

Suggested Survey Questions

Safe harbor thresholds apply to *written* translation. This data will also determine if a Language Assistance Program will be required. If a LAP is not required, the section should be stated accordingly.

- **Number of proportion** should map or provide the locations of LEP persons within your county/service areas; identify any concentrations you may have
- **Frequency** of contact isn't just regarding actual contact, with LEP persons. Include ***opportunities*** for contact when assessing at this factor (i.e., public meetings – even if turnout is low, there was an opportunity or possibility for participation, so one should have prepared for contact with LEP groups and determine why they may not have participated. Establishing a relationship with these groups or their representatives will aid you in determining the best community outreach opportunities. A voluntary ***survey*** can also assist with collecting this information by asking their users the following questions:
 1. What purpose do you often use our services for?
 2. How often a week are you utilizing these services?
 3. What is your primary language you speak at home?
- **Nature and importance** can also be collected, with the above suggested survey for Frequency. The following questions can help determine the nature and importance of your programs and services :
 1. Are your transit system services important to you?
 2. If so, which one(s)
- **Resources** aren't only financial. This includes community-based organizations that can distribute information or assist with translating services/requests