

NEVADA DEPARTMENT OF MOTOR VEHICLES



Language Access Plan

555 Wright Way, Carson City Nevada 89711

FY 2027

**Nevada Department of Motor Vehicles
Language Access Plan**

POLICY/PROCEDURE NO:	SUBJECT: Nevada DMV Language Access Plan	EFFECTIVE DATE: 8/1/2027
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<input type="checkbox"/> CSD-Front Office		
<input type="checkbox"/> Director's Office		
<input type="checkbox"/> Hearings		
<input type="checkbox"/> MCD		
<input type="checkbox"/> RPM		
<input type="checkbox"/> MVIT		

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1. Purpose and Authority

Nevada's Senate Bill 318, 81st Legislature (2021), (SB318) 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:

"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. "

NV DMV 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.

Lau v. Nichols, 414 U.S. 563, 569 (1974): The Supreme Court, in Lau v. Nichols, 414 U.S. 563 (1974), interpreted regulations promulgated by the former Department of Health, Education, and Welfare, including a regulation like that of DOJ, 45 CFR 80.3(b)(2), to hold that Title VI prohibits conduct that has a disproportionate effect on LEP persons because such conduct constitutes national origin discrimination. In Lau, a San Francisco school district that had a significant number of non-English speaking students of Chinese origin was required to take reasonable steps to provide them with a meaningful opportunity to participate in federally funded educational programs. "The failure of the San Francisco school system to provide English language instruction to approximately 1,800 students of Chinese ancestry who do not speak English, or to provide them with other adequate instructional procedures, denies them a meaningful opportunity to participate in the public educational program and thus violates 601 of the Civil Rights Act of 1964...." The U.S. Supreme Court decided the failure of the San Francisco school system to provide language accommodation to non-English speaking students violated Title VI.

[U.S. Department of Transportation \(Federal Register, Volume 70, No. 239, 74087-74100\)](#) issued LEP guidance on December 14, 2005, entitled *"Policy Guidance Concerning Recipients Responsibilities to Limited English Proficient (LEP) Persons"* concerning services and policies by recipients of federal financial assistance. The guidance is based on the prohibition against national origin discrimination in Title VI of the Civil Rights Act of 1964, as it affects LEP persons.

The purpose of this document is to establish an effective plan and protocol for NV DMV personnel to follow when providing services to, or interacting with, individuals who have

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limited English proficiency. Following this plan and protocol is essential to the success of NV DMV's vision and mission:

Vision: National Leader in DMV services

Mission: Provide efficient motor vehicle solutions for the identification, licensure, and protection of all we serve.

DMV Transformation Effort

NV DMV is building the DMV of the future! The Nevada DMV will be moving most of its services online within the next few years and rebuilding our customer service and IT platforms.

2. Acronyms and Definitions

Acronym	Definition
ADA	Americans with Disabilities Act
CDL	Commercial Driver's License
CFR	Code of Federal Regulations
DTE	DMV Transformation Effort
DOJ	Department Of Justice
FMCSA	Federal Motor Carrier Safety Administration
ID	Identification
LAP	Language Access Plan
LEP	Limited English Proficient
NRS	Nevada Revised Statute
NV DMV	Nevada Department of Motor Vehicles
SDLA	State Driver Licensing Agency
SB	Senate Bill

3. General Policy

NV DMV recognizes that the population eligible to receive its services includes LEP individuals. It is the policy of NV DMV to ensure meaningful access to LEP individuals. NV DMV's primary duties are to license Nevada's 2.3 million drivers and ID card holders and register more than 2.7 million vehicles while maintaining the integrity and privacy of DMV records. NV DMV adopts the following policies and procedures to ensure that LEP individuals can gain equal access to NV DMV's services and be communicated with

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effectively. This plan applies to all NV DMV's activities, programs and services including, but not limited to:

- Drivers Licenses/Identification Cards
- Vehicle Registration
- Vehicle Titles
- Motor Carrier
- Movement Permits
- Business Licensing
- Emission Control Program
- Website and Online Services
- Driver Education and Testing
- Investigate Consumer Complaints

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

NV DMV has developed this Language Access Plan (LAP) to assist the divisions and offices in their efforts to ensure information and services are accessible to LEP individuals by providing guidance on translation, interpretation, and outreach services for LEP individuals seeking access to NV DMV programs. NV DMV activities* are to be conducted without regard to an applicant's race, color, national origin, sex, age, disability, income-level, or LEP and include all application and testing activities (including driver's manuals) conducted by NV DMV.

* LEP requirements apply to all motorist licensure and motor vehicle registration activities **except** for the following two situations:

- (1) Commercial Driver's License (CDL) Knowledge Test(s) (governed by 49 CFR 383.133) an interpreter may not interpret the knowledge test for a CDL applicant; and
- (2) CDL Skills Test-By FMCSA regulation, as interpreter may not interpret during the skills test. Neither the applicant nor the examiner may communicate in a language other than English during the skills test.

NV DMV is committed to equity and will take all reasonable steps to provide LEP individuals with meaningful access to all its services, programs, and activities. NV DMV

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does not turn away any LEP individual who brings their family member or friend to provide language assistance to promote and bridge any communication gap that may arise for the purpose of providing the LEP individual with the service they are seeking within an agency.

NV DMV acknowledges that SB318, once implemented, funding is received and DTE is complete, will require the following:

- NV DMV staff will, at the initial points of contact, have the specific duty to identify and record language needs.
- The agency, rather than the LEP individual, would bear the responsibility for providing appropriate language services, regardless of the LEP individual's preferred language, at no cost to the LEP individual within a reasonable time.
- No NV DMV staff may suggest or require that an LEP individual provide an interpreter in order to receive agency services.

LAP Oversight

NV DMV's Language Access Coordinator will:

- Oversee the implementation of this LAP
- Maintain future iterations of the LAP
- Coordinate all training requirements with the Training Officer
- Keep records (tracking preferred languages of LEP clients)
- Collaborate with community-based organizations that serve LEP
- Solicit public comment for developed LAP and each revision thereof

NV DMV's Training Officer is responsible for:

- Training on the LAP at initial rollout
- Training for all new staff (integrated with onboarding)
- Subsequent biennial training

NV DMV's Managers and Divisional Administrators are responsible for:

- LAP decision making
- Assist and support the Language Access Coordinator with the implementation and oversight of the LAP within their respective programs
- Communication and assisting the Training Officer

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4. Profile of NV DMV's LEP Clients

Currently, NV DMV does not have the functionality to collect English proficiency level, preferred language, and literacy level of LEPs and, the number and percentage of LEPs who are indigenous and who are refugees. Forms and document revisions would be necessary to meet the required reporting elements outlined in SB318. NV DMV will prepare for tracking such statistics after our DTE is complete (currently anticipated to be July 2029). However, our staff (in all divisions) works diligently to provide effective communication among our LEP clients to provide meaningful, timely access to our services and programs.

NV DMV is committed to continuous improvement to discover additional methods to assist the accessibility needs of the local LEP population. The U.S. DOT Policy Guidance gives NV DMV substantial flexibility in determining what language assistance is appropriate based on an assessment of the following four factors:

Factor 1-Demographics:

Identify the number or proportion of LEP persons in the NV DMV service areas who may be served or are likely to encounter an NV DMV program, activity, or service.

According to the [U.S. Census Bureau 2024 American Community Survey 5-year estimates](#), Nevada total population is 3,009,889.

In assessing the population by ethnic background, the Hispanic/Latino population ranks highest with reported representation at 600,083 (19.9%) persons, of which 39.2% speak Spanish at home.

With regard to the Hispanic/Latino population, 364,703 (60.8%) persons reported that they spoke "English only or speak English very well" and 235,380 (39.2%) persons reported that they spoke English "less than very well."

All individuals who have identified themselves as speaking English less than "very well", totaling 337,676 (11.2%), are considered to be limited English proficient based on their limited ability to read, write, speak, or understand English. This limitation makes it difficult for them to have meaningful access to programs that may be offered by the department.

Since Spanish is currently the largest group of LEP individuals in Nevada, NV DMV's initial focus has been this community. The second largest group of LEP individuals in Nevada speaks Tagalog. Language assistance will be made

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available to other limited English-speaking individuals as the need for services arise.

Below is a data table from the U.S. Census 2024 for the Nevada counties:

County	Language	Percent	Speak English less than "very well"	Total Population
Carson	Spanish	6.67%	3,708	55,609
Carson	Other Indo-European	0.11%	63	
Carson	Asian / Pacific Island	.68%	377	
Carson	Other	0.11%	60	
Churchill	Spanish	1.19%	290	24,270
Churchill	Other Indo-European	0.09%	21	
Churchill	Asian / Pacific Island	0.70%	169	
Churchill	Other	1.05%	13	
Clark	Spanish	9.00%	197,783	2,198,729
Clark	Other Indo-European	0.73%	16,010	
Clark	Asian / Pacific Island	2.95%	64,801	
Clark	Other	0.45%	9,914	
Douglas	Spanish	2.23%	1,071	47,930
Douglas	Other Indo-European	0.35%	170	
Douglas	Asian / Pacific Island	0.41%	198	
Douglas	Other	0.04%	17	
Elko	Spanish	4.44%	2,243	50,510
Elko	Other Indo-European	.011%	55	
Elko	Asian / Pacific Island	0.30%	153	
Elko	Other	0.10%	50	
Esmeralda	Spanish	22.10%	221	1,000
Eureka	Spanish	1.38%	21	1,526
Humboldt	Spanish	6.09%	983	16,140
Humboldt	Asian / Pacific Island	0.47%	76	
Humboldt	Other	0.29%	46	
Lander	Spanish	0.81%	44	5,438
Lander	Asian / Pacific Island	0.07%	4	
Lincoln	Other Indo-European	0.14%	6	
Lyon	Spanish	3.90%	2,281	58,513
Lyon	Other Indo-European	0.12%	69	
Lyon	Asian / Pacific Island	0.26%	155	
Lyon	Other	0.08%	49	
Mineral	Spanish	3.30%	139	

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County	Language	Percent	Speak English less than "very well"	Total Population
Nye	Spanish	6.69%	1,926	52,141
Nye	Other Indo-European	0.18%	94	
Nye	Asian / Pacific Island	0.57%	299	
Nye	Other	0.05%	24	
Pershing	Spanish	5.10%	317	6,213
Storey	Spanish	0.90%	36	4,012
Storey	Other Indo-European	0.27%	911	
Storey	Asian / Pacific Island	0.65%	26	
Storey	Other	0.70%	28	
Washoe	Spanish	5.14%	24,189	471,034
Washoe	Other Indo-European	0.51%	2,414	
Washoe	Asian / Pacific Island	1.33%	6,250	
Washoe	Other	0.13%	612	
White Pine	Spanish	1.54%	128	8,322
White Pine	Other Indo-European	0.28%	23	
White Pine	Asian / Pacific Island	0.22%	18	
White Pine	Other	0.14%	12	

US Census Four Major Language Groups:

- Spanish includes Spanish, Spanish Creole, and Latino.
- Other Indo-European languages include most languages of Europe and the Indic languages of India. These include the Germanic languages, such as German, Yiddish, and Dutch; the Scandinavian languages, such as Swedish and Norwegian; the Romance languages, such as French, Italian, and Portuguese; the Slavic languages, such as Russian, Polish, and Serbo-Croatian; the Indic languages, such as Hindi, Gujarati, Punjabi, and Urdu; Celtic languages; Greek languages; Baltic languages; and Iranian languages.
- Asian and Pacific Island languages include Chinese; Korean; Japanese; Vietnamese; Hmong; Khmer; Lao; Thai; Tagalog or Pilipino; the Dravidian languages of India, such as Telugu, Tamil, and Malayalam; and other languages of Asia and the Pacific, including the Philippine, Polynesian, and Micronesian languages.
- All Other languages include Uralic languages, such as Hungarian; the Semitic languages, such as Arabic and Hebrew; languages of Africa; native North American languages, including the American Indian and Alaska native languages; and indigenous languages of Central and South America.

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Factor 2-Frequency:

The frequency with which LEP individuals come in contact with a NV DMV program, activity, or service.

NV DMV currently does not track the frequency in which DMV employees come in contact with LEP individuals. However, each DMV Division makes every effort to immediately and effectively communicate when an LEP individual needs assistance with any of our programs, activities or services.

Language Link is a service that provides real-time interpretation by connecting a live third-party interpreter into the conversation between our DMV staff and an individual with limited English proficiency (LEP) via telephone. The interpreter facilitates communication by conveying information from the LEP individual's preferred language to DMV staff and then translating staff responses back into the LEP individual's language. This process ensures clear, and meaningful dialogue to support the LEP individual in accessing DMV programs, services, or activities.

The Pocketalk device is a handheld translation tool that delivers reliable, real-time, two-way voice translation across more than 92 languages and dialects, enabling effective communication in virtually any setting.

The UbiDuo Face to Face Communicator consists of two portable, battery-operated keyboards with displays that connect either wirelessly or through a wired link. This device enables individuals who are deaf or hard of hearing to communicate instantly with DMV staff through real-time, typed messages.

Factor 3-Nature and Importance:

NV DMV's most essential services include driver licensing and identification for unlicensed individuals, as well as vehicle registration and titling. The Department anticipates that staff are most likely to interact with limited English proficiency (LEP) individuals at testing sites, during office visits, through DMV's website and kiosks, via telephone communications, through driver's license notifications, at vehicle licensing locations, and at headquarters. To support effective communication in these settings, the NV DMV utilizes Language Link services, Pocketalk devices, and UbiDuo devices across all DMV offices.

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Factor 4-Available Resources and Costs:

U.S. Department of Transportation Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons published in the Federal Register: December 14, 2005 (Volume 70, Number 239) states:

"A recipient's level of resources and the costs imposed may have an impact on the nature of the steps it should take in providing meaningful access for LEP persons. Smaller recipients with more limited budgets are not expected to provide the same level of language services as larger recipients with larger budgets. In addition, "reasonable steps" may cease to be reasonable where the costs imposed substantially exceed the benefits. Recipients should carefully explore the most cost-effective means of delivering competent and accurate language services before limiting services due to resource concerns."

Based on this guidance, NV DMV has reviewed its available resources and determined that it will translate identified vital documents into Spanish and/or Tagalog at this time. NV DMV also provides translation and interpreter services in additional languages as needed.

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

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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 disability and will provide reasonable accommodations to ensure equal access to its programs and services. For LEP individuals who are deaf or hard of hearing, DMV offers UbiDuo devices to support effective communication. NV DMV is committed to ensuring that all LEP clients have meaningful access to DMV services and programs. Staff are required to follow the procedures outlined below to ensure consistent and appropriate use of available language services. Furthermore, once the DTE project is completed, the NV DMV is committed to achieving full compliance with these procedures and will provide the necessary training to ensure all staff understand and uphold these requirements as part of the Department'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 offers the UbiDuo devices for assistance in effective communications or can 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.

NV DMV has an oral language service available through Language Link available to all staff.

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.

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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 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

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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 through a third party, Language Link, and PockeTalks devices.

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.

Training

NV DMV has begun training staff to familiarize them with the language access policies and procedures that have been created. Those LAP procedures will be included in:

- New hire orientation
- Position specific training for those working with the public
- Cultural competency training will be developed and incorporated with regular training requirements
- Leadership and management presentations

Recruitment

NV DMV follows DHRM policies and procedures for all recruitments to ensure fair and equitable hiring practices. NV DMV has evaluated whether there is a need for recruiting dual-role interpreters to meet appropriate language access resources to serve our LEP clients and have concluded that the services of Language Link and the PockeTalk devices meet those needs effectively.

NV DMV will continue to evaluate any dual-role interpreters’ positions that may be available to the department, to ensure they meet the qualifications as certification becomes available to State of Nevada employees.

The State of Nevada Human Resources Datawarehouse does not currently capture data to identify NV DMV staff that are bilingual interpreters or translators, and the language(s) spoken. NV DMV provides language services in all DMV offices for a multitude of

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languages through the use of the Language Link service and the PockeTalk devices as well as UbiDuo devices for those who are hearing impaired.

7. Implementing DMV's LAP

Implementation Timelines

NV DMV has revised their LAP to update the newly offered services NV DMV now offers to LEP clients as well as those limitations and barriers for fully complying with SB318. The implementation timeline for data collection of LEP statistics will begin upon DTE completion, estimated on or before July 2029.

Evaluation

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

- Review of vital documents for any additions and/or revisions
- Create formal complaint forms regarding language access services
- Conduct periodic quality assurance reviews to ensure LAP compliance
- Solicit and monitor feedback from the public (and stakeholders)

8. Declared Emergency

NV DMV recognizes that communication with customers and employees is essential for preparing, responding, and recovering during a declared emergency. In accordance with OSHA 1910.38, 1910.157, 1910.165, and SAM 0521 Safety and Health Program, the DMV establishes an emergency action plan for the safety of our employees and customers (including LEP individuals). In the event of an emergency evacuation, the following procedures shall be followed in addition to facility-specific evacuation plans. Personal safety and health take priority over the prevention of damage to property. NV DMV acknowledges that the safety of LEP individuals could be at risk if they are unable to access emergency notifications in a language they can understand. NV DMV will ensure timely and meaningful access to LEP individuals in their preferred language during a declared emergency as follows:

- NV DMV employees and contractors will follow the Emergency Evacuation procedures found in DMV 6.6.3 DMV Safety Policy
- NV DMV will make reasonable efforts to ensure all emergency notifications or information will be translated

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9. Evaluation of and Recommendations for NV DMV's Language Access Plan

Legislative Recommendations:

NV DMV recommends the following revisions to NRS 232.0081 or other legislation:

1. Further define the parameters for English proficiency level
 - a. Suggest question to be whether the client speaks English well (yes or no)
2. Align existing federal regulations and NRS 232.0081
3. Further define "literacy level"
 - a. Suggest question to be whether the client understands English well (yes or no) as clients may not wish to disclose such information (may be subjective)
4. Define dual-role interpreter to show how they are tested and trained (who conducts this?)
5. List the number and percentage of LEPs who are indigenous and who are refugees. This should be optional as clients may not wish to disclose such information.