Agenda Item 3

METROPOLITAN
TRANSPORTATION
COMMISSION

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Memorandum

TO: Legislation Committee DATE: May 3, 2013

FR: Steve Heminger W. I. 1112

RE: Revised Plan for Special Language Services to Limited English Proficient Populations

Background

Presidential Executive Order 13166 (August 2000) states that people who speak limited English should have meaningful access to federally conducted and federally funded programs and activities. It requires that all federal agencies identify any need for services to those with Limited English Proficiency (LEP), and develop and implement a system to provide those services so all persons can have meaningful access to services. Agencies such as MTC that receive federal funds are also subject to this requirement. Accordingly, in September 2010, the Commission adopted MTC's Plan for Special Language Services to LEP Populations.

In September 2011, the Federal Transit Administration (FTA) conducted an on-site Title VI Compliance Review of MTC. FTA found that the LEP needs assessment (called a Four-Factor Analysis) of MTC's Plan for Special Language Services to LEP Populations was incomplete and asked MTC to expand upon the existing analysis to more clearly describe the frequency of contact with LEP persons; the importance of programs, services and activities to LEP populations; and the costs to translate documents into other languages. The revised Plan is attached for your review and referral to the Commission.

MTC staff has conducted a Four-Factor Analysis based on the U.S. Department of Transportation's (DOT) LEP guidance:

Factor 1: The number or proportion of LEP persons eligible to be served or likely to be encountered in the eligible service population.
Factor 2: The frequency with which LEP persons come in contact with MTC's programs, activities or services.
Factor 3: The nature and importance to LEP persons' lives of MTC's programs, activities and services.
Factor 4: The resources available to MTC and overall cost to provide language assistance.

Based on the analysis, staff concluded that providing language assistance in Spanish and Chinese would give population groups who are identified as speaking English less than "very well" access to information and services in their language spoken at home.

To assist staff in determining what critical information and documents require translation, the plan recommends the classification of "Vital Documents" based upon the importance of the program, information, service, or encounter involved, and the consequence to the LEP person if the information in question is not provided accurately or in a timely manner. Tier 1-Vital Documents and access to services should be provided in Spanish and Chinese languages as a matter of course without request. Tier 2 and Tier 3-Vital Documents will be translated upon request, subject to available resources. In addition, some Tier 2 and Tier 3-Vital Documents, at MTC's discretion, will be translated without request. These tiers are further described on pages 22 & 23 of the revised plan (see Attachment A).

Comments/Modification to Draft Plan

On April 3, 2013, MTC staff issued a news release and a series of display ads in various community papers informing the public that the *Draft Revised Plan* was available for review and public comment. The document was issued in English, Spanish and Chinese. Staff presented the *Draft Revised Plan* to the Policy Advisory Council's Equity and Access subcommittee on April 10, 2013, and sent notices to community based organizations (CBOs) throughout the region (see Attachment B). Public comments were accepted via the web, mail and e-mail from April 3, 2013 through April 24, 2013.

MTC received a total of four written comments on the *Draft Revised Plan* and received oral comments from Policy Advisory Council's Equity and Access subcommittee members (see Attachment C). Comments indicated that MTC should avoid overly technical terms and write in a style tailored to a general audience; MTC should establish competency standards for translators to ensure that information is correctly interpreted for LEP persons; and some LEP persons have low-literacy levels in their native languages, and by extension, translating documents may not be the most helpful form of language assistance.

Based on comments received, staff modified the *Draft Revised Plan* to clarify that MTC currently performs periodic checks of translated materials to ensure they are interpreted correctly and requires translators and interpreters to meet MTC's competency standards.

Recommendation
Staff recommends forwarding the *Final Revised Plan* to the full Commission for approval.

Steve Heminger

Attachments
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Final Revised Plan for Special Language Services to Limited English Proficient (LEP) Populations

May 2013

Also available in Chinese and Spanish

Para solicitar una copia en español del Plan de Servicios Especiales del Lenguaje para Poblaciones con Conocimiento Limitado del Inglés llame al 510.817.5757.

為了滿足英文程度有限的人士的需要,此報告有提供中文版本。請致電 510.817.5757 索取副本。

TABLE OF CONTENTS

EXECUTIVE SUMMARY 1

1.0 INTRODUCTION 3

1.1 Authority and Guidance 3

2.0 FOUR-FACTOR ANALYSIS 5

2.1 Factor 1 Analysis: The number or proportion of LEP persons eligible to be served or likely to be encountered in the eligible service population. 5

2.2 Factor 2 Analysis: The frequency with which LEP persons come in contact with MTC's programs, activities or services. 7

2.3 Factor 3 Analysis: The nature and importance of MTC's programs, activities and services to LEP persons' lives. 14

2.4 Factor 4 Analysis: The resources available to MTC and overall cost to provide language assistance. 16

2.5 Four-Factor Analysis Conclusion 17

3.0 LANGUAGE ASSISTANCE MEASURES 18

3.1 Current Language Assistance Measures 18

3.2 Future Language Assistance Measures 20

4.0 VITAL DOCUMENTS GUIDELINES 21

4.1 Language Translation Threshold 21

4.2 Categories of Vital Documents 22

5.0 STAFF TRAINING 24

6.0 NOTIFICATION TO LEP PERSONS 25

7.0 PLAN MONITORING AND UPDATING 26

8.0 REFERENCES 27

LIST OF TABLES

Table 1: Languages Spoken at Home by Ability to Speak English, ... 6

Table 2: MTC Programs, Activities and Services to LEP Persons 8

Table 3: Calls to Clipper® Language Line Services, January 2012 – December 2012 11

Table 4: Clipper® Automated Phone Services (Interactive Voice Response (IVR) Selections), January 2012 – December 2012 11

Table 5: Average Monthly FasTrak® Customer Service Center Language Line Calls, ... 11

Table 6: MTC Website Translated Pageviews, 2009-2013..... 12

Table 7: Requests for Interpretation, 2009-2012 15

Table 8: Requests for Translation, 2009-2012 16

LIST OF FIGURES

Figure 1: LEP Person Survey Respondents by County 13

Figure 2: Frequency of Contact with MTC Programs and Services by LEP Person Survey Respondents 14

Figure 3: Importance of MTC Programs and Services by LEP Person Survey Respondents 15

LIST OF APPENDICES

Appendix A: Languages Spoken at Home by Ability to Speak English, 2007-2011..... 28

Appendix B: Maps of Limited English Proficient Distribution 30

Appendix B - 1: Total Limited English Proficient (LEP) Distribution Map 31

Appendix B - 2: Spanish Limited English Proficient (LEP) Distribution Map 32

Appendix B - 3: Chinese Limited English Proficient (LEP) Distribution Map..... 33

Appendix B - 4: Vietnamese Limited English Proficient (LEP) Distribution Map 34

Appendix B - 5: Tagalog Limited English Proficient (LEP) Distribution Map 35

Appendix B - 6: Korean Limited English Proficient (LEP) Distribution Map 36

ACRONYMS AND ABBREVIATIONS

ACS	American Community Survey
BATA	Bay Area Toll Authority
CBO	Community-Based Organization
CSC	Customer Service Center
FTA	Federal Transit Administration
IVR	Interactive Voice Response
LEP	Limited English Proficient
MPO	Metropolitan Planning Organization
MTC	Metropolitan Transportation Commission
U.S. DOT	United States Department of Transportation

EXECUTIVE SUMMARY

The Metropolitan Transportation Commission (MTC) is the transportation planning, coordinating and financing agency for the nine-county San Francisco Bay Area. MTC also is the region's federally designated metropolitan planning organization (MPO). As such, it supports the goals of the U.S. Department of Transportation's (U.S. DOT) Limited English Proficiency Guidance to provide meaningful access to its services, programs and activities to persons with limited English proficiency. Individuals for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English are limited English proficient, or ''LEP." This Plan for Special Language Services to LEP Populations is intended to ensure that MTC's language assistance measures reflect the needs of LEP persons across the nine-county San Francisco Bay Area region.

U.S. DOT LEP Guidance requires a Four-Factor Analysis or LEP needs assessment to determine what reasonable steps should be taken by recipients to ensure meaningful access by LEP persons. This Four-Factor Analysis considers the following:

Factor 1: The number or proportion of LEP persons eligible to be served or likely to be encountered in the eligible service population.
Factor 2: The frequency with which LEP persons come in contact with MTC's programs, activities or services.
Factor 3: The nature and importance to LEP persons' lives of MTC's programs, activities and services.
Factor 4: The resources available to MTC and overall cost to provide language assistance.

Following U.S. DOT guidelines, MTC explored multiple data sources and conducted targeted outreach to develop the Four-Factor Analysis. MTC analyzed U.S. Census American Community Survey data to identify the San Francisco Bay Area's LEP population. Additionally, the data collection and outreach included surveys of MTC staff and third-party contractors, interviews with community-based organizations (CBO), LEP person focus groups and LEP person surveys. MTC reviewed and analyzed past interactions with LEP persons including call center and language line data, website data, and requests for both interpretation and translation by LEP persons. The key findings from the Four-Factor Analysis shaped the development of MTC's Plan for Special Language Services to LEP Populations.

Based on U.S. Census American Community Survey data (2007-2011), the Factor 1 Analysis identified 1,197,125 individuals over the age of five who speak English less than "very well." This figure accounts for 18 percent of the San Francisco Bay Area population. MTC identified thirty-one (31) languages that are spoken by more than 1,000 estimated LEP persons. Across the San Francisco Bay Area, the five most frequently spoken languages other than English are Spanish (8.1% of the San Francisco Bay Area Population), Chinese (3.9%), Vietnamese (1.4%), Tagalog (1.2%) and Korean (0.5%).

According to the Four-Factor Analysis findings, described in detail in this report, MTC concluded that documents identified as Tier 1 Vital Documents will be translated into Spanish and Chinese without a request. Providing language assistance in Spanish and Chinese would give the two largest population groups who are identified as speaking English less than "very well," access to information and services in their language spoken at home. Subject to available resources and/or upon request, MTC will provide translation of Vital Documents or other documents into languages other than Chinese and Spanish.

As part of its commitment to ensuring that LEP persons receive reasonable access to necessary language assistance, MTC established guidelines for the translation of vital written materials or Vital Documents. These Vital Documents are either critical for obtaining services or benefits or required by law. The three-tier system for identifying and translating Vital Documents is detailed in Section 4.0, Vital Documents Guidelines.

Furthermore, MTC offers a wide range of tools for LEP populations, including written and oral language assistance, community outreach and local media engagement. As part of MTC's evaluation of its prior experiences with LEP persons, the agency developed an inventory of language assistance services currently being provided and also identified additional language assistance services that may be implemented — depending on budget availability — to further provide meaningful access to LEP persons (see Section 2.4, Factor 4 Analysis, and Section 3.0, Language Assistance Measures).

MTC works to ensure that its staff and third-party contractors are aware of and sensitive to the needs of LEP persons. MTC developed a variety of materials and guidelines to ensure that staff is trained on procedures for accommodating LEP populations. Specific training elements are discussed in this report (see Section 5.0, Staff Training).

MTC provides notice to LEP persons of language assistance through various practices which are outlined in this report (see Section 3.0, Language Assistance Measures).

MTC will monitor and update its Plan for Special Language Services to ensure meaningful access to its programs and services by LEP persons, using a combination of qualitative and quantitative approaches to monitor whether the Plan for Special Language Services effectively meets the needs of LEP persons across the nine-county San Francisco Bay Area region. On a triennial basis, MTC will review demographic data of San Francisco Bay Area LEP populations and solicit feedback from MTC staff, LEP persons and CBO's serving LEP individuals. MTC will also evaluate its methods of notification to LEP persons as the agency updates its Plan for Special Language Services.

1.0 INTRODUCTION

The Metropolitan Transportation Commission (MTC) is the transportation planning, coordinating and financing agency for the nine-county San Francisco Bay Area. MTC functions as both the regional transportation planning agency — a state designation – and, for federal purposes, as the region's metropolitan planning organization (MPO).

MTC serves a region unique in its diversity. There are twenty-five public transit operators, which together carry nearly 500 million passengers per year. The Bay Area covers the nine counties that touch San Francisco Bay (Alameda, Contra Costa, Marin, Napa, San Francisco, San Mateo, Santa Clara, Solano and Sonoma) and includes 101 municipalities. More than 7 million people reside within the region's 7,000 square miles, with over ninety (90) languages other than English spoken within its boundaries.

As a recipient of federal funds, MTC follows the United States Department of Transportation Policy Guidance (U.S. DOT 2005) concerning recipients' responsibilities to limited English proficient (LEP) persons. Individuals for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English are limited English proficient, or ''LEP." MTC's *Plan for Special Language Services to Limited English Proficient (LEP) Populations* is intended to guide the agency in the provision of meaningful access to its services, programs and activities by LEP persons.

In addition to this Plan for Special Language Services to LEP Populations, a separate, related document, MTC's *Public Participation Plan for the San Francisco Bay Area*, describes opportunities for the public to get involved in the transportation planning process. Copies of the Public Participation Plan can be found in English, Spanish and Chinese on MTC's website at: www.mtc.ca.gov/get_involved/participation_plan.htm.

1.1 Authority and Guidance

Federal regulations require that recipients of federal funds take reasonable steps to ensure meaningful access to benefits, services, information and other important portions of their programs and activities for individuals with limited English proficiency. Title VI of the Civil Rights Act of 1964 and its implementing regulations state that no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity that receives federal financial assistance.

A Presidential Executive Order was issued to federal agencies in August 2000 relative to LEP populations. , Executive Order 13166 — Improving Access to Services for Persons with Limited

English Proficiency — indicates that differing treatment based upon a person's ability to speak, read, write or understand English is a form of national origin discrimination.

In 2007, the FTA's Office of Civil Rights released a handbook — Implementing the Department of Transportation's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons — to provide recipients with technical assistance to implement federal guidelines. The U.S. DOT LEP Guidance notes that effective implementation plans typically include the following five elements:

1. Identifying LEP individuals who need language assistance
2. Providing language assistance measures
3. Training staff
4. Providing notice to LEP persons
5. Monitoring and updating the plan

The Federal Transit Administration updated the Title VI Circular to 4702.1B — Title VI and Title VI-Dependent Guidelines for FTA Recipients — in October 2012. This revised circular provides guidance to grantees on how to comply with Title VI regulations and specifies recommended steps to ensure grantees provide meaningful language access to persons who are limited English proficient.

MTC has developed this plan to address the needs of LEP populations in the nine-county San Francisco Bay Area region per the U.S. DOT guidance to provide meaningful assistance to LEP persons. The aforementioned resources were used to guide the development of the Four-Factor Analysis and this Plan for Special Language Services to LEP Populations.

2.0 FOUR-FACTOR ANALYSIS

In order to prepare this Plan for Special Language Services to LEP Populations, MTC completed the U.S. DOT's Four-Factor Analysis to determine what reasonable steps should be taken to ensure meaningful access by LEP persons. The four factors consider the following:

Factor 1: The number or proportion of LEP persons eligible to be served or likely to be encountered in the eligible service population.
Factor 2: The frequency with which LEP persons come in contact with MTC's programs, activities or services.
Factor 3: The nature and importance of MTC's programs, activities and services to LEP persons' lives.
Factor 4: The resources available to MTC and overall cost to provide language assistance.

Following U.S. DOT guidelines, MTC explored multiple data sources and conducted targeted outreach to develop the Four-Factor Analysis. The data collection and outreach included surveys of MTC staff and third-party contractors; interviews with staff members from four CBO's serving LEP populations; four LEP person focus groups conducted in native languages; and 945 LEP person surveys. MTC also reviewed and analyzed past interactions with LEP persons including call center and language line data, website data, and requests for both interpretation and translation by LEP persons.

This chapter highlights the methodology and key findings from the Four-Factor Analysis that shaped the development of MTC's Plan for Special Language Services. The complete Four-Factor Analysis report is available upon request.

2.1 Factor 1 Analysis: The number or proportion of LEP persons eligible to be served or likely to be encountered in the eligible service population.

For the Factor 1 Analysis, MTC analyzed the U.S. Census American Community Survey (ACS) data from 2007-2011 to identify the San Francisco Bay Area region's LEP population. The ACS is a continuous nationwide survey of addresses conducted monthly by the U.S. Census Bureau. It is intended to measure changing socioeconomic characteristics and conditions of the population on a recurring basis.

ACS reports data based on the four categories of English-speaking ability: "very well," "well," "not well," and "not at all." MTC defined the LEP population as individuals who speak English less than "very well," which is consistent with U.S. DOT guidelines.

Factor 1 Analysis findings indicate that 18 percent of the San Francisco Bay Area population speaks English less than “very well.” The ACS data identified thirty-one (31) languages with 1,000 or more residents who speak that language and who speak English less than “very well” and would be considered LEP persons. The five most frequently spoken languages other than English are Spanish, Chinese, Vietnamese, Tagalog and Korean.(see Table 1 below for details).

Table 1: Languages Spoken at Home by Ability to Speak English, Persons Age 5 Years and Over, 2007-2011

Speaks English Less than "Very Well"*

County	Spanish	Chinese	Vietnamese	Tagalog	Korean	Other Languages	Total Speaking English Less than "Very Well"	Speaks English "Very Well"	Total
Alameda	113,945	66,243	15,354	15,904	8,563	46,892	266,901	1,129,926	1,396,827
	8.2%	4.7%	1.1%	1.1%	0.6%	3.4%	19.1%	80.9%	100.0%
Contra Costa	78,185	13,914	3,254	7,758	3,430	24,642	131,183	839,679	970,862
	8.1%	1.4%	0.3%	0.8%	0.4%	2.5%	13.5%	86.5%	100.0%
Marin	15,363	908	633	446	430	3,963	21,743	214,852	236,595
	6.5%	0.4%	0.3%	0.2%	0.2%	1.7%	9.2%	90.8%	100.0%
Napa	17,810	280	143	1,324	194	1,205	20,956	106,332	127,288
	14.0%	0.2%	0.1%	1.0%	0.2%	0.9%	16.5%	83.5%	100.0%
San Francisco	39,628	94,696	6,471	10,507	3,701	24,872	179,875	582,813	762,688
	5.2%	12.4%	0.8%	1.4%	0.5%	3.3%	23.6%	76.4%	100.0%
San Mateo	65,028	21,794	1,570	13,999	2,038	21,246	125,675	539,685	665,360
	9.8%	3.3%	0.2%	2.1%	0.3%	3.2%	18.9%	81.1%	100.0%
Santa Clara	140,809	59,770	65,464	18,855	12,278	58,781	355,957	1,281,949	1,637,906
	8.6%	3.6%	4.0%	1.2%	0.7%	3.6%	21.7%	78.3%	100.0%
Solano	27,500	1,580	1,231	8,321	713	5,702	45,047	339,606	384,653
	7.1%	0.4%	0.3%	2.2%	0.2%	1.5%	11.7%	88.3%	100.0%
Sonoma	40,753	1,069	1,448	892	537	5,089	49,788	400,692	450,480
	9.0%	0.2%	0.3%	0.2%	0.1%	1.1%	11.1%	88.9%	100.0%
Bay Area	539,021	260,254	95,568	78,006	31,884	192,392	1,197,125	5,435,534	6,632,659
	8.1%	3.9%	1.4%	1.2%	0.5%	2.9%	18.0%	82.0%	100.0%

Source: U.S. Census, American Community Survey 2007-2011.

* MTC used ACS data for LEP persons that speak English less than "very well" for the Factor 1 Analysis, as per the definition of LEP provided in FTA Circular 4702.1B.

Within the nine-county MTC service area, Spanish accounts for the largest share of the LEP population with 8.1 percent, followed by Chinese with 3.9 percent. Vietnamese LEP persons represent 1.4 percent of the LEP population, Tagalog 1.2 percent, and Korean 0.5 percent. A

complete breakdown of the languages spoken at home by ability to speak English is available in Appendix A.

MTC created GIS maps to show concentrations of LEP persons who speak the five most frequently spoken languages other than English within the MTC service area (shown in Appendix B). The GIS maps illustrate the geographic distribution of the LEP populations in the San Francisco Bay Area.

In compliance with U.S. DOT guidelines, MTC also incorporated the Safe Harbor Provision into its Factor 1 Analysis. The Safe Harbor Provision of the FTA Title VI Circular (4702.1B) states that:

> *"DOT has adopted DOJ's Safe Harbor Provision, which outlines circumstances that can provide a "safe harbor" for recipients regarding translation of written materials for LEP populations. The Safe Harbor Provision stipulates that, if a recipient provides written translation of vital documents for each eligible LEP language group that constitutes five percent (5%) or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered, then such action will be considered strong evidence of compliance with the recipient's written translation obligations. Translation of non-vital documents, if needed, can be provided orally. If there are fewer than 50 persons in a language group that reaches the five percent (5%) trigger, the recipient is not required to translate vital written materials but should provide written notice in the primary language of the LEP language group of the right to receive competent oral interpretation of those written materials, free of cost."*

Based on the analysis conducted under Factor 1, the findings indicate that within MTC's nine-county service area, there are thirty-one (31) languages that are spoken by more than 1,000 estimated LEP persons. Based on the complete Four-Factor Analysis, MTC concluded that providing regular language assistance in Spanish and Chinese would give population groups who are identified as speaking English less than "very well" access to MTC's services, programs and activities.

2.2 Factor 2 Analysis: The frequency with which LEP persons come in contact with MTC's programs, activities or services.

For the second step of the Four-Factor LEP needs assessment, MTC analyzed several data sources to assess how frequently Limited English Proficient (LEP) individuals come into contact with MTC programs and services. In accordance with U.S. DOT guidelines, MTC collected data and analyzed findings from the following sources:

- Call Center Data for MTC Services and Programs
- Website Data for MTC Services and Programs
- Interpretation Requests for MTC Services and Programs

- Translation Requests for MTC Services and Programs
- MTC Staff Surveys
- MTC Contractor Staff Surveys
- LEP Person Surveys
- LEP Person Focus Groups

For the three different surveys, frequency was measured based on four categories of interaction: "very frequently," "frequently," "somewhat frequently," and "never." These categories do not have specific time intervals associated with them, such as daily, weekly or monthly frequency. However, MTC explored a broad array of data sources to develop a comprehensive understanding of the overall contact with LEP persons that included call center data, website data, interpretation requests, translation requests and LEP person focus groups. Collectively, these data sources helped MTC assess the frequency with which LEP persons come into contact with MTC's services and programs. As MTC updates its Plan for Special Language Services, the agency will refine future data collection protocol to determine precise estimates of frequency of contact.

Following U.S. DOT guidance, MTC conducted a thorough review of its programs, activities and services. Table 2 identifies the services and programs that MTC provides for LEP individuals.

Table 2: MTC Programs, Activities and Services to LEP Persons

Program, Activity or Service	LEP Component
MTC Meetings, Key Planning and Funding Activities	• Key planning documents include, but are not limited to, the Regional Transportation Plan and the Transportation Improvement Program. • MTC contracts with a firm to translate key documents (or summaries of documents) and/or provide in-person interpretation assistance as needed upon request. • Flyers for major community workshops and similar meetings include instructions on how to request translation services. Major public participation opportunities are advertised in community papers in appropriate languages. • MTC's website includes Spanish and Chinese language content, including translated versions or summaries of selected documents. • Public participation plans for MTC's long-range plan include seeking out views of LEP populations by, for example, conducting meetings in other languages and designing the content to be sensitive to the needs of low literacy populations. • Meeting notices include multi-lingual notification on how to request translation services.
Motorist-Aid Call Boxes	• Instructions on call boxes in English and Spanish; English- and Spanish-speaking dispatchers are available at all times through the toll-free dispatch center. • For other languages, dispatchers connect speakers to a translation service for assistance (available at all times).

Table 2: MTC Programs, Activities and Services to LEP Persons	
Program, Activity or Service	**LEP Component**
Freeway Service Patrol (FSP)	• Tow truck drivers have a card available in multiple languages (Spanish, Chinese, Vietnamese and Tagalog). • Translation service is available to assist via telephone through dispatch center.
FasTrak®	• Applications are available in Spanish and Chinese on website. • Brochure is available in Spanish and Chinese on website. • FAQs are available in Spanish and Chinese on website. • Customer Handbook is available in Spanish and Chinese on website. • License Agreement is available in Spanish and Chinese on website. • Privacy policy is available in Spanish and Chinese on website. • Advertising and news releases are done in Spanish and Chinese on website. • Bilingual Staff are available at the FasTrak® Customer Service Center.
Clipper® Universal Transit Card	• The program is available in English, Spanish and Chinese. Materials are printed in these three languages (separate versions in each language). Likewise, advertising is trilingual (separate versions in each language), telephone service (automated service) is available in these three languages; for self-serve "add value" machines, customers can select their language preference when they begin a transaction. • Website is in English with short program overviews in both Spanish and Chinese. • Customer service center's live support can connect with a translation service. • Card readers themselves are English-only due to limited capacity and a small display screen.
511 Traveler Information	• 511.org homepage – Google translator drop-down menu, options for Chinese and Spanish translations. • Traffic page – Google translator drop-down menu, options for Chinese and Spanish translations. • Transit page – includes professionally translated summary of Transit site services in Chinese and Spanish as well as Google translator for Chinese and Spanish. • Rideshare page – includes professionally translated summary of Rideshare program services in Chinese and Spanish from the "Rideshare Home" navigation. Links from these two translated pages direct visitors to Google translated 511 RMS registration pages. Google translator for Chinese and Spanish is on each page footer. • Bicycling page – Google translator links for Chinese and Spanish. • Language Disclaimer – All websites include language disclaimer stating that machine translation is imperfect. • 511 Phone – Rideshare and Bicycling menus have prompts in Spanish. When transferred to a live operator, customers can speak to rideshare/bicycling operators who use a third party language translation service. The other phone menu selections do not include prompts in other languages. • 511 RideMatch Service – Google's "Select Language" drop down menu feature has been installed, offering Spanish and Chinese. • 511 SchoolPool – Google's "Select Language" drop down menu feature has been installed with a choice of 65 languages. On the home page, print/downloadable flyers are provided in Chinese, Spanish, Korean, Vietnamese and Tagalog.

Table 2: MTC Programs, Activities and Services to LEP Persons	
Program, Activity or Service	**LEP Component**
Regional Transit Hub Signage Program	• Way-finding and transit information signs rely on universal icons/pictographs to bridge language barriers. • Limited space for text on signs precludes use of languages other than English in most cases.

MTC provides the operating programs identified in Table 2, through third-party contractors. The two largest operating programs are Clipper® and FasTrak®. MTC surveyed third-party contractor staff who provide direct customer service at the Clipper® and FasTrak® Customer Service Centers (CSC's) on behalf of MTC or are likely to come into contact with LEP individuals. Surveyed personnel included customer service representatives, service operators and program managers who provide services for MTC throughout the region.

To determine the frequency of contact with LEP individuals, MTC used various methods including a review of call center requests for Language Line services and website data for the number of translated website pageviews for MTC programs and services.

Clipper® Universal Transit Card

Clipper® is an all-in-one transit card that keeps track of passes, discount tickets, ride books and cash value loaded onto it, while recognizing and applying all applicable fares, discounts and transfer rules. Clipper® has been implemented at the seven largest San Francisco Bay Area transit agencies, and the reach of the Clipper® program continues to expand as additional transit agencies within the nine-county MTC service area participate in the program. MTC oversees the Clipper® transit card and the operation of the Clipper® CSC.

Table 3 shows the number of language line calls for MTC's Clipper® Card program. Spanish and Chinese language line calls for the Clipper® Card program make up only four percent of the total calls.

Table 4 shows the number of Interactive Voice Response (IVR) selections for Clipper® language line calls. IVR is a technology that allows a computer to interact with humans through the use of voice and tonal input via telephone keypads. Spanish and Chinese IVR selections for the Clipper® Card program make up approximately four percent of the total IVR selections.

Table 3: Calls to Clipper® Language Line Services, January 2012 – December 2012		
Language	**Number of Language Line Calls**	**Percentage**
Spanish	10,575	3%
Chinese	4,722	1%
English	334,738	96%
Total	350,035	100%

Table 4: Clipper® Automated Phone Services (Interactive Voice Response (IVR) Selections), January 2012 – December 2012		
Language	**Interactive Voice Response (IVR) Selections**	**Percentage**
Spanish	14,165	3%
Cantonese	6,537	1%
English	488,352	96%
Total	509,054	100%

FasTrak®

The FasTrak® electronic toll collection system allows customers to pay bridge tolls electronically to avoid stopping at toll plazas. FasTrak® has been operational on all seven of the state-owned toll bridges in the San Francisco Bay Area, as well as the Golden Gate Bridge, since December 2000, with at least one electronic toll collection -dedicated toll booth on each bridge to ease traffic congestion and speed travel. The San Francisco Bay Area Toll Authority (BATA) oversees the FasTrak® electronic toll collection system and operation of the FasTrak® CSC. Note that although FasTrak® does not receive any federal funds, MTC included FasTrak® data in the Four-Factor Analysis because it is an important customer-oriented service used by LEP populations.

Table 5 shows the number of average monthly language line calls for MTC's FasTrak®program. Non-English language line calls for FasTrak® make up less than one percent of the total calls.

Table 5: Average Monthly FasTrak® Customer Service Center Language Line Calls, January 2012 – December 2012		
Language	**Average Monthly Language Line Calls**	**Percentage**
Non-English CSC Calls	60	0.05%
English Only CSC Calls	69,455	56.33%
English Only Interactive Voice Response (IVR) Calls	53,794	43.63%
Total	123,309	100%

MTC Website

MTC examined available website data to estimate the number of non-English pageviews for its various programs and services. The MTC website — www.mtc.ca.gov — provides information on the services, programs and activities of the agency. The website provides individual web pages in Spanish and Chinese with summaries of key information and important announcements.

Table 6 shows the total number of pageviews that MTC's website received each year for the past four years (and the corresponding percentage) plus pageviews for the Spanish and Chinese translated pages. The combined number of pageviews for the Spanish and Chinese pages represent less than one percent of the total number of pageviews to the MTC site.

Table 6: MTC Website Translated Pageviews, 2009-2013

Year	Language	Page Views	Percentage
2013 (January – February)	Total Pageviews*	158,367	100%
	Chinese Translated Pageviews	162	0.0010%
	Spanish Translated Pageviews	52	0.0003%
2012	Total Pageviews*	1,133,602	100%
	Chinese Translated Pageviews	1174	0.0010%
	Spanish Translated Pageviews	504	0.0004%
2011	Total Pageviews*	1,104,660	100%
	Chinese Translated Pageviews	1257	0.0011%
	Spanish Translated Pageviews	663	0.0006%
2010	Total Pageviews*	1,294,300	100%
	Chinese Translated Pageviews	2053	0.0016%
	Spanish Translated Pageviews	946	0.0007%
2009	Total Pageviews*	1,069,553	100%
	Chinese Translated Pageviews	645	0.0006%
	Spanish Translated Pageviews	224	0.0002%
Total	Total Pageviews*	6,502,519	100%
	Chinese Translated Pageviews	7073	0.0011%
	Spanish Translated Pageviews	2961	0.0005%

*Total pageviews includes English, Spanish, and Chinese pageviews.

Surveys

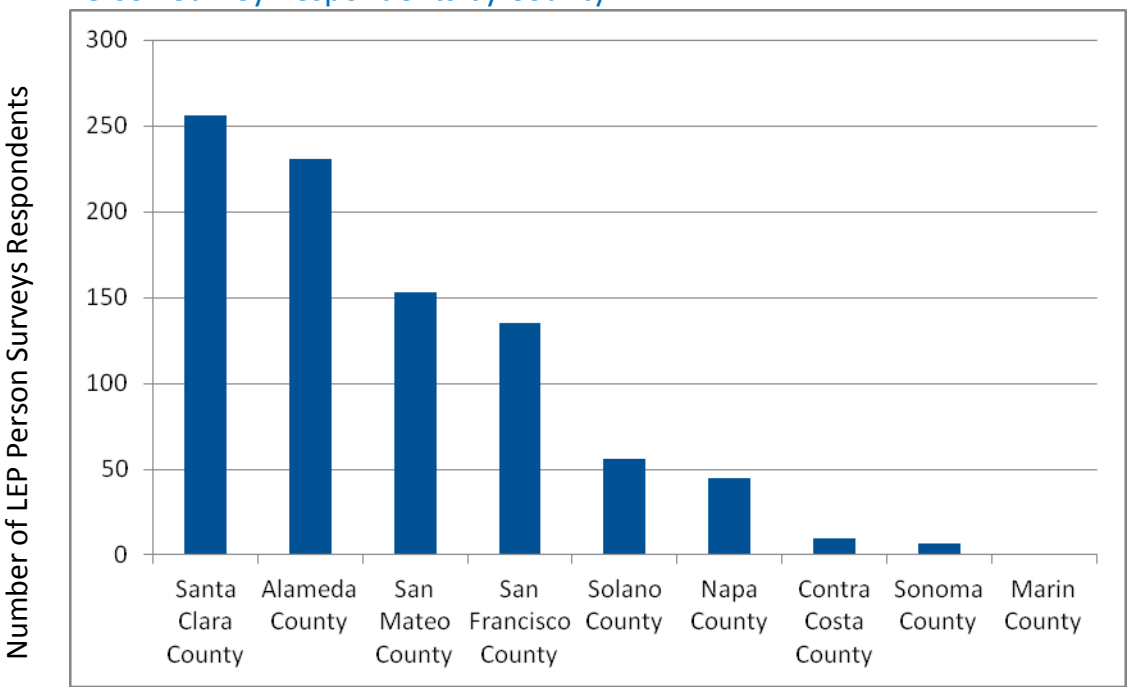
Additionally, MTC conducted an agency-wide staff survey to determine the frequency and importance of contact with LEP individuals across all MTC departments. MTC provides most of its operating programs, such as those identified in Table 2, through third-party contractors. Third-party contractors include customer service representatives, service operators and program managers who provide services for MTC across the region through programs such as Clipper®, FasTrak® and Freeway Service Patrol. MTC surveyed third-party contractor staff who

provide direct customer service on behalf of MTC or are likely to come into contact with LEP individuals.

MTC also partnered with CBOs that work directly with LEP communities to distribute and administer a survey to LEP persons. In addition to English, the LEP Person survey was translated into five languages (Spanish, Chinese, Vietnamese, Tagalog, and Korean) and distributed to over twenty-one CBOs across the nine-county MTC region. An English version of the LEP Person survey was distributed to allow LEP persons of other linguistic populations (e.g., Cambodian, French, Russian, Amharic and Japanese) to provide input and feedback on the Plan for Special Language Services.

MTC conducted targeted LEP survey outreach to collect input from geographically and linguistically diverse LEP populations. A total of 945 surveys were returned by LEP respondents from throughout the nine-county San Francisco Bay Area. Figure 1 is an illustration of the number of LEP person survey respondents by county. Figure 2 illustrates LEP persons' rate of contact with MTC programs, services and activities. In an effort to consult directly with LEP individuals, MTC also held four focus groups with LEP persons to evaluate current language assistance measures.

Figure 1: LEP Person Survey Respondents by County



Based on the Factor 2 Analysis, MTC determined that Spanish- and Chinese-speaking LEP individuals are in most contact with MTC's programs and services. However, the combined results from the various data sources indicate that LEP persons' frequency of contact with MTC programs, activities and services varies depending on the program or activity. MTC determined that LEP persons that do utilize MTC's services are in more contact with certain programs and

services, specifically Clipper® and FasTrak®. Overall, LEP persons are far less likely to request information or assistance accessing MTC's policy or financial documents, such as the Regional Transportation Plan or the Transportation Improvement Program.

Figure 2: Frequency of Contact with MTC Programs and Services by LEP Person Survey Respondents				
	Very Frequently	**Frequently**	**Somewhat Frequently**	**Never**
511	1.41%	3.59%	9.53%	85.47%
Clipper® Card	9.70%	5.01%	9.39%	75.90%
FasTrak®	5.92%	5.76%	11.68%	76.64%
Freeway Service Patrol	1.82%	1.82%	10.73%	85.64%
Roadside Call Boxes	2.30%	1.15%	8.39%	88.16%

A large majority of the LEP persons encountered by MTC staff and MTC contractors speak Spanish, followed by Chinese. Depending on the data source, the language groups with the most contact were Spanish and Chinese (Cantonese and Mandarin), followed by Vietnamese, Tagalog and Korean.

2.3 Factor 3 Analysis: The nature and importance of MTC's programs, activities and services to LEP persons' lives.

Following U.S. DOT guidelines, MTC reviewed various data sources and incorporated findings from the Factor 2 Analysis to determine the nature and importance of the programs provided by MTC to LEP individuals' lives. MTC identified the critical services to LEP persons by reviewing the following data sources:

- MTC Staff Surveys
- MTC Contractor Surveys
- LEP Person Surveys
- LEP Person Focus Groups

The findings of this Factor 3 Analysis, included in Figure 3, describe the nature and importance of MTC programs and services to LEP communities. Following a thorough review and analysis of staff surveys and LEP person surveys, the results indicated that MTC's programs, services and activities are important to LEP populations.

Figure 3: Importance of MTC Programs and Services by LEP Person Survey Respondents				
	Very Important	**Important**	**Somewhat Important**	**Not Important**
511	28.67%	29.52%	17.58%	24.23%
Clipper® Card	23.40%	30.32%	17.20%	29.08%
FasTrak®	22.70%	28.83%	18.38%	30.09%
Freeway Service Patrol	40.50%	25.33%	13.83%	20.33%
Roadside Call Boxes	40.23%	24.50%	15.07%	20.20%

As a transportation planning agency, MTC plays a vital role identifying and implementing future investments and long-range strategies to maintain, manage and improve transportation throughout the region. Regarding the importance of MTC's programs and activities to LEP persons, access to the planning process, in general, will affect residents in the long-term and not in an immediate manner.

Although the majority of LEP survey respondents reported that long-range transportation planning is "important" or "very important" to them, a review of interpretation and translation requests for MTC's policy and long-range transportation planning documents indicates that LEP persons rarely request these documents. It is worth noting that there has not been a significant demand from LEP residents to participate in policy-oriented discussions.

MTC reviewed the available records from the agency's various programs regarding interpretation and translation requests from 2009 – 2012 and found that requests by LEP persons have been minimal. Table 7 shows the requests for interpretation services from LEP persons. A total of four requests for interpretation have been made, including two in Spanish and two in Chinese (Mandarin and Cantonese).

Table 7: Requests for Interpretation, 2009-2012			
Date	**Requestor**	**Meeting/Host**	**Language**
7/10/2012	LEP Individual	July 11 Programming & Allocations Committee Meeting	Cantonese
5/7/2011	LEP Individual	FTA Title VI Information Session	Spanish
5/5/2011	LEP Individual	Alameda County Plan Bay Area Public Workshop	Spanish
3/8/2011	LEP Individual	San Francisco County Transportation Authority (SFCTA) Meeting	Mandarin

Table 8 shows the requests for translation services from LEP persons. To date, only one translation request (for Spanish) has been made by an LEP person.

Table 8: Requests for Translation, 2009-2012			
Date	**Requestor**	**Document(s) Requested**	**Language**
7/21/2010	LEP Individual	• Public Participation Plan • Plan for Special Language Services to Limited English Proficient Populations	Spanish

MTC's Public Information Department also initiates interpretation and translation requests in order to accommodate anticipated language access needs. As a result, interpreters were present at additional meetings than those listed above; the majority of those meetings were in conjunction with public participation activities related to MTC's long-range transportation plan.

Despite MTC's critical role and unique position throughout the San Francisco Bay Area region, the general public lacks awareness of MTC's planning and funding activities. The results from the LEP person focus groups indicated that many of the focus group participants were not familiar with MTC or many of the agency's programs and services (e.g., 511 Traveler Information, Freeway Service Patrol).

Some of MTC's programs have a larger reach, including the Clipper® Card, the 511 traveler information system, the regional transit hub signage program, motorist-aid call boxes, freeway service patrols and FasTrak® . Based on the LEP person surveys, these programs and services — operated by MTC — were found to be of critical importance to LEP populations. However, because many of the programs and services operated by MTC have their own individual names and branding (e.g., Clipper® and FasTrak®), the general public often does not associate them with MTC itself.

2.4 Factor 4 Analysis: The resources available to MTC and overall cost to provide language assistance.

In accordance with U.S. DOT guidelines, MTC incorporated findings from the first three factors and from a series of interviews with CBOs. The interviews with CBOs provided information about the most effective ways to communicate with LEP persons, which in turn, will assist MTC in developing cost-effective language assistance measures.

The Factor 4 Analysis considers the resources available to MTC and the costs for translation services. These financial resources and costs impact MTC's ability to translate documents into multiple languages. In addition to the translation costs, MTC considered other factors such as the number of staff and percentage of staff time that is associated with providing language assistance.

Additionally, it is important to note that the CBO interview findings indicated that some LEP persons have low-literacy levels in their native languages, and by extension, translating documents may not be the most helpful form of language assistance.

Currently, MTC offers an array of tools for LEP populations to access programs, services and activities, included in Section 3.1. Through the information gathering efforts required for the Four-Factor LEP needs assessment, MTC determined that LEP persons and other stakeholders are satisfied with the agency's current language assistance measures. However, with each update of the Plan for Special Language Services to LEP Populations, MTC will continue to identify strategies to strengthen and improve its language assistance efforts.

2.5 Four-Factor Analysis Conclusion

MTC determined that translation of Vital Documents and access to services should be provided in Spanish and Chinese languages as a matter of course. Upon request and subject to available resources, MTC will provide translation into other languages. Based on the Four-Factor Analysis findings, MTC also developed "Vital Documents Guidelines" to advise staff on agency protocol for document translation (see Section 4.0, Vital Documents Guidelines).

3.0 LANGUAGE ASSISTANCE MEASURES

MTC uses a number of techniques and practices to provide meaningful, early and continuous opportunities for all interested San Francisco Bay Area residents to participate in the dialogue that informs key decisions, regardless of language barriers. The following sections in this chapter include a review of MTC's current language assistance measures and suggestions for future language assistance measures.

3.1 Current Language Assistance Measures

As part of MTC's evaluation of its prior experiences with LEP persons, the agency developed an inventory of language assistance services currently being provided. A complete review of MTC's programs, activities and services and the current LEP component can found in Table 2.

For MTC's programs that more directly serve San Francisco Bay Area residents (e.g., Clipper®, 511 Traveler Information and FasTrak®), measures have been incorporated to provide access for LEP populations. *MTC conducts periodic checks of translated materials to ensure that they are interpreted correctly and requires translators and interpreters to meet its competency standards.* MTC currently offers a wide range of tools for LEP populations, including written and oral language assistance, as well as community outreach and local media engagement. These language assistance tools and strategies are detailed below:

Written Language Assistance

- Translate select printed materials for the various traveler services provided by MTC (e.g., Clipper®, FasTrak®, Freeway Service Patrol, Call Boxes) into Spanish and Chinese as a matter of routine and other languages as requested
- Translate news releases, brochures, fact sheets and portions of long-range transportation planning documents into Spanish and Chinese, and other languages as requested
- Utilize third-party, multi-lingual website translation services (e.g., Google Translate) to translate online content for various MTC programs and services
- Optimize Chinese and Spanish third-party website translation services by manually correcting translated text
- Advertise notices of availability of multi-lingual translation for MTC meetings and events
- Advertise key opportunities for public participation in Chinese and Spanish community newspapers
- Avoid overly complex or technical terms and write in clear, compelling language in a style appropriate to the intended audience

Oral Language Assistance

- Operate Language Line services to provide oral language assistance for various MTC programs and services
- Employ multi-lingual MTC staff and customer service personnel
- Contract with a language translation firm for on-call assistance on an “as needed” basis (e.g., interpreters for public meetings)
- Contract with a language translation firm for on-the-spot interpreter assistance on an “as needed” basis (e.g., to assist callers who speak languages other than Chinese and Spanish)
- Evaluate competency of translators
- Use audio recording devices to obtain oral comments at key public workshops and meetings
- Utilize bilingual staff to interpret information on an “as needed” basis

Community Outreach

- Provide bilingual staff at community outreach events in LEP communities
- Provide interpreters at community meetings as needed
- Develop meaningful partnerships with advocates of LEP persons
- Consult with MTC’s Policy Advisory Council, which includes appointed representatives from communities of color and low-income communities (populations that frequently include LEP persons)
- Partner with community non-profits that can assist in tailoring presentations, meeting materials and meeting announcements to meet the language needs of local LEP participants
- Provide financial assistance (in response to competitive requests for proposals) to community-based organizations that work with LEP persons for such activities as co-hosting and conducting meetings in multiple languages and assistance with identifying LEP individuals for participation in community focus groups or public meetings

Media and Public Relations

- Request public service announcements in non-English language community newspapers, radio stations or television stations to announce public meetings for the long-range regional transportation plan, major corridor studies, or to announce other important transportation news
- Purchase display ads in non-English language community newspapers to announce important opportunities for public participation
- Work with non-English language media outlets (print or electronic media) to place articles or public service announcements about MTC’s work or announce participation opportunities

3.2 Future Language Assistance Measures

MTC has identified additional language assistance services that may be implemented to further provide meaningful access to LEP persons. These suggestions for future language assistance services are based on MTC staff and contractor surveys, interviews with community-based organizations, LEP person focus groups and LEP person surveys. Moreover, these suggestions take into account agency resources and staff time.

Future outreach efforts to LEP populations that MTC will consider include the following:

- Utilize the "Vital Documents Guidelines" to determine translation needs and appropriate languages (see Chapter 4.0)
- Conduct outreach to LEP populations to inform them of MTC's language assistance services
- Create mechanisms for MTC staff to document LEP participation at MTC meetings and events (e.g., sign-in sheets and surveys)
- Expand staff awareness of language assistance guidelines detailing agency protocol on how to interact and provide services to LEP populations
- Increase staff awareness of the availability of translated materials
- Use robust visualization techniques including pictographs, maps, charts and images to illustrate instructions (e.g., Clipper® fare payment) and transit system info (e.g., regional transit hub signage program)
- Develop a regional glossary of commonly used transportation terms and translate those terms

These language assistance suggestions, in addition to the practices MTC already has in place, are designed to help MTC streamline its LEP efforts and determine the right mix of language assistance services.

4.0 VITAL DOCUMENTS GUIDELINES

MTC is committed to full compliance with Title VI and Executive Order 13166 to provide meaningful access and reduce barriers to services and benefits for persons with limited English proficiency (LEP). In accordance with the U.S. DOT guidelines, MTC must determine which "Vital Documents" should be translated into the languages that meet MTC's translation threshold.

To assist staff in determining the critical information and documents for translation, MTC has developed "Vital Documents Guidelines." Classification of a document as Vital depends upon the importance of the program, information, service, or encounter involved, and the consequence to the LEP person if the information in question is not provided accurately or in a timely manner.

4.1 Language Translation Threshold

The Factor 1 Analysis, described in Section 2.1, identified 1,197,125 individuals over the age of five who speak English less than "very well" (U.S. Census Bureau, 2007-2011 American Community Survey). This figure accounts for 18 percent of the San Francisco Bay Area population. Using American Community Survey data, MTC identified thirty-one (31) languages that are spoken by more than 1,000 estimated LEP persons (see Appendix A).

Spanish-speaking LEP persons represent 8.1 percent of the total LEP population. Chinese-speaking LEP individuals represent 3.9 percent of the San Francisco Bay Area's limited English speakers. Within the remaining six percent of other LEP languages in the San Francisco Bay Area, there is no language that exceeds two percent of the LEP population share. Based on the Four-Factor Analysis related to 1) the number and proportion of LEP persons in the MTC service area, 2) the frequency of contact with LEP persons, 3) the importance of MTC programs and services to LEP individuals' lives and 4) the resources available to MTC, the agency has determined that only Spanish and Chinese meet the Language Translation Threshold.

MTC concluded that providing language assistance in Spanish and Chinese would give the two largest population groups who are identified as speaking English less than "very well," access to information and services in their language spoken at home. Documents determined as Vital will be translated into Spanish and Chinese without a specific request for translation.

4.2 Categories of Vital Documents

MTC's Vital Documents have been defined as follows:

1. Any document that is critical for obtaining services and benefits. Classification of a document as Vital depends upon the importance of the program, information, service, or encounter involved, and the consequence to the LEP person if the information in question is not provided accurately or in a timely manner.

2. Any document that is required by law.

The importance of MTC documents to LEP persons varies depending on multiple factors including time-sensitivity and impact on legal rights. MTC has ranked Vital Documents into three tiers, according to the definition above. MTC will re-evaluate these tiers on an on-going basis as language assistance demands and needs evolve.

Although a document may be classified as Vital, MTC is not required to provide a word-for-word translation. Instead, a summary of relevant information may be sufficient. The decision to translate Vital Documents will be weighed against available resources and staff capacity. MTC will continue to revise these guidelines as the agency updates its Plan for Special Language Services.

Tier 1: Critical documents

Tier 1 documents are the agency's highest priority. MTC will translate Tier 1 Vital Documents without request. Tier 1 documents include:

- Documents that, without translation, would seriously impede access by LEP persons to MTC services or programs.
- Documents which, without translation, would deprive LEP persons of an awareness of their legal rights, particularly rights to language assistance.

Tier 1 documents include Title VI information, legal and public hearing notices and select information for MTC services such as:

- Notification to beneficiaries of protection under Title VI
- Title VI complaint form
- Documents which would have life-threatening consequences, if not translated, such as information on construction projects that include information on construction safety and impacts

- Fare and service change notices related to the Clipper® program

Tier 2: Documents that will enhance access to MTC services and programs

Tier 2 documents include information that will enhance or facilitate the customer experience for LEP individuals. MTC will translate any Tier 2 Vital Document upon request, though some Tier 2 Vital Documents, at MTC's discretion, subject to available resources will be translated without request. These documents could include the following:

- General MTC information
- Meeting announcements, agenda packets and other information for MTC Commissioners, Committee Meetings and Policy Advisory Council
- Promotional events that offer benefits to MTC customers (e.g., free or discounted Clipper® cards)

Tier 3: Documents that will enhance and support participation of LEP persons in transportation decision-making

Tier 3 includes documents that encourage LEP persons to participate in MTC transportation planning efforts. MTC will translate any Tier 3 Vital Document upon request, though some Tier 3 Vital Documents, at MTC's discretion, subject to available resources will be translated without request. These documents may include the following:

- Information regarding long-range, regional transportation planning
- Long-term plans regarding transportation funding investments
- Environmental Impact Reports
- Legal notices published in newspapers announcing public comment periods on various documents or for other planning-related programs

5.0 STAFF TRAINING

MTC works to instill its staff and third-party contractors with an awareness of and sensitivity to the needs of LEP persons. MTC provides its operating programs, such as those identified in Table 2, through third-party contract service providers.
Both MTC staff and third-party contractors — staff who provide direct customer service on behalf of MTC or are likely to come into contact with LEP individuals through programs such as Clipper®, FasTrak® and Freeway Service Patrol — are trained on procedures for accommodating LEP populations. MTC uses various approaches to provide staff with LEP training, which are described below.

Training Materials

MTC developed a webinar training to inform staff of how to comply with Title VI regulations and guidelines. Some of the items covered in the training include information on how to provide meaningful access to persons with limited English proficiency and how to notify the public of their Title VI rights. The webinar expands staff awareness of MTC's language assistance guidelines by detailing agency procedures for assisting LEP individuals both in person and/or by telephone. The training also outlines the protocol for providing document translation and interpretation services to LEP populations.

MTC will continue to develop and revise training materials for staff who interact with LEP populations. These materials will include instructions on how to respond to phone inquiries and written communications from LEP persons. Training materials will also include instructions on how to arrange for translation services and how to utilize the "Vital Documents Guidelines."

Special Projects

As public participation or public information campaigns are developed, MTC provides staff training about the need to be alert to and anticipate the needs of low-literacy participants. For example, planning staff who attend public workshops to answer questions and get feedback are trained to look for ways to draw out participants who seem to be reluctant to speak due to language barriers. When display boards are used, planners are taught to be mindful of participants who might be struggling to read complex materials and converse with them, if appropriate, as they view the materials rather than assume they are able to read all the materials.

"Brown Bag" Lunch Sessions

MTC conducts "brown bag" sessions to provide staff with a quick orientation on a number of issues. Periodically, a session will focus on special issues of diversity, including sensitivity to the needs of LEP populations.

6.0 NOTIFICATION TO LEP PERSONS

In accordance with Title VI regulations, the public must be informed of their rights. MTC provides notice to LEP persons through various practices including:

- Notice of the availability of language assistance and translation services on MTC's website
- Notification at MTC's Library, which is open to the public
- Documents (e.g., flyers, press releases and brochures) that describe an LEP person's right to access MTC's services, translated into other languages
- Routine use of language on printed or electronic announcements for public workshops on key planning efforts that alert interested individuals on how to request translation services
- Display advertisements in ethnic media outlets to promote the availability of language assistance services
- Partnerships with community-based organizations that serve LEP populations to disseminate notices of availability of language assistance services
- Public service announcements to promote language assistance

Additionally, MTC notifies LEP persons that language assistance services are available free of charge.

7.0 PLAN MONITORING AND UPDATING

MTC will monitor and update its Plan for Special Language Services, as needed, to ensure meaningful access to its programs and services by LEP persons. MTC will use a combination of qualitative and quantitative approaches to monitor whether the Plan for Special Language Services effectively meets the needs of LEP persons across the nine-county San Francisco Bay Area region. On a triennial basis, MTC will review demographic data of San Francisco Bay Area LEP populations and solicit feedback from MTC staff, LEP persons and community-based organizations serving LEP individuals to evaluate the effectiveness of its Plan for Special Language Services.

By establishing an evaluative review of the Plan for Special Language Services, MTC can assess whether its language assistance services are effective and have impacted relations with LEP communities. MTC will monitor its implementation plan by soliciting regular feedback from MTC staff and third-party contractors, community-based organizations and LEP persons.

In compliance with U.S. DOT guidelines, MTC will monitor and evaluate its Plan for Special Language Services by reviewing the following information:

- Changes in the number and proportion of LEP persons in the MTC service area
- New demographic data from U.S. Census and American Community Survey
- Changes in the frequency of contact with LEP language groups (e.g., language line usage and translated website pageviews)
- Nature and importance of programs, services and activities to LEP persons
- Expansion of services and programs (e.g., Clipper® program expansion)
- Changes in the availability of resources, including technological advances and/or identification of additional financial resources
- The effectiveness of current language assistance measures in meeting the needs of LEP persons
- Feedback from LEP persons on the effectiveness of current language assistance services
- Staff knowledge and understanding of the Plan for Special Language Services and how to implement the plan
- The effectiveness of staff LEP trainings and agency-wide language assistance protocol (e.g., “Vital Documents Guidelines”)

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Appendix A: Languages Spoken at Home by Ability to Speak English, 2007-2011

Languages Spoken at Home by the Ability to Speak English, Persons Age 5 Years and Over, 2007 – 2011 Speaks English Less than "Very Well"*										
	Alameda	Contra Costa	Marin	Napa	San Francisco	San Mateo	Santa Clara	Solano	Sonoma	Bay Area
African languages:	2,676	789	30	27	242	188	1,991	224	303	6,470
Arabic:	2,001	1,176	54	17	977	2,577	1,440	259	135	8,636
Armenian:	292	190	155	8	240	291	586	13	6	1,781
Chinese:	66,243	13,914	908	280	94,696	21,794	59,770	1,580	1,069	260,254
French (incl. Patois, Cajun):	983	467	289	162	1,408	309	1,681	76	331	5,706
French Creole:	44	109	59	0	0	9	5	0	70	296
German:	428	540	242	29	382	481	960	193	191	3,446
Greek:	305	167	42	38	62	284	377	76	0	1,351
Gujarati:	1,578	194	46	16	167	250	1,237	80	108	3,676
Hebrew:	169	68	16	60	118	32	860	0	0	1,323
Hindi:	4,295	1,118	59	59	415	1,235	3,701	718	134	11,734
Hmong:	283	65	0	11	31	49	174	121	76	810
Hungarian:	201	66	5	19	45	99	169	55	14	673
Italian:	708	557	189	44	876	891	1,166	67	246	4,744
Japanese:	3,345	948	413	139	2,773	2,323	5,974	383	198	16,496
Korean:	8,563	3,430	430	194	3,701	2,038	12,278	713	537	31,884
Laotian:	911	921	4	18	117	31	763	39	437	3,241
Mon-Khmer, Cambodian:	2,067	544	81	19	743	83	2,381	26	346	6,290
Navajo:	18	0	0	0	0	0	10	0	0	28
Persian:	4,364	3,625	625	42	467	1,061	5,311	218	243	15,956
Polish:	465	319	0	0	342	198	476	28	64	1,892
Portuguese or Portuguese Creole:	1,775	1,651	461	22	602	934	3,110	171	367	9,093
Russian:	2,136	2,858	385	24	8,762	1,968	4,836	88	272	21,329
Scandinavian languages:	98	136	103	0	96	117	205	0	49	804

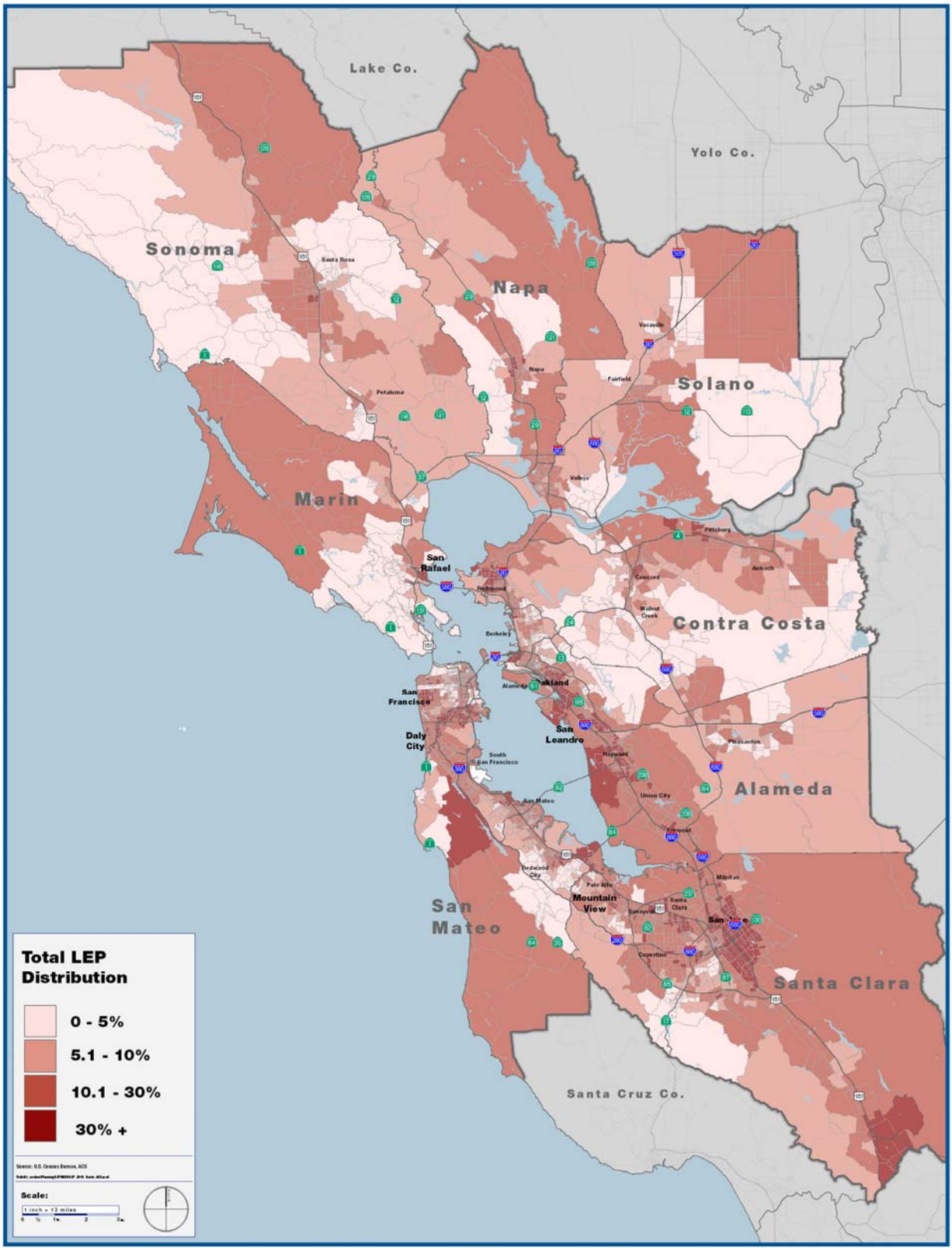
Languages Spoken at Home by the Ability to Speak English, Persons Age 5 Years and Over, 2007 – 2011 Speaks English Less than "Very Well"*										
	Alameda	Contra Costa	Marin	Napa	San Francisco	San Mateo	Santa Clara	Solano	Sonoma	Bay Area
Serbo-Croatian:	333	166	40	15	303	192	1,283	10	0	2,342
Spanish or Spanish Creole:	113,945	78,185	15,363	17,810	39,628	65,028	140,809	27,500	40,753	539,021
Tagalog:	15,904	7,758	446	1,324	10,507	13,999	18,855	8,321	892	78,006
Thai:	892	396	116	0	1,210	435	604	183	341	4,177
Urdu:	1,178	310	26	75	182	110	958	128	28	2,995
Vietnamese:	15,354	3,254	633	143	6,471	1,570	65,464	1,231	1,448	95,568
Yiddish:	7	0	0	41	73	0	38	14	0	173
Other Asian languages:	5,832	2,730	139	14	1,665	2,800	5,883	491	202	19,756
Other Indic languages:	5,742	2,602	0	88	557	1,290	6,843	1,064	164	18,350
Other Indo-European languages:	769	227	218	0	276	235	446	60	94	2,325
Other Native North American languages:	1	8	0	0	0	38	70	13	95	225
Other Pacific Island languages:	2,584	1,328	87	218	1,263	2,309	3,250	829	288	12,156
Other Slavic languages:	116	208	36	0	330	303	588	15	98	1,694
Other West Germanic languages:	149	87	0	0	72	53	238	31	124	754
Other and unspecified languages:	147	72	43	0	76	71	1,167	29	65	1,670

Source: U.S. Census, American Community Survey 2007-2011.

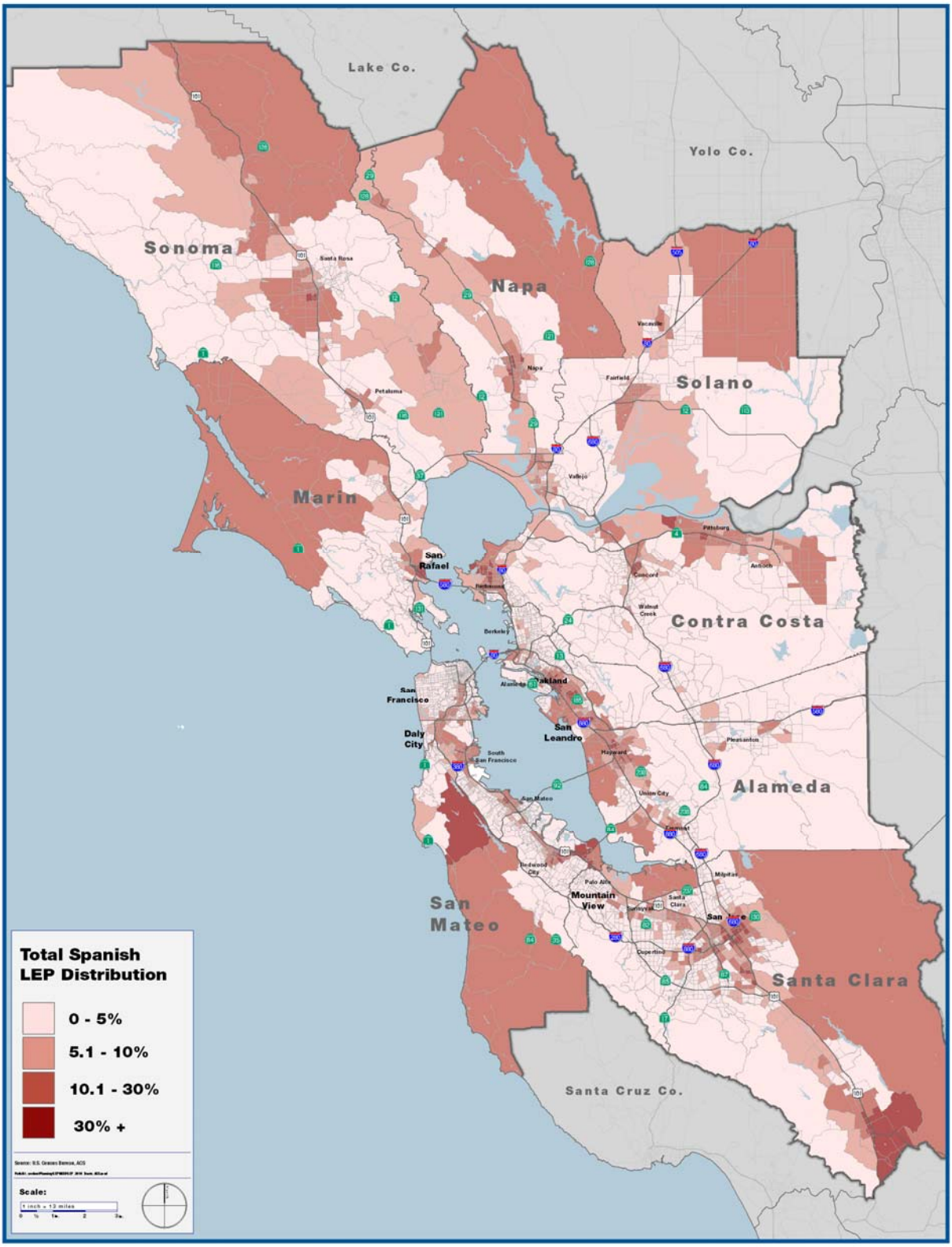
* MTC used ACS data for LEP persons that speak English less than "very well" for the Factor 1 Analysis, as per the definition of LEP provided by FTA Circular 4702.1B.

Appendix B: Maps of Limited English Proficient Distribution

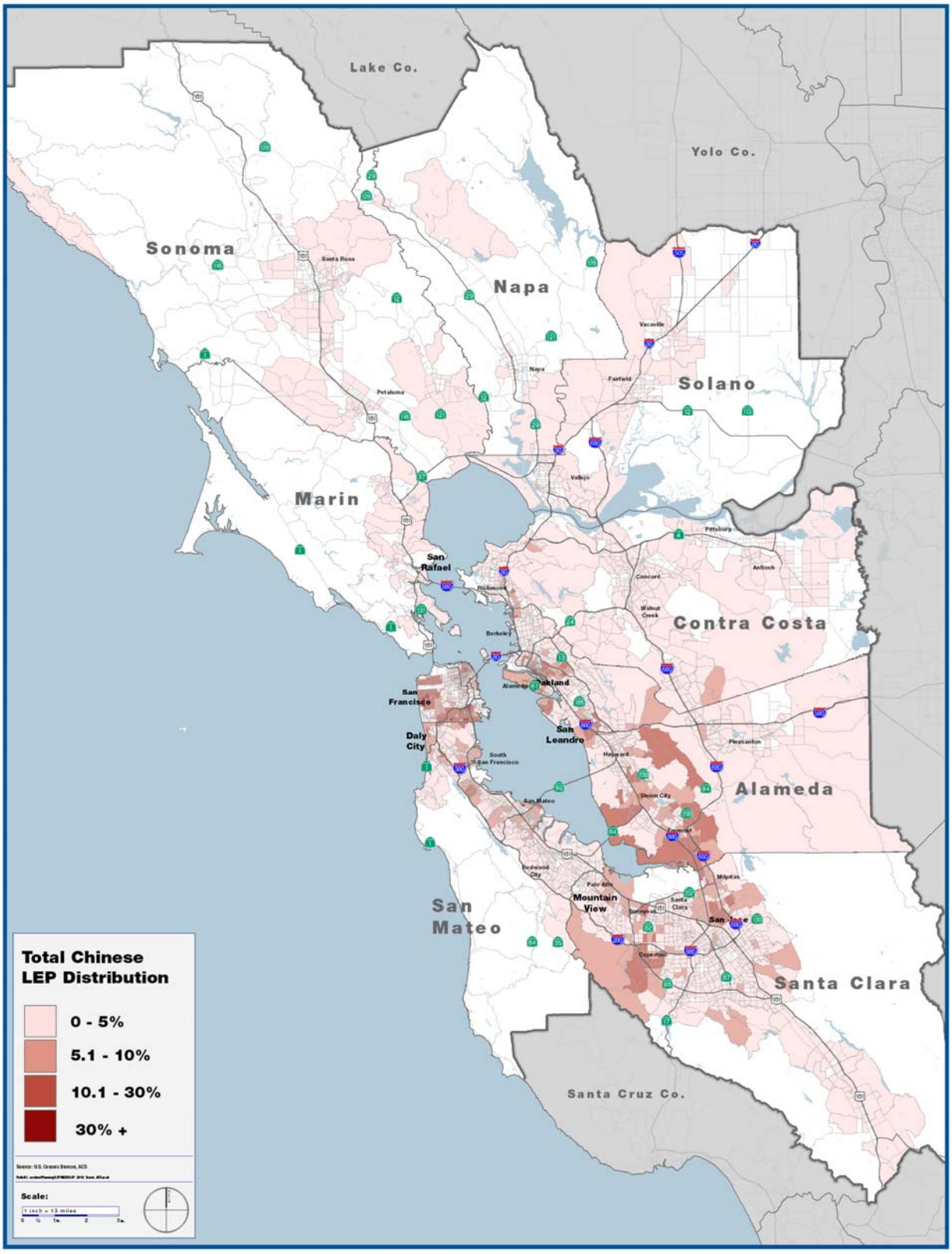
Appendix C - 1: Total Limited English Proficient (LEP) Distribution Map



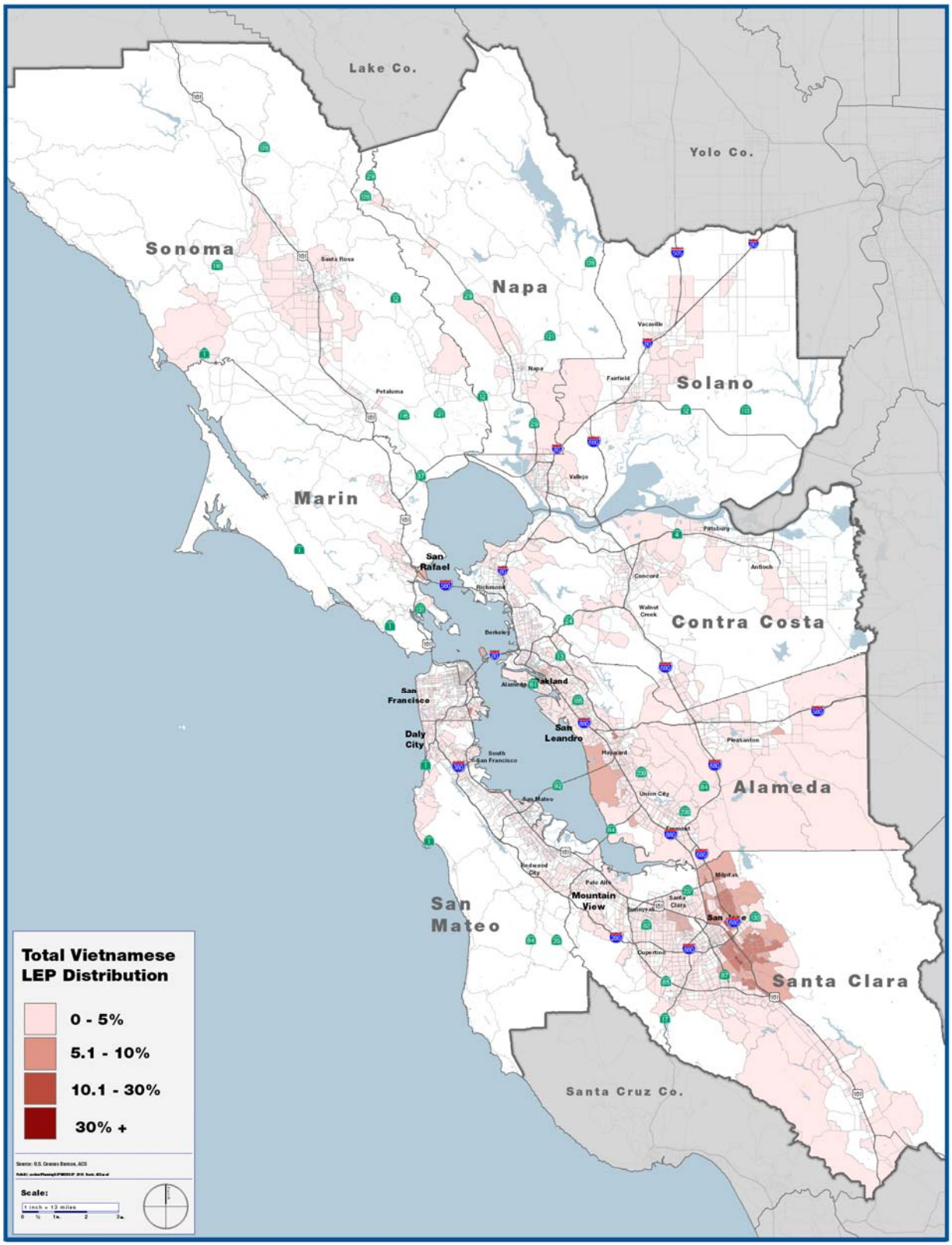
Appendix D - 2: Spanish Limited English Proficient (LEP) Distribution Map



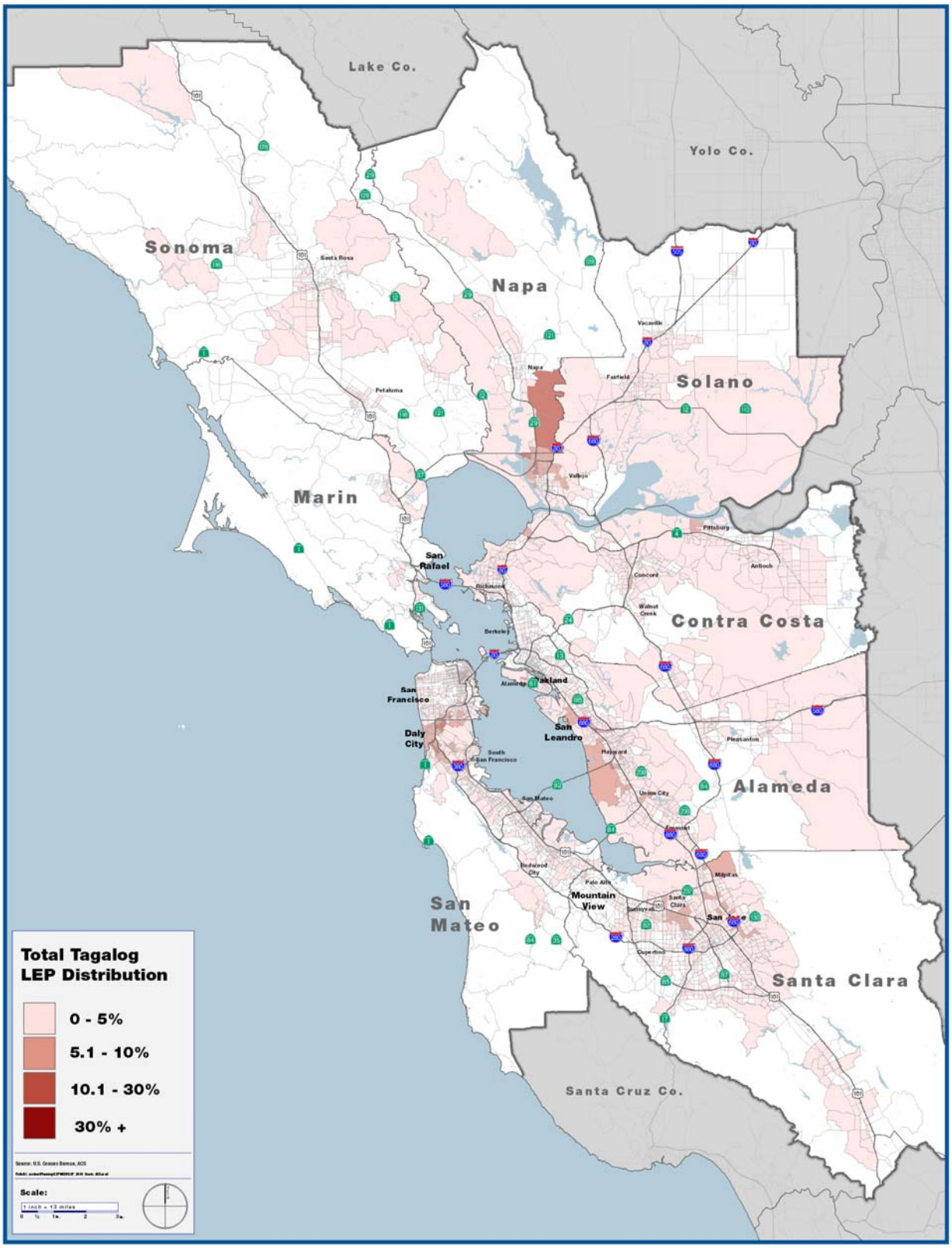
Appendix E - 3: Chinese Limited English Proficient (LEP) Distribution Map



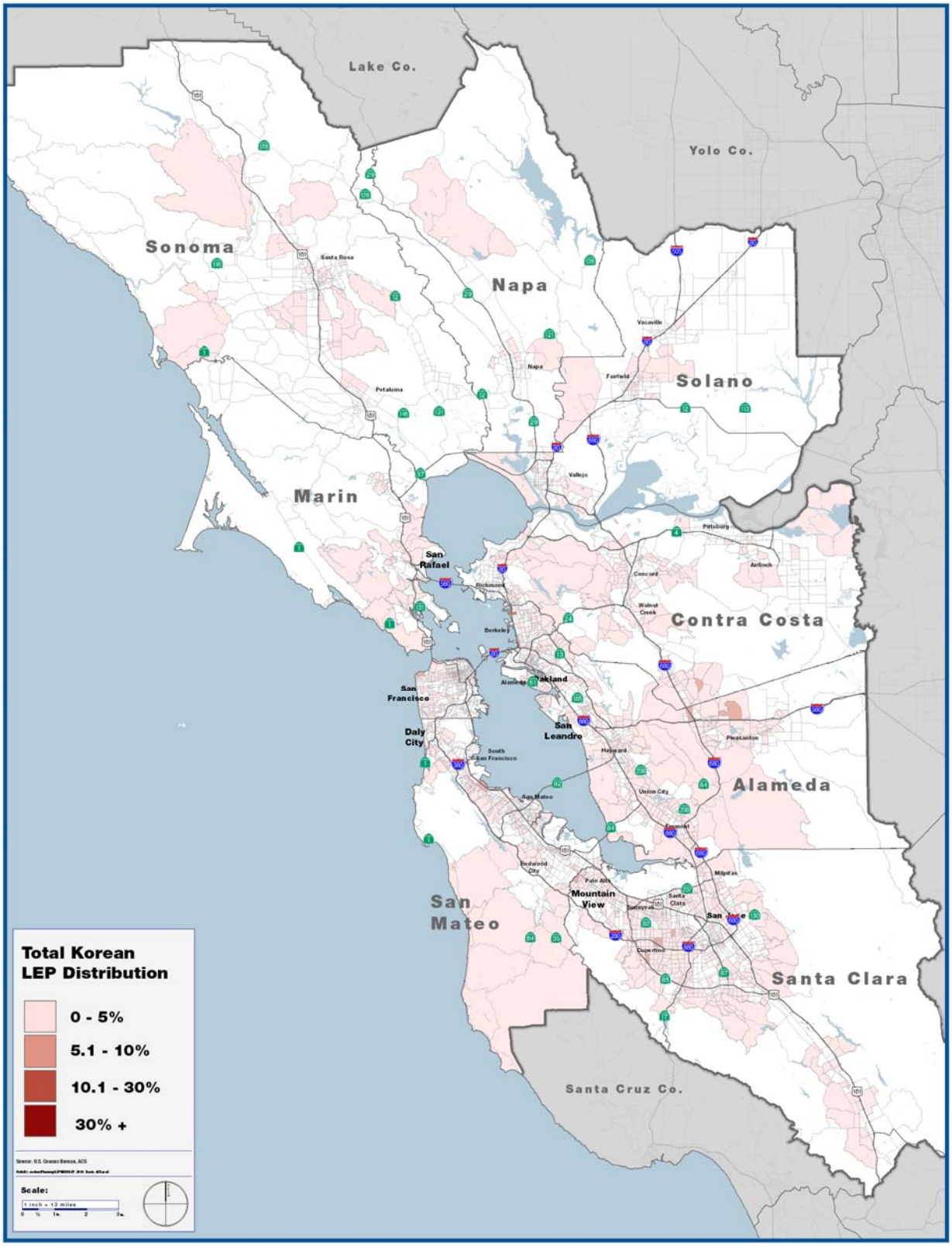
Appendix F - 4: Vietnamese Limited English Proficient (LEP) Distribution Map



Appendix G - 5: Tagalog Limited English Proficient (LEP) Distribution Map



Appendix H - 6: Korean Limited English Proficient (LEP) Distribution Map



ATTACHMENT B

Community Based Organizations (CBOs) Notified of Public Comment Period
for *Draft Revised Plan*

County	Community-Based Organization
Alameda	• Alameda Point Collaborative
	• Bay Area Marketing
	• California Walks
	• Castro Valley Unified School District
	• Causa Justa Just Cause
	• Hope Collaborative
	• San Lorenzo Adult School
	• South Hayward Parish
	• The Rose Foundation
	• Unity Council
	• Vietnamese American Community Center
	• West Berkeley Neighborhood Development Corporation
	• Youth Radio
Contra Costa	• Familias Unidas
	• Monument Community Partnership
	• Opportunity West
Marin	• Community Action Marin, Inc.
	• Grassroots Leadership Network of Marin
	• Marin Grassroots
Napa	• American Canyon Family Resource Center
	• Clinic Ole
	• Napa Valley Adult Education
	• ParentsCAN
San Francisco	• Asian, Inc.
	• Cameron House
	• Chinatown Community Development Center
	• Chinese Community Health Resource Center
	• Chinese Newcomers Service Center
	• Community Learning Center
	• Community Youth Center
	• Dolores Street Community Services
	• Green Action for Health & Environmental Justice
	• Latino Community Foundation
	• Lighthouse for the Blind
	• Planning for Elders in the CC
	• People Organized to Win Employment Rights (POWER)
	• West Bay Pilipino Multi-Service Center
San Mateo	• El Concilio of San Mateo County
	• Housing Leadership Council
	• International Institute of the Bay Area (IIBA)
	• Latino Collaborative, San Mateo Health Dept.
	• Mi Puente
	• Multicultural Institute

	• Peninsula Conflict Resolution Center
	• San Mateo Adult School/Smart Center
	• San Mateo County Health Services
Santa Clara	• Asian Americans for Community Involvement
	• Metro Adult Learning Center
	• Nuestra Casa
	• Outreach
	• San Jose Downtown Association
	• Viet Voters
	• Vietnamese Voluntary Foundation
	• VIVO
Solano	• Bay Area Electric Railroad Association
	• Dixon Family Services
	• Fairfield-Suisan Adult School
	• Vallejo Adult School
Sonoma	• Filipino American Community of Sonoma County
	• KBBF Radio
	• La Luz Center

ATTACHMENT C

Summary of Comments and Responses to MTC's Draft Revised Plan for Special Language Services to Limited English Proficient (LEP) Populations

COMMENTS	RESPONSE
#1 — E-mail comment (Comment from: Jacqueline Pelton) I am angered by the increasing amount of money we are spending pandering to populations of people who will not learn to speak English. My parents were immigrants and I didn't learn to speak English until I started school. NO ONE TRANSLATED ANYTHING FOR THEM AND THEY DIDN'T EXPECT IT!!! At school, the teacher kept me for 20 min. after school to give me extra help. With no unions dictating what she could and could not do, she generously chose to help me. My parents realized their error and everyone began to speak English with my parents getting their citizenship papers. Now we encourage people to remain isolated and needy, always on the public dole because we have created a subclass of people who feel entitled and demand more and more services for which they are not paying. There is no incentive for them to do otherwise. Please do not tell me that I do not know what I am talking about. The difference between my grandparents, parents, my generation and the NOW generation is that with no immigration mechanism in place, illegals are flooding California from Mexico, Central American, South American countries and China. Once here, employment is hard to find in an increasingly technological society. Young Hispanic women can't even be trained to be hotel maids because many of them came from houses with no electricity. They can't run a vacuum cleaner, read the labels on cleaning products and have horrible standards of cleanliness. But they come with a sense of entitlement - once here they expect to get housing, food and medical assistance. They defy anyone to question their right to any of this. They keep one foot here and one foot in Mexico. They wave the Mexican flag in the faces of those that are being taxed to support them. They expect special services for their children when no one at home makes an effort to learn English. They take their children back to Mexico for most of December and part of January and have no concern that they are even farther behind. (I am a retired teacher and elementary administrator - I know of what I speak)!! We do need the above workforce to take the low paying jobs that Americans will not do but not with the insanity that currently prevails. Large areas of southern California where my extended family once lived, are now enclaves of people who speak little or no English. Strip malls and streets signs all cater to the ethnic group living in that area. Shops are run by people who cannot or will not speak English and look upon you as an intruder. A whole industry caters to these people producing illegal papers, setting up post office box centers giving illegals American addresses where unemployment, disability and Social Security checks can be sent and then forwarded to foreign countries, and birthing houses for Chinese women who will be here long enough to secure American citizenship for their newly born children. In a time of crisis what loyalty will these people have towards the United States? Your agency translating public documents for foreigners is the tip of the iceburg that is going to sink the Titanic. I am not an alarmist and consider myself a moderate but I am also A Worried American	MTC has developed this plan in response to federal requirements for improving access to government services among people with limited English language abilities. More importantly, the Commission is committed to providing meaningful access to all MTC programs and activities to all residents of the Bay Area.

COMMENTS	RESPONSE
#2 — E-mail comment (Comment from: Eve Sutton) The plan is a noble undertaking, but the report itself is in high-level English that is unreadable for the average English-speaking patron of public transportation. Normally, I would share this report with my Adult School ESL students for their comments, but the report would require way too much laborious explanation to help them understand each paragraph. Plenty of ESL teachers are available throughout the Bay Area to translate this report into Easy English. As a freelance curriculum developer with a graduate degree from Stanford, I charge $80 and get excellent results. I will do the job if you want, or you might make it a public project, sort of like Wikipedia, for editing directly on your website. Here is how I might translate the first paragraph of the Executive Summary, for use with new immigrants who barely know their way around and who are most likely to use Public Transportation, or those residents who are trying to understand the transportation system in order to help these immigrants: The San Francisco Bay Area has nine counties: San Mateo, Santa Clara, Contra Costa, Alameda, Napa, (etc.) This large, metropolitan area has many roads, freeways, and public transportation systems, including busses, trains, underground trains (subways), and ferry boats. The Metropolitan Transportation Commission (MTC) is a special group of people who organize all the parts of the transportation system in these nine counties. We pay for these roads, freeways, and public transportation systems using money from the governments of Bay Area cities and counties, the state of California, and the United States federal government, especially the US Department of Transportation (US DOT). This money comes from the taxes that people pay, and from fees that are charged for some transportation servies. Therefore, this money must be be used to help everyone who lives here, and we must provide services that everyone can use and understand. We want to be sure that our services are explained in many languages, not just English. People who speak only a little English are called "Limited English Proficient" or LEP. This report tells how we plan to communicate with people who are Limited English Proficient (LEP).	You noted that draft document is not written in a style that would be readily accessible to the Bay Area population at large. This draft plan is intended to detail the various ways MTC works to serve the needs of Bay Area residents who are limited English proficient. MTC provides translated web content and provides simple, concise instructions on how to request translation services, both on the web and at our meetings.
#3 — E-mail comment (Comment from: Joo Young Hwang) Hi, my name is Jooyoung and I am a reporter at Korea Daily. I got an email about Release of Revised Plan for Special Language Services to LEP Populations. Do you provide Korean language service as well? Joo Young Hwang The Korea Daily-JoongAng Ilbo Editorial Dept/Reporter	As per the MTC Revised Plan for Special Language Services to Limited English Proficient (LEP) Populations, “According to the Four-Factor Analysis findings, described in detail in this report, MTC concluded that documents identified as Tier 1 Vital Documents will be translated into Spanish and Chinese without a request. Providing language assistance in Spanish and

COMMENTS	RESPONSE
	Chinese would give the two largest population groups who are identified as speaking English less than 'very well' access to information and services in their language spoken at home. Subject to available resources and/or upon request, MTC will provide translation of Vital Documents or other documents into languages other than Chinese and Spanish."
#4 — E-mail comment (Comment from Maureen Schulz) I hope that Braille as well as screen-reader-friendly websites are part of your special language considerations.	This comment relates to the Americans With Disabilities Act (ADA). MTC fully complies with the ADA. MTC's policy is to provide assistance as needed and requested, including Braille and with screen-reader friendly web sites, to people with disabilities to ensure effective communications with all citizens of the Bay Area.

Comments from the MTC Policy Advisory Council
Equity and Access Subcommittee
April 10, 2013

Randi Kinman: Establishing competency standards for translators is important to ensure that information is correctly interpreted for LEP persons.	Please see the revision to Section 3.1 of *Final Revised Plan* that clarifies that MTC performs periodic checks of translated materials to ensure they are interpreted correctly and requires translators and interpreters to meet MTC's competency standards.
Rich Hedges: Concurred with the finding of the four-factor analysis that indicated that some LEP persons have low-literacy levels in their native languages, and by extension, translating documents may not be the most helpful form of language assistance.	Thank you. Comment noted.