

# What DDOT's Frontline Transit Employees Need to Know about Limited English Proficiency (LEP) Tools and Language Assistance Services

## Tool #1: Language Assistance/"I Speak" Cards

Frontline employees will be given cards to carry on them to give to a LEP person:

Sample Quarter Size Card to carry:



## Tool #2: "Know Your Rights" Interior Card:

These will be placed curbside from the frontline employee on every Bus/Coach with the Language Assistance Phone Number that the frontline employees will be able to point to:

### Existing Bus/Coach Interior Cards:



## Tool #3: Ask someone on the Coach:

If there still is a language barrier, then the frontline employee will be instructed to ask the other people that are around "If they speak the same language as the LEP Rider" for their translation assistance.

### Question to ask:

"Is there anyone here that can speak \_\_\_\_\_ language that can assist this rider?"

