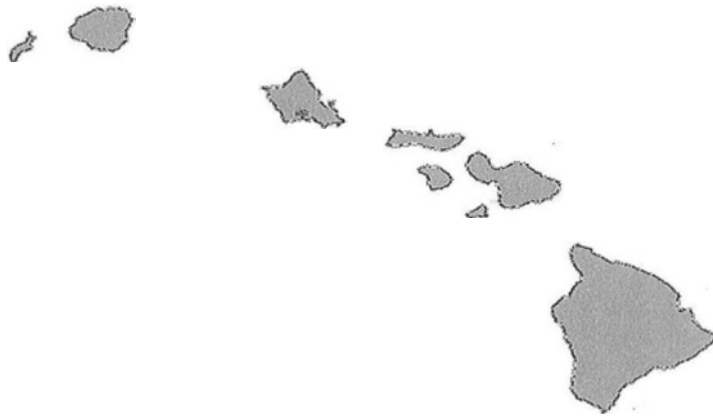




STATE OF HAWAII
DEPARTMENT OF TRANSPORTATION
LANGUAGE ACCESS PLAN



Equality



Equity

Office of Civil Rights
Title VI Program
200 Rodgers Boulevard
Honolulu, Hawaii 96819

**STATE OF HAWAII
DEPARTMENT OF TRANSPORTATION
M E M O R A N D U M**

OCT-T 1.9137

TO: EDWIN H. SNIFFEN, DIR **DATE:** November 17, 2023
THROUGH: TAMMY LEE, DEP-ADM *Tr*
FROM: CURTIS MOTOYAMA, OCR *CM*
SUBJECT: 2023 LANGUAGE ACCESS PLAN

Title VI of the Civil Rights Act of 1964, Executive Order 13166 and Hawaii Revised Statutes (HRS) Chapter 321C require that the Hawaii Department of Transportation's (HDOT) services are accessible to Limited English Proficient (LEP) persons.

HRS §321C-4 requires each state agency to file a Language Access Plan with the Office of Language Access.

Attached for your review and approval is HDOT's newly revised Language Access Plan. Revisions including updated LEP population statistics for the State of Hawaii, clearer procedures for providing public notice, oral interpretation, and written translation services to LEP persons, and an updated departmental volunteer bilingual staff directory for use in providing interpreter services.

For questions about the new Language Access Plan, please contact Randall Landry at (808) 831-7921 or via email at randall.t.landry@hawaii.gov.

APPROVED:



EDWIN H. SNIFFEN
Director of Transportation

Nov 20, 2023

DATE

Attachment

JOSH GREEN, M.D.
GOVERNOR



STATE OF HAWAII
DEPARTMENT OF TRANSPORTATION
869 PUNCHBOWL STREET
HONOLULU, HAWAII 96813-5097

EDWIN H. SNIFFEN
DIRECTOR

Deputy Directors
FORD N. FUCHIGAMI
DREANALEE K. KALILI
TAMMY L. LEE
ROBIN K. SHISHIDO

IN REPLY REFER TO:

OCR-T 1.9094

NON-DISCRIMINATION POLICY STATEMENT

It is the policy of the Hawaii Department of Transportation (HDOT) that no person in the United States shall, on the basis of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination or retaliation under any federally or non-federally funded program or activity administered by the Department or its sub-recipients.

To comply with this policy, civil rights and all staff with civil rights responsibilities must work closely to oversee their shared Title VI nondiscrimination responsibilities. All HDOT employees, including the Director, Deputy Directors, Modal Administrators, Program Administrators, Engineering Program Managers, Section Heads of HDOT's major program areas (Planning, Construction and Maintenance, Design, Right-of-Way, and Materials Testing and Research Branch, and any and all other applicable sections), as well as the Department's sub-recipients will be responsible for making a good faith effort to ensure that this policy is carried out in their respective program areas.

The authority to develop, maintain, implement, and monitor this policy is delegated to the Civil Rights Coordinator.

EDWIN H. SNIFFEN
Director of Transportation

Aug 21, 2023

DATE

JOSH GREEN, M.D.
GOVERNOR



STATE OF HAWAII
DEPARTMENT OF TRANSPORTATION
869 PUNCHBOWL STREET
HONOLULU, HAWAII 96813-5097

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IN REPLY REFER TO:

OCR-T 1.9107

LANGUAGE ACCESS POLICY


The scope of Hawaii’s population cannot be described merely through the varied numbers of races, cultures, or languages spoken by individuals. Considering the myriad number of languages spoken, Hawaii’s Department of Transportation (HDOT) must ensure that Limited English Proficient (LEP) persons be provided with reasonable access to services and notice of reasonable access to said services as administered by HDOT.

In compliance with Title VI of the Civil Rights Act of 1964, Executive Order 13166 and Hawaii Revised Statutes Chapter 321C, HDOT endeavors to provide meaningful access for LEP persons to information and services. LEP persons often find that there are barriers to accessing important services, understanding rights and complying with required responsibilities.

What constitutes reasonable steps to ensure meaningful access is contingent upon the following factors:

1. The number or proportion of LEP person in the eligible service area;
2. The frequency with which LEP persons come into contact with the program;
3. The importance of the service; and
4. The resources available to the Recipient.

In providing services to members of the public HDOT employees must determine whether the individual seeking HDOT services are LEP. If so, HDOT employees should use the services of the telephone interpretive services available for solicitation via the State Procurement Office or the Bilingual Employee List as tools to provide language assistance. This will assure that HDOT’s programs and activities are accessible to persons with limited English proficiency.



 EDWIN H. SNIFFEN
 Director of Transportation

Aug 29, 2023

 DATE

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LEGAL AUTHORITIES AND GUIDANCE

TITLE VI OF THE CIVIL RIGHTS ACT OF 1964.

Section 601 of Title VI of the Civil Rights Act of 1964 (Title VI) provides that, "no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance." 42 U.S.C. §§ 2000d- 2000d-7. Note: the 1987 Civil Rights Restoration Act broadened the coverage of Title VI protections to include all of the recipient's programs and activities, whether they are federally funded or not.

The national origin protected category under Title VI gives the statutory authority for nondiscrimination in the provision of services to individuals with Limited English Proficiency (LEP).

EXECUTIVE ORDER 13166.

Presidential Executive Order (EO) 13166, *Improving Access to Services for Persons with Limited English Proficiency* directs recipients of federal funds to, "examine the services it provides and develop and implement a system by which LEP persons can meaningfully access those services consistent with, and without unduly burdening, the fundamental mission of the [recipient]." 65 Fed. Reg. 50121 (Aug. 16, 2000).

UNITED STATES DEPARTMENT OF JUSTICE (DOJ) POSITION ON LANGUAGE ACCESS

The role of the U.S. DOJ under EO 13166 includes providing LEP guidance to other federal agencies and to ensure consistence among agency specific guidance.

UNITED STATES DEPARTMENT OF TRANSPORTATION (USDOT) POSITION ON LANGUAGE ACCESS

Guidance from the U.S. DOT places high priority on providing LEP persons with meaningful access and advocates a flexible approach in ensuring such access in order to fit the varying needs of its recipients. 67 Fed Reg. 41455 (June 18, 2002).

HAWAII REVISED STATUTES (HRS) Chapter 321C

The purpose of HRS Chapter 321C is to affirmatively address, on account of national origin, the language access needs of LEP persons in Hawaii. In providing the delivery of language accessible services, it is the intent of the Hawaii legislature that those services be guided by EO 13166 and succeeding provisions of federal law, regulation, or guidance. HRS § 321C-3 (2012).

LIMITED ENGLISH PROFICIENCY

Limited English Proficiency (LEP) is a term used to describe people who do not speak English as their primary language and who identify themselves as having a limited ability to read, write, speak, or understand English.

The diversity of Hawaii's LEP population continues to grow. Statewide, approximately 24.2 percent of individuals speak a language other than English at home. Of that 24.2 percent, 42.4 percent of those persons report speaking English "not well" or "not at all." The top 15 languages spoken by Hawaii's LEP population in descending order are Ilocano, Japanese, Tagalog, Korean, Vietnamese, Cantonese, Spanish, Chuukese, Mandarin, Marshallese, Samoan, Hawaiian, Cebuano, Thai, and Tongan (*2017-2021 American Community Survey including Public Use Microdata Sample*). Subsequent data has reaffirmed the aforementioned data, with languages other than English spoken at home by 24.2 percent of the population of Hawaii, and from that, 42.4 percent speak English less than "very well."¹

Language for individuals with LEP can be a barrier to accessing important benefits or services, understanding, and exercising important rights, complying with applicable responsibilities, or understanding other information.

The Hawaii Department of Transportation (HDOT) Language Access Plan reinforces HDOT's policy of providing meaningful access to its services, programs, and activities for individuals with LEP. HDOT ensures the provision of competent and timely oral language services as well as written translations of vital documents based on the four-factor analysis outlined below.

IMPLEMENTING HDOT'S LANGUAGE ACCESS PLAN

Any HDOT branch or applicable subrecipient or other entity overseen by HDOT that deals with members of the public must assess the need for provision of language services and take reasonable steps to ensure meaningful access to public services, programs and activities by LEP persons. The services may include:

- Providing oral language services in a timely and competent manner.
- Offering written translations of vital documents into the primary language of LEP persons who constitute 5 percent or 1,000 of the population eligible to be served or likely to be affected or encountered, or notice of the right to receive oral interpretation of vital documents if said population is less than 50.

¹ American Community Survey 2022. Accessible at:

<https://data.census.gov/table/ACSST1Y2022.S1601?q=Language+Spoken+at+Home&g=040XX00US15>.

2020 Census data detailing language spoken at home and related statistics is not available at this time.

Meaningful Access

Guidance from the U.S. DOJ, the U.S. DOT, and Hawaii State law directs recipients of federal and state funds to take reasonable steps to ensure meaningful access to its services, programs and activities by LEP persons. This flexible and fact dependent standard begins with an assessment that balances the following four factors:

1. The number or proportion of LEP persons served or encountered in the eligible service population;
2. The frequency with which limited English proficient persons come in contact with the services, programs, or activities;
3. The nature and importance of the services, programs, or activities; and
4. The resources available to the State or covered entity and costs. See 67 Fed Reg. 41455 (June 18, 2002), 70 Fed. Reg. 74087 (December 14, 2005), HRS §321C-3.

At this time, HDOT does not anticipate limitations regarding budget funding for translations; however, if a large document (i.e., a master plan, a manual, or something similar that is over 25 pages long), reassessment will need to be made as large document translations are anticipated to require a large amount of time and resources to translate into multiple languages. This reassessment will be well-substantiated and documented.

Pursuant to Federal guidance and HRS §321C-3, HDOT allows for a “safe harbor” where written translations of documents shall be provided in the manner set forth in HRS §321C-3(c).

The two main ways to provide language services are oral interpretation (either in person or via telephone interpretation service), and written translation. Oral interpretation can range from on-site interpreters to telephone interpretation services. Likewise, written translation can range from translation of an entire document to translation of a short description of the document.

The correct mix should be based on what is both necessary and reasonable in light of the four-factor analysis. HDOT branches covered entities under HDOT have substantial flexibility in determining the appropriate mix.

IDENTIFYING LEP INDIVIDUALS WHO NEED LANGUAGE ASSISTANCE

The U.S. DOT provides some examples (not exhaustive) of populations likely to include LEP persons who are served or encountered by DOT recipients. These populations should be considered when planning language services (this list is not exhaustive):

- Public transportation passengers.
- Persons who apply for a driver's license at a state department of motor vehicles.
- Persons subject to the control of state or local transportation enforcement authorities, including, for example, commercial motor vehicle drivers. Persons served by emergency

transportation response programs.

- Persons living in areas affected or potentially affected by transportation projects.
- Business owners who apply to participate in DOT's Disadvantaged Business Enterprise program.

Furthermore, specific to the needs of the citizens of Hawaii, the following additional populations should be considered:

- Airport travelers serviced by the airports under administration by HDOT. As airport travel is one of the key modes of transportation in and out of Hawaii, it is important to consider travelers' needs as they use HDOT services and infrastructure.
- Harbor travelers serviced by the harbors under administration by HDOT. As marine travel is one of the key modes of transportation in and out of Hawaii, it is important to consider travelers' needs as they use HDOT services and infrastructure.
- Demographic minority populations (including LEP) in impact areas of HDOT projects, plans, or programs.

LANGUAGE SERVICES

Oral Interpretation Services

Providing LEP persons with oral language assistance at public service counters when there is telephone contact or at public meetings is necessary. First, one determines the language in which the interpretive service is needed. Second, interpretation service may be obtained via on-demand over-the-phone interpretation service provided by vendor Language Link and in use in HDOT offices/branches/sections. Third, if that is not an option, an on-hand employee who is proficient in the language requested may interpret. Fourth, if an on-hand employee is not available, the Bilingual Employee Directory (Attachment B) should be consulted to obtain interpretation through an HDOT employee on the list. Employees will be trained for awareness that the use of the requester's family or friends for interpreters is highly discouraged outside of emergency circumstances. Additionally, Sight Translations related to in-person interpretation (either via professional hire or emergency employee or family/friend service) are discouraged outside of providing explanation of simple terms for understanding.

Additionally, as a part of personnel policy, "[t]o the extent that the State requires additional personnel to provide language services based on the determination set forth in this section, the State shall hire qualified personnel who are bilingual to fill existing, budgeted vacant public contact positions." See below for a more detailed outline of the process of providing interpretation services.

Multilingual Assistance

LEP persons have the right to free language assistance in their spoken language. The Hawaii Office of Language Access (OLA) developed a "If You Need an Interpreter..." poster listing twenty-two languages that are likely to be the primary languages spoken by LEP persons in Hawaii. The intent of the poster is for an LEP person to point to the poster indicating the language they understand. The languages included on the poster are: Burmese, Cambodian,

Chamorro, Chuukese, Hawaiian, Ilocano, Japanese, Korean, Kosraen, Lao, Mandarin or Cantonese, Marshallese, Pohnpeian, Russian, Samoan, Spanish, Tagalog, Thai, Tongan, Vietnamese, Visayan (Cebuano), and Yapese.²

HDOT offices that have contact with the public shall have the OLA's multilingual signage posters prominently placed where LEP persons may indicate which language they understand. See Attachment A.

Additionally, via the HDOT website main page³, LEP individuals are able to contact for language access and obtain arrangements. Furthermore, language such as or similar to the following is used for public meeting notices:

“If you need an auxiliary aid/service or other accommodation due to a disability, or language interpretation, please contact Mr. XXXXXXXXXXXX at (808) XXX-XXXX or XXXXXXXXXXXX@hawaii.gov as soon as possible. Requests made as early as possible have a greater likelihood of being fulfilled. Upon request, this notice is available in alternate/accessible formats.”

Volunteer HDOT Bilingual Staff

HDOT has created a Departmental directory of volunteer bilingual staff in the event language assistance is needed in person at the office location of the volunteer bilingual staff (See Attachment B for the HDOT Bilingual Staff Directory). HDOT strives to survey employees semi-annually for volunteers to ensure as complete a list for all branches and locations will be available but conducts surveys for volunteers at a minimum biannually upon renewal of the language access plan. HDOT will also conduct a voluntary survey at the onset of an individual employee’s employment to determine whether a given bilingual employee would be interested in being added to the bilingual staff directory. The HDOT Bilingual Staff Directory provided here is not an exhaustive list and subject to change given personnel shifts.

Telephone Interpreter Service

HDOT has contracted with vendor Language Link to provide on-demand over-the-phone and, as necessary, video-remote interpreting services. A copy of the procedures for use of this service is attached below (Attachment C). The following lists additional language interpretation and/or translation providers. List below is not exhaustive.

Name	Contact	Service
NASPO Valuepoint On-Demand Remote Interpreting (OPI)	808 587-3355 Lori Cervantes http://spo.hawaii.gov ; In link, go to Price & Vendor Lists Contracts ⁴	Oral Interpretation Written Translation

² Accessible at:

https://health.hawaii.gov/ola/files/2016/10/Edit2_LA-Poster-7-22-11-8-5x11-Latestrevised3-LTR.pdf

³ Accessible at: <https://hidot.hawaii.gov/language-access/> which is accessible at the main page.

⁴ A copy of the current master contract can be found here:

<https://spo.hawaii.gov/wp-content/uploads/2020/05/20-17.pdf>

and VRI) and Document Translation		
Pacific Gateway Center	808 851-7010 http://www.pacificgatewaycenter.org/hawaii-language-bank.html	Oral Interpretation Written Translation
Hawaii State Judiciary	808 539-4860 http://www.courts.state.hi.us/wp-content/uploads/2017/01/interpreters.pdf	Oral Interpretation
Hawaii Interpreters and Translators Association	www.hawaiiinterpreters.com	Oral Interpretation Written Translation

When interpretation is provided, it should be competent and timely in order to be effective. While quality and accuracy of language services are critical, they are nonetheless part of the appropriate mix of LEP services required.

To clarify the above-mentioned “quality,” U.S. DOT guidance provides, at 70 Fed. Reg. 74087 (December 14, 2005), “[t]he quality and accuracy of language services as part of disaster relief programs, or in the provision of emergency supplies and services, for example, must be extraordinarily high, while the quality and accuracy of language services in a bicycle safety course need not meet the same exacting standards.”

Further, to be timely, language assistance should be provided at a time and place that avoids the effective denial of the service, benefit, or right at issue or the imposition of an undue burden on or delay in important rights, benefits, or services to the LEP person.

MOST COMMON LANGUAGES

The top languages spoken by Hawaii's LEP population in descending order include: Ilocano, Japanese, Tagalog, Korean, Vietnamese, Cantonese, Spanish, Chuukese, Mandarin, Marshallese, Samoan, Hawaiian, Cebuano, Thai, and Tongan.⁵ The Motor Vehicle Safety Office, part of HDOT, offers driver’s license written exams in Chuukese, Marshallese, Korean, Hawaiian, Spanish, Simplified Chinese, Traditional Chinese, Ilocano, Samoan, Tongan, Japanese, Tagalog, and Vietnamese via the respective County Department of Motor Vehicles (DMV) or equivalent. The Hawaii State Driver’s Manual will be offered in the languages noted above for the driver’s license written examinations. Based on the exams offered for calendar years 2020, 2021, and 2022, county offices report that the most commonly requested alternative language exams are

⁵ 2017-2021 American Community Survey Public Use Microdata Sample, as analyzed by State of Hawaii Department of Business, Economic Development & Tourism, found at: <https://dbedt.hawaii.gov/economic/language-use-dashboard/>

those in Spanish, Japanese, Simplified Chinese, Traditional Chinese, Vietnamese, and Tagalog.⁶ Additional data collection for foreign language requests at the airports administered by HDOT is provided by the Airports Visitor Information Program (AIR-VIP) management to better understand and determine airport traveler needs. AIR-VIP reporting includes requests for Bisayan, Cantonese, Chamorro, French, German, Hawaiian, Ilocano, Indonesian, Japanese, Korean, Laotian, Mandarin, Marshallese, Micronesian (other), Portuguese, Russian, Samoan, Spanish, Tagalog, Thai, Tongan, Chuukese, and Vietnamese, as well as any other languages that may be requested in the “Other” category.

HDOT offices, branches, and programs have been instructed to provide update of language requests to HDOT OCR to help determine customer needs for respective offices, branches, and programs.

WRITTEN TRANSLATIONS OF VITAL DOCUMENTS

Procedure for Providing Written Translation Services

Vital documents are, "printed documents that provide important information necessary to access or participate in services, programs, and activities of a State agency or covered entity, including but not limited to applications, outreach materials, and written notices of rights, denials, losses, or decreases in benefits or services." HRS § 321C-2 (2012). Vital documents identified include, but are not exclusive to:

- Notices for public meetings related to HDOT projects, plans, or program updates.
- Notices for updates to HDOT projects, plans, or program updates
- Public notices at the airports in the State of Hawaii
- Driver’s Licensing and related materials promulgated to the public.
- Additional vital documents will be added as requests and circumstances warrant.

When a request for a written translation is received, the HDOT Branch Office receiving the request shall notify and meet with the Title VI Specialist. A decision for translation will be based on 1) whether the document is vital based on the definition in the paragraph above; and 2) the assessment of the four-factor analysis discussed above. As HDOT now contracts with vendor Language Link for oral interpretation services, use of Language Link’s written translation services are available as well. The Branch Office shall select a competent translator in a timely manner after consultation with the Title VI Specialist and determination of needs and whether Language Link can provide translation in the language(s) requested or if an outside vendor will be required for translation and should be procured using the State of Hawaii competitive procurement process accordingly. Standard translations for requested documents are desired in the event of multiple requests for translation of a given HDOT document.

⁶ Per month to month reports from County DMVs for the 2020-2022 years, top five language requests are: Spanish with 303 requests, Chinese with 383 requests (not all DMVs differentiated between Simplified and Traditional Chinese), Japanese with 137, Chuukese with 115, and Vietnamese with 106 requests. Not all data by month is reported by participating DMVs and data reported does not reflect every month within the given year. Data for Kauai is omitted due to data irregularities reported by the Kauai DMV.

TRAINING

All HDOT and covered entity managers and employees who have regular contact with members of the public and those who develop projects shall be trained, at least once every two years by HDOT Title VI Specialist and/or by other appropriate trainers, on meaningful access to services for LEP persons, identifying language needs, and provision of necessary interpreters or translation services.

MONITORING AND UPDATING LANGUAGE ACCESS POLICIES

Through regular Title VI compliance review, evidence from surveys, guidance via the Office of Language Access, as well as information gleaned through LEP community resources, OCR's Title VI Specialist shall monitor and update HDOT's Language Access Policy and procedures. In addition, the State of Hawaii's Office of Language Access shall receive a new Language Access Plan from HDOT every two years. Furthermore, HDOT shall submit semi-annual Language Access Reports in addition to the aforementioned documents, in the event requests for language access are made of the agency.

MONITORING LANGUAGE ACCESS COMPLIANCE AND COMPLAINTS

In tandem with HDOT's Title VI Program and Plan compliance as required by a variety of Federal agencies (Federal Highways Administration, Federal Motor Carrier Safety Administration, Federal Transit Administration, and Federal Aviation Administration), HDOT OCR will document any received complaints regarding language access and will provide managerial oversight of any complaints that are informal or otherwise fall outside of the formal complaint proceedings of the various Federal agencies overseeing HDOT's grant-funded activities. For informal complaints or ones outside the scope of the formal Title VI complaint process for the Federal agencies providing oversight, HDOT OCR will work with the complainant to address concerns and achieve a favorable resolution to the satisfaction of the complainant. Absent satisfactory resolution, HDOT OCR will recommend the complainant file formal complaint via applicable Federal agency, the State of Hawaii Office of Language Access, the State of Hawaii Civil Rights Commission, or other applicable oversight entity. Furthermore, HDOT will monitor and note complaints that are initiated via the State of Hawaii Office of Language Access's complaint process. A complaint log specific to language access complaints will be kept by HDOT OCR.

Implementation of the Language Access Plan is handled via outreach through emails, in-person meetings, or phone reporting, and monitoring of use of language access resources to determine needs and deficiencies. Additionally, HDOT OCR anticipates implementation of an online covered entity/subcontractor review system via e-mail master list and survey response setup (either via Microsoft Forms or ArcGIS Survey123) to provide oversight over the large number of myriad entities that work under and through HDOT.

Attachment A Office of Language Access Multilingual Poster



**Please point here if you need an interpreter
in this language (at no cost to you).**



<u>Hawai'ian:</u>	E kuhikuhi mai 'oe i 'ane'i ke pono ka mahelē'ōlelo ('a'ōhe kāki).
<u>日本語 (Japanese):</u>	日本語の通訳が必要な方は、ここを指差してください (通訳費用はかかりません)。
<u>한국어 (Korean):</u>	통역을 필요로 하시면 다음 약속일 전에 반듯이 통역이 필요하다고 말씀하셔야합니다. 비용은 부담않하셔도됩니다.
<u>普通话(华语/國語) (Mandarin):</u>	如果您需要讲普通话的免费翻译, 请指这里。(如果您需要講國語的免費翻譯, 請指這裡。)
<u>廣東話 (Cantonese):</u>	如果您需要講廣東話的免費翻譯, 請指這裡。
<u>Ilokano:</u>	No masapulmo ti paraipatarus iti Ilokano nga awan bayadna, pakitudom ditoy.
<u>Tagalog:</u>	Kung kailangan mo ng libreng tagasalin sa Tagalog, pakituro lamang dito.
<u>Cebuano (Visayan):</u>	Kung kinahanglan nimo ug libre nga tighubad sa Binisaya, itudlo lang diri.
<u>Tiếng Việt (Vietnamese):</u>	Xin chỉ vào đây nếu bạn cần thông dịch viên cho ngôn ngữ này (bạn sẽ được cung cấp thông dịch viên miễn phí).
<u>မြန်မာ (Myanmar):</u>	သင်နားလည်သောစကားနှင့် ဘာသာပြန်အလိုရှိပါက ယခုနေရာသို့ညွှန်ပြပါ။ အထက်ပါစကား အတွက်နောက်တစ်ခေါက်ဆက်သွယ်ရန်လိုအောင်းလျှင်မသိ။
<u>ภาษาไทย (Thai):</u>	กรุณาชี้มาที่ข้อความนี้ ถ้าคุณต้องการล่ามภาษาไทย (โดยที่คุณไม่ต้องเสียค่าใช้จ่ายใดๆ)
<u>ភាសាខ្មែរ (Khmer):</u>	សូមបង្ហាញនៅត្រង់នេះមក បើសិនជាអ្នកត្រូវការអ្នកបកប្រែភាសានេះ (អ្នកមិនត្រូវការថវិកាអ្វីទាំងអស់)។
<u>ລາວ (Lao):</u>	ກະລຸນາຊີ້ໃສ່ບ່ອນນີ້ຖ້າທ່ານຕ້ອງການວ່າພວກເຮົາຈະ (ໂດຍບໍ່ມີຄ່າ) ທ່ານບໍ່ຕ້ອງເສຍຄ່າໃຊ້ຈ່າຍໃດໆ)
<u>Marshallese:</u>	Jouj im jitōñe ijin elañe kwoj aikuji juōn am ri-ukok ilo kajin in (ejjelok wōñāñ ñan yuk).
<u>Chuukese:</u>	Itini awenewenan ikeei ika pwún kopwe néunéú emén chón chiakú nón fōosun eei fénú (kosap wisenméeni noum eei chón chiakú).
<u>Chamorro:</u>	Matka pat apunta este yangen un nesisita intetpiti gi fino Chamorro (dibadi este na sitbesio).
<u>Pohnpeian:</u>	Menlau idih wasa ma ke anahne soun kawehwe (sohte isais).
<u>Kosraean:</u>	Nunak munas srisrngingac acn se nge fwin kom enenu met in top nuke kahs lom an sifacna (kom ac tia moli).
<u>Yapese:</u>	Fa'anra bet'uf bae' ninge ayweg nem nge abweg e thin rom (ni dabmu pii'pulwon) meere mog aray.
<u>Yapese (Outer Island):</u>	Gobe sor gare go tipeli bwo semal yebe gematfa kepatal menel le yetwai yor paluwal ngalug.
<u>Samoan:</u>	Fa'amolemole tusi lou lima i'i pe 'ā 'e mana'omia se fa'amatala'upu i le gagana lea (e te lē tologiina se tupe).
<u>Tongan:</u>	Tuhu ki heni kapau 'e fiema'u ha taha ke fakatonulea 'oku ta'etotongi.
<u>Русский (Russian):</u>	Если вам нужен бесплатный переводчик русского языка, пожалуйста укажите пальцем на это предложение.
<u>Español (Spanish):</u>	Por favor señale aquí con el dedo si necesita un intérprete (sin ningún costo para usted).

For more information, please contact:

Office of Language Access
830 Punchbowl Street, Room 322
Honolulu, Hawaii 96813

E-mail: Ola@doh.hawaii.gov
Call: (808) 586-8730
Neighbor Islands: 1 (866) 365-5955

Attachment C HDOT Interpretation Procedures

Ver. 1.3

November 17, 2023

Procedures For Accessing the Language Link Over-the-Phone Interpretation Service for Hawaii Department of Transportation (HDOT)

Use of the on-demand phone service will be determined by appropriate HDOT managerial or supervisory personnel to distribute to appropriate public-facing staff. Use of this service **IS NOT** authorized for use by anyone other than HDOT employees or attached agency staff. Use of this service is for Limited English Proficient (LEP) individuals or customers of HDOT.

Procedures are as follows:

1. In the event of a request for interpretation services from a LEP individual and determining which language aside from English the requestor needs, the HDOT employee shall call the following number to access the service: 1-833-200-9162
 - a. In the event a third-party call is needed, then the HDOT employee will need to dial the number of the third-party line.
2. The HDOT employee will be prompted to provide the language as requested by the service. If the language the employee needs is not listed in the options and the employee needs to hear the list of additional languages, or if a customer service representative is necessary, press "9." Once the language requested is provided, average wait time is 15-20 seconds before an interpreter in the language requested appears on the call to assist.
3. Upon calling the number, the HDOT employee will be prompted to provide the location code number. Please use the number provided by the manager or supervisor (the code will be 4 digits or XXXX).
 - a. NOTE: While unlikely, it is possible that wait times for an interpreter can exceed 60 seconds. In the event the HDOT employee calls and interpreter wait time exceeds 60 seconds, please notify the HDOT Office of Civil Rights in order to follow up with Language Link on the service concerns.
4. The HDOT employee will provide the phone to the requesting LEP individual (or use the speaker function on the phone if available and pursuant to specific office policy) and allow the LEP individual to speak with the interpreter in order to determine questions or concerns. The HDOT employee will direct the conversation to the requesting individual via the interpreter as the interpreter is there to facilitate the conversation.

In the event that video-remote interpretation services are needed, please contact the HDOT Office of Civil Rights at the contact information below to determine needs and next steps to set up for the appropriate event or service.

The HDOT Office of Civil Rights greatly appreciates your efforts to implement this over-the-phone interpretation service throughout the agency. If there are any questions or concerns, please call the Language Access Coordinator, Randall Landry, at (808) 831-7921 or email at randall.t.landry@hawaii.gov, or call the Civil Rights Coordinator, Curtis Motoyama, at (808) 831-7912 or email at curtis.s.motoyama@hawaii.gov.