager will notify the Complainant in writing of the final decision reached, including the proposed disposition of the matter. The notification will advise the Complainant of his/her right to file a formal complaint with other appropriate agencies, if they are dissatisfied with the final decision rendered by the City. The City Manager will also provide the appropriate federal or state agency coordinator with a copy of the decision and summary of findings.

7. The City's Human Resources Director will maintain a log of all verbal and non-written complaints received by the recipient. The log will include the following information:
- (a) Name of Complainant;
  - (b) Name of Respondent;
  - (c) Basis of complaint (i.e., race, color, national origin, sex, age, disability, religion, familial status or retaliation);
  - (d) Date verbal or non-written complaint was received by the recipient;
  - (e) Date recipient notified the appropriate Federal or State agency coordinator of the verbal or non-written complaint; and
  - (f) Explanation of the actions the City has taken or proposed to resolve the issue raised in the complaint.

**TITLE VI AND ADA PROGRAM AND RELATED STATUTES  
DISCRIMINATION COMPLAINT AGAINST THE CITY OF NORTH PORT**

Name:	Telephone (home):	Telephone (work):
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Address:	City, State, Zip Code:
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Name of City Staff Person that You Believe Discriminated Against You:

Address:	City, State, Zip Code:
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Date of Alleged Incident:

You were discriminated because of:

Race     Retaliation     Sex     Familial Status     Religion  
 Color     National Origin     Age     Disability     Other  
 (Language)

Explain as briefly and clearly as possible what happened and how you were discriminated against. Indicate who was involved. Be sure to include how other persons were treated differently than you. Also attach any written material pertaining to your case.

Signature:	Date:
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