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DEPARTMENT OF ADMINISTRATION
FLEET SERVICES DIVISION
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Language Access Plan

I. Purpose and Authority

The State of Nevada, through Nevada Revised Statute Chapter 232 and federal guidance in Title VI address the barriers persons with limited English proficiency face in accessing governmental programs and services. Persons with Limited English Proficiency (LEP) require and deserve meaningful, timely access to government services in their preferred language. Moreover, it is the responsibility of government to provide that access:

State and local agencies and entities that receive public money have an obligation to provide meaningful, timely access for persons with limited English proficiency to the programs and services of those agencies and entities.

The Fleet Services Division (FSD) is committed to compliance with NRS 232.0081 and Title VI of the Civil Rights Act of 1964, 2 C.S. § 561 et seq. (Act 172 of 2006) in ensuring meaningful access to State services and programs for individuals with limited English proficiency.

In general, the FSD provides services to agencies, rather than “persons” as referenced in NRS 232.0081, so much of the statutory guidance is not applicable. However, FSD has created this plan in the spirit of assuring that personnel have protocols to follow when interacting with individuals who have limited English proficiency, order to fulfill our mission to fully provide automotive services to our client agencies.

II. Fleet Services Division Mission

The division provides safe, dependable and economical transportation solutions for state employees. Fleet Services operates a large, modern, and environmentally friendly fleet and focuses

on customer service, efficiency, and professionalism. The division's fleet is dispersed throughout the state, providing agencies short-term and long-term assigned vehicles, a statewide managed maintenance and repair program, vehicle acquisition, disposal services, registration, fuel, alternative fueled vehicles, fueling resources, accident management, cleaning, and 24-hour roadside assistance. The division operates facilities in Carson City, Reno, and Las Vegas with each facility providing full administrative and operational support for both short-term and long-term assigned vehicles. The Operations Division manages an extensive statewide maintenance program to support the fleet. The maintenance program is available for use by all state agencies and provides agencies that own their vehicles a cost-effective solution for satisfying their vehicle maintenance needs. Statutory Authority: NRS 336.

III. General Policy

The FSD recognizes that from time-to-time individuals who have LEP could seek information related to one of the FSD's client agencies. In general, the FSD will refer inquiries about each client agency program to the subject agency and rely on client agency Language Access Plans (LAP) to accommodate LEP individual communications.

In cases where this is not possible, the FSD adopts the following policies and procedures to ensure that LEP individuals can gain equal access to the FSD services, services of client agencies and generally communicate effectively. The FSD will adopt the following policies and procedures to ensure that LEP individuals can gain equal access to the services the FSD provides.

It is Nevada's policy to grant access to services or programs to every person regardless of their ability to speak, understand, read, or write English. The FSD intends to take all reasonable steps to provide LEP individuals with meaningful access to its services and programs. The FSD seeks to reduce barriers by increasing its capacity to deliver services and benefits to people in their preferred languages.

With this goal in mind, the FSD endorses the following policies:

- The FSD is committed to equity and will take all reasonable steps to provide limited English proficient (LEP) individuals with meaningful access to all its services, programs, and activities.
- The agency, rather than the LEP individual, bears the responsibility for providing appropriate language services, regardless of the LEP individual's preferred language, at no cost to the LEP individual.
- Staff at the initial points of contact have the specific duty to identify and record language needs.
- Use of informal interpreters such as family, friends of the person seeking service, or other customers is not allowed. Minor children are prohibited from acting as interpreters.
- No staff may suggest or require that a LEP individual provide an interpreter in order to receive agency services.

Fleet Services Division Language Access Coordinator:

Robert Burgess, Administrator

775-684-1880

IV. Profile of the Fleet Services Division LEP Clients

As stated above, the FSD does not provide services to “persons”. Rather, it provides services to client agencies, who may in turn provide services to “persons”. The FSD’s clients are other state agencies. LEP individuals who might seek assistance from the FSD would be users of client agency services or employees of client agencies. For this reason, there is no demographic information for “persons” served by FSD since these situations cannot be predicted. The FSD will, however, maintain documentation of LEP individuals who seek assistance in order to maintain demographic data related to them. FSD will share this demographic data with applicable client agencies as appropriate.

V. The Fleet Services Division Language Access Services and Procedures

The FSD does not provide services to the public or to “persons”. FSD acknowledges that a situation could arise wherein a LEP individual requests assistance from the FSD, and the FSD desires to be available and proactive to assist these individuals. For this reason, the FSD has secured the language access services described below to enable LEP individuals to access the information they seek. In every case, the FSD ensures that all language service providers are fully competent to provide these services.

- **Client Agency Outreach:** The FSD will rely upon applicable client agency LAPs to provide information and assistance to individuals with inquiries about client agency programs and will utilize on-line LAP client agency documents to obtain referral procedures and resource information.
- **Oral, Sign Language and Written Language Services:** The FSD may have bilingual speakers (both English and Spanish) available telephonically and in-person based in the Carson City office. If these employees are not available and for all other oral/sign languages the FSD will utilize contract translation and interpreter services offered by the state, which can be found here: https://purchasing.nv.gov/Contracts/Documents/Translation_Interpretation
- **Community Outreach and Engagement:** The FSD is committed to ensuring that the LEP community as a whole is aware of how to access available language services.
- **Providing Notice of Language Assistance Services:** The FSD will provide notice of LEP resources within its office and online at the FSD website.

VI. Implementing the Fleet Services Division Language Access Services

In order to fulfill the goals of this Plan, the FSD will provide staff with the necessary training to ensure that staff are familiar with this document, related policies and resources available for LEP individuals. This training will include:

- How to respond to LEP individuals via phone, writing, or in person.
- How to seek applicable client agency resources for LEP individuals.

- How to seek assistance with internal state sanctioned language access resources.
- How to document the mode of communication and preferred language of an LEP individual and communicate same. This is to allow client agencies to better understand the needs of those accessing services and ensure that equitable access is available throughout the duration of their interactions with the client agency.
- How to report these interactions to the Language Access Coordinator.

VII. Evaluation of and Recommendations for Fleet Services Division Language Access Plan

The FSD is committed to providing limited English proficient individuals full access to state services and is committed to monitoring the policies and procedures stated above to ensure that limited English proficiency Nevadans are receiving equitable access to client agency services. The FSD will solicit public comment on this initial Plan and update the Plan if necessary.

The Language Access Coordinator will continue to develop and monitor this plan, and update it biennially based on language accommodation requests documented by staff and any other data obtained through public comment. The FSD will also track any costs that may be incurred by using external, state sanctioned resources.

Acronyms:

Language Access Plan (LAP)

Limited English Proficiency (LEP)

Fleet Services Division (FSD)