



**Nevada Office of Traffic Safety
Language Access Plan
2026**

Section 1: Purpose and Authority

The purpose of this plan is to establish an effective plan and protocol for Nevada Office of Traffic Safety (“OTS” or the “Agency”) personnel to follow when providing services to, or interacting with, individuals who have limited English proficiency (“LEP”). Following this plan and protocol is essential to the success of our mission to be the premiere office of traffic safety agency and eliminate deaths and injuries on Nevada’s roadways so everyone arrives home safely.

This plan supports and empowers OTS employees by promoting consistent, results-oriented service, productivity, and meaningful professional growth. Our office contributes to Nevada’s roadway safety efforts by administering federal and state highway safety grants that help organizations implement evidence-based programs promoting safe behaviors on Nevada’s roads. Through funding oversight, community partnerships, and data-driven project support, we help advance the statewide mission of reducing traffic-related fatalities and serious injuries.

To fulfill our mission, it is a priority for us to be able to communicate and share information effectively with all of those we serve. Implementing this plan will help us fulfill our mission and better serve our public.

Nevada’s Senate Bill 318 (“SB318”), which was subsequently codified as NRS 232.0081, and the federal guidance on Title VI both agree that language should not be a barrier to accessing governmental programs and services. As SB318 puts it, “Persons with limited English proficiency require and deserve meaningful, timely access to government services in their preferred language.” Moreover, it makes it clear that it is the responsibility of government to provide that access:

[S]tate 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.

OTS is committed to compliance with SB318 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.

Section 2: General Policy

OTS recognizes that the population eligible to receive its services includes LEP individuals. It is the policy of OTS to ensure meaningful access to LEP individuals. OTS adopts the following policies and procedures to ensure that LEP individuals can gain equal access to OTS services and communicate effectively. This Plan applies to all OTS programs and services. Programs and services the Agency provides the public include, but are not limited to, the following:

- Publication of the Office of Traffic Safety's Annual Report. OTS produces a comprehensive 38-page Annual Report summarizing the activities, performance measures, and outcomes of the Federal Fiscal Year (FFY) Highway Safety Plan. This report serves as Nevada OTS' official Annual Report and documents statewide progress in reducing fatalities and serious injuries on Nevada's roadways.
- Publication of the Office of Traffic Safety's Annual Grant Application. OTS develops and publishes a 28-page annual grant application used by state, local, and non-profit partners seeking federal highway safety funding. This document outlines statewide traffic safety priorities, program requirements, eligibility criteria, and application procedures in alignment with the Highway Safety Plan.
- Publication and distribution of the State Fatal Report. OTS compiles, publishes, and distributes a monthly State Fatal Report that provides preliminary roadway fatality data and trend analysis. This report is disseminated to state and local partners, the media, and other stakeholders to support data-driven decision-making, enhance public awareness, and inform ongoing efforts to reduce fatalities and serious injuries on Nevada's roadways.
- Publication of Spanish-language State Fatal Information Graphics. OTS produces and publishes Spanish-language versions of the monthly State Fatal Report graphics to ensure timely and

meaningful access for LEP individuals. These graphics are routinely updated and posted on the Zero Fatalities website's Spanish-language page.

- Publication of Nevada's Strategic Highway Safety Plan (SHSP) and SHSP Action Plan. Nevada's SHSP is the statewide safety framework for reducing fatalities and serious injuries on Nevada's roadways, developed in collaboration with federal, state, local, and private-sector safety stakeholders. The SHSP is updated every five years. The SHSP Action Plan is a supplemental document that identifies the specific action steps and output measures for SHSP strategies and is updated annually, or as action steps are completed.
- Maintenance and publication of online traffic safety information through OTS' official websites, including www.ots.nv.gov and www.zerofatalitiesnv.com. These platforms provide access to data, public service announcements, safety resources, campaign materials, and opportunities for public involvement. The Zero Fatalities website includes a dedicated Spanish-language section to ensure meaningful, timely access for Nevada's LEP community.
- Administration of statewide traffic safety grant funding to organizations and partner agencies. These grants support programs focused on improving roadway safety and reducing traffic-related fatalities and serious injuries. Priority grant areas include impaired driving prevention, pedestrian and bicyclist safety, speed management, motorcycle safety, and other behavior-related roadway safety initiatives.
- Oversight and coordination of grant-funded programs and initiatives that promote data-driven enforcement, education, community outreach, and safety interventions throughout Nevada.
- Educational outreach and public awareness efforts related to traffic safety, including child passenger safety (car seat) education, installation assistance, and community car-seat check events, as well as youth and teen driver safety education programs.
- Development and distribution of public information, educational materials, and statewide public safety campaigns intended to promote safe driving behaviors and reduce preventable roadway incidents.
- Collaboration with law enforcement agencies, community organizations, schools, and other statewide partners to implement programs and activities that address hazardous driving behaviors and promote evidence-based traffic safety strategies

- Processing of Public Records Requests. OTS responds to public records requests in accordance with Nevada law and Agency procedures.

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. OTS intends to take all reasonable steps to provide LEP individuals with meaningful access to its services and programs. OTS seeks to reduce barriers by increasing its capacity to deliver services and benefits to people in their preferred languages.

To best serve LEP individuals, OTS endorses the following policies:

- OTS will take all reasonable steps to provide 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 will make every effort to attain and record individuals' language needs.
- Staff will not encourage individuals to use informal interpreters.
- No staff may suggest or require that an LEP individual provide an interpreter in order to receive agency services.

OTS Language Access Coordinator(s):

Nevada Office of Traffic Safety
Public Information Officer
a.pepper@dps.state.nv.us
775-684-7484

OTS Language Access Coordinators ("LACs") will work with staff across divisions and with the help of division administrators to develop and implement OTS' LAP. LACs are appointed by the OTS director and can be replaced at the director's discretion at any point in time. Currently, OTS does not have staff capacity to dedicate a full-time employee to develop and implement OTS' LAP. Until additional staff capacity increases are realized, OTS LACs will be Agency staff members who will be asked to take on additional duties, in addition to their regular duties.

Section 3: Profile of OTS' LEP Clients

OTS is committed to tracking the languages preferred for communication among our LEP clients so that we can better provide meaningful, timely access to our services and programs without regard to any language impediments.

OTS does not currently have a digitally based tracking system in place to identify and track the total LEP clients served, total indigenous served, total refugees served, language preferences of individuals, literacy level of individuals, and/or the services/programs these groups of individuals are accessing as identified in SB318. To effectively track, collect and maintain the categorical information cited above, OTS will need to acquire the resources necessary to contract the development of a new client tracking system. Until the time that OTS can do so, we will use census data, survey tools, and a variety of other resources and means to understand the needs of the public we serve.

OTS recognizes that of the LEP individuals in Nevada, 80% of such individuals' preferred language is Spanish, which is the second-most common language in Nevada, according to the most recent U.S. Census.

Section 4: OTS Language Access Services and Procedures

OTS is committed to providing LEP individuals with timely and meaningful access to OTS programs and services at no cost to the LEP individual. In this section, the Agency outlines the variety of means it uses to make sure language is not a barrier to LEP individuals.

Vital Documents

The Agency did not previously have processes and procedures in place to identify vital documents. However, through the creation of the LAP, Agency staff have deemed that a subset of OTS publications, safety information, important notices, and public service announcements are vital documents. Currently, the only means for the Agency to have these documents translated for LEP individuals is to contract the appropriate professional translation services. The State of Nevada vets and approves of contractors to ensure that they are fully capable of providing the services requested. When circumstances present themselves that vital documents need to be translated into another language for an LEP client, customer, or member of the public, the Agency will contract the appropriate professional services using state approved contractors to make sure language is not a barrier to any LEP individual, at no cost to the LEP individual.

OTS Bilingual Staff

The Agency does not currently have bilingual staff. However, OTS has access to two Pocketalk Translator devices, which can process spoken language and provide real-time translations to support communication with individuals who have limited English proficiency. Staff may also request interpreter or translation services, from a state-approved contractor, when communication needs exceed what the devices can provide.

OTS Dual-role Staff

The Agency does not currently employ any certified interpreters or certified translators. However, as part of the LAP, the Agency will utilize state-approved interpretation and translation resources, or other available language services, as needed to ensure meaningful access for individuals with limited English proficiency.”

Oral/Sign Language Services

When oral/sign language services are requested, the Agency utilizes state-approved contractors that specialize in interpretation and translation services. The State of Nevada vets and approves of contractors to ensure that they are fully capable of providing the services requested. In situations where there are customers, clients and members of the public who prefer to engage in a language other than English, and bilingual Agency staff are on hand, such staff will help interpret/translate to the best of their ability.

Written Language Services

When written language services are requested, the Agency utilizes state-approved contractors that specialize in written translation services. The State of Nevada vets and approves of contractors to ensure that they are fully capable of providing the services requested. As part of the Agency’s LAP, OTS will be exploring a variety of options to better publicize improved language services in the community. The Agency will be looking to provide notification of the language services it provides at all relevant points of contact.

Community Outreach and Engagement

OTS is committed to finding avenues to ensure that the larger LEP community is aware of, and able to access, all available language services. As part of the Agency’s LAP, OTS will be exploring a variety of options to better publicize improved language services in the community. The Agency will be looking to provide notification of the language services it provides at all relevant points of contact, including, but not limited to, Agency headquarters, on the OTS website, media partners, and social media platforms.

The Agency will also be engaging LEP individuals in our current outreach programs, utilizing promotional items in multiple languages to facilitate conversations leading to determining services needed.

Procedures and Resources for LEP Community Outreach

OTS continues to be committed to meaningfully engaging with broad, diverse groups of Nevada's public including Nevada's LEP communities.

The Agency participates in multiple community events regularly across the State of Nevada. The Agency notes the local participants are often LEP citizens.

When available, the Agency seeks to provide a Spanish speaking individual for our Spanish language media partners.

Providing Notice of Language Assistance Services

The Agency will provide notification of the language services it provides at all relevant points of contact, including, but not limited to, regional field offices, Agency headquarters, and on the OTS website.

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Section 5: Implementing OTS' Language Access Services

OTS is committed to providing LEP individuals with full access to our services and programs. Towards this end, OTS requires its staff to follow the procedures described below to ensure meaningful access to available language services. Moreover, OTS is committed to compliance with these procedures and provides the staff with the training described below to help ensure that all staff are familiar with these procedures and recognize their importance to OTS' mission.

Language Access Procedures

Identifying Client Language Needs and Preferred Language: The following procedures should be adhered to when interacting with LEP individuals.

1. Interact appropriately with LEP clients
2. Determine clients' preferred language
3. Inform clients of the availability of language services

Accessing Appropriate Oral/Sign Language Services: Staff should seek appropriate oral/sign language services as outlined below.

The preferred method of serving individuals with limited English proficiency (LEP) is to use all available language-access resources to provide direct, effective, and timely services. OTS staff should follow the steps below to ensure meaningful access:

- **Use State-Approved Contractors for Professional Translation and Interpretation**

Staff must request assistance from state-approved contractors who specialize in professional interpretation and translation services when a customer, client, or member of the public requires services beyond what staff can provide.

- Staff should recognize that some situations require specialized or certified interpretation or translation, even when bilingual staff are present.

- **Use Internal Bilingual Abilities When Appropriate**

If competent bilingual staff are available and can provide accurate communication, they may assist; however, they must defer to professional services when accuracy, complexity, legal requirements, or subject matter necessitate a trained interpreter.

- **Provide Interim Assistance When Services Are Not Immediately Available**

If neither competent bilingual staff nor professional services are available at the time of the request, staff must make a sincere effort to assist the LEP individual as quickly as possible. This may include:

- Gathering basic information,
- Taking a message, and
- Returning the call or scheduling an appointment once interpretation services become available.

These steps ensure that LEP individuals receive meaningful, timely access to OTS services.

Accessing Appropriate Written Language Services: OTS plans to explore options to provide all vital documents in both English and Spanish. At this current time, the Agency lacks the necessary staff and resources to complete this task.

Any customer, client or member of the public may request any documents be translated into a language other than English to meet their language preference needs. Staff will make a sincere effort to provide those translated documents and notices as quickly as possible with a contractor.

Language Services Quality Assurance: OTS is committed to ensuring that all language service providers it uses are qualified and competent to provide those services. The Agency utilizes state-approved contractors that specialize in interpretation and translation services. The State

of Nevada vets and approves of contractors to ensure that they are fully capable of providing the services requested.

Staff Training Policies and Procedures

OTS believes that the appropriate provision of language services is vital to the fulfillment of its mission. The Agency ensures that its staff will become familiar with its language access policies and the above procedures for providing said services. Staff will track professional translation services provided, and any associated costs, and will identify whether those interactions occurred in-person or over the phone using a shared document. This document will be used to make sure the Agency is effectively serving LEP customers, clients, and members of the public.

Section 6: Evaluation of and Recommendations for OTS' Language Access Plan

OTS is committed to monitoring the performance of the above policies, procedures, and resources to ensure that its LAP is responsive to the needs of both OTS and the public it serves. At a minimum, OTS will review, evaluate, and update its LAP biennially.

Processes for Monitoring and Evaluation

Parties Responsible for LAP Maintenance:

The LACs will work with Agency's Leadership as well as staff across all divisions to ensure the LAP is reviewed on a biennial basis and updated as needed.

Criteria and Methods for LAP Evaluation:

OTS will track and monitor how often contract translation services are utilized, will work to increase staff capacity to better serve LEP individuals and will review any comments from the public to make any necessary revisions to the plan, if needed.

Evaluation Outcomes and Proposed Changes

Performance Monitoring Data:

OTS will add any pertinent data and information in subsequent versions of the LAP. The Agency will attempt to collect and analyze staff feedback generated from internal & external survey tools to help determine how effectively we are serving LEP individuals.

Section 7: Proposed LAP Revisions and Costs to Implement OTS LAP

OTS will identify, assess, and implement any proposed changes to the LAP as part of its biennial LAP revision process. Additionally, OTS will address any challenges regarding implementation on a quarterly basis.

Estimated costs to implement OTS LAP as currently proposed:

As part of OTS' LAP development, the Agency has begun investigating the costs of having the OTS website, publications, vital documents, and other materials translated into Spanish. The associated costs are identified below and summarized in the subsequent table.

OTS Notices, Public Service Announcements and Press Releases, Community Outreach and Engagement Materials Translation Costs:

OTS Publication Translation Costs •

- PDF or Word Documents up to 350 words per page - \$59.50 a page
- Average length of Annual Report publication is 38 pages, appx 350 words per page, OTS published yearly.
 - Publication Translation Costs - per year \$2261.00
- Average length of the Strategic Highway Safety Plan publication is 50 pages, appx 450 words per page, published every 5 years.
 - Publication Translation Costs - \$3,910.00
- For general public-facing outreach:
 - Small project (1–3 items): \$150–\$450
 - Medium project (4–10 items): \$400–\$1,200
 - Large project (campaign-level): \$1,200–\$4,500

OTS In-Person and Over the Phone Language Services

- In-person and Over-the-Phone Language Services – .62 cents per minute
- Pocket Talk devices – N/A department owns two devices

