

# **Title VI Plan for CDOT FHWA Sub Recipient**

CITY OF LITTLETON, STATE OF COLORADO

10/18/2016  
(Date)

Prepared by: Wendy Heffner, City Clerk

## **I. Non-Discrimination Policy Statement**

It is the policy of the City of Littleton that no person shall on the grounds of race, color, national origin, sex, disability, or age, be excluded from participation in, be denied the benefits of, or be subjected to discrimination in any operation of the City of Littleton as provided by Title VI of the Civil Rights Act of 1964 and related statutes.

This policy applies to all operations of the City of Littleton, including its contractors and anyone who acts on behalf of the City of Littleton. This policy also applies to the operations of any department or agency to which the City of Littleton extends federal financial assistance. Federal financial assistance includes grants, training, use of equipment, donations of surplus property, and other assistance.

Prohibited discrimination may be intentional or unintentional. Seemingly neutral acts that have disparate impacts on individuals of a protected group and lack a substantial legitimate justification are a form of prohibited discrimination. Harassment and retaliation are also prohibited forms of discrimination.

Examples of prohibited types of discrimination based on race, color, national origin, sex, disability, or age include: Denial to an individual any service, financial aid, or other benefit; Distinctions in the quality, quantity, or manner in which a benefit is provided; Segregation or separate treatment; Restriction in the enjoyment of any advantages, privileges, or other benefits provided; Discrimination in any activities related to highway and infrastructure or facility built or repaired; and Discrimination in employment.

Title VI compliance is a condition of receipt of federal funds. The Title VI Coordinator is authorized to ensure compliance with this policy, Title VI of the Civil Rights Act of 1964, 42 U.S.C § 2000d and related statutes, and the requirements of 23 Code of Federal Regulation (CFR) pt. 200 and 49 CFR pt. 21.

---

Deputy City Manager  
Mike Braaten

---

Date

## **II. Organization, Staffing, and Structure**

Deputy City Manager Mike Braaten is ultimately responsible for assuring full compliance with the provisions of Title VI of the Civil Rights Act of 1964 and related statutes and has directed that non-discrimination is required of all agency employees, contractors, and agents pursuant to 23 CFR Part 200 and 49 CFR Part 21.

The City of Littleton has delegated the position of Deputy City Manager to perform the duties of the Title VI Coordinator and ensure implementation of agency's Title VI program. The position of Deputy City Manager is located within the City Manager's Department.

The Title VI Coordinator is responsible for:

- Submitting a Title VI plan and annual reports on the agency's behalf;
- Developing procedures for the prompt processing and disposition of complaints;
- Investigating complaints, compiling a complaint log, and reporting to CDOT.
- Developing procedures for the collection and analysis of statistical data.
- Developing a program to conduct Title VI reviews of program areas;
- Conducting annual Title VI assessments of pertinent program areas;
- Developing Title VI information for dissemination;
- Establishing procedures for resolving deficiency status and reducing to writing the remedial action agreed to be necessary.

### III. Primary Program Area Descriptions & Review Procedures

The Omnibus Program engages in the following program areas:

Program Area	General Description	Title VI/Non-Discrimination Concerns and Responsibilities	Review Procedures for Ensuring Non-Discrimination
The City of Littleton-Littleton Omnibus	An on-demand service, primarily for medical appointments, but also available for grocery, personal care, and recreation when seating is available. The City runs three Omnibuses per day, Monday through Friday. To ride the Omnibus the passenger must be a resident within the city limits of the City of Littleton and be 55 years of age or older or disabled.	There are no concerns at this time. We will continue to monitor the LEP population and continue to include LEP persons in our program.	Staff provides monthly reports on ridership on the Omnibus. LEP persons are included in the reports.

#### **IV. Title VI Complaint Procedures**

The complaint procedure is posted in the lobby of the Littleton Center and on the Littleton Omnibuses. The complaint procedure is available in English and Spanish.

##### **Discrimination Complaint Procedure for the City of Littleton**

Federal law prohibits discrimination on the basis of race, color, national origin, age, sex, or disability in any City of Littleton program or activity. This prohibition applies to all branches of the City of Littleton, its contractors, consultants, and anyone else who acts on behalf of the City of Littleton to the extent provided in Title VI of the Civil Rights Act of 1964.

Federal law requires that the City of Littleton investigate, track, and report discrimination complaints. Complaints must be filed in writing and will be investigated within sixty days of submission. If you need assistance to file your complaint or need interpretation services, please contact Mike Braaten, Deputy City Manager. (Agency's Title VI Coordinator).

##### **Who is eligible to file a complaint?**

Anyone who believes they have been excluded from participation in, denied the benefits of, or otherwise subjected to discrimination under any City of Littleton program or activity because of their race, color, national origin, age, sex, or disability may file a complaint.

Discrimination includes lack of access, harassment, retaliation and disparate impacts from a program or activity. Harassment includes a wide range of abusive and humiliating verbal or physical behaviors. Retaliation includes intimidating, threatening, coercing, or engaging in other discriminatory conduct against anyone because they filed a complaint or otherwise participated a discrimination investigation.

##### **How do you file a complaint?**

Complaints must be filed in writing within 180 days from the last date of the alleged discrimination. The City of Littleton will only process complaints that are complete.

Reasonable efforts will be made to assist persons with disabilities, non-English speakers, and others unable to file a written complaint. For assistance in filing a complaint, please contact the City Clerk at 303-795-3753.

Complaints may be submitted via mail or in person to:  
City of Littleton Title VI Coordinator  
Mike Braaten, Deputy City Manager  
2255 West Berry Avenue  
Littleton, CO 80120

Complaints may also be filed directly with the following agencies:

Colorado Department of Transportation  
Civil Rights & Business Resource Center  
4201 East Arkansas Ave., Room 150  
Denver, CO 80222  
[dot\\_civilrights@state.co.us](mailto:dot_civilrights@state.co.us)  
Phone: (800) 925-3427  
Fax: (303) 952-7088  
[dot\\_civilrights@state.co.us](mailto:dot_civilrights@state.co.us)

Federal Highway Administration, Colorado Division  
12300 West Dakota Avenue, Suite 180  
Lakewood, Colorado 80228  
Phone: (720) 963-3000  
Fax: (720) 963-3001

### What happens after a complaint is filed?

Title VI complaints must be investigated within sixty (60) days. Once a complaint is received the City will review it to determine if the City has jurisdiction. The complainant will receive an acknowledgement letter informing him/her whether the complaint will be investigated by the City of Littleton. If more information is required to resolve the case, the City may contact the complainant. The complainant then has ten (10) business days from the date of the letter to send any requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the requested information within ten (10) business days, the City can administratively close the case.

After the investigator reviews the complaint they will issue either (1) a closure letter or (2) a letter of finding (LOF) to the complainant. A closure letter summarizes the allegations and states that there was no Title VI violation found and that the case will be closed. A letter of finding (LOF) summarizes the allegations and the interviews regarding the alleged incident and explains whether any disciplinary action, additional training for the staff member or other action will occur. If the complainant wishes to appeal the decision they have ten (10) days after receipt of the letter of closure or letter of finding to do so.

In some cases, complaints will be forwarded to either the Colorado Department of Transportation or the Federal Highway Administration for investigation. If your complaint is forwarded to one of these agencies, you will be provided the name and contact information of the employee handling your complaint.

Federal law prohibits retaliation against individuals because they have filed a discrimination complaint or otherwise participated in a discrimination investigation. Any alleged retaliation should be reported in writing to the investigator.

## V. Title VI Complaint Form

### City of Littleton TITLE VI COMPLAINT FORM

<b>Section I:</b>				
<b>Name:</b>				
<b>Address:</b>				
<b>Telephone (Home):</b>			<b>Telephone (Work):</b>	
Electronic Mail Address:				
Accessible Format Requirements?	Large Print		Audio Tape	
	TDD		Other	
<b>Section II:</b>				
Are you filing this complaint on your own behalf?			Yes*	No
*If you answered "yes" to this question, go to Section III.				
If not, please supply the name and relationship of the person for whom you are complaining:				
Please explain why you have filed for a third party: _____				
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.			Yes	No
<b>Section III:</b>				
I believe the discrimination I experienced was based on (check all that apply): [ ] Race                      [ ] Color                      [ ] National Origin Date of Alleged Discrimination (Month, Day, Year): _____ Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form. _____ _____ _____				

<b>Section IV</b>		
Have you previously filed a Title VI complaint with this agency?	Yes	No
<b>Section V</b>		
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?		
<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, check all that apply: <input type="checkbox"/> Federal Agency: _____ <input type="checkbox"/> Federal Court _____ <input type="checkbox"/> State Agency _____ <input type="checkbox"/> State Court _____ <input type="checkbox"/> Local Agency _____		
Please provide information about a contact person at the agency/court where the complaint was filed.		
Name:		
Title:		
Agency:		
Address:		
Telephone:		
<b>Section VI</b>		
Name of agency complaint is against: City of Littleton		
Contact person: Mike Braaten		
Title: Deputy City Manager		
Telephone number: (303) 795-3720		

You may attach any written materials or other information that you think is relevant to your complaint.

Signature and date required below

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Please submit this form in person at the address below, or mail this form to:

City of Littleton Title VI Coordinator  
2255 West Berry Avenue  
Littleton, CO 80120



## VI. Data Collection

*Describe your agency's process for collecting and analyzing data on the race, color, national origin, and sex of participants and beneficiaries of your agency's programs and activities. Examples include tracking the race/ethnicity of residents relocated through your agency's right of way program; tracking the race/ethnicity of members of the public participating in public meetings; and collecting U.S. Census data on populations impacted by your agency's projects.*

Program Area	Type of Data Collected & Process for Collecting	Intended Outcome of Data Analysis (i.e. Title VI Purpose for Collecting the Data)
Littleton Omnibus	Survey of users every two years regarding service, fees, and customer satisfaction	To find satisfaction of service and analyzing data on the race, color, national origin, and sex of the riders
Meet, Eat and Greet	Monitoring who attends the meetings	Analyzing data on the race, color, national origin, and sex of the riders

## **VII. Public Participation**

The City of Littleton is a member of Transport Solutions for Arapahoe County (T-SEC), a planning group that reaches out to low-income, non-English speaking, and citizens with disabilities. The City also posts the agendas of public meetings on the omnibuses and at all housing complexes under the South Metro Housing Option to keep passengers informed of meeting times and locations. The City's award-winning Immigration Resource Center assists people in becoming United States citizens and provides information regarding the Littleton Omnibus. The City formed the Littleton Transportation Network which conducts passenger surveys, discusses fees (the Omnibus service is free at this time but accepts donations), and is a member of T-SEC. Additionally, information is posted at 123 W. Power Circle, a Section 8 housing complex, and available at the four Meet, Eat, and Greet picnics, two of which are held in minority and low-income neighborhoods, the city holds each year. To accommodate LEP individuals, one of the Omnibus drivers is fluent in Spanish, and the city also provides an interpreter firm for passengers who need assistance in other languages, including sign language.

## **VIII. Notice of Rights**

Notices are posted on the City of Littleton's website, at the Littleton Center, Municipal Courthouse, Bemis Library, on our brochure, and on the Littleton Omnibuses.

### **Notice to Beneficiaries (English)**

#### **Notifying the Public of Rights Under Title VI THE CITY OF LITTLETON**

The City of Littleton operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the civil Rights Act, any person who believes she or she has been aggrieved by any unlawful discriminatory practice under Title VI of may file a complaint with the City of Littleton.

For more information on the City of Littleton's civil rights program and the procedures to file a complaint, contact 303-795-3753; email [wheffner@littletongov.org](mailto:wheffner@littletongov.org); or visit the city clerk's office at 2255 West Berry Avenue, Littleton, CO 80120. For more information, visit [www.littletongov.org](http://www.littletongov.org).

A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor-TCR, 1200 New Jersey Avenue, SE, Washington, DC 20590

If information is needed in another language, contact 303-795-3753

#### **Notificar al público de los derechos en virtud del Título VI, LA CIUDAD DE LITTLETON**

La Ciudad de Littleton opera sus programas y servicios, sin distinción de raza, color y origen nacional en conformidad con el título VI de la Ley de derechos civiles, cualquier persona que cree que ella o ella ha sido agraviada por cualquier práctica discriminatoria ilícita en virtud del título VI del puede archivar una queja con la ciudad de Littleton.

Para más información sobre la ciudad de Littleton derechos civiles del programa y los procedimientos para presentar una queja, póngase en contacto con 303-795-3753; correo electrónico [Wheffner@littletongov.org](mailto:Wheffner@littletongov.org); o visitar la oficina del secretario de la ciudad en 2255 West Berry Avenue, Littleton, CO 80120. Para obtener más información, visite [www.littletongov.org](http://www.littletongov.org).

Un demandante puede presentar una queja directamente con la Administración Federal de Tránsito por archivar una queja con la Oficina de Derechos Civiles, Atención: Título VI, coordinador del programa de este edificio, piso 5-TCR, 1200 New Jersey Avenue, SE, Washington, DC 20590

Si la información es necesaria en otro idioma, póngase en contacto con 303-795-3753

# Language Assistance Plan

## Introduction – Limited English Proficiency

Most individuals living in the United States read, write, speak, and understand English. There are many people, however, for whom English is not their primary language. If these individuals have a limited ability to read, write, speak, or understand English, they have limited English proficiency or “LEP” (here, “LEP persons”). Language for LEP persons can be a barrier to accessing important benefits or services, understanding and exercising important rights, or complying with applicable responsibilities.

To further our understanding in this area, the staff has conducted an individualized assessment balancing the following four factors: (1) the number or proportion of LEP persons eligible to be served or likely to be encountered; (2) the frequency with which LEP persons come in contact with the Omnibus; (3) the nature and importance of the City’s program, activity, or service; and (4) the City’s available resources. The City has developed and implemented this Plan to address the identified needs of LEP populations served by the City.

## Identifying LEP Individuals Who Need Language Assistance

In order to provide meaningful access to LEP persons, the City must first identify those who need language assistance. City staff may identify people who are LEP persons through communication in written, telephonic or face-to-face form.

- **In person.** The City has posted an *I Speak* poster in its reception area, which is an effective tool for an LEP person to communicate the language the person speaks. City staff will direct people to the *I Speak* poster when it is apparent that they are having difficulty speaking or understanding English. The staff member will then utilize the language services described in this Plan. (See attachment A)
- **In writing.** If a staff member receives a written communication in a foreign language, the staff member will contact the Deputy City Manager or designee to determine the best way to proceed.
- **Telephone.** If a staff member receives a telephone call from a person who speaks a foreign language or ASL, or has a speech or language disability, and is having difficulty communicating in English, the staff member will use an interpreter to communicate.
- **Record keeping.** When staffers are likely to have repeated contacts with a person who is LEP (e.g., ongoing intake or complaint investigation), staffers will make appropriate notations in the paper and electronic files identifying the person as LEP, indicating the language spoken and listing the language assistance tools requested and utilized.

## **Oral Language Assistance – Interpreting**

Interpretation is the act of listening to something in one language and verbally translating it into another language. In the case of ASL, interpretation is the act of viewing language in sign language and verbally translating it into another language. In the case of certain hearing or speech disabilities, interpreters or facilitators can assist a person with effective communication. The City offers language-interpreting services to all persons with LEP at no cost to the person with LEP.

- City staff will offer an interpreter as soon as it is apparent that a person has a limited ability to read, write, speak, or understand English. An LEP person who is a companion of a person seeking services from the City may also request interpreting assistance.
- Interpreters will be scheduled as quickly as possible.
- Any staff member making the determination that an interpreter is needed may make the arrangements.
- All requests for interpreters, written or oral, will be documented in the appropriate paper and electronic files.
- City staff will ensure that each interpreter:
  - Is proficient (or, in the case of ASL interpreters, properly licensed) in communicating information accurately in both English and in the other language and using the appropriate mode of interpreting (i.e. consecutive, simultaneous, summarization and site translation);
  - Has knowledge in both languages of any specialized terms used in connection with City's programs, services, and activities;
  - Understands and complies with the City's confidentiality requirements;
  - Conducts herself or himself impartially; and
  - Understands and adheres to her or his role as interpreter without deviating into the role of counselor, legal advisor, or other role.
- If staff will be discussing documents with a person with LEP, they will give the interpreter adequate opportunity to review the documents prior to the discussion and any questions about the documents will be addressed. Staff will discuss any specialized terms with the interpreter.
- The following types of oral interpreting services will be used:

### *Telephone Interpreter Services*

- A. Foreign Language Interpreting. The City has signed up for the Language Line interpreting service. This service offers “over-the-phone” interpretation, 24 hours per day, seven days per week, in more than 140 languages. There is a per-minute charge for use of the line. The Language Line is the preferred foreign language interpreting service. (See attachment B)

B. Interpreters for hearing or speech disabilities through ASL, transliteration, cued speech or another communication method:

1. For telephone calls only, via Relay Service. The federal and state governments have established free Relay services to provide persons with communication disabilities access to landline phone service. This service can be accessed by dialing 711 or via the internet. It provides persons with hearing or speech disabilities with access to communication supports or ASL interpreters.
2. For in-person visits, it may be possible to use video remote interpreting (“VRI”) rather than an in-person interpreter.

C. City staff will use either the Language Line or Relay Service as follows:

- When it is not possible to communicate effectively with a person on the telephone or when the caller requests an interpreter;
- To identify the language being spoken by an individual if you are not able to do so in another fashion;
- If staff interpreters are not present and face-to-face interpreters are not available (but not for ASL, when video remote interpreting may be used); and
- In order to communicate that an appointment will be set up and an interpreter provided.

Attachment C is the Language Line Quick Reference Guide. Staff will keep a copy of this near their phone and will utilize it when using telephone interpreting. Staff will need to use a speaker phone for in-person contacts and one with conference call capabilities for phone calls. Staff will be familiar with the speaker and conference call feature of their phones.

### *Staff Interpreters*

The City does not currently employ staff interpreters. Because of the infrequent contact with persons with LEP, the City has not targeted interpreters in its hiring practices (e.g. hiring staff interpreters or preference for interpreters when hiring in other positions). The City will continue to monitor changes in the LEP population in the State and assess the need to target interpreters in its hiring practices or hire staff interpreters. The City does employ an Omnibus Driver who is fluent in Spanish. That driver will be utilized by the City to communicate with constituents who are LEP who speak Spanish.

### *Face-to-Face Contract Interpreters*

An in-person, face-to-face interpreter will be provided by the City when an in-person meeting with a person who is LEP is scheduled. Staff will obtain prior approval from the Deputy City Manager for face-to-face interpreter services.

Staff will notify Wendy Heffner, City Clerk, of the estimated expenditure for all interpreters.

### *Informal Interpreters*

The City discourages the use of family members (particularly children), friends, and other informal interpreters to interpret for persons with LEP. In certain circumstances, these individuals may not be competent, and issues of confidentiality, privacy, or conflict of interest may arise. Nevertheless, if a person with LEP requests that she or he be permitted to use an informal interpreter after the City has offered a free, professional interpreter, the City will respect the person's wishes and allow it, except that a minor child may not be used to interpret other than in an emergency involving an imminent threat to the safety or welfare of an individual or the public where there is no interpreter available. The offer of a free, professional interpreter will be documented in the paper and electronic file. Depending on the circumstances, even if an informal interpreter is used, staff may nevertheless choose to have a professional interpreter present, such as to protect the City's interests. If unsure, staff will consult with the Deputy City Manager

### **Language Assistance Measures**

As the need arises, we will consider the following to respond to LEP needs:

The City will seek funding to translate these documents into Spanish and French. In selecting translators, the City will bear in mind that the skill of translating is different from the skill of interpreting. Nevertheless, like interpreters, translators must be competent. Competency does not necessarily mean formal certification as a translator, but certification is preferable. If a translator is not certified, membership in a professional translation association may be another indicator of competence.

- The City of Littleton will have copies of "I Speak Poster" on hand if needed;
- The City of Littleton will develop Spanish versions of marketing materials, public notices, and related information, as appropriate;
- The City of Littleton will have copies of CDOT's "Basic Spanish for Transit Employees" and distribute to drivers and customer service staff, as appropriate;
- Become familiar with Language Line Services at <http://www.language-line.com>;
- Use CDOT's new translation service when it becomes available to translate more documents into Spanish;
- Identify other community resources such as agencies serving LEP persons which may have resources to share.

### **2010 Census**

#### **Ethnicity**

	CO - Littleton city
Hispanic or Latino	5,187
Not Hispanic or Latino	36,550

**Race**

	CO - Littleton city
White	37,149
African American	586
Asian	909
AIAN	347
NHPI	26
Some Other Race	1,630
Two or more Races	1,090

**Training**

City staff that will be trained in this Plan as a part of their new employee orientation, on at least an annual basis, and after substantive changes.

**Notice to LEP Persons**

In order to ensure that LEP persons know that the language services described in this Plan are available, the City will post notices on its website and in its lobby in the five most common languages that free language assistance is available.

The City will continue to explore and implement other outreach efforts and will keep staff informed.

The City will continue to monitor its LEP services in light of state and federal requirements, changes to the City's documents and procedures, changes to the composition of the State's LEP population, and the effectiveness of its language translation services. This Plan will be updated periodically based on the City's findings.





## Phone Interpreting Languages

Some languages may not be available at the time of your call. Not all languages are available in all regions. Additional languages and dialects may be available. Rare languages may require additional interpreter connect time or may require an appointment. If you have a question regarding language availability, please contact your Account Executive or Customer Care.

Acholi	Dinka	Jakartanese	Mbay	Shona
Afar	Duala	Jamaican Patois	Mien	Sichuan Yi
Afrikaans	Dutch	Japanese	Mirpuri	Sicilian
Akan	Dzongkha	Javanese	Mixteco	Sinhala
Akateko	Edo	Jingpho	Mizo	Slovak
Albanian	English	Jinyu	Mnong	Slovene
Amharic	Estonian	Juba Arabic	Mongolian	Soga
Anuak	Ewe	Jula	Moroccan Arabic	Somali
Apache	Farsi		Mortlockese	Soninke
Arabic	Fijian	Kamba	Napoletano	Sorani
Armenian	Fijian Hindi	Kanjobal	Navajo	Spanish
Assyrian	Finnish	Kannada	Nepali	Sudanese Arabic
Azerbaijani	Flemish	Karen	Ngambay	Sunda
Bahasa	French		Nigerian Pidgin	Susu
Bahdini	French Canadian	Kayah	Norwegian	Swahili
Bahnar	Fukienese	Kazakh	Nuer	Swedish
Bajuni	Fulani	Kham	Nupe	Sylheti
Bambara	Fuzhou	Khana	Nyanja	Tagalog
Bantu	Ga	Khmer	Nyoro	Taiwanese
Barese	Gaddang	K'iché	Ojibway	Tajik
Basque	Gaelic-Irish	Kikuyu	Oromo	Tamil
Bassa	Gaelic-Scottish	Kimiuru	Palauan	Telugu
Belorussian	Garre	Koho	Pampangan	Thai
Bemba	Gen	Korean	Papiamento	Tibetan
Benaadir	Georgian	Kpelle	Pashto	Tigre
Bengali	German	Krahn	Plautdietsch	Tigrigna
Berber	Gheg	Krio	Pohnpeian	Toishanese
Bosnian	Gokana	Kunama	Polish	Tongan
Bravanese	Greek	Kurmanji	Portuguese	Tooro
Bulgarian	Gujarati	Laotian	Portuguese Brazilian	Turkish
Burmese	Gulay	Latvian	Portuguese Cape Verdean	Turkmen
Cantonese	Gurani	Liberian Pidgin	Pugliese	Tzotzil
Catalan	Haitian Creole	English	Pulaar	Ukrainian
Cebuano	Hakka China	Lingala	Punjabi	Urdu
Chaldean	Hakka Taiwan	Lithuanian	Putian	Uyghur
Chamorro	Hassaniyya	Luba-Kasai	Quechua	Uzbek
Chaochow	Hausa	Luganda	Quichua	Vietnamese
Chin Falam	Hebrew	Luo	Rade	Visayan
Chin Hakha	Hiligaynon	Maay	Rakhine	Welsh
Chin Mara	Hindi	Macedonian	Rohingya	Wodaabe
Chin Matu	Hindko	Malay	Romanian	Wolof
Chin Senthang	Hmong	Malayalam	Rundi	Wuzhou
Chin Tedim	Hunanese	Maltese	Russian	Yemeni Arabic
Chipewyan	Hungarian	Mam	Rwanda	Yiddish
Chuukese	Ibanag	Mandarin	Samoan	Yoruba
Cree	Icelandic	Mandinka	Seraiki	Yunnanese
Croatian	Igbo	Maninka	Serbian	Zapoteco
Czech	Ilocano	Manobo	Shanghainese	Zarma
Danish	Indonesian	Marathi		Zyphe
Dari	Inuktitut	Marka		
Dewoin	Italian	Marshallese		

### FOR MORE INFORMATION

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

## Translation and Localization Top Requested Languages

More than 200 languages and dialects are available.

Afrikaans	Farsi	Khmer	Serbian
Albanian	Finnish	Korean	Sinhalese
Amharic	French (Belgian)	Laotian	Slovak
Arabic	French (Canadian)	Latvian	Somali
Bahasa	French (Euro)	Lithuanian	Spanish (Iberian)
Bengali	German	Macedonian	Spanish (Latin)
Bosnian	Greek	Malay	Sudanese Arabic
Bravanese	Gujarati	Malayalam	Swedish
Bulgarian	Haitian Creole	Mandinka	Tagalog
Catalan	Hebrew	Marathi	Tamil
Chinese (Simplified)	Hindi	Norwegian	Telegu
Chinese (Trad-HK)	Hmong	Oromo	Thai
Chinese (Traditional)	Hungarian	Polish	Turkish
Croatian	Icelandic	Portuguese	Ukrainian
Czech	Italian	Punjabi	Urdu
Danish	Japanese	Romanian	Vietnamese
Dutch	Javanese	Russian	
Estonian	Kashmiri		
Euro English	Kazakh		

### FOR MORE INFORMATION

[www.LanguageLine.com](http://www.LanguageLine.com) / 1-888-763-3364

## InSight<sup>SM</sup> Video Interpreting Languages

Video interpreting is offered in the top 34 most requested languages and American Sign Language. Audio-only interpreting is also available in 240 languages.

Albanian	Greek	Korean	Romanian
American Sign Language	Haitian Creole	Laotian	Russian
Arabic	Hebrew	Lithuanian	Somali
Armenian	Hindi	Malay	Spanish
Bengali	Hmong	Mandarin	Tagalog
Burmese	Italian	Nepali	Thai
Cantonese	Japanese	Polish	Turkish
French	Karen	Portuguese	Vietnamese
German	Khmer	Punjabi	

### FOR MORE INFORMATION

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

## LanguageLine Quick Reference Guide

### FOLLOW THESE THREE EASY STEPS TO CONNECT TO A PROFESSIONAL INTERPRETER

1. Dial **1-888-808-9008**
2. Enter your **8-digit PIN Number 67697117** at the prompt, then clearly state the name of the language you need (for example Spanish).
3. You'll be asked if you need us to dial a third party number for you (either international or domestic at no additional charge). Say yes to be connected to our agent who will dial the number for you. Say no and you'll go straight to a professional interpreter.