

City of Lakeland, Florida

Limited English Proficiency Plan – June of 2025

Introduction:

Title VI of the Civil Rights Act of 1964, 42 U.S.C 2000d, and its implementing regulations, provide that no person shall be subjected to discrimination based on race, color, or national origin.

As a recipient of federal funds, the City of Lakeland, Florida, is expected to and will, take reasonable steps to ensure persons with Limited English Proficiency (LEP) skills have meaningful access and an equal opportunity to participate in City provided services, activities, and programs.

Policy Statement:

It is the City's policy that:

- No person shall be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination or retaliation under any program or activity because of race, color, national origin, sex, age, disability, marital or religious status or any other status protected by law.
- Regardless of race, color, religion, sex, national origin, marital or religious status, or disability, all persons will be afforded equal opportunity to access and use City programs, and services, as well as participate in City activities and events.
- LEP people will be afforded meaningful communication, oral or written, regarding public-provided services, programs, and activities so program activities as well as service access and participation is not hindered and the potential for national origin discrimination is minimized or eliminated in its entirety. Moreover, where and when required, communication aids will be provided without costs to the LEP person(s) being served.

LEP Persons Who May be Served:

The U.S. Census Bureau 2023 American Community Survey 5-year Estimates (refer to "Exhibit 1") reveal that of the 110,916 persons (population 5 years and older) in the City of Lakeland, 80.1% speak only English. Whereas 19.9% of the population speak a language other than English. The non-English languages spoken include:

- Spanish – 15.4% or 17,098 people

- Other Indo-European Languages – 2.7% or 3,038 people
- Asian and Pacific Island Languages – 1.25% or 1,392 people
- Other Languages – 0.6% or 531 people

Among the 17,098 people who speak a language other than English 7.16% speak English less than very well. This data indicates that 7.16% of the people in the City’s service area are LEP and could seek to encounter or participate in a City program, activity, or service.

Frequency of LEP Persons Contact:

Because of the diverseness of City programs, activities and services, it is difficult to establish with certainty the frequency of contact with LEP people; the frequency of contact could be daily, sporadic, or never. It is reasonable to glean from the area statistics, however, that the frequency of contact could be 7.1% of the time City programs, activities, and services are available to the public.

A polling of City departments confirms contact with LEP person in most City areas of operation tend to be sporadic and are dealt with by using bilingual staff to interpret or by using a smartphone apps for communication.

Language Assistance:

Oral Communications: The City will endeavor to promptly identify language and communication needs of LEP people. Language posters and identification cards will be utilized. For example, “I Speak Cards” are available online at <https://www.lep.gov/>. These will be used as necessary to determine the language of the LEP individual (see “Exhibit 2”).

Once the language is identified, assistance will then be provided to LEP people using competent bilingual staff or qualified interpreters.

Documentation: City staff who encounter and aid LEP persons are instructed to document the experience using the form attached as “Exhibit 3”. The completed form is to be remitted to the LEP Plan Maintainer for use in identifying customer service needs and accommodation, as well as updating this LEP Plan when necessary.

Notice of Language Assistance:

The City will inform LEP persons of the availability of language assistance by posting a notice in intake areas and other points of entry to City facilities, and a link to Title VI of the Civil Rights Act of 1964 and this LEP plan will be included on the City's website, <https://www.lakelandgov.net/>.

Notification will also be provided through one or more of the following: outreach documents, telephone voice mail menus, local media outlets, and/or community-based organizations.

Staff Training:

A copy of this LEP Plan will be available to all City employees as posted on the City's Insite platform. Thereafter, those who have direct contact with LEP individuals will have information that addresses:

- Understanding Title VI of the Civil Rights Act of 1964
- Application of the City's LEP Policy Statement and Plan
- Language assistance expectations and use of "I Speak Cards"
- Documentation and reporting of language assistance requests
- Handling a potential Title VI or LEP complaint

Updating the LEP Plan:

The City will regularly assess the efficacy of these procedures, including, but not limited to, mechanisms for securing interpreter services, means of delivery of language assistance, feedback from others, and complaints filed by LEP people. When changes in demographics, services, or other needs are evident, the LEP Plan will be updated.

At a minimum, the LEP Plan will be reviewed and updated when new U.S. Census data is available, or when a higher concentration of LEP individuals are present in the City service area. Updates to the Plan may include the number of documented LEP encounters per year; service area current LEP population and demographics; language assistance changes, and the number of complaints received and resolved.

The City will maintain an accurate and current list of bilingual or multi-lingual staff, their name, language spoken, and hours of availability (See “Exhibit 4”). If an interpreter is needed and no notice has been given from the LEP person, or there is no request for professional interpreting services, an employee who speaks the relevant language and is qualified to interpret will be called upon.

If a staff member is unable or unavailable to interpret, or a request is made for professional interpreting services, upon receiving notice of this effect, the LEP Plan Maintainer will arrange for an external interpreter to render aid either in person or via telephone or technology. The LEP Plan Maintainer will maintain a list of externally qualified interpretation service providers.

The City acknowledges that some LEP people may prefer or request to use a family member or friend as an interpreter. However, family members or friends of the LEP person will not be used as interpreters unless specifically requested by that individual and only after the City has offered the LEP person an interpreter at no charge.

To ensure confidentiality of information and the accuracy of communication, children or other customers will not be used to interpret. Staff will not be used to interpret legal proceedings.

Written Translations:

When translation of vital City documents is needed, an approved copy of the document in the final form is to be submitted to the LEP Plan Maintainer who will contact a qualified translation service and arrange for the document translation as soon as practical. There will be no charge to LEP people for any City document translation that may be requested or required.

Additionally, over a period, the City will endeavor to provide vital City documents in one or more alternative languages, and ensure the translated documents are readily accessible in varied City facilities and posted on the City’s website, if and where appropriate.

LEP Plan Maintainer:

For questions or comments regarding this LEP Plan, requests for language assistance, or to file a complaint alleging an LEP need that has not been met, may contact Kristin Meador, ADA Specialist, 863-834-8444, ADASpecialist@lakelandgov.net.

LEP PLAN PREPARER: Greg James, Public Works Assistant Director

____ Date: _____

LEP PLAN APPROVED BY: Shawn Sherrouse, City Manager

____ Date: _____

TITLE VI COORDINATOR: Ashley Stathatos, Assistant City Manager

____ Date: _____

LEP PLAN MAINTAINER: Kristin Meador, ADA Specialist

____ Date: _____

Distribution List:

- All City of Lakeland Department Directors and Assistant Department Directors
- City Attorneys
- City Clerk
- Communications Department
- Ashley Stathatos, Assistant City Manager and Title VI/Nondiscrimination Coordinator
- Amanda Kaiser, HRIS, Human Resources Department
- Kristin Meador, ADA Specialist

“Exhibit 1”

U. S. Census Bureau
 American Community Survey
 2023 ACE 5-Year Estimates Data Profile
 Link: [Census.gov](https://www.census.gov) | [U.S. Census Bureau Homepage](https://www.census.gov)
 Lakeland, Florida

Language Spoken at Home	Number of Individuals	Percentage
Population 5 years and over	110,916	
Speaks only English	88,857	80.1%
Speaks a language other than English	22,059	19.9%
Speaks English less than “very well”	7,948	7.1%
SPEAKS A LANGUAGE OTHER THAN ENGLISH		
Spanish	17,098	15.4% of total population
Speaks English less than “very well”	6,559	38.4% of Spanish speakers
Other Indo-European Lang.	3,038	2.7% of total population
Speaks English less than “very well”	741	24.4% of Indo-Euro Languages
Asian and Pacific Island Lang.	1392	1.25% of total population
Speaks English less than “very well”	611	43.9% of Asian/PI Languages
Other Languages	531	0.6% of total population
Speaks English less than “very well”	37	7.0% of Other Languages

<input type="checkbox"/>	ضع علامة في هذا المربع إذا كنت تقرأ أو تتحدث العربية.	1. Arabic
<input type="checkbox"/>	Խոսողում ե՞նք 'նշում' կատարե՞ք այս քառակուսում, եթե խոսում' կամ կարդում' եք հայերեն:	2. Armenian
<input type="checkbox"/>	যদি আপনি বাংলা পড়েন বা বলেন তা হলে এই বাক্সে দাগ দিন।	3. Bengali
<input type="checkbox"/>	ឈ្មួញក្នុងប្រអប់នេះ បើអ្នកអាន ឬនិយាយភាសា ខ្មែរ ។	4. Cambodian
<input type="checkbox"/>	Motka i kahhon ya yangin ûntûngnu' manaitai pat ûntûngnu' kumentos Chamorro.	5. Chamorro
<input type="checkbox"/>	如果你能读中文或讲中文，请选择此框。	6. Simplified Chinese
<input type="checkbox"/>	如果你能讀中文或講中文，請選擇此框。	7. Traditional Chinese
<input type="checkbox"/>	Označite ovaj kvadratić ako čitate ili govorite hrvatski jezik.	8. Croatian
<input type="checkbox"/>	Zaškrtněte tuto kolonku, pokud čtete a hovoříte česky.	9. Czech
<input type="checkbox"/>	Kruis dit vakje aan als u Nederlands kunt lezen of spreken.	10. Dutch
<input type="checkbox"/>	Mark this box if you read or speak English.	11. English
<input type="checkbox"/>	اگر خواندن و نوشتن فارسي بلد هستيد، اين مربع را علامت بنيد.	12. Farsi

DB-3309

U.S. DEPARTMENT OF COMMERCE
Economics and Statistics Administration
U.S. CENSUS BUREAU

“Exhibit 2”

<input type="checkbox"/>	Cocher ici si vous lisez ou parlez le français.	13. French
<input type="checkbox"/>	Kreuzen Sie dieses Kästchen an, wenn Sie Deutsch lesen oder sprechen.	14. German
<input type="checkbox"/>	Σημειώστε αυτό το πλαίσιο αν διαβάζετε ή μιλάτε Ελληνικά.	15. Greek
<input type="checkbox"/>	Make kazyé sa a si ou li oswa ou pale kreyòl ayisyen.	16. Haitian Creole
<input type="checkbox"/>	अगर आप हिन्दी बोलते या पढ़ सकते हैं तो इस बक्स पर चिह्न लगाएँ।	17. Hindi
<input type="checkbox"/>	Kos lub voj no yog koj paub twm thiab hais lus Hmoob.	18. Hmong
<input type="checkbox"/>	Jelölje meg ezt a kockát, ha megérti vagy beszél a magyar nyelvet.	19. Hungarian
<input type="checkbox"/>	Markaam daytoy nga kahon no makabasa wenno makasaoka iti Ilocano.	20. Ilocano
<input type="checkbox"/>	Marchi questa casella se legge o parla italiano.	21. Italian
<input type="checkbox"/>	日本語を読んだり、話せる場合はここに印を付けてください。	22. Japanese
<input type="checkbox"/>	한국어를 읽거나 말할 수 있으면 이 칸에 표시하십시오.	23. Korean
<input type="checkbox"/>	ໃຫ້ໝາຍໃສ່ຊ່ອງນີ້ ຖ້າທ່ານອ່ານຫຼືປາກພາສາລາວ.	24. Laotian
<input type="checkbox"/>	Prosimy o zaznaczenie tego kwadratu, jeżeli posługuje się Pan/Pani językiem polskim.	25. Polish

DB-3309

U.S. DEPARTMENT OF COMMERCE
Economics and Statistics Administration
U.S. CENSUS BUREAU

“Exhibit 3”

City of Lakeland
Limited English Proficiency Encounter Record

Department: _____

Division: _____

Date of Incident	Nature of Encounter	LEP – Language	Action Taken

“Exhibit 4”

Multi-Lingual Staff Listing 2025

Language(s) Spoken	Employee Name	Department	Contact Information	Hours of Availability	Notes
ARABIC					
BOSNIAN	Alexandar Coralic	LPD	834-6966	6:30 PM - 6:30 AM	days vary, hours set
CANTONESE					
CHINESE	Liusha Li	DoIT Info. Tech.	834-6680	M-F 8-5 pm	
CREOLE	SEE Haitian Creole				
CROATIAN	Alexandar Coralic	LPD	834-6966	6:30 PM - 6:30 AM	days vary, hours set
FRENCH	Michel Renard	LE Engineering	834-6594	M-Th 6-4:30 pm	
GUJARATI	Asha Patel	Finance	834-8343	M-F 8-5 pm	
GUJARATI	Mahen Pete	PWD Engineering	834-8442	M-F	hours vary
GERMAN	Mathias Riesner	Water Engineering	834-6446	M-Th 6:30-3:30 pm	Fri 10:30-2:30 pm
GERMAN	Naomi Tillett	LE T&D Engineering	834-6410	M-F hours vary	not fluent
HAITIAN/CREOLE	Paul Tilus	Water Utility Chemist	834-8223	M-F 8-3 pm	
HAITIAN/CREOLE	Michel Renard	LE Engineering	834-6423	M-Th 6-4:30 pm	
HEBREW					
HINDI	Afifa Mahmood	PWD/Facilities	834-2352	M-F 7-4 pm	
HINDI	Asha Patel	Finance	834-8357	M-F 8-5 pm	
HINDI	Mahen Pete	PWD Engineering	834-8442	M-F	hours vary
HINDI	Shankar Karki	LE Production/Power	834-6612	M-F 8-3 pm	
HMONG	Sao Yang	PWD Facilities	834-2322	M-F 7-4 pm	cell: 863-333-2647
INDONESIAN					
ITALIAN					
JAPANESE					

JAVA					
KOREAN					
MALTESE	Shirley Camilleri	LE Mac. Pow. Plant	834-6661	M-F 7-3:30 pm	not fluent
MANDARIN					
MARATHI	Asha Patel	Finance	834-8343	M-F 8-5 pm	
MONTENEGRIN	Alexandar Coralic	LPD	834-6966	6:30 PM - 6:30 am	days vary, hours set
NAPALESE	Shankar Karki	LE Production/Power	834-6612	M-F 8-3 pm	
PORTUGESE					
PUNJABI	Afifa Mahmood	PWD/Facilities	834-2352	M-F 7-4 pm	
RUSSIAN					
SERBIAN	Alexandar Coralic	LPD	834-6966	6:30 PM - 6:30 am	days vary, hours set
SIGN LANG. ASL	Christy Loughlin	Comm/Econ. Dev.	834-5099	M-F 8-5 pm	proficient - not certified
SPANISH	Sandy Childers	LE Fiscal Opps	834-6749	M-Th 6-4:30 pm	
SPANISH	Fi Hall	PWD Facilities	834-2342	M-F 7-4 pm	
SPANISH	Carlos Caraballo	IT Security/LE EMS	834-6043	M-Th 7-5 pm	
SPANISH	Angie Ellis	LPD Comm. Serv.	834-6960	M-F 8-5 pm	
SPANISH	"Mimi" Orozco-Gonzalez	Attorney's Office	834-6002	M-F 8-5 pm	
SPANISH	Diana Rivera	LE - T&D Engineering	834-8878	Tues-Fri 5:30-4 pm	
SPANISH	Yermie Santiago	Water Utilities	834-8325	M-F 9-5 pm	
SPANISH	Naomi Tillett	LE T&D Engineering	834-6410	M-F hours vary	
SPANISH	Maria Boothby	CED Bus. Tax Office	834-6225	M-F 8-5 pm	
SPANISH	Susana Aviles	LPD	834-8984	M-F 8-5 pm	
URDU	Afifa Mahmood	PWD/Facilities	834-2352	M-F 7-4 pm	
TAIWANESE					
VIETNAMESE	Phuong Tran	LE	834-4648	M-F 8-5 pm	