

Nevada Department of Motor Vehicles Language Access Plan

5. NV DMV Language Access Services and Procedures

NV DMV's Language Access Plan will serve as the design for which NV DMV intends to build from to provide LEPs meaningful and timely access to DMV activities, programs, and services with reasonable efforts. Apart from CDL testing (knowledge test and skills test), NV DMV ensures that all language service providers are fully competent to provide these services.

According to [49 CFR 383.133](#), which states in part "Each knowledge test must be valid and reliable so as to ensure that [driver applicants](#) possess the knowledge required under [§ 373.111](#). The knowledge tests may be administered in written form, verbally, or in automated format and can be administered in a foreign language, provided no interpreter is used in administering the test."

Upon implementation of this LAP, and once DTE is complete and funding is received, NV DMV will:

- Provide language access services in the LEP's preferred language
- Identify and record the preferred language at the beginning of interaction
- Post Brochures of availability of language services
- Participate in Outreach events

In accordance with the Americans with Disabilities Act (ADA) of 1990 and the Americans with Disabilities Act Amendments Act (ADAAA) of 2008, NV DMV will not discriminate against any individual based on their disability and will make reasonable accommodations to ensure equal opportunity is given to access programs and services. LEP individuals who are hearing impaired may request assistance. NV DMV is committed to providing LEP clients full access to DMV services and programs and requires its staff to follow the procedures described below to ensure there is meaningful access to available language services. Moreover, once DTE is complete and funding is received, NV DMV is committed to 100% compliance with these procedures and will provide staff with the training described below to help ensure that all staff are familiar with these procedures and recognize their importance to NV DMV's mission.

Oral/Sign Language Services

NV DMV is sensitive to the needs of the hearing impaired. When a client presents the need for a sign language interpreter, NV DMV will tentatively schedule an appointment date and time with an approved sign language interpreter and the hearing-impaired customer. Trained and competent [Sign Language Interpreters](#) are available through a Nevada State Purchasing Master Service Agreement.

Nevada Department of Motor Vehicles Language Access Plan

NV DMV does not currently have an oral language service outside of those staff members who are bilingual. However, upon implementation and funding of this LAP (and upon DTE completion), NV DMV will secure an Oral Language Service to augment the communication with LEPs more efficiently.

It is commonly understood in the CDL community that interpreters are not allowed in administering the tests. An interpreter is a person who can convert oral messages from one language to another, often in real time. Therefore, the allowance in the above regulation to provide the knowledge test in a foreign language does not conflict with the regulatory language prohibiting interpreters. Providing an individual who can translate the written text of the general knowledge test into ASL (or other sign language) will not conflict with the prohibition against interpreters. Therefore, the general knowledge test may be administered to an applicant in sign language.

State Driver Licensing Agencies (SDLAs) should follow the guidelines below when implementing this guidance:

- SDLAs should ensure the applicant has a valid, unexpired hearing exemption from the FMCSA.
- SDLAs should seek the guidance of their own counsel for further consideration of applicable civil rights laws and regulations.
- SDLAs should always provide the translation, whether it be live or by a video program. State provided sign-language practitioners reduce the potential for fraud.

Translating the general knowledge test into ASL is a reasonable accommodation for applicants that are deaf or hard of hearing and who have a valid, unexpired hearing exemption.

Written Language Services

NV DMV recognizes that written language services ensure LEPs have access to necessary program information and services in written form. To accomplish this, NV DMV has established a list of vital documents as well as procedures for identifying vital communications with their customers.

Translation services will be provided by available, trained, competent and approved staff or contractors and trained and competent translators through an available Nevada State Purchasing Master Service Agreement for Translation/Interpreters.

NV DMV identifies vital documents as all written communications that may have consequences for an LEP regarding access to services and activities. Vital documents for each program or service will be made readily available and translated into the “safe

Nevada Department of Motor Vehicles Language Access Plan

harbor” languages. Vital documents are made available through paper and electronic communications (where applicable and where “wet signatures” are not required). NV DMV has identified the following vital documents:

- DMV 021 Restricted License Info Application
- Driver Manual online (Spanish or English)

Additionally, the following vital document has been translated into Spanish and Tagalog languages as the result of the Voting Rights Act (<https://www.justice.gov/crt/about-language-minority-voting-rights>):

- DMV 002 Application for Driving Privilege or ID Card

Community Outreach:

NV DMV is committed to ensuring that the larger LEP community is aware of and able to access all available language services. In doing so, NV DMV will take reasonable steps to publicize the availability of its language services in the community. Additionally, NV DMV will provide notification of its services at all relevant points of contact and resources for its staff to improve their cultural competency and ability to work with diverse groups.

NV DMV will conduct outreach activities across the State of Nevada that will encompass all demographics and will be driven by funding, state law and federal regulations depending on the activity. NV DMV outreach and engagement will encompass in-person, virtual, and written materials to ensure outreach materials are available in “safe harbor” languages; “I-Speak” cards are available; and oral/sign language interpreters are considered. The details of the language assistance are TBD, based on the DTE’s conclusive findings with the new program solution.

Cultural Competency Resources: NV DMV will provide the following resources to its staff to improve their ability to work with diverse groups:


- Cultural Literacy Strategies
- Outreach and Public Awareness Strategies

6. NV DMV Staff Training and Recruitment


NV DMV strives to provide relevant and current communications to its staff in the fulfillment of its vision and mission. Towards that end, NV DMV is committed to improving language access services and resources with qualified and trained staff.

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