

Language Access Plan: Providing Meaningful Language Assistance



LYNNWOOD
WASHINGTON

Updated January 2022
A Limited English Proficiency Plan (LEP) for the City of Lynnwood

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LANGUAGE ASSISTANCE SERVICES

If you have difficulty understanding English, you may, free of charge, request language assistance services for this information by calling 425-670-5000 or email us at ADACoordinator@LynnwoodWA.gov.

Aviso a personas con dominio limitado del idioma inglés: Si a usted se le dificulta entender el inglés, puede solicitar servicios de ayuda con el idioma, de forma gratuita, con respecto a ésta información, llamando al 425-670-5000 o enviando un mensaje de correo electrónico a ADACoordinator@LynnwoodWA.gov.

給英語能力有限人士的通知: 如果您不懂英語, 或者使用英語有困難, 您可以要求獲得向大眾提供的語言協助服務, 幫助您理解教育部資訊。這些語言協助服務均可免費提供。如果您需要有關口譯或筆譯服務的詳細資訊, 請致電 425-670-5000 或電郵: ADACoordinator@LynnwoodWA.gov。

Thông báo dành cho những người có khả năng Anh ngữ hạn chế: Nếu quý vị gặp khó khăn trong việc hiểu Anh ngữ thì quý vị có thể yêu cầu các dịch vụ hỗ trợ ngôn ngữ cho các tin tức của Bộ dành cho công chúng. Các dịch vụ hỗ trợ ngôn ngữ này đều miễn phí. Nếu quý vị muốn biết thêm chi tiết về các dịch vụ phiên dịch hay thông dịch, xin vui lòng gọi số 425-670-5000 hoặc email: ADACoordinator@LynnwoodWA.gov.

영어 미숙자를 위한 공고: 영어를 이해하는 데 어려움이 있으신 경우, 교육부 정보 센터에 일반인 대상 언어 지원 서비스를 요청하실 수 있습니다. 이러한 언어 지원 서비스는 무료로 제공됩니다. 통역이나 번역 서비스에 대해 자세한 정보가 필요하신 경우, 전 화번호 425-670-5000 또는 이메일주소 ADACoordinator@LynnwoodWA.gov 으로 연락하시기 바랍니다.

Paunawa sa mga Taong Limitado ang Kaalaman sa English: Kung nahihirapan kayong makaintindi ng English, maaari kayong humingi ng tulong ukol dito sa inpormasyon ng Kagawaran mula sa nagbibigay ng serbisyo na pagtulong kaugnay ng wika. Ang serbisyo na pagtulong kaugnay ng wika ay libre. Kung kailangan ninyo ng dagdag na impormasyon tungkol sa mga serbisyo kaugnay ng pagpapaliwanag o pagsasalin, mangyari lamang tumawag sa 425-670-5000 o mag-email sa: ADACoordinator@LynnwoodWA.gov.

Уведомление для лиц с ограниченным знанием английского языка: Если вы испытываете трудности в понимании английского языка, вы можете попросить, чтобы вам предоставили перевод информации, которую Министерство Образования доводит до всеобщего сведения. Этот перевод предоставляется бесплатно. Если вы хотите получить более подробную информацию об услугах устного и письменного перевода, звоните по телефону 425-670-5000 или отправьте сообщение по адресу ADACoordinator@LynnwoodWA.gov.

TITLE VI, ADA, AND FURTHER INFORMATION

Title VI Notice to Public

It is the policy of the City of Lynnwood that no person shall, on the basis of race, color, or national origin, as provided by Title VI of the Civil Rights Act of 1964, be excluded from participation in, be denied the benefits of, or be otherwise discriminated against under any of its Federally funded programs and activities. Any person who believes their Title VI protections have been violated may file a complaint with Lynnwood's Title VI Coordinator. For additional information regarding Title VI complaint procedures and/or information regarding our non-discrimination obligations, visit <https://www.lynnwoodwa.gov/Government/Departments/Public-Works/Title-VI-Non-Discrimination> or contact the City's Title VI Coordinator at TitleVI@LynnwoodWA.gov or by phone at 425-670-5212.

Americans with Disabilities Act (ADA) Information

This material can be made available in an alternate format by emailing the City of Lynnwood's ADA Coordinator at ADACoordinator@LynnwoodWA.gov or by calling 425-670-5081. Persons who are deaf or hard of hearing may make a request by calling the Washington State Relay at 711.

Notificación de Título VI al Público

Es la política del Ciudad de Lynnwood el asegurarse que ninguna persona, por razones de raza, color, o país de origen, como es provisto en el Título VI del Acta de Derechos Civiles de 1964, sea excluida de participar en, se le niegen los beneficios de, o sea discriminada en contra de, bajo cualquiera de sus programas y actividades financiadas con fondos federales. Cualquier persona que crea que su protección bajo el Título VI ha sido violada, puede presentar una queja. Para obtener información adicional sobre los procedimientos de queja bajo el Título VI y/o información sobre nuestras obligaciones antidiscriminatorias, favor de llamar al coordinador del Título VI en la Comisión Estadounidense enviando un email/correo electrónico a TitleVI@LynnwoodWA.gov, llamando de al tel 425-670-5212, o <https://www.lynnwoodwa.gov/Government/Departments/Public-Works/Title-VI-Non-Discrimination>.

Información del Acta de Americanos con Discapaciades (Americans with Disabilities Act, o ADA por sus siglas en inglés)

Este material está es disponible en un formato alternativo enviando un email/correo electrónico a ADACoordinator@LynnwoodWA.gov o llamando 425-670-5081. Personas sordas o con discapacidad auditiva pueden solicitarlo llamando a Washington State Relay al 711.

OVERVIEW

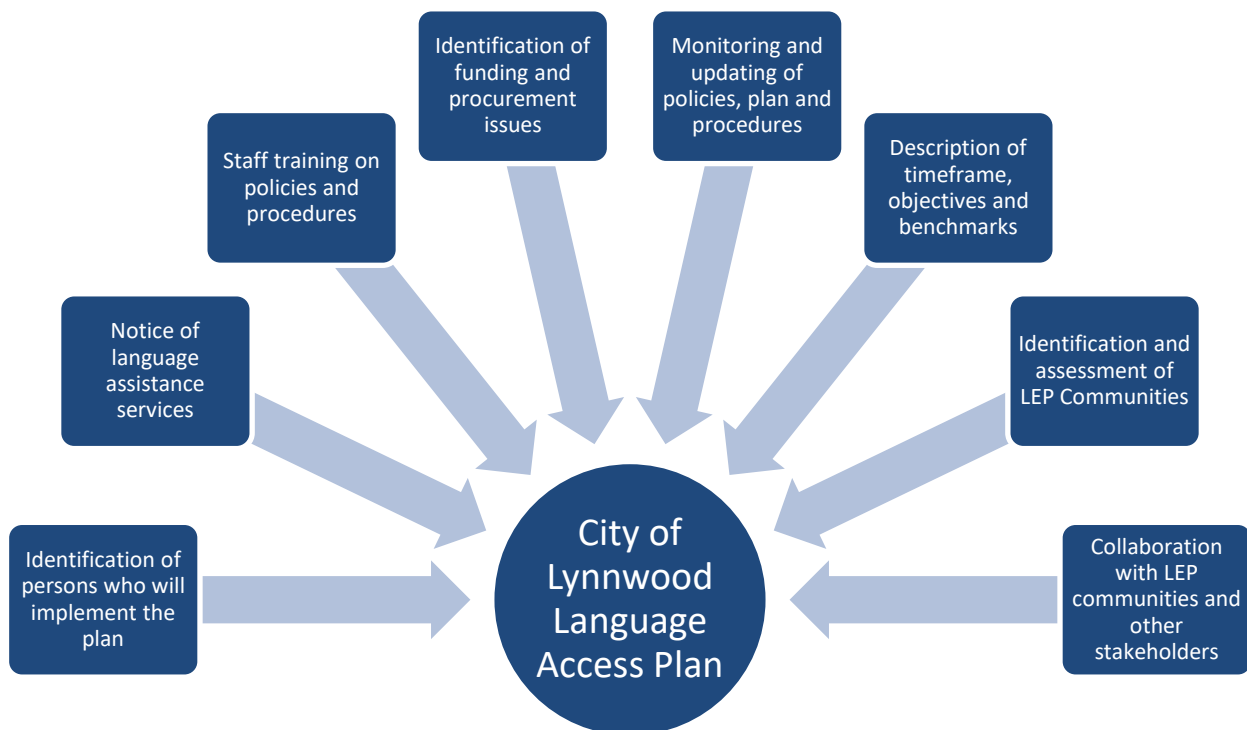
The City of Lynnwood, as a recipient of funding from several Federal Agencies, must assure that people with Limited English Proficient (LEP) have meaningful language assistance by reasonable means when utilizing City of Lynnwood services. As a recipient of federal funding, the City of Lynnwood is required to provide a plan to provide meaningful access in accordance with the Title VI of the Civil Rights Act of 1964 and implementing regulations.

The City of Lynnwood has developed this Language Access Plan / Limited English Proficiency (LEP) Plan to better serve individuals with LEP and their communities and follow all applicable laws. The City of Lynnwood will assess the LEP programs based on guidance from this plan.

Authority

Executive Order No. 13166, Improving Access to Services for Persons with Limited English Proficiency (August 16, 2000), clarifies the existing protections against national origin discrimination afforded to LEP individuals by Title VI of the Civil Rights Act of 1964 and the Act's implementing regulations. Title VI protections require that individuals with LEP have equal access to the programs, services and activities provided to individuals whose primary language is English.

Key components of a Language Access Plan



Individuals with Limited English Proficiency

An individual with Limited English Proficient (LEP) refers to someone whose primary language is not English, and who has limited ability to read, write, speak or understand English. For individuals with LEP, language can be a barrier to accessing important benefits and services, understanding important rights, complying with applicable responsibilities, or understanding vital information. The City of Lynnwood is committed to improving the accessibility of its programs, services, and activities to individuals with LEP.

Most individuals living in the United States read, write, speak, and understand English. However, many individuals have a primary language that is not English. The 2010 census shows that the U.S. population age 5 years and older includes over 37 million people that speak Spanish and over 9 million people that speak an Asian or Pacific Island language at home. If these individuals have a limited ability to read, write, speak, or understand English, they are of Limited English Proficiency, or “LEP.” Of the 37 million U.S. Spanish speakers, 44.7% report that they speak English less than “very well.” Of the 9 million people who speak Asian or Pacific Island languages, 47.9% report that they speak English less than “very well.”

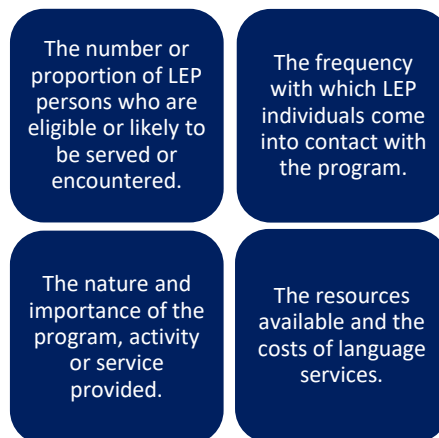
The 2017 American Community Survey shows that 28.7% of Lynnwood’s population is foreign born, and 35.1% of Lynnwood residents report speaking a language other than English at home.

The purpose of this Language Access Plan / Limited English Proficiency (LEP) Plan is to identify the language access needs of community members and to develop and implement language services to meet those needs as required by the national origin nondiscrimination provisions in Title VI of the Civil Rights Act of 1964, Executive Order No. 13166, and Title VI implementing regulations.

The U.S. Department of Justice (USDOJ), in its Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons (2002), outlines four factors federal fund recipients should apply to assess language needs and determine what reasonable steps should be taken to ensure meaningful access for LEP individuals.

Four Factor Analysis

The City of Lynnwood requires reasonable steps be taken to ensure meaningful access to the City’s programs, services, and activities by individuals with LEP. This policy guidance applies to all City of Lynnwood programs, services and activities, and covers the City’s entire operations, even if only one of the programs, services or activities receives Federal assistance. This LEP guidance, closely following USDOJ LEP guidance, outlines how Federal fund recipients should assess language needs and determine the reasonable steps that need to be taken to ensure meaningful access for individuals with LEP. This first requires an individualized assessment of the LEP population in the service area that balances the following four factors:



The Four Factor Analysis for Determining LEP Accessibility Needs

1. **Demography** - the number or proportion of people with LEP eligible to be served or likely to be encountered or directly affected by a program, service or activity, and who would potentially be excluded from access to or not receive the benefits from that program, service or activity absent efforts to remove language barriers.
2. **Frequency of Contact** - the frequency with which individuals with LEP come in contact with the program, service or activity. The more frequent contact recipients have or should have with individuals with LEP from different language groups, the more likely enhanced language services will be needed. Frequency of contact with specific languages should also be analyzed.
3. **Importance** - the nature and importance of the program, service or activity to people's lives. The more important the information, program, service or activity, or the greater the possible consequences of contact to communities with LEP, the more likely accessible language services will be needed.
4. **Resources** - the resources available to the recipient and costs. While a recipient is required to take reasonable steps to remove language barriers, "reasonable steps" may cease to be reasonable if the resources available to the funding recipient are limited, and the costs of language barrier removal would substantially exceed the benefits.

These four (4) factors should provide the City of Lynnwood with an understanding of the language accessibility needs of individuals with LEP within our jurisdiction or "service area," balanced against the resources available and the costs required to meet those needs.

City of Lynnwood's Four Factor Analysis

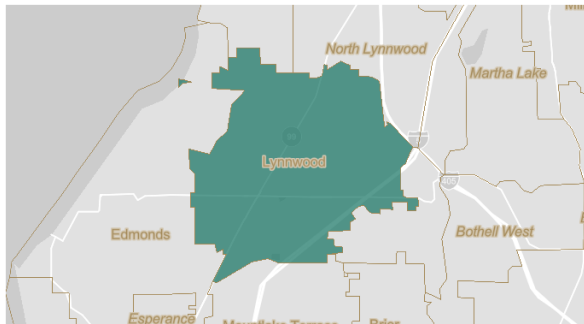
Factor 1 – The number or proportion of LEP persons eligible or likely to be served or encountered.

- Over 28% of Lynnwood's population is foreign born (American Community Survey 2017).
- Over 35% of Lynnwood residents report speaking a language other than English at home (American Community Survey 2017).
- The Edmonds School District recognizes 114 languages spoken amongst district families.
 - To supplement the American Community Survey data, the City of Lynnwood uses data from the Edmonds School District regarding languages spoken amongst the families of the Edmonds School District. During the 2020-2021 school year, the ESD identified 114 languages spoken amongst district families. We are able to further analyze schools within City of Lynnwood boundaries, however this is not a perfect data point as school boundaries often overlap city boundaries.
- Lynnwood's largest LEP population is Spanish-speaking individuals.
- Additional concentrations of LEP populations include the following languages: Amharic, Arabic, Korean, Russian, Tagalog, Tigrinya, Ukrainian, and Vietnamese.

US Census Data: (2019 American Community Survey 5-Year Estimates)

Lynnwood city, Washington

Place in Washington



Lynnwood city, Washington is a city, town, place equivalent (CDP), or township located in Washington. Lynnwood city, Washington has a total area of 7.8 square miles.



POPULATION
38,143



MEDIAN HOUSEHOLD INCOME
\$63,743



POVERTY RATE
13.6%



BACHELOR'S DEGREE OR HIGHER
30.2%



EMPLOYMENT RATE
61.0%



TOTAL HOUSING UNITS
15,249

Population	Estimate	Percentage
Total Population	38,143	
White	22,583	59.2%
Black or African American	3,062	8.0%
American Indian and Alaska Native	115	0.3%
<ul style="list-style-type: none"> • Chippewa tribal grouping 	81	
Asian	6,876	18.0%
<ul style="list-style-type: none"> • Asian Indian • Chinese • Filipino • Japanese • Korean • Vietnamese • Other Asian 	518 877 1,337 201 1,668 1,065 1,210	1.4% 2.3% 3.5% 0.5% 4.4% 2.8% 3.2%
Native Hawaiian and other Pacific Islander	35	0.1%
Two or more races	3,553	9.3%
<ul style="list-style-type: none"> • White and Black or African American • White and American Indian and Native Alaskan • White and Asian • Black or African American and American Indian or Alaska Native 	1,072 620 960 98	2.8% 1.6% 2.5% 0.3%
Hispanic or Latino	5,216	13.7%
<ul style="list-style-type: none"> • Mexican • Puerto Rican • Cuban • Other Hispanic or Latino 	3,162 90 67 1,897	8.3% 0.2% 0.2% 5.0%

Population	Estimate	Percentage
Total Population	38,143	
Foreign-Born Population	11,180	29.3%
<ul style="list-style-type: none"> • Naturalized citizen • Not a citizen 		56.3% 43.4%
Foreign-Born Population Date of Arrival	11,180	
<ul style="list-style-type: none"> • Entered before 2000 • Entered 2000-2009 • Entered 2010 or later 	5,236 3,802 2,142	
World Region of Birth of Foreign-Born	11,180	
Total foreign-Born Population <ul style="list-style-type: none"> • Europe • Asia • Africa • Oceania • Latin America • Northern America 		11.8% 50.1% 14.9% 0.4% 21% 1.8%
Language other than English spoken at home	36.8%	
<ul style="list-style-type: none"> • Speak English less than "very well" 	16.9%	

Partner Information

Information from community organizations and/or associations such as Edmonds School District, Edmonds College, community-based organizations, local churches and religious organizations can provide the City with valuable information about our communities with LEP.

The City of Lynnwood utilizes language data compiled by the Edmonds School District. ESD is comprised of 36 schools including home school and online school, throughout South Snohomish County. In 2020-2021, district-wide there are 114 languages spoken amongst district families. The top languages of ESD are as follows:

Language	# of Students	% of students	Language	# of Students	% of students
English	16,589	76.8%	Amharic	182	0.8%
Spanish	2,343	10.8%	Ukrainian	172	0.8%
Vietnamese	377	1.7%	Tigrinya	128	0.6%
Arabic	214	0.9%	Tagalog	70	0.3%
Korean	186	0.9%	Chinese (Mandarin)	68	0.3%
Russian	183	0.8%	Japanese	54	0.2%

This information is provided to the City of Lynnwood broken down by individual schools. When looking at Lynnwood specific schools, we can further analyze the languages spoken by families in the City of Lynnwood. This is not an exact accounting as school boundaries overlap city boundaries.

Lynnwood specific schools: (Beverly Elementary, Cedar Valley Community, College Place Elementary, College Place Middle, Lynndale Elementary, Lynnwood Elementary, Meadowdale Elementary, Meadowdale Middle, Meadowdale High, Spruce Elementary)

Language	# of students	% of students	Language	# of students	% of students
English	4,403	69.2%	Arabic	74	1.2%
Spanish	1,051	16.5%	Ukrainian	73	1.1%
Vietnamese	121	1.9%	Russian	61	0.9%
Korean	87	1.3%	Tigrinya	41	0.6%
Amharic	76	1.1%	Tagalog	22	0.3%

Factor 2 – The frequency with which individuals with limited English proficiency come into contact with the program.

- Individuals with LEP will need language services through many points of contact with the City, such as public safety for emergency and non-emergency situations, at customer service desks, through the Municipal Court, when using public facilities, and during public meetings and/or events.

- The City of Lynnwood can connect with individuals with LEP through several modes such as in-person, telephonic, via email, through letters/documents, postcards, recorded video messages, and other notices.
- The City does not currently track language service needs. A method to track service needs should be implemented in the near future.

Factor 3 – The nature and importance of the program, activity or service provided by the organization to its beneficiaries.

- The City needs to develop procedures to provide language assistance to individuals with LEP as part of its standard business practices.
- To develop those procedures, the City should, through the Race and Social Justice Coordinator, reach out to community organizations that serve individuals with LEP to determine the importance of each program, service or activity to the lives of individuals with LEP.
- The City should train employees on the procedures and tools to provide language assistance to LEP individuals.
- The City should include language access services into programmatic budgets.

Factor 4 – The resources available to the organization and the costs of language services.

Pursuant to the USDOT’s Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient (LEP) Persons, and the USDOJ’s Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons (2002), recipients of Federal assistance are required to take reasonable steps to ensure meaningful access to their programs, services, and activities by individuals with LEP. “Reasonable steps” might cease to be reasonable where available resources and the costs imposed substantially exceed the benefits. Small municipalities and rural counties with limited budgets and staff are not expected to provide the same level of language services as state government agencies with larger budgets and staff.

The City of Lynnwood’s resources are not unlimited. The City should, on a case-by-case basis, identify the most cost-effective means of delivering timely, accurate and effective language services to individuals with LEP.

There are two main ways to provide language services to individuals with LEP: 1) oral interpretation; or 2) written translation. The choice of oral interpretation or written translation should be based on the nature of the program, service or activity and its importance to the LEP population, balanced with the resources available and costs imposed by providing the service.

Oral interpretation can range from in-person interpreters to telephonic interpretation services, to pre-recorded messages/videos. Written translation can range from translation of an entire document to a short summary of the document written in the requested language. In some cases, the City may need to provide language services on an expedited basis. On less urgent matters, the City may wish to

communicate with individuals with LEP through another City employee with that particular language skills, or consult with a trusted community partner for assistance.

The City must use certified interpreters when the importance of the information is high and there is need for accuracy. Using a telephone language line is a less expensive alternative than hiring an in-person interpreter.

- The City should, on a case-by-case basis, identify the most cost-effective means of delivering timely, accurate and effective language services to individuals with LEP.
- The City has a contract for telephonic translation service that is available 24/7 to employees. The City is able to provide written translations or in-person interpretation service as needed. Additionally, we have a bank of employees that have language skills that can be available to assist with simple translation/interpretations.
- If language services to individuals with LEP in any given instance are to be limited, the City must be prepared to document the reason why we are not able to provide such services.

Identifying Vital Documents

The City must make any vital document accessible to individuals with LEP. Vital documents are paper and electronic documents and communications deemed vital to a person with LEP to access City programs, services and activities, or that are required by law. To determine that a document is vital, it must be reviewed in light of the importance of the program, service, activity or information involved, and the consequences to an individual with LEP if the information is not provided accurately or in a timely manner.

The federal government's LEP.gov website defines vital documents as:

A document will be considered vital if it contains information that is critical for obtaining federal services and/or benefits, or is required by law. Vital documents include, for example: applications, consent and complaint forms; notices of rights and disciplinary action; notices advising persons with LEP of the availability of free language assistance; prison rulebooks; written tests that do not assess English language competency, but rather competency for a particular license, job, or skill for which English competency is not required; and letters or notices that require a response from the beneficiary or client. For instance, if a complaint form is necessary in order to file a claim with an agency, that complaint form would be vital. Nonvital information includes documents that are not critical to access such benefits and services. Advertisements of federal agency tours and copies of testimony presented to Congress that are available for information purposes would be considered non-vital information.

From LEP.gov's definition we can conclude that vital documents may include, but are not limited to:

- Documents that must be provided by law;
- Notices regarding the availability of free language access services for individuals with LEP;
- Outreach or informational material the lack of which may effectively deny an individual with LEP meaningful access to a City program, service or activity;
- Notice of denial, loss or decrease in benefits or services; and
- Forms, notices or written material related to an individual's rights, requirements or responsibilities regarding City services, such as filing a discrimination complaint against the City, or protesting an agency decision.

LEP.gov goes on to provide guidance on distinguishing vital documents from non-vital documents.

It may sometimes be difficult to draw a distinction between vital and non-vital documents, particularly when considering outreach or other documents designed to raise awareness of rights or services. Though meaningful access to a program requires an awareness of the program's existence, we recognize that it would be impossible, from a practical and cost-based perspective, to translate every piece of outreach material into every language. Title VI does not require this of recipients of federal financial assistance, and EO 13166 does not require it of federal agencies. Nevertheless, because in some circumstances lack of awareness of the existence of a particular program may effectively deny individuals with LEP meaningful access, it is important for federal agencies to continually survey/assess the needs of eligible service populations in order to determine whether certain critical outreach materials should be translated into other languages.

The key take away is that determining vital from non-vital documents is about balancing the need for LEP accessibility with available resources. The City must be able to substantiate its resource concerns if language services to individuals with LEP are to be limited.

As stated by LEP.gov, once documents have identified as vital they must:

Be translated when a significant number or percentage of the population eligible to be served, or likely to be directly affected by the program/activity, needs services or information in a language other than English to communicate effectively. For many larger documents, translation of vital information contained within the document will suffice and the documents need not be translated in their entirety.

Failure to provide timely, accurate and effective language services to individuals with LEP may subject the City to complaints, and possible regulatory scrutiny or legal jeopardy. It is sound business practice to make every reasonable attempt to provide timely, accurate and effective language services to individuals with LEP, to ensure that individuals with LEP have meaningful access to the City's programs, services and activities.

Under safe harbor provisions outlined in USDOJ's guidance document, for service areas with 1,000 or more non-English speakers, or where non-English speakers make up at least 5% of the total population, vital documents must be translated. Vital documents should be translated at a fourth (4th) grade literacy level to ensure the targeted audience can understand the information. Community based organizations or focus groups can assist with testing translations for accuracy and literacy level appropriateness.

When looking at the City of Lynnwood as a whole, currently in 2021 the only language that meets this threshold is Spanish. However, if looking at a smaller service area or program focus, it may be necessary to re-evaluate that particular demographic and language proficiency needs.

Meaningful Language Assistance Measures

The key to providing meaningful access for persons with LEP is to ensure that effective communication exists between the City service/activity/project and the person with LEP. This can be accomplished in a variety of ways:

- Provide for oral language interpretation or assistance.
 - Language Line
 - Language Line is a tool available to City of Lynnwood employees. Language Line is an over-the-phone interpretation services that can accommodate over 200 languages and is available 24 hours a day, 365 days a year. Language Line may be utilized when an LEP customer phones a City employee via call conferencing or in person by placing a call on speaker.
 - Each customer service counter will display a plaque informing customers that the service is available along with the materials to help identify an appropriate language.
 - Front line City staff should be familiar with the Language Line service and have access to appropriate client id and password information. Training is available upon request.
 - Bilingual Staff
 - Use of bilingual staff may be utilized when appropriate based on the staff member's competency in another language, availability, and work load. Employment of bilingual staff in departments and divisions is recommended, when feasible.
 - Professional Interpreter
 - Professional interpreters may be necessary in some instances, especially if requested by an LEP customer for a public open meeting.
 - Voluntary Community Interpreters
 - Voluntary interpreters may be used if they are skilled, competent and objective in interpreting. In some cases, a family member or volunteer without formal certification might be a good choice for use in interpretation with a person with LEP.
- Notify customers with LEP of the availability of language assistance services.
 - In addition to ADA Accommodations notice, all public meeting notices should have a notice that language accommodations can be made with reasonable notice.
 - The following notice should be included on all public notifications:
 - "It is the City of Lynnwood's policy to assure that no person shall, on the grounds of race, color, or national origin, as provided by Title VI of the Civil Rights Act of 1964, be excluded from participation in, be denied the benefits of, or be otherwise discriminated against under any of its federally funded programs and activities. Any person who believes his/her Title VI protection has been violated, may file a complaint with the City of Lynnwood's Title VI Coordinator at TitleVI@LynnwoodWA.gov or by calling 425-670-5212 Individuals requiring reasonable accommodations may request written materials in alternate formats, sign language interpreters, physical accessibility accommodations, or other reasonable accommodations by contacting at 425-670-XXXX. Persons who are deaf or hard of hearing may contact the event sponsor through

the Washington Relay Service at 7-1-1.”

- If you need assistance with language translation regarding this matter, please call 425-670-XXXX to request assistance.

- Si necesita ayuda con la traducción de idiomas con respecto a este asunto, llame al 425-670-XXXX para solicitar ayuda en su idioma.

(Spanish)

- Nếu bạn cần hỗ trợ dịch ngôn ngữ liên quan đến vấn đề này, vui lòng gọi 425-670-XXXX để yêu cầu hỗ trợ bằng ngôn ngữ của bạn.

(Vietnamese)

- 如果您需要有关此问题的语言翻译帮助，请致电425-670-XXXX以您的语言请求帮助。(Simplified Chinese)

- 이 문제와 관련하여 언어 번역에 도움이 필요한 경우 425-670-XXXX로 전화하여 해당 언어로 도움을 요청하십시오. (Korean)

- Если вам нужна помощь с языковым переводом по этому вопросу, позвоните по телефону 425-670-XXXX, чтобы запросить помощь.

(Russian)



CONSTRUCTION PROJECT UPDATE
196th St SW (SR 524) Improvement Project

NOTICE: Temporary PUD shutoffs

Impacts to Electrical Service on 196th St SW

You are receiving this notice as your location will be affected by construction work on: July 17—18

What you can expect:

- Temporary nighttime power outage between **9 p.m. on Sunday, July 18 and 6 a.m. on Monday, July 19.**
- Normal electrical service will resume upon completion of work.

Questions or concerns? Contact the Outreach Team at 425-224-2440 or

Information about construction and work will be posted on the project website when available: www.LynnwoodWA.gov/196street

To receive project updates, sign up for email updates on our project webpage.

It is the City of Lynnwood's policy to assure that no person shall, on the grounds of race, color, or national origin, as provided by Title VI of the Civil Rights Act of 1964, be excluded from participation in, be denied the benefits of, or be otherwise discriminated against under any of its federally funded programs and activities. Any person who believes his/her Title VI protection has been violated, may file a complaint with the City of Lynnwood's Human Resources Department. Individuals requiring reasonable accommodations may request written materials in alternate formats, sign language interpreters, physical accessibility accommodations, or other reasonable accommodations by contacting Public Works at 425-670-5200. Persons who are deaf or hard of hearing may contact the event sponsor through the Washington Relay Service at 7-1-1.

- If you need assistance with language translation regarding this matter, please call 425-670-5200 to request assistance.
- Si necesita ayuda con la traducción de idiomas con respecto a este asunto, llame al 425-670-5200 para solicitar ayuda en su idioma. (Spanish)
- Nếu bạn cần hỗ trợ dịch ngôn ngữ liên quan đến vấn đề này, vui lòng gọi 425-670-5200 để yêu cầu hỗ trợ bằng ngôn ngữ của bạn. (Vietnamese)
- 如果您需要有关此问题的语言翻译帮助，请致电425-670-5200以您的语言请求帮助。(Simplified Chinese)
- 이 문제와 관련하여 언어 번역에 도움이 필요한 경우 425-670-5200로 전화하여 해당 언어로 도움을 요청하십시오. (Korean)
- Если вам нужна помощь с языковым переводом по этому вопросу, позвоните по телефону 425-670-5200, чтобы запросить помощь. (Russian)

- This LEP Plan will be posted to the City of Lynnwood website.
- Language Line plaques will be placed at all customer service desks.
- Translation of Vital and/or Required Documents.
 - Written materials that are routinely provided in English to applicants, customers and/or the general public should be translated into languages that are regularly encountered. The extent of the obligation to provide written translations of documents should be determined on a case-by-case basis, looking at the totality of the circumstances in light of the four-factor analysis. Written materials include electronic documents and web sites.
- Train Staff.
 - Training staff on policies and procedures of language assistance and how to determine whether a customer needs language assistance services is essential to bridging the gap

between policies and practices. Training will include how to obtain language assistance services and communication with interpreters and translators. Specialized training may be required for some front-line staff that are more likely to have contact with LEP persons. Staff should also be familiar with the complaint process in regard to Title VI compliance.

- Monitor and evaluate access to language assistance.

COMPLIANCE AND ENFORCEMENT WITH LEP REQUIREMENTS

Who Must Comply

Executive Order 13166 directs recipients of federal financial assistance to take reasonable steps to provide LEP individuals with meaningful access to their projects, activities and services.

All City of Lynnwood departments, divisions and project leaders are responsible for ensuring that meaningful services to LEP persons are provided. Additionally, the Communications Manager will continuously monitor these requirements to ensure appropriate measures are taken for individuals with LEP.

Responding to Complaints

The appropriate department director will be notified of any complaint arising from LEP issues. The director's first responsibility is to attempt to provide the requested service as soon as possible, resolve the specific complaint to the customer's satisfaction and take steps addressing these policies and procedures which generate such complaints.

The Communications Manager or the Title VI Coordinator may also receive complaints and assist departments in corrective actions. Failure to comply and make a good faith effort may be a violation of the federal and state law and can result in sanctions being imposed.

Technical Assistance

The Communications Manager is available to provide technical assistance to departments in regard to advising of LEP requirements and best practices. The creation of the LEP Plan and the maintenance of that plan is the responsibility of the Public Affairs Officer. In addition, the Public Affairs Officer is available to provide appropriate staff training on LEP requirements and practices.

Resources

[42 U.S.C. §2000d et seq.](#) (Title VI).

[Exec. Order No. 13166](#), Improving Access To Services For Persons With Limited English Proficiency, 65 Fed. Reg. 50121 (August 11, 2000).

U.S. Department of Justice, [Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons](#), 67 Fed. Reg. 41455 (June 18, 2002)

U.S. Department of Justice, [Language Assistance Self-Assessment and Planning Tool for Recipients of Federal Financial Assistance](#).

U.S. Department of Transportation, [Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficiency \(LEP\) Persons](#), 70 Fed. Reg. 74087 (December 14, 2005)

[Limited English Proficiency \(LEP\) - A Federal Interagency Website](#) (resources and information, including [FAQs](#), samples of Language Access Plans, and Tutorials)