METROPOLITAN
TRANSPORTATION
COMMISSION

Joseph P. Bort MetroCenter
101 Eighth Street
Oakland, CA 94607-4700
TEL 510.817.5700
TDD/TTY 510.817.5769
FAX 510.817.5848
E-MAIL info@mtc.ca.gov
WEB www.mtc.ca.gov

Memorandum

TO: Policy Advisory Council – Equity & Access Subcommittee DATE: April 3, 2013

FR: Denise Rodrigues

RE: Analysis of Limited English Proficient (LEP) Persons and Revised MTC Language Assistance Plan (LAP)

Analysis of Limited English Proficient (LEP) Persons

As reported to the Policy Advisory Council, the Federal Transit Administration (FTA) conducted an on-site Title VI Compliance Review ("Review") of MTC in September 2011. The Review focused on MTC's compliance with the General Reporting Requirements and the Program-Specific Requirements. FTA's formal report on the review findings was received by MTC on April 12, 2012. In summary, no deficiencies were identified in nine of the fourteen areas reviewed. MTC has already taken corrective action to address four of the deficiencies. The remaining Title VI deficiency identified by the FTA was related to Limited English Proficiency (LEP).

To address this last deficiency MTC has already revised the complaint form (see http://www.mtc.ca.gov/get_involved/rights/title_VI.htm), and created and issued a Title VI training program to staff.

To close the remaining deficiency related to language access to persons with LEP, MTC has conducted a Four-Factor Analysis or LEP needs assessment based on the U.S. Department of Transportation's (DOT) LEP guidance, to determine what reasonable steps should be taken to ensure meaningful access by LEP persons. The analysis report is provided as Attachment A.

The Four-Factor Analysis considered 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.

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

MTC used the U.S. Census and American Community Survey (ACS) data from 2007 – 2011, as it is the most comprehensive and recent data set available (issued on December 6, 2012). MTC identified people who speak English less than "very well" as LEP persons, which is consistent with the definition of LEP in FTA Circular 4702.1B. The data identified 1,197,125 individuals over the age of five who speak English less than "very well." This figure accounts for 18% of the Bay Area population. MTC identified thirty-one (31) languages that are spoken by more than 1,000 estimated LEP persons. The five most frequently spoken languages in the San Francisco Bay Area region, other than English are Spanish (8.1%), Chinese (3.9%), Vietnamese (1.4%), Tagalog (1.2%) and Korean (0.5%). This information was carried forward in the analysis undertaken in Factors 2, 3 and 4.

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

MTC collected data and analyzed findings from the following sources to assess how frequently LEP individuals come into contact with MTC programs and services:

- Call Center Data for MTC Services and Programs
- Website Data for MTC Services and Programs
- Interpreter Data for MTC Services and Programs
- MTC Staff Surveys
- MTC Contractor Staff Surveys
- LEP Person Surveys
- LEP Person Focus Groups

The combined results from the review of sources listed above indicate that LEP persons' frequency of contact with MTC programs, activities and services varies depending on the program or activity. Overall, MTC determined that LEP persons that do utilize MTC's services are in regular contact with certain programs and services, specifically Clipper® and FasTrak™, and that 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. Moreover, MTC contractor staff and third party service providers are in more frequent contact with LEP persons than MTC staff. The majority of the LEP persons encountered by MTC staff and MTC contractors speak Spanish, followed by Chinese.

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

MTC used information surveys of MTC staff, the agency's third-party contractor staff, reviews of relevant programs, and the results from the LEP Person surveys to inform the Factor 3 analysis.

MTC plays an important role in comprehensive planning and transportation funding activities throughout the Bay Area that in general, will affect residents in the long-term and not in an immediate manner. As a transportation planning agency, MTC identifies future investments and long-range strategies to maintain, manage and improve transportation throughout the region. Although 73% 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 indicated that LEP persons rarely request these documents.

Some of MTC's programs have a larger reach, including Clipper®, the 511 traveler information system, the regional transit hub signage program, motorist-aid call boxes, freeway service patrols and FasTrak™. These programs and services, which are operated by MTC, were found to be of critical importance to LEP populations.

Factor 4 Analysis - The resources available to MTC and overall cost to provide language assistance

This Factor 4 Analysis will assist MTC in planning future investments to provide the most needed assistance to the greatest number of LEP persons within the limits of its resources. In accordance with U.S. DOT guidelines, MTC incorporated findings from the analysis of Factors 1, 2, and 3 and from a series of interviews with community-based organizations (CBO) into the Factor 4 analysis. The CBO interviews 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 also considered the resources available to MTC and the costs for translation services, which impact MTC's ability to translate documents into multiple languages on a routine basis rather than on an "as-requested" basis.

MTC offers an array of tools for LEP persons to access programs, services and activities. Through the information gathering efforts required for the Factor 4 analysis, MTC determined that LEP persons and other stakeholders are satisfied with the MTC's current language assistance measures.

Conclusion

Based on the Four-Factor Analysis findings, MTC concluded that providing language assistance in Spanish and Chinese would give population groups who are identified as speaking English less than "very well" and who represent greater than five percent of the nine-county San Francisco Bay Area's population access to information and services in their language spoken at home.

Further, MTC has determined that translation of 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, though some Tier 2 and Tier 3-

Vital Documents, at MTC's discretion, subject to available resources will be translated without request.

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

Presidential Executive Order 13166 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, 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 also are subject to this requirement. Accordingly, in September 2010 the MTC Commission adopted MTC's Plan for Special Language Services to Limited English Proficient (LEP) Populations.

After undertaking the Four Factor analysis of LEP Persons described above, staff determined that MTC's Plan for Special Language Services to Limited English Proficient (LEP) Populations should be updated to reflect the new findings. See Attachment B, "Draft Revised Plan for Special Language Services to Limited English Proficient (LEP) Populations."

MTC staff will circulate the Draft Revised Plan for public comment in English, Spanish, and Chinese. MTC will also seek public comments on the Draft Revised Plan via the web, mailings and e-mail notices. The public comment period for the document will close at 4:00 p.m. on Wednesday, April 24, 2013.

MTC will then revise the Draft Revised Plan as necessary to reflect public input, and formally submit the "Final Draft" to the MTC Legislation Committee and full Commission for adoption in May 2013. If public input necessitates extensive revision to the Draft Revised Plan, MTC will reissue the revised LAP for a second round of public comment prior to final adoption.

J:\COMMITTE\Policy Advisory Council\Subcommittees\Equity & Access Subcommittee\2013\LEP Analysis_Memo..docx

ATTACHMENT A

Limited English Proficient Needs Assessment
Four-Factor Analysis

April 2013

J:\PROJECT\Title VI Report\LEP\Revised LAP\Final Combined Four-Factor Analysis.doc

Table of Contents

Introduction 1

Factor 1 Analysis 3

LEP POPULATION ANALYSIS 5

FACTOR 1 CONCLUSION 7

Factor 2 Analysis 8

REVIEW OF RELEVANT MTC PROGRAMS AND SERVICES 9

CALL CENTER DATA FOR MTC SERVICES AND PROGRAMS 11

WEBSITE DATA FOR MTC SERVICES AND PROGRAMS 13

INTERPRETATION AND TRANSLATION REQUESTS FOR MTC SERVICES AND PROGRAMS . 15

MTC STAFF AND CONTRACTOR SURVEYS 16

LEP PERSON SURVEY 19

LEP PERSON FOCUS GROUPS 24

FACTOR 2 CONCLUSION 25

Factor 3 Analysis 26

DETERMINATION OF CRITICAL SERVICES 26

MTC STAFF AND CONTRACTOR SURVEYS 27

LEP PERSON SURVEY 28

FACTOR 3 CONCLUSION 30

Factor 4 Analysis 31

COMMUNITY- BASED ORGANIZATION INTERVIEWS 32

CURRENT LANGUAGE ASSISTANCE MEASURES 33

FUTURE LANGUAGE ASSISTANCE MEASURES 35

BUDGET ANALYSIS 36

FACTOR 4 CONCLUSION 37

Four-Factor Analysis Conclusion 38

LIST OF TABLES

Table 1: Language Spoken at Home by Ability to Speak English, Persons Age 5 Years and Over, 2007-2011 6

Table 2: MTC Programs, Activities and Services to LEP Persons 10

Table 3: Calls to Clipper® Language Line Services, January 2012 –December 2012 12

Table 4: Clipper® Automated Phone Services (Interactive Voice Response Selections), January 2012 – December 2012 12

Table 5: Average Monthly FasTrak® Customer Service Center Language Line Calls, ... 13

Table 6: MTC Website Translated Pageviews, 2009-2013 13

Table 7: OneBayArea.org Google Translate Tool Use, November 2012 - February 2013 14

Table 8: 511 Translated Web Pageviews, July 2011 – November 2012 15

Table 9: Requests for Interpretation, 2009-2012 16

Table 10: Requests for Translation, 2009-2012 16

Table 11: MTC Contractor Staff Survey Results for Frequency of Contact with LEP Persons 19

Table 12: Focus Group Schedule, 2010-2012 24

LIST OF FIGURES

Figure 1: LEP Person Survey Respondents Ability to Speak English 20

Figure 2: LEP Person Surveys Collected by Language 21

Figure 3: LEP Person Survey Respondents by County 22

Figure 4: Frequency of Contact with MTC Programs and Services by LEP Person Survey 23

Figure 5: Importance of MTC Programs and Services by LEP Person Survey Respondents 28

Figure 6: Importance of Long-Range Transportation Planning Information to LEP Person Survey Respondents 29

LIST OF APPENDICES

Appendix A: Maps of Limited English Proficient Distribution A-1

Appendix A-1: Total Limited English Proficient Distribution Map A-2

Appendix A-2: Spanish Limited English Proficient Distribution Map A-3

Appendix A-3: Chinese Limited English Proficient Distribution Map A-4

Appendix A-4: Vietnamese Limited English Proficient Distribution Map A-5

Appendix A-5: Tagalog Limited English Proficient Distribution Map A-6

Appendix A-6: Korean Limited English Proficient Distribution Map A-7

Appendix B: Other Languages Spoken at Home by Ability to Speak English, 2007 – 2011 ..... B-1

Appendix C: MTC Staff Survey C-1

Appendix D: MTC Staff Survey Results D-1

Appendix E: MTC Contractor Staff Survey E-1

Appendix F: MTC Contractor Staff Survey Results F-1

Appendix G: Community-Based Organization Survey Partners G-1

Appendix H: LEP Person Survey H-1

Appendix I: LEP Person Survey Results I-1

Appendix J: Focus Group Summary Responses J-1

Appendix K: List of Interviewed Community-Based Organizations and Languages Served K-1

Appendix L: Community-Based Organization Interview Questions L-1

Appendix M: Summary Responses of Community-Based Organization Interviews M-1

Appendix N: Breakdown of Translation Costs N-1

Appendix O: Translated Press Releases O-1

Appendix P: Display Ads and Legal Notices P-1

Appendix Q: Vital Documents Guidelines Q-1

Introduction

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 provide 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.

As a recipient of federal funds, the Metropolitan Transportation Commission (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."

The U.S. DOT LEP Guidance specifies an individualized assessment that balances a Four-Factor Analysis 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 the U.S. Census American Community Survey data to identify the San Francisco Bay Area region's LEP population. The data collection and outreach also included surveys of MTC staff and third-party contractors, interviews with community-based organizations, LEP person focus groups and LEP person surveys. In addition, 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.

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% 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 region, the five most frequently spoken languages other than English are Spanish (8.1%), Chinese (3.9%), Vietnamese (1.4%), Tagalog (1.2%) and Korean (0.5%).

According to the Factor 2, 3, and 4 Analysis findings — described in detail in this report, MTC concluded that, of the thirty-one (31) identified languages, Spanish and Chinese meet the agency's requirements for regular written language translation. As such, documents determined as Tier 1, Vital Documents will be translated into Spanish and Chinese without a request. Upon request and subject to available resources, MTC will provide written translation of Tier 2 and Tier 3, Vital Documents and other documents into Spanish, Chinese and other languages.

Factor 1 Analysis
The Number and Proportion of LEP Persons Served or Encountered in the Eligible Service Population

DOT Guidance

The U.S. DOT "Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons" (U.S. DOT 2005) advises that:

> *"The greater the number or proportion of LEP persons from a particular language group served or encountered in the eligible service population, the more likely language services are needed (emphasis added). Ordinarily, persons ``eligible to be served, or likely to be directly affected, by'' a recipient's programs or activities are those who are in fact, served or encountered in the eligible service population. This population will be program-specific, and includes persons who are in the geographic area that is part of the recipient's service area…When considering the number or proportion of LEP individuals in a service area, recipients should consider LEP parent(s) whose English proficient or LEP minor children and dependents encounter the services of DOT recipients.*
>
> *Recipients should first examine their prior experiences with LEP individuals and determine the breadth and scope of language services that are needed. In conducting this analysis, it is important to: Include language minority populations that are eligible beneficiaries of recipients' programs, activities, or services but may be underserved because of existing language barriers; and consult additional data, for example, from the census, school systems and community organizations, and data from state and local governments, community agencies, school systems, religious organizations, and legal aid entities.*
>
> *The focus of the analysis is on lack of English proficiency, not the ability to speak more than one language. Note that demographic data may indicate the most frequently spoken languages other than English and the percentage of people who speak that language but speak or understand English less than well. People who are also proficient in English may speak some of the most commonly spoken languages other than English." (DOT LEP Guidance Section V (1)).*

The Federal Transit Administration (FTA) Circular 4702.1B states:

> *<u>Safe Harbor Provision:</u> 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.

These safe harbor provisions apply to the translation of written documents only. They do not affect the requirement to provide meaningful access to LEP individuals through competent oral interpreters where oral language services are needed and are reasonable. A recipient may determine, based on the Four Factor Analysis, that even though a language group meets the threshold specified by the Safe Harbor Provision, written translation may not be an effective means to provide language assistance measures. For example, a recipient may determine that a large number of persons in that language group have low literacy skills in their native language and therefore require oral interpretation. In such cases, background documentation regarding the determination shall be provided to FTA in the Title VI Program. (Federal Transit Administration (FTA) Circular 4702.1B, Chapter III-9, Article 9.c)

Methodology

MTC gathered the following data and followed the steps below to develop the Factor 1 Analysis:

Data Gathered

- U.S. Census and American Community Survey (ACS) data on the LEP population in MTC's service area (See Table 1)

Steps

- Identified MTC geographic boundaries as the San Francisco Bay Area
- Identified concentrations of LEP persons within MTC's service area as well as languages most frequently spoken by LEP persons
- Worked with Community Based Organizations (CBOs) that serve LEP persons to obtain information on the LEP communities within MTC's service area
- Analyzed the data collected

LEP POPULATION ANALYSIS

MTC used the U.S. Census and American Community Survey (ACS) data from 2007 - 2011 because it is the most comprehensive and recent data set available (issued on December 6, 2012). MTC then utilized internal GIS mapping 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 A).

As noted above, MTC analyzed the most recent ACS data from 2007 - 2011 and identified people who speak English less than "very well" as LEP persons, which is consistent with the definition of LEP in the Federal Transit Administration (FTA) Circular 4702.1B. Table 1 shows the languages spoken at home, by ability to speak English, for persons five years of age and older, with number and percentage broken out by county.

Based on a review of the regional totals, the five most frequently spoken languages other than English are Spanish (8.1 percent of the San Francisco Bay Area's population), Chinese (3.9 percent), Vietnamese (1.4 percent), Tagalog (1.2 percent) and Korean (0.5 percent). Appendix B provides detailed information on the "Other Languages" column in Table 1 spoken in the MTC nine-county service area, and shows that there are thirty-one (31) languages with more than 1,000 estimated LEP persons. The population of the San Francisco Bay Area is quite diverse, as evidenced by the over ninety (90) languages other than English spoken within the region.

Table 1: Language 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.

FACTOR 1 CONCLUSION

Based on the Safe Harbor provision and the most recent U.S. Census data of LEP persons who speak English less than “very well” (shown in Table 1 and Appendix B), the number and proportion of LEP persons served or encountered in MTC’s service area includes thirty-one (31) languages spoken by more than 1,000 LEP persons. The five most frequently spoken languages other than English are Spanish (8.1 percent), Chinese (3.9 percent), Vietnamese (1.4 percent), Tagalog (1.2 percent) and Korean (0.5 percent). This information was carried forward in the analysis undertaken in Factors 2, 3 and 4 performed per the recommended DOT LEP guidance.

Factor 2 Analysis
The Frequency with which LEP Individuals Come into Contact with Programs, Activities and Services

DOT Guidance

The U.S. DOT "Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons" (U.S. DOT 2005) advises that:

> *"Recipients should assess, as accurately as possible, the frequency with which they have or should have contact with LEP individuals from different language groups seeking assistance, as the more frequent the contact, the more likely enhanced language services will be needed. The steps that are reasonable for a recipient that serves an LEP person on a one-time basis will be very different than those expected from a recipient that serves LEP persons daily."*

Methodology

For the second step of the Four-Factor LEP needs assessment, MTC explored multiple data sources to assess how frequently 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 and Translation Requests for MTC Services and Programs
- MTC Staff Surveys
- MTC Contractor Staff Surveys
- LEP Person Surveys
- LEP Person Focus Groups

For the MTC staff, MTC contractor and LEP person 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 weekly or monthly frequency. However, MTC explored a broad array of data sources to develop a comprehensive understanding of the frequency of contact with LEP persons including call center data, website data, interpretation requests, translation requests and LEP person focus groups. Collectively, these data sources helped MTC assess the overall frequency of contact with LEP persons.

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. 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. Surveyed personnel included customer service representatives, service operators and program managers who provide services for MTC throughout the region.

MTC also partnered with CBOs 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 service area. In an effort to consult directly with LEP individuals, MTC also held four focus groups with LEP persons to evaluate current language assistance measures.

REVIEW OF RELEVANT MTC PROGRAMS AND SERVICES

The analysis for MTC's current Language Assistance Plan (LAP) determined that LEP individuals are in frequent contact with most of MTC's programs and services. Depending on the data source, the language groups with the highest frequency of contact were Spanish and Chinese (Cantonese and Mandarin), followed by Vietnamese, Tagalog and Korean.

For this analysis 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. MTC consulted with program managers and key personnel to ensure the most up-to-date review of programs and services. Additional information about the listed programs and services follows this section.

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).
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.

Table 2: MTC Programs, Activities and Services to LEP Persons	
Program, Activity or Service	**LEP Component**
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.
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.

CALL CENTER DATA FOR MTC SERVICES AND PROGRAMS

MTC analyzed call center and language line data for the services and programs that track interaction with LEP persons. Call center data was available for the Clipper® Card and FasTrak® programs. The results and corresponding tables from this review are listed below.

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® Customer Service Center (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 4% of the total calls.

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 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 4% of the total IVR selections.

Table 4: Clipper® Automated Phone Services (Interactive Voice Response Selections), January 2012 – December 2012		
Language	**Interactive Voice Response 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® Customer Service Center (CSC).

The available FasTrak® Customer Service Center data indicated that staff receives approximately 60 non-English calls each month. 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 1% of the total calls. The FasTrak® Customer Service Center employs

bilingual, Spanish-speaking representatives. Customer calls that cannot be handled by the bilingual representatives are routed to the Language Line service.

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%

WEBSITE DATA FOR MTC SERVICES AND PROGRAMS

In addition to call center data, MTC also examined available website data to estimate the number of non-English pageviews for its various programs and services. Website data were available for the MTC website, the OneBayArea website and the 511 Traveler Information website. The results and corresponding tables from this review are provided below.

MTC Website

The MTC website — www.mtc.ca.gov — provides information on the services, programs and activities of the agency. The website includes web pages in Spanish and Chinese with summaries of key information. Records of MTC website data were available from 2009 -2013 for Spanish and Chinese translated pageviews. Table 6 shows the number of translated pages on MTC's website and the corresponding percentage. The combined number of translated pageviews for Spanish and Chinese represent less than 1% of the total number of pageviews.

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

OneBayArea Website

OneBayArea is a joint initiative of four of the San Francisco Bay Area's regional government agencies — the Association of Bay Area Governments (ABAG), the Bay Area Air Quality Management District (BAAQMD), the Bay Conservation and Development Commission (BCDC) and the Metropolitan Transportation Commission (MTC). A joint website — www.onebayarea.org — serves as a clearinghouse for information and updates for joint programs and projects undertaken by the regional agencies. Since its launch in April 2010, the OneBayArea website has been the online location for information on development of the region's long-range transportation plan/sustainable communities strategy.

The OneBayArea website provides the Google Translate tool as a language assistance resource for customers. MTC also uses bilingual staff to further refine the Spanish and Chinese translations from Google Translate. Records of the Google Translate tool usage were available from November 2012 to February 2013. Table 7 shows the number of times Google Translate was used by language requested. As shown below, the tool was used in three languages.

Table 7: OneBayArea.org Google Translate Tool Use, November 2012 - February 2013

Translated Language	Number of Times Used
Chinese	21
Spanish	9
Taiwanese	4
Total	**34**

511 Traveler Information

511 is a free one-stop source for up-to-the-minute San Francisco Bay Area traffic, parking, transit, rideshare, and bicycling information. San Francisco Bay Area travelers use 511 to navigate San Francisco Bay Area traffic, plan transit trips, find out when the bus or train will depart, find a carpool, locate parking and bike lockers, and other information to help them travel around the region easily and efficiently.

Table 8 shows the number of visits and pageviews for translated pages on MTC's 511 website. Records of 511 website data were available from July 2011 to December 2012. Based on the data, Spanish and Chinese LEP individuals are in regular contact with the 511 website services.

Table 8: 511 Translated Web Pageviews, July 2011 – November 2012

	Spanish		Chinese	
	Visits	**Pagviews**	**Visits**	**Pagviews**
July 2011	12	13	16	19
August 2011	19	21	24	31
September 2011	10	15	13	16
October 2011	17	18	21	25
November 2011	16	17	14	17
December 2011	11	12	18	22
January 2012	17	29	17	21
February 2012	15	17	17	20
March 2012	16	20	12	14
April 2012	15	18	48	57
May 2012	10	12	14	15
June 2012	17	20	18	20
July 2012	17	20	17	17
August 2012	5	5	10	14
September 2012	12	14	21	24
October 2012	11	11	21	27
November 2012	8	8	14	16
Total	228	270	315	375

INTERPRETATION AND TRANSLATION REQUESTS FOR MTC SERVICES AND PROGRAMS

MTC reviewed the available records from the agency's various programs regarding interpretation and translation requests. Records were available from 2009-2012. Table 9 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) in that three (3) year period.

Table 9: 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 10 shows the requests for translation services from LEP persons. To date, only one translation request (for Spanish) has been made by an LEP person in that three (3) year period.

Table 10: 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.

MTC STAFF AND CONTRACTOR SURVEYS

In an effort to examine the agency's prior experiences with LEP persons, MTC conducted an online survey of its staff members to estimate the frequency and importance of contact with LEP individuals. MTC also conducted a survey of the agency's third-party contractor staff that provide direct customer service on behalf of MTC or are likely to come into contact with LEP individuals through MTC programs such as 511 Traveler Information, FasTrak®, Clipper® and FSP. The results of both surveys are described in this section.

MTC Staff Survey

In December 2012, MTC administered an online, agency-wide survey of its employees to determine the extent to which LEP persons come into contact with MTC programs, as well as the language spoken by the LEP groups. The survey was distributed to all MTC departments and divisions, including the following:

- Executive Office
- Office of General Counsel
- Finance
- Planning
- Legislation and Public Affairs
- Administrative and Technology
- Programming and Allocations
- Operations
- Bay Area Headquarters Authority
- Electronic Payments

The survey included a series of 13 questions that asked respondents to identify the services most frequently sought by LEP persons, the most common method of interaction with LEP persons and the challenges encountered when interfacing with LEP persons. The survey also examined staff satisfaction with current language assistance tools and sought suggestions for future language assistance measures. A copy of the MTC staff survey is included in Appendix C.

Of the 200 MTC staff employees, 117 staff members completed the survey for a response rate of approximately 59 percent. Since respondents were not limited to one response, the percentages of each response selected add up to more than 100%, and the response count total is larger than the number of respondents to the question. Detailed results from the staff survey are included in Appendix D. The following key findings emerged:

Staff Profile

- 66% of survey respondents have worked for MTC for 5 years or more.
- Of the 40 MTC staff members that reported fluency in languages other than English, 25% were fluent in Chinese, 22.5% were fluent in Spanish, 10% were fluent in Tagalog and 2.5% were fluent in Vietnamese.

Frequency of Contact

- According to survey results, MTC staff cited the following MTC programs as most frequently used by LEP persons: Freeway Service Patrol, FasTrak®, 511 Traveler Information and the Clipper® Card program.
- The services most frequently sought by LEP individuals include translation service of various traveler information, and customer service information related to Clipper®, 511 and FasTrak®.
- Results indicated that Spanish and Chinese are the primary languages encountered by MTC staff when communicating with LEP persons.
- Almost 70% of MTC staff reported they “never interact with LEP persons.”
- Of the MTC staff who do interact with LEP persons, 21% of respondents interact with LEP populations in person and 18% of respondents interact with LEP populations by phone.

Frequency of Language Assistance Use

- Over 70% of MTC staff members reported they "have not used" MTC's current language assistance tools.
- Of the MTC staff that have used language assistance tools, 51% have translated written materials, 37% have provided telephone or in-person customer service and 37% have notified the public of the availability of translation by request.

As a whole, MTC staff is in limited contact with LEP populations. However, the 30% of MTC staff that is in contact has a regular pattern of interaction, depending on the staff person's work responsibilities. Spanish is the language most frequently encountered followed by Chinese.

MTC Contractor Survey

In addition to MTC staff, surveys were conducted for third-party, contract service providers including front-line customer service staff who are likely to come into contact with LEP individuals through the following MTC programs:

- 511 Traveler Information
- Clipper®
- FSP
- FasTrak®
- Motorist-Aid Call Boxes

The survey included 12 questions that asked respondents to identify the services most frequently used by LEP persons, the most common method of interaction with LEP persons and the challenges encountered when interacting with LEP persons. The survey also examined contractor staff satisfaction with current language assistance tools and sought suggestions for future language assistance measures. The MTC contractor survey is included in Appendix E.

Of the estimated 147 contractor staff members, 107 completed the survey, resulting in a response rate of 72%. Since respondents were not limited to one response, the percentages of each response selected add up to more than 100%, and the response count total is larger than the number of respondents to the question. Detailed results from the contractor staff survey are included in Appendix F. Table 11 illustrates the frequency of contact with LEP persons by MTC contractors. Upon analyzing the data, the following key findings emerged:

Contractor Profile

- 65% of the survey respondents have provided services for MTC for 3 years or less.
- The majority of survey respondents provide services for FasTrak® (57%) and Clipper® (32%).
- Of the 40 contractor staff members who reported fluency in languages other than English, 48% were fluent in Spanish, 18% were fluent in Tagalog and 13% were fluent in Chinese.

Frequency of Contact

- The Clipper® program and FasTrak® are the most frequently used MTC programs by LEP persons.
- The services most frequently sought by LEP individuals include general account inquiries, information on lost, stolen and replacement Clipper® Cards and translation requests.
- 59% of respondents interact with LEP populations via phone and 33% of respondents interact with LEP populations in person.

Table 11: MTC Contractor Staff Survey Results for Frequency of Contact with LEP Persons

	Very Frequently	Frequently	Somewhat Frequently	Never
Spanish	27%	27%	26%	21%
Chinese	18%	22%	26%	33%
Tagalog	1%	13%	27%	59%
Vietnamese	4%	12%	28%	56%
Korean	4%	9%	27%	59%

Frequency of Language Assistance Use

- Contractor staff employs multiple language assistance measures for LEP persons.
- 56% of contractor staff provide telephone or in-person customer service, 32% translate written materials and 18% use standardized translated materials.
- Contractor staff reported challenges explaining procedures and structuring answers to process-related questions (e.g., lost or stolen Clipper® Card procedure).
- Of the contractor staff who use MTC's current language assistance tools listed in Table 2, 41% expressed satisfaction with the tools available.

The survey results indicated that MTC contractor staff comes into frequent contact with LEP customers, with the highest concentration of LEP interactions being in Spanish and Chinese.

LEP PERSON SURVEY

Surveys were circulated to the LEP population throughout MTC's service area with assistance from CBOs. MTC partnered with key CBOs that serve LEP communities to distribute and administer the survey. The LEP Person survey was distributed to over twenty-two CBOs across the nine-county MTC service area. (See Appendix G for a complete list of CBO survey partners). Surveys were also distributed during the Spanish and Vietnamese focus groups described in the next section.

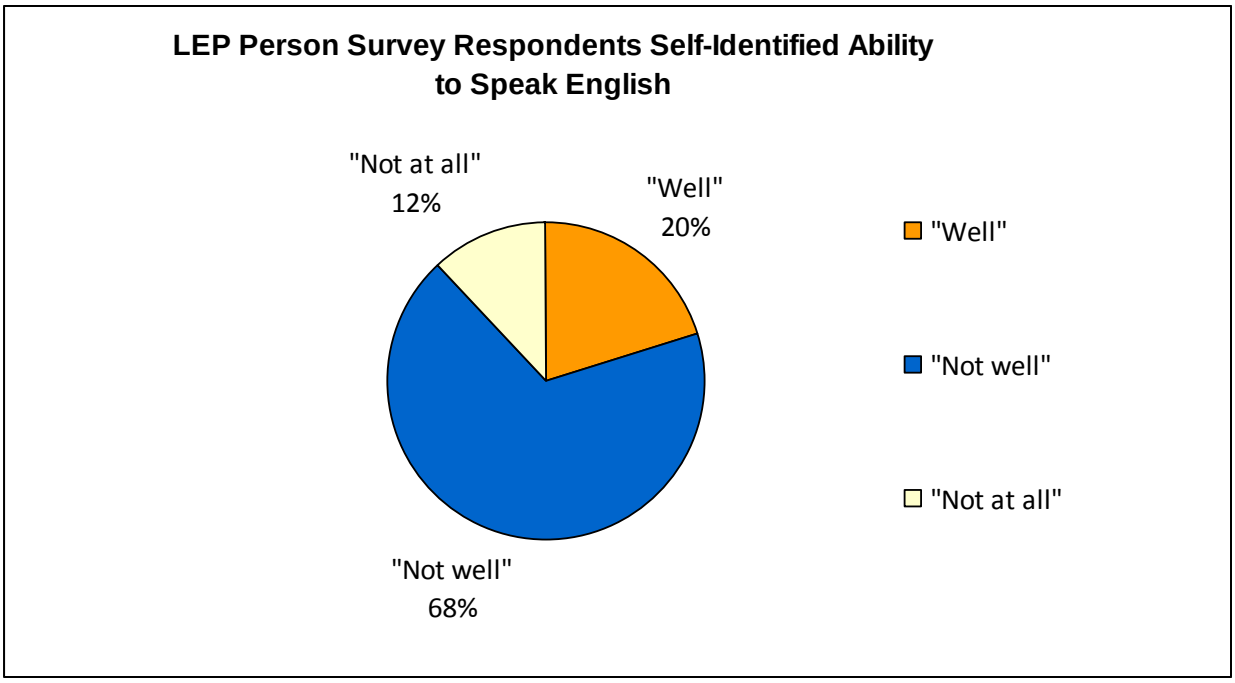
The LEP Person survey was translated into five languages — Spanish, Chinese, Vietnamese, Tagalog and Korean. An English version of the LEP Person survey also was distributed to allow

LEP persons of other linguistic populations (e.g., Cambodian, Russian, Amharic and Japanese) to provide input and feedback on the Language Assistance Plan.

The survey included 16 questions about the frequency of contact and importance of MTC programs to LEP populations. In addition, the survey inquired whether LEP persons were aware of the types of language assistance MTC provides, which of these are most beneficial, and what, if any, additional language assistance measures would be most beneficial. A copy of the LEP Person survey is included in Appendix H.

A total of 945 surveys were returned by LEP respondents from throughout the MTC service area, with large concentrations from the counties of Napa, Alameda, Santa Clara, San Mateo and San Francisco. Detailed results from the LEP Person survey are included in Appendix I. Of the 945 total survey respondents, 845 individuals indicated they speak English less than "very well." As MTC's goal in conducting the surveys was to collect input specifically from LEP persons, the data discussed in this report comprise only responses from the 845 individuals who indicated they speak English less than "very well." See Figure 1 for additional details.

Figure 1: LEP Person Survey Respondents Ability to Speak English



MTC conducted targeted outreach to collect input from geographically and linguistically diverse LEP populations. Figure 2 shows the language breakdown of LEP Person surveys collected.

Figure 2: LEP Person Surveys Collected by Language

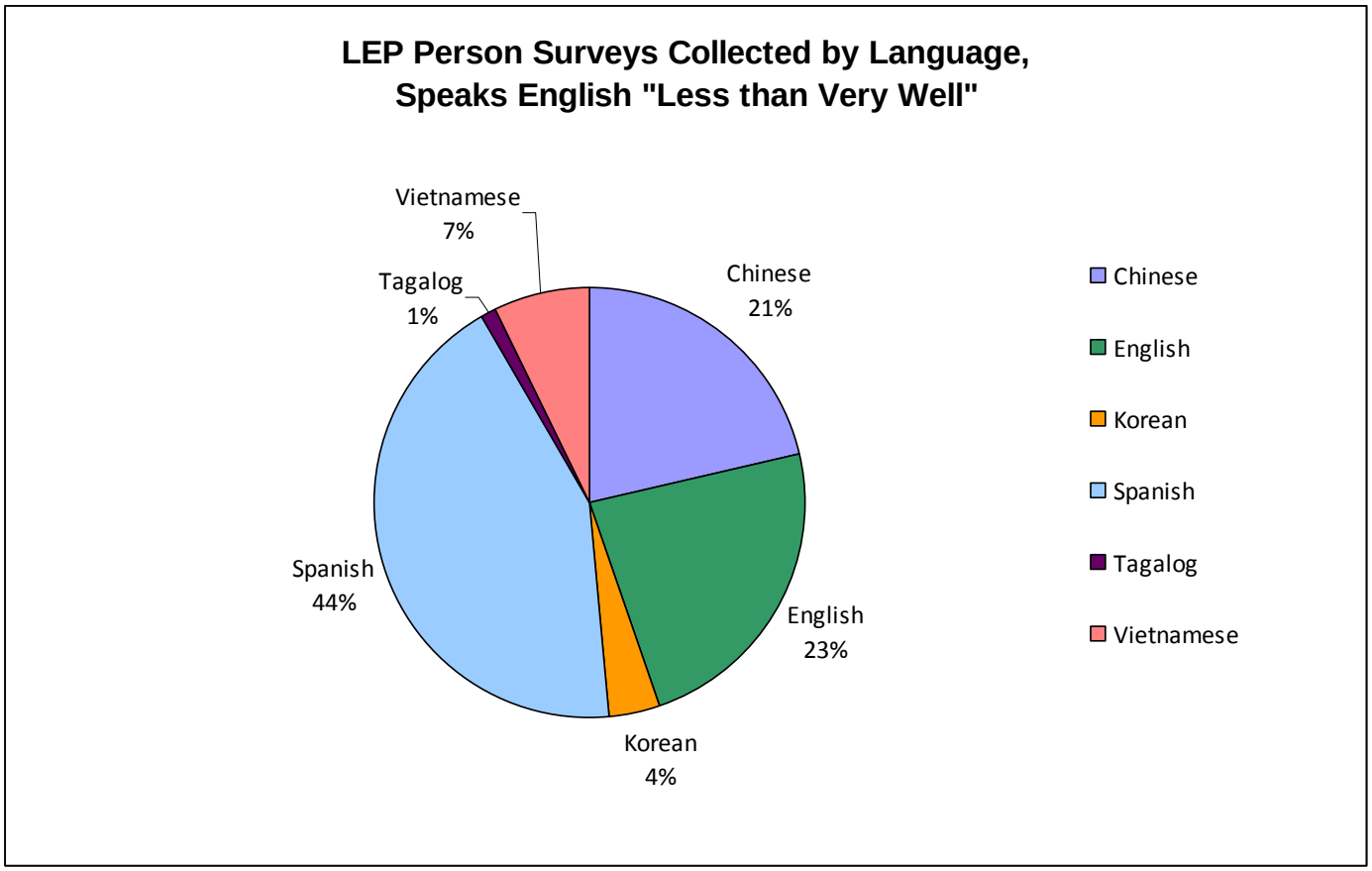
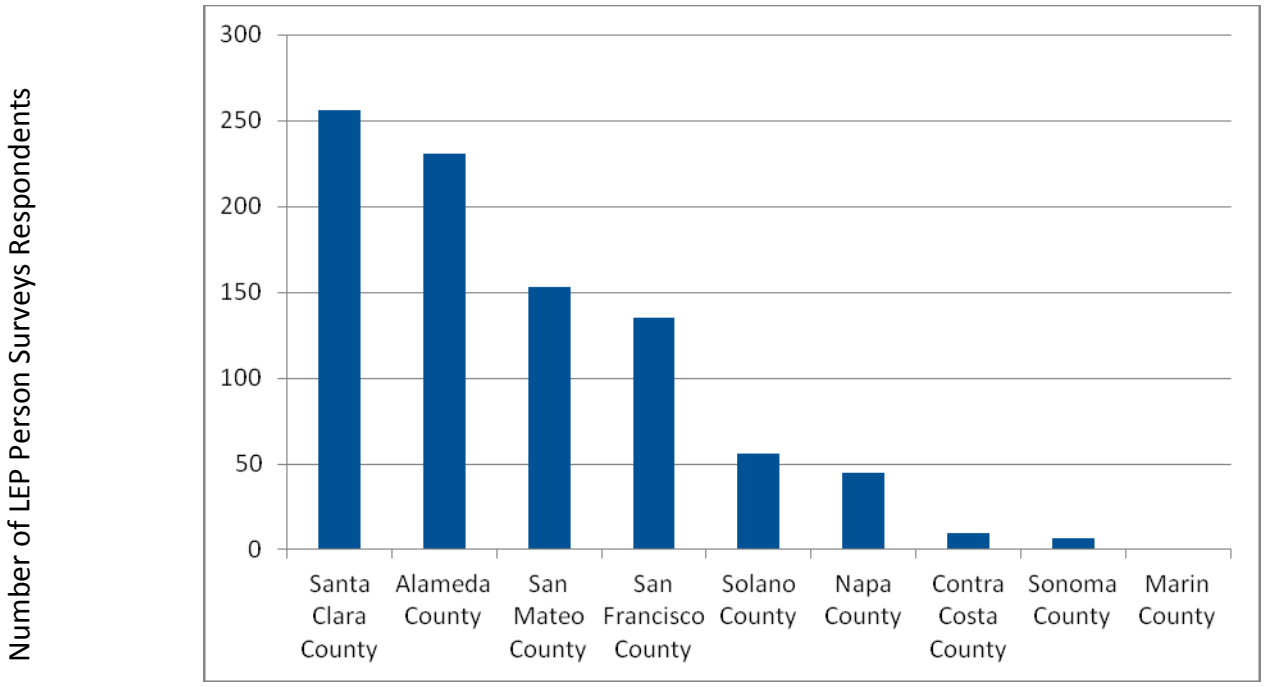


Figure 3 illustrates the number of LEP Person surveys received by county.

Figure 3: LEP Person Survey Respondents by County



Overall findings from the LEP Person survey are described below. Figure 4 illustrates LEP persons' frequency of contact with MTC programs, services and activities. Since respondents were not limited to one response, the percentages of each response selected add up to more than 100%, and the response count total is larger than the number of respondents to the question. Upon analyzing the data, the following key findings emerged:

LEP Person Profile

- Spanish-speaking LEP respondents accounted for 44% of the total surveys received; English[1] for 23%, Chinese for 21%, Vietnamese for 7%, Korean for 4% and Tagalog for 1% of respondents.
- The majority (64%) of these respondents indicated that a personal vehicle is their most frequently used mode of transportation.
- Thirty-six percent indicated they most often use the transit system (29% bus, 7% train), with another 12% walking or riding a bicycle.

[1] An English version of the LEP Person survey was distributed to allow LEP persons of other linguistic populations (e.g., Cambodian, Russian, Amharic and Japanese) to provide input and feedback on the Language Assistance Plan.

Frequency of Contact

- The majority (66%) of LEP survey respondents indicated they have not used MTC's services such as 511, the Clipper® Card, FasTrak®, Freeway Service Patrol (FSP) or Callboxes for Roadside Assistance.
- Of the services that respondents do utilize, Clipper® was the most frequently used (15%), followed by FasTrak® (12%), Freeway Service Patrol (6%), and both 511 and Callboxes for Roadside Assistance received 5% of the responses.
- None of the LEP survey respondents cited any contact with MTC's funding, policy, planning or administrative functions.

Figure 4: 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®	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%

Frequency of Language Assistance Use

- Sixty-three percent (63%) of respondents indicated they "have not used" MTC's language assistance services.
- Asked if they knew about the language assistance services provided by MTC, the majority of LEP survey respondents (ranging from 25 to 50 percent depending on the specific service) replied "no" or "not sure."
- Of the services provided, language line services had the greatest recognition factor – 33% of LEP survey respondents were aware of that service.
- Of those who have used MTC's language assistance services, approximately 8% were "very satisfied," 15% of respondents were "satisfied," 10% were "neutral," 3% were "dissatisfied," and only 1% were "very dissatisfied."

In general, the findings from the LEP Person surveys reveal that the majority of respondents have not used the services and programs offered by MTC. Of the services that respondents do utilize, Clipper® was the most frequently used service followed by FasTrak®. In addition, the majority of respondents indicated that they have not used MTC's language assistance services.

LEP PERSON FOCUS GROUPS

In compliance with the U.S. DOT guidelines, MTC made efforts to consult directly with LEP individuals through focus groups. The focus groups were held in communities with high LEP concentrations of LEP persons consistent with findings from the Factor 1 Analysis. Spanish accounts for the largest share (46%) of the San Francisco Bay Area region's LEP population, followed by Chinese (21%), Vietnamese (8%), Tagalog (6%) and Korean (2%).

MTC targeted the three most prevalent languages other than English— Spanish, Chinese and Vietnamese— in the nine-county service area for the LEP person focus groups. For the Four-Factor Analysis for MTC's current Plan for Special Language Services, MTC conducted two focus groups in July 2010. Of the 2010 focus groups, MTC conducted one meeting in Spanish and one meeting in Cantonese.

For the revision of MTC's current Plan for Special Language Services in 2012, MTC conducted two additional focus groups — one meeting in Vietnamese and one additional meeting in Spanish. Focus groups were conducted in native languages and all focus group materials were translated into the languages spoken by the LEP population. (See Table 12 for details.) Summarized responses from each focus group are available in Appendix J.

Table 12: Focus Group Schedule, 2010-2012

Language	CBO and Location	Date	Attendance
Cantonese	Chinatown Community Development Corporation: 1525 Grant Avenue, San Francisco, CA 94133	July 21st, 2010	18
Spanish #1	Spanish Speaking Citizens Foundation: 1470 Fruitvale Avenue, Oakland, CA 94601	July 24th, 2010	23
Vietnamese	Viet Voters of Northern California: 1430 Tully Road, San Jose, CA, 94080	December 15th, 2012	27
Spanish #2	Community Learning Center: 520 Tamarack Lane, South San Francisco, CA 94080	December 18th, 2012	18
		Total Attendance:	**86**

Key findings are discussed below:

- Many of the focus group participants were not familiar with MTC and lacked awareness of MTC's programs and services (e.g., 511 Traveler Information, Freeway Service Patrol).

- Of the services that focus group participants do utilize, Clipper® was the most frequently used service followed by FasTrak®.
- The majority of focus group participants have never used any of MTC's language assistance services.

FACTOR 2 CONCLUSION

The combined results from the review of MTC programs, MTC staff and contractor surveys, LEP Person surveys and LEP Person focus groups indicate that LEP persons' frequency of contact with MTC programs, activities and services varies depending on the program or activity. Overall, MTC determined that LEP persons that do utilize MTC's services are in regular contact with certain programs and services, specifically Clipper® and FasTrak®. 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.

Moreover, MTC contractor staff and third party service providers are in more frequent contact with LEP persons than MTC staff. A large majority of the LEP persons encountered by MTC staff and MTC contractors speak Spanish, followed by Chinese.

Factor 3 Analysis
The Nature and Importance of the Program, Activity, or Service Provided by the Recipient to People's Lives

DOT Guidance

The U.S. DOT "Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons" (U.S. DOT 2005) advises that:

> *"The more important the activity, information, service, or program, or the greater the possible consequences of the contact to the LEP individuals, the more likely language services are needed (emphasis added). The obligations to communicate rights to an LEP person who needs public transportation differ, for example, from those to provide recreational programming. A recipient needs to determine whether denial or delay of access to services or information could have serious or even life-threatening implications for the LEP individual…" (Department of Transportation (DOT) LEP Guidance Section V (3)).*
>
> *"…providing public transportation access to LEP persons is crucial. An LEP person's inability to utilize effectively public transportation may adversely affect his or her ability to obtain health care, education, or access to employment*." *(DOT LEP Guidance Section V (4)).*

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

DETERMINATION OF CRITICAL SERVICES

MTC staff findings, including surveys and reviews of relevant programs, were utilized in determining critical services. MTC also consulted results from an LEP Person survey to inform the Factor 3 Analysis. Findings suggest that access to MTC programs and services are important for LEP persons. Language barriers could prevent LEP individuals from accessing these programs and services.

MTC STAFF AND CONTRACTOR SURVEYS

To determine the nature and importance of MTC services and programs to LEP persons, MTC conducted an online survey of its staff members, as well as the agency's third-party contractor staff. MTC contractor staff provides direct customer service or are likely to come into contact with LEP individuals through MTC programs such as FasTrak®, Clipper® and FSP. The findings from both surveys are described in this section.

MTC Staff Survey

MTC administered an online, agency-wide survey of its employees to assess the frequency of contact and importance of MTC programs to LEP persons. Detailed results from the MTC staff survey are available in Appendix D. The following key findings emerged related to Factor 3:

Importance to LEP Persons

- 20% of MTC staff indicated their department's services are "extremely important" to LEP persons.
- 36% of MTC staff considers their department's services "important" to LEP persons.
- Approximately 27% of respondents described their department's services as "somewhat important" to LEP persons.
- 17% of MTC staff considered their department's services "not important" to LEP individuals.

MTC Contractor Survey

In addition to MTC staff, surveys were conducted for MTC's third-party, contract service providers. These third-party service operators include front-line customer service staff who are likely to come into contact with LEP individuals through MTC programs. The survey was distributed to MTC contract service providers in the following program divisions:

- 511 Traveler Information
- Clipper®
- FSP
- FasTrak®
- Motorist-Aid Call Boxes

Detailed results from the MTC contractor staff survey are available in Appendix F. The following key findings emerged related to Factor 3 based on the survey data analysis:

Importance to LEP Persons

- The majority (64%) of contractor staff consider their services "extremely important" to LEP persons.
- 25% of contractor staff considers their services "important" to LEP individuals.
- Approximately 10% of respondents consider their services "somewhat important" to LEP persons.
- Only 1% of survey respondents indicated that their services were "not important" to LEP persons.

LEP PERSON SURVEY

As described in the Factor 2 Analysis, surveys were circulated throughout MTC's service area through community-based organizations. Surveys were also distributed during LEP person focus groups conducted in Spanish and Vietnamese. Approximately 945 surveys were submitted in response from all over the nine-county service area. The data below comprises responses related to Factor 3 from the 845 surveys submitted by those characterized as LEP persons (defined as those who "speak English less than well"). Detailed results from the LEP Person survey are available in Appendix I.

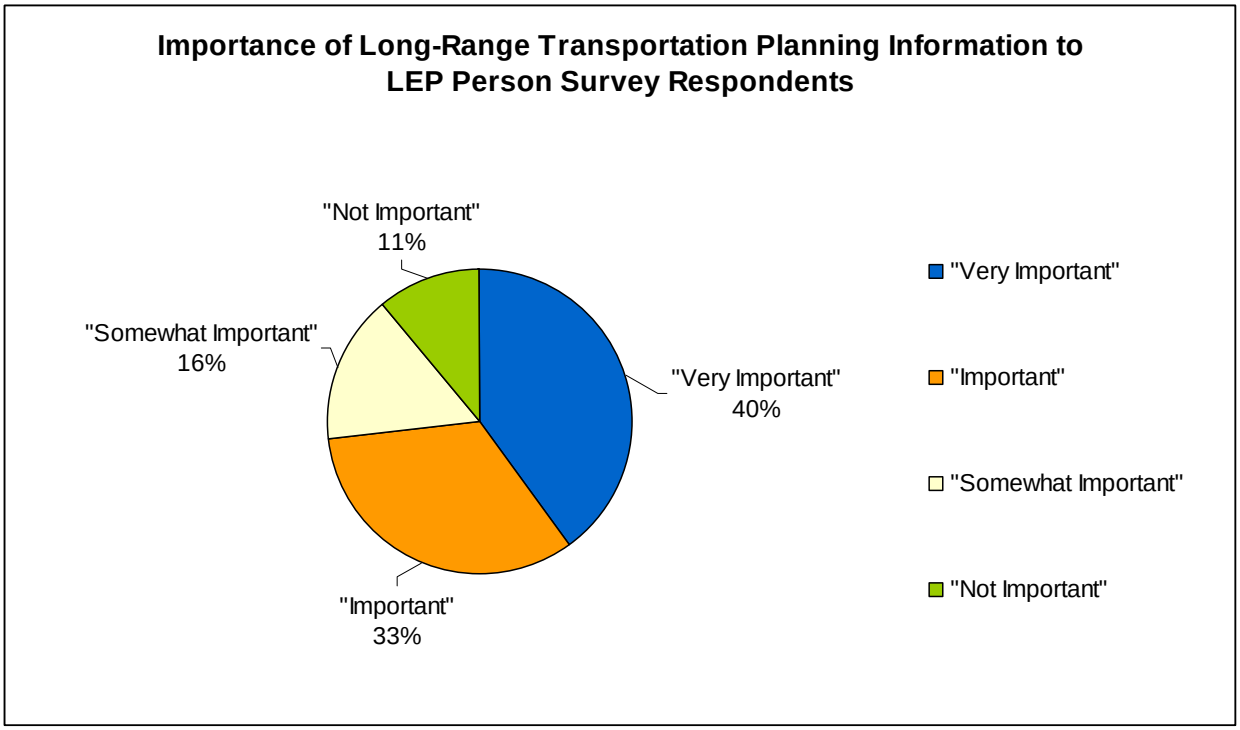
Importance to LEP Persons

LEP survey responses indicated that MTC services are important to the majority of respondents. The majority of survey respondents reported that 511, Clipper®, FasTrak®, FSP and Callboxes for Roadside Assistance are "very important." Figure 5 and Figure 6 provide additional information on the importance of MTC programs and services to the lives of LEP persons.

Figure 5: 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®	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%

Figure 6: Importance of Long-Range Transportation Planning Information to LEP Person Survey Respondents



FACTOR 3 CONCLUSION

The findings of this Factor 3 Analysis 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.

MTC plays an important role in comprehensive planning and transportation funding activities throughout the San Francisco Bay Area. 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. As a transportation planning agency, MTC identifies future investments and long-range strategies to maintain, manage and improve transportation throughout the region.

Although 73% of LEP survey respondents reported that long-range transportation planning is "important" or "very important" to them, a review of interpretation and translation requests (see Tables 9 and 10) 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.

Despite MTC's critical role and unique position throughout the San Francisco Bay Area region, the general public lacks awareness and understanding of MTC's planning and funding activities. Furthermore, many of the programs and services operated by MTC have their own individual names and branding (e.g., Clipper® and FasTrak®); therefore, the general public often does not associate MTC programs with the agency itself.

Some of MTC's programs have a larger reach, including the Clipper® , the 511 traveler information system, the regional transit hub signage program, motorist-aid call boxes, freeway service patrols and FasTrak® (an electronic toll collection system for the region's high-occupancy toll lanes and state-owned toll bridges). These multiple programs and services — operated by MTC — were found to be of critical importance to LEP populations.

Factor 4 Analysis
The Resources Available to the Recipient and Costs

DOT Guidance

The U.S. DOT "Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons" (U.S. DOT 2005) advises that:

> *"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. (emphasis added). 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.*
>
> *Resource and cost issues, however, can often be reduced by technological advances, reasonable business practices, and the sharing of language assistance materials and services among and between recipients, advocacy groups, affected populations, and Federal agencies." (Section V (4)).*
>
> *"Large entities and those entities serving a significant number or proportion of LEP persons should ensure that their resource limitations are well substantiated before using this factor as a reason to limit language assistance. Such recipients may find it useful to be able to articulate, through documentation or in some other reasonable manner, their process for determining what language services would be limited based on resources or costs."* (Section V (4)).

Methodology

This Factor 4 Analysis will help MTC plan future investments to provide the most needed assistance to the greatest number of LEP persons within the limits of agency resources. In accordance with U.S. DOT guidelines, MTC incorporated findings from the previous three factors and from a series of interviews with CBOs. The interviews with CBOs provided information regarding the most effective ways to communicate with LEP persons, which in turn, will assist MTC in developing cost-effective language assistance measures.

The following sections in the Factor 4 Analysis include 1) an analysis of the CBO interviews, 2) a review of MTC's current language assistance measures, and 3) suggestions for future language assistance measures.

COMMUNITY- BASED ORGANIZATION INTERVIEWS

In January 2013, MTC conducted interviews with staff of CBOs to assess the effectiveness of the agency's current language assistance services. MTC developed a prioritized list of potential CBO interviewees. The criteria for selecting CBO interviewees was based on three goals: 1) leveraging existing MTC relationships with CBOs; 2) identifying CBOs that work in communities with high concentrations of LEP persons; and 3) reflecting the geographic and linguistic diversity across the nine-county San Francisco Bay Area region.

Staff members of four CBOs were interviewed. A complete list of the CBOs interviewed and languages served is included in Appendix K. Collectively, the CBOs interviewed serve close to 11,200 residents in over 13 languages. The selected CBOs work at various scales including the neighborhood, city and county levels. These CBOs serve LEP populations in South San Francisco, San Francisco, Hayward, Union City, Oakland and Santa Clara County. All interviews were conducted via phone.

During the phone interviews, the CBO staff were asked a series of recommended questions from the FTA handbook "Implementing the Department of Transportation's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons" (FTA 2007b). The questions were regarding the populations they serve, their transportation needs, the preferred method of communication for their LEP population and other pertinent questions. The complete list of interview questions is included in Appendix L. Summary responses from each CBO interview conducted are available in Appendix M.

These interviews provided information regarding low-literacy considerations for language assistance and suggestions for language assistance resources. Further key findings are listed below:

Language Assistance Considerations

- Clear and concise instructions on how to use and access MTC's services and programs are vital to LEP persons (e.g., how to purchase a Clipper® Card).
- Most of the LEP persons served by the interviewed CBOs have limited literacy in their native languages and are not literate in other languages.
- Many LEP persons served by the CBOs have limited educational attainment with the majority having an elementary school education.
- Due to the functional illiteracy of many LEP persons, CBO staff suggested that MTC use color-coded transit maps, images and other visual cues to orient LEP persons to the transportation network.
- CBOs suggested tailoring translation of critical transportation documents at a county-by-county level to reflect the unique LEP population in each county.

Promotion of Language Assistance Services

- CBO staff lacked awareness of language assistance measures offered by MTC.
- CBO staff recommended promoting language assistance services to LEP populations through established networks (e.g., schools) and trusted CBO partners.

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.

MTC uses a number of techniques or 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. However, all of the LEP components outlined in Table 2 have fixed costs associated with them. The majority of these costs involve document translation. A breakdown of internal translation costs is included in Appendix N. Appendix N does not include translation costs from third-party contracts who operate MTC's programs such as 511, Clipper®, FasTrak®, Motorist-Aid Call Boxes and Freeway Service Patrol (FSP).

Providing translation services to allow LEP populations to participate in the development of MTC's core planning and investment policies is a routine practice for MTC. For example, MTC translates press releases and places display ads and legal notices in ethnic media outlets to inform and engage LEP populations. It is worth noting, however, that there has not been a significant demand from LEP residents to participate in policy-oriented discussions.

MTC located records of translated press releases from 2004 - 2012, which are available in Appendix O. MTC noted an increase in translated press releases in 2012, particularly for Spanish and Chinese. In addition, MTC collected records for translated display ads and legal notices from December 2011- August 2012. These records can be viewed in Appendix P. The decisions to translate certain news releases, to purchase display ads in community newspapers or to translate legal notices were made by MTC's Public Information Department to accommodate anticipated language access needs. The number of interpreter requests from LEP individuals (see Table 9) has not grown significantly as a result.

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. The Vital Documents Guidelines are included in Appendix Q.

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. Moreover, findings from CBO interviews revealed that some LEP persons are illiterate in their native languages, and by extension, translating documents may not be the most helpful form of language assistance.

For MTC's programs that more directly serve San Francisco Bay Area residents (e.g., Clipper®, 511 Traveler Information, Motorist-Aid Call Boxes, Freeway Service Patrol and FasTrak®), measures have been incorporated to provide access for LEP populations. MTC 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

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 surveys, interviews with community-based organizations, LEP person focus groups and LEP person surveys. Moreover, these suggestions take into account limited agency resources and staff time.

For future outreach efforts to LEP populations, MTC staff should consider the following suggestions:

- Utilize the Vital Documents Guidelines to determine translation needs and appropriate languages (see Appendix Q)
- Conduct outreach to LEP populations to inform them of MTC's language assistance services
- Tailor county-based public participation activities to reflect the unique LEP population in each county
- 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®) 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 services.

BUDGET ANALYSIS

As part of MTC's assessment of total resources available, the agency identified the total breakdown of translation costs. These costs include written and oral translation services, simultaneous interpreting equipment rates and American Sign Language (ASL) interpreter services. The aforementioned breakdown of translation service costs is included in Appendix M.

The rates in Appendix N are for a two-year period for internal translation services only. Appendix N does not include translation costs from third-party contractors who operate MTC's programs such as 511, Clipper®, FasTrak®, Motorist-Aid Call Boxes and FSP. MTC assumes the following annual rates of escalation: 5% increase for years 3, 4, and 5. Knowledge of the associated translation costs can assist project managers as they include budgets for LEP efforts into their respective projects.

The centralization of interpreter and translator services helps MTC to achieve economies of scale. MTC's current translation service contractor, International Effectiveness Center, is under agreement for a total maximum compensation of $65,537 for fiscal year 2012-2013. This figure can be used to estimate future contracts for internal translation service contractors.

However, the figure represents only a portion of their costs and does not include language assistance costs from third-party contractors who operate MTC's programs such as FasTrak®

and FSP. In addition, the cost does not reflect hours devoted to translation services by MTC staff, which MTC estimates to currently be $78,498.

FACTOR 4 CONCLUSION

The Factor 4 Analysis considers the resources available to MTC and the costs for translation services, which impact MTC's ability to translate documents into multiple languages on a routine basis rather than on an "as-requested" basis and the CBO interview findings, which indicated that some LEP persons are illiterate in their native languages, and 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. 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.

Four-Factor Analysis Conclusion

MTC is committed to full compliance with Title VI and Executive Order 13166 to provide meaningful access and reduce barriers to benefits, services and information for persons with limited English proficiency.

Based on the analysis conducted under Factor 1, the findings indicated that there are thirty-one (31) languages with more than 1,000 estimated LEP persons. According to the Four-Factor Analysis findings 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 concluded that providing language assistance in Spanish and Chinese would give population groups who are identified as speaking English less than "very well" and who represent greater than five percent of the nine-county San Francisco Bay Area's population access to information and services in their language spoken at home.

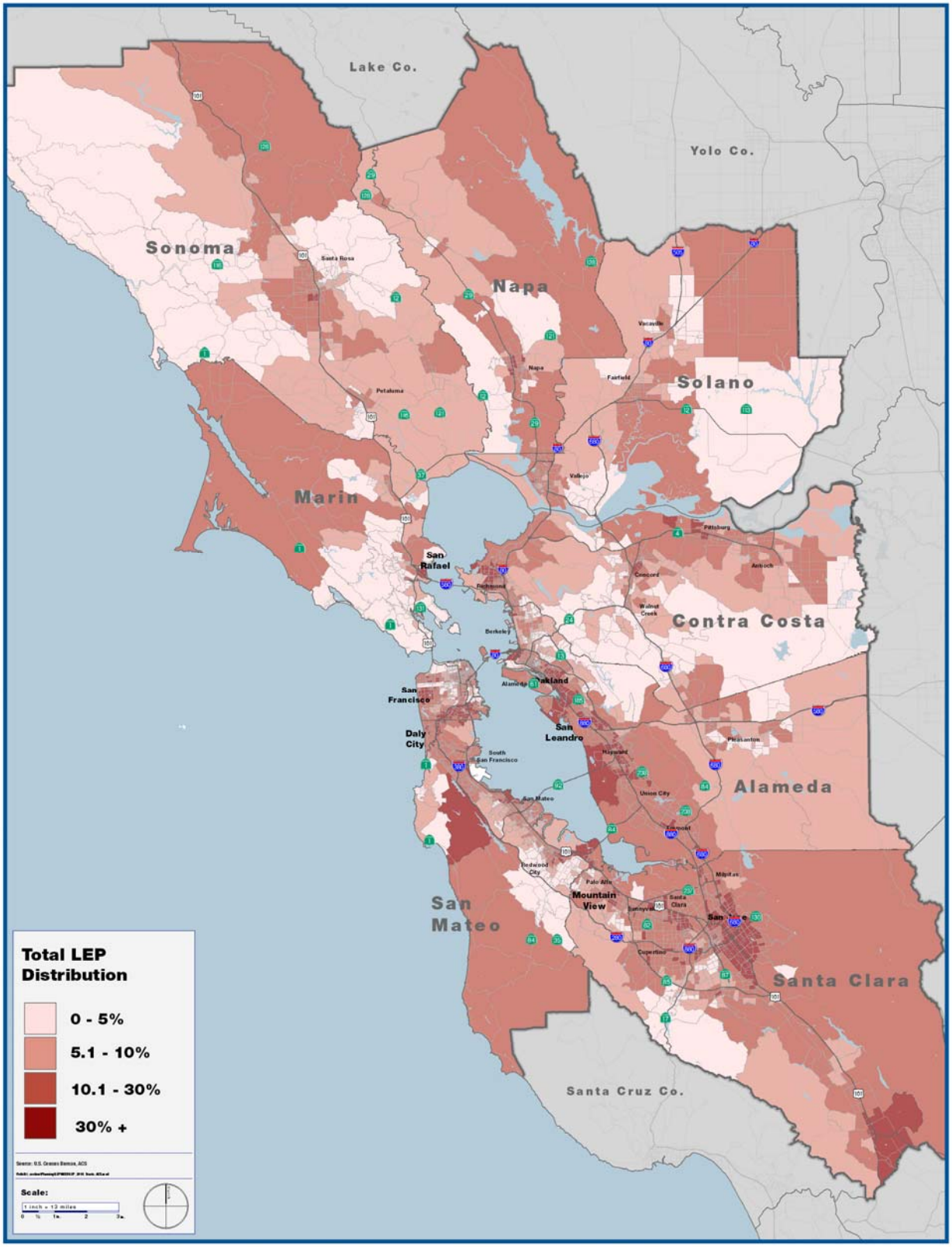
Accordingly, MTC has determined that translation of vital documents and access to services should be provided in Spanish and Chinese languages as a matter of course. Upon request and subject to available resources, MTC will provide translation into other languages.

MTC will use the data and information collected and analyzed in this Four-Factor LEP needs assessment to develop its "Plan for Special Language Services to LEP Populations."

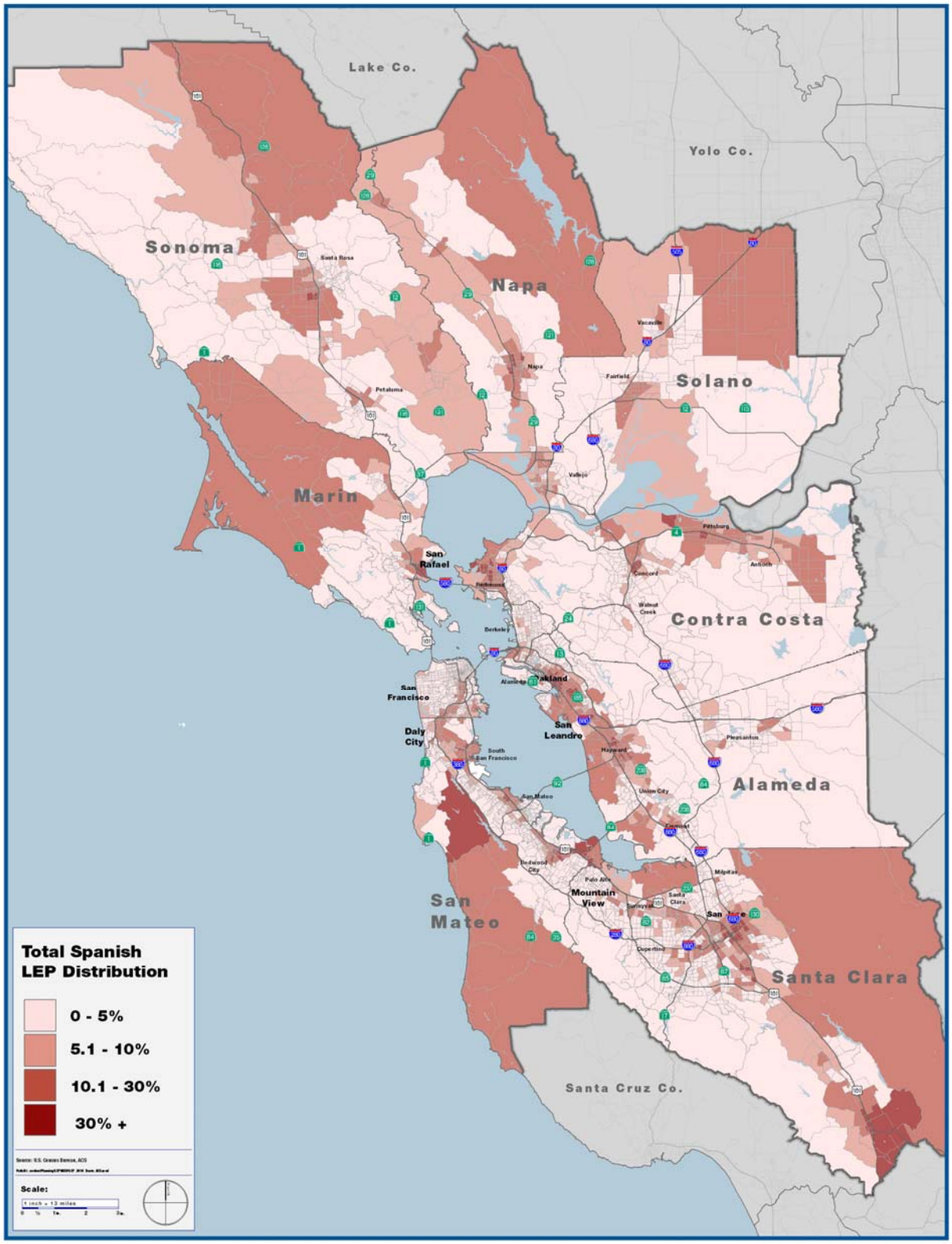
APPENDIX A

Maps of Limited English Proficient Distribution

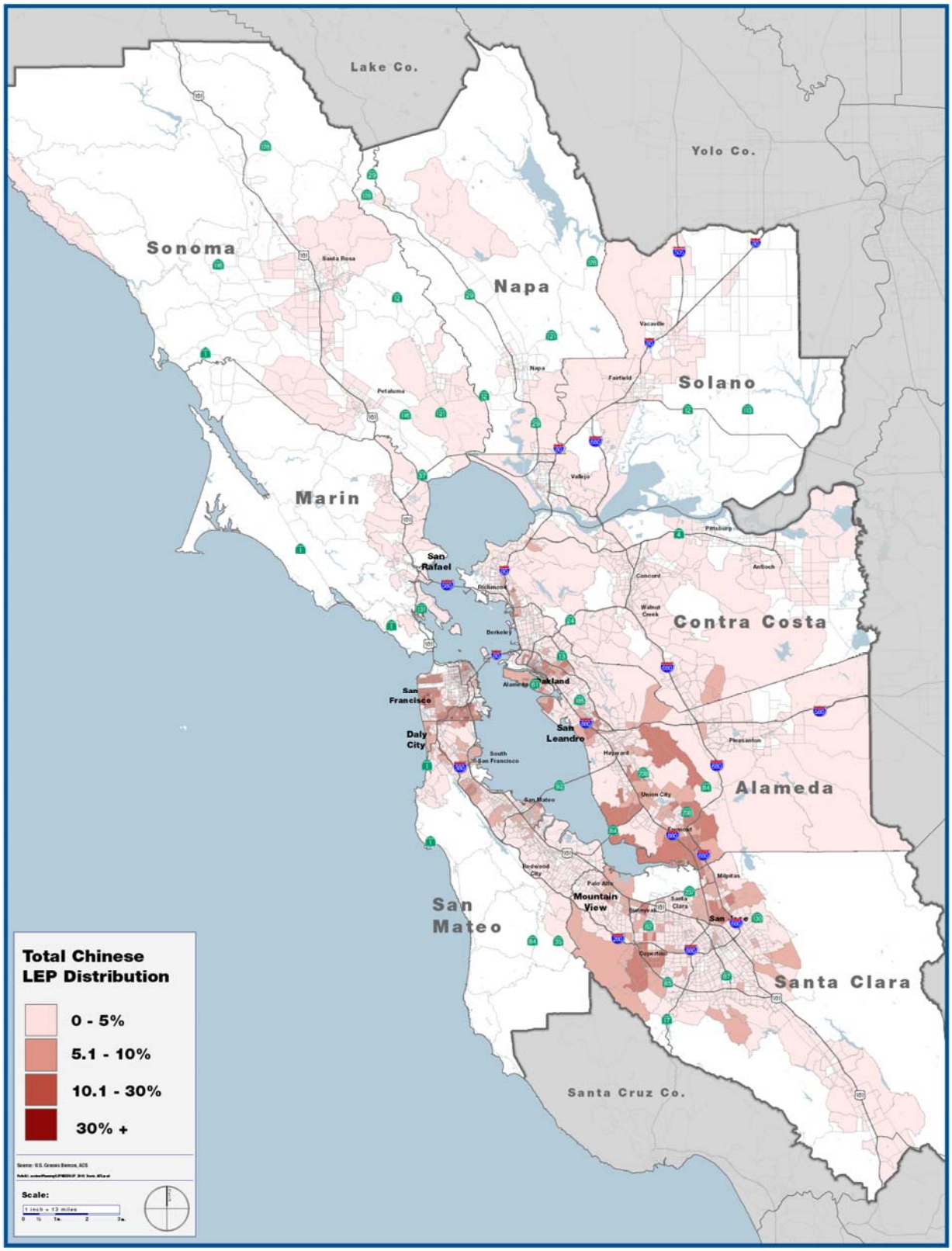
A - 1: Total Limited English Proficient (LEP) Distribution Map



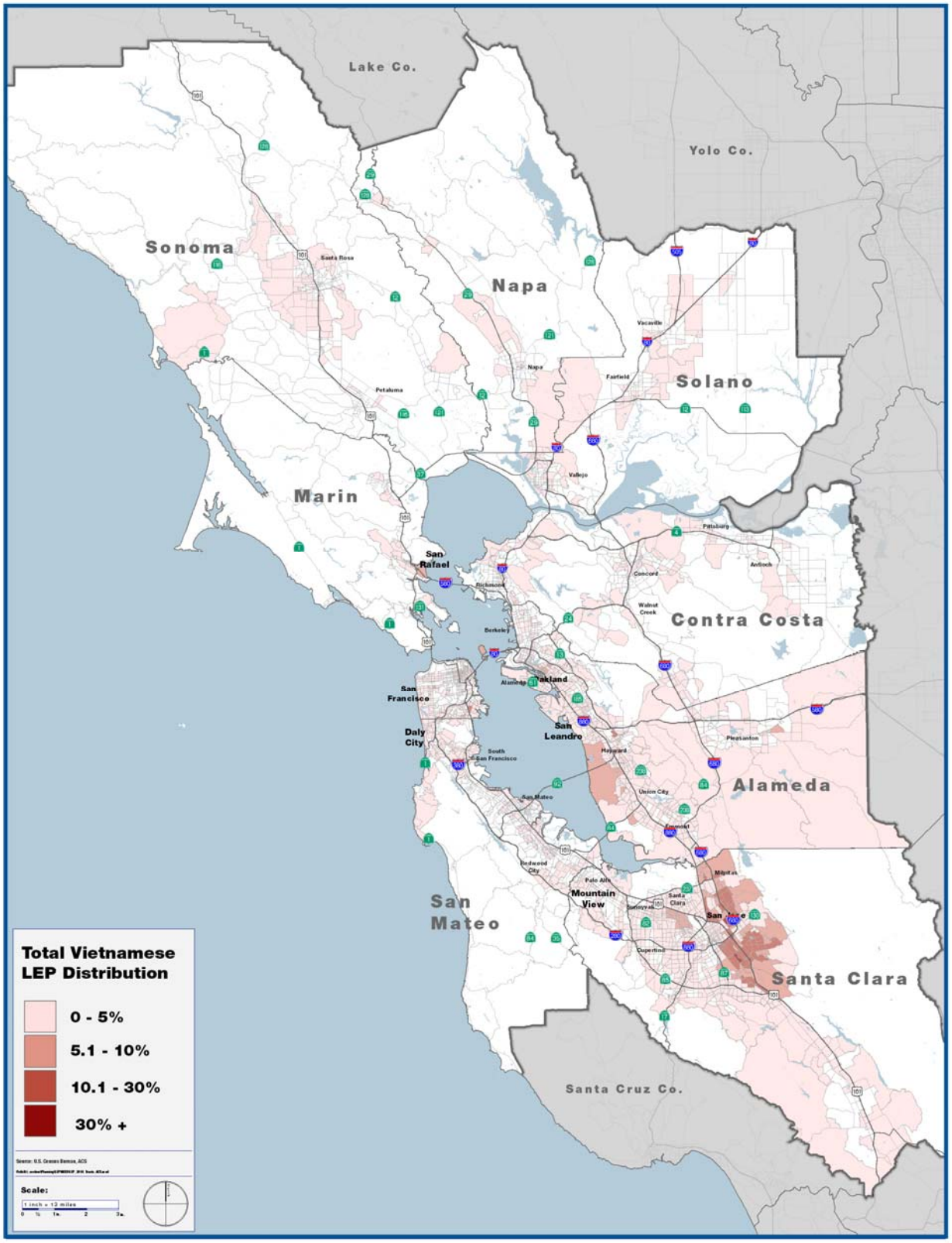
A - 2: Spanish Limited English Proficient (LEP) Distribution Map



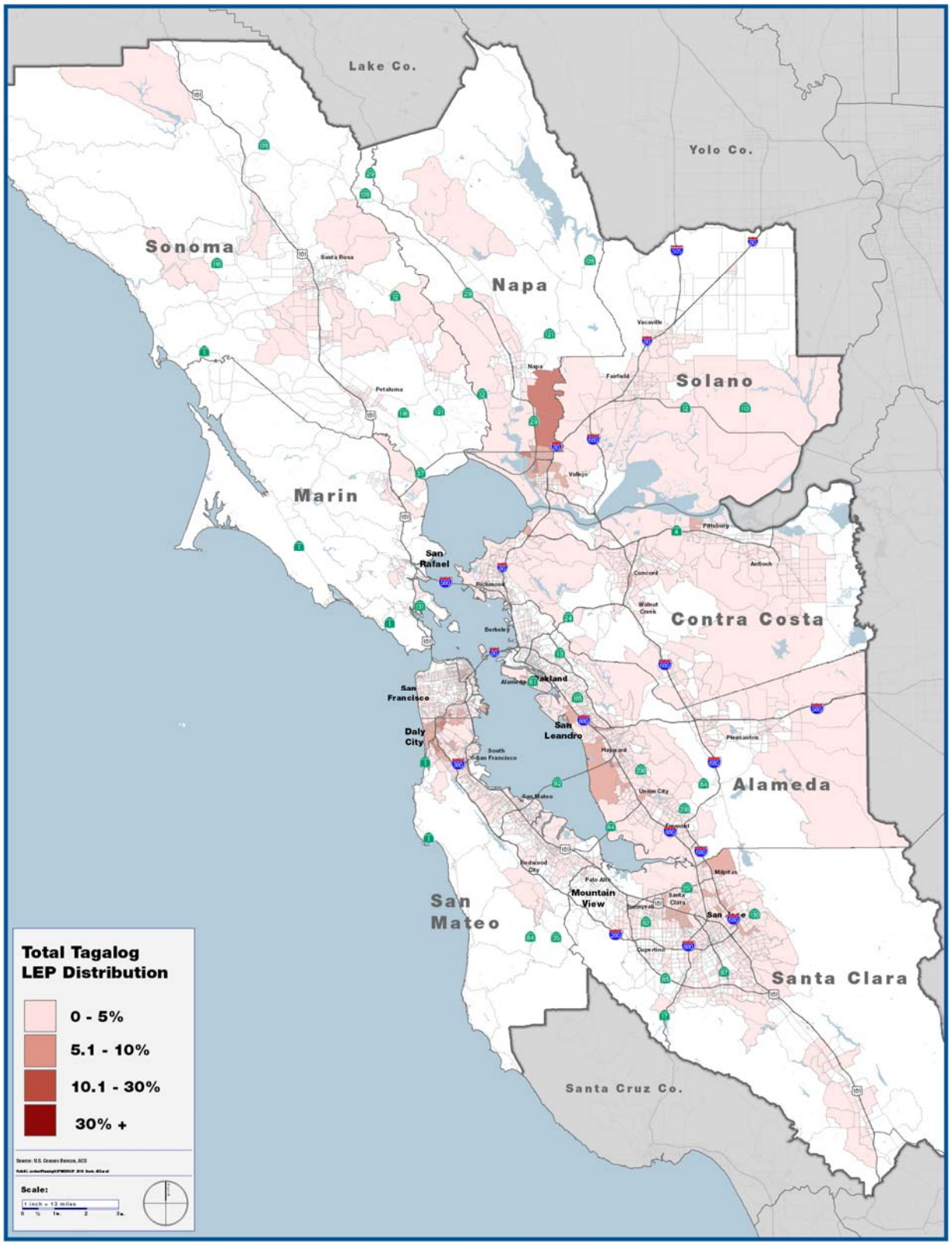
A - 3: Chinese Limited English Proficient (LEP) Distribution Map



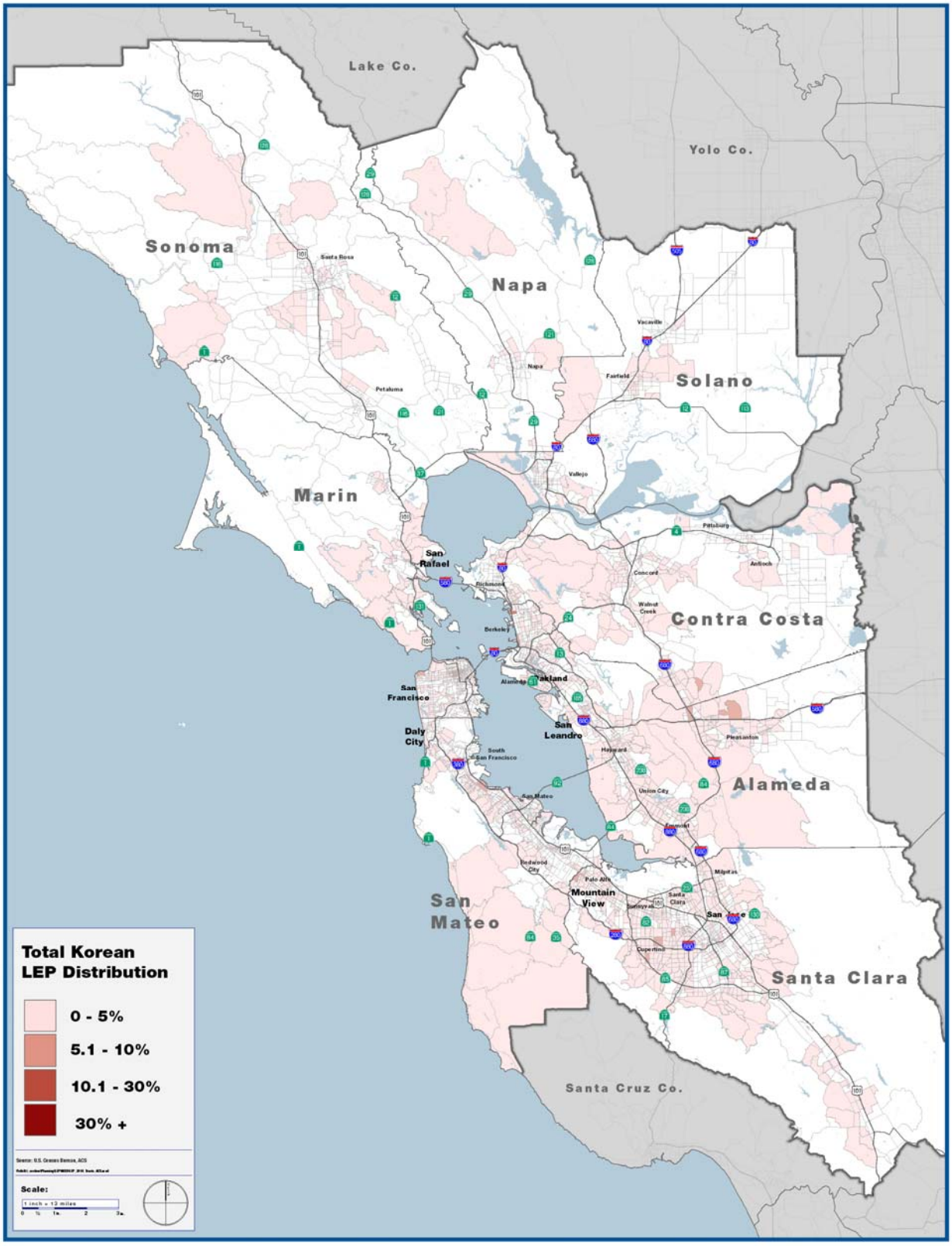
A - 4: Vietnamese Limited English Proficient (LEP) Distribution Map



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



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



APPENDIX B

Other Languages Spoken at Home by Ability to Speak English, 2007-2011

Other Languages Spoken at Home by the Ability to Speak English, Persons Age 5 Years and Over, 2007 – 2011 Speaks English Less than "Very Well"										
Geography	**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

Other Languages Spoken at Home by the Ability to Speak English, Persons Age 5 Years and Over, 2007 – 2011 Speaks English Less than "Very Well"										
Geography	**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 C

MTC Staff Survey

MTC Language Assistance Plan (LAP)
Staff Questionnaire

Please help the Metropolitan Transportation Commission (MTC) in acquiring the data needed to revise the analysis for the MTC Language Assistance Plan (LAP) by answering these questions about your efforts to provide Limited English Proficient (LEP) persons with access to MTC programs and services. The MTC Language Assistance Plan, which can be found online at http://www.mtc.ca.gov/get_involved/lep.htm, is a plan that helps MTC better serve people who speak languages other than English. Limited English Proficient persons are individuals who speak English "less than well' and who have a limited ability to read, write, or understand English.

Your answers to this staff questionnaire will be treated confidentially and will be used only for MTC planning. Thank you for your assistance. Check the appropriate box to answer questions, or fill in the appropriate blanks.

1. For which department or division do you work?

☐ Executive Office
☐ Office of General Counsel
☐ Finance
☐ Planning
☐ Legislation and Public Affairs
☐ Electronic Payments
☐ Other:_____
☐ Administrative and Technology Services
☐ Programming and Allocations
☐ Operations
☐ Bay Area Headquarters Authority
☐ Third Party Contractor

2. How long have you worked for the MTC?

☐ Less than one year
☐ 1 – 3 years
☐ 3 – 5 years
☐ 5 or more years

3. Which of the following MTC services do you work to provide?

☐ Executive
☐ 511
☐ Clipper
☐ FasTrak
☐ Freeway Service Patrol
☐ MTC Regional Planning
☐ Call Boxes for Roadside Assistance
☐ Arterial Operations
☐ Transit Hub Signage Program
☐ Financial
☐ Administrative
☐ Legal
☐ Public Information
☐ General Services
☐ Other:_____

4. Are you fluent in any of the following languages?

☐ Spanish
☐ Chinese
☐ Tagalog
☐ Vietnamese
☐ Korean
☐ Other:_____

5. Please identify which services/ activities provided by your department are most frequently sought by Limited English Proficient (LEP) persons.

_____

_____

_____

6. How frequently do you communicate (verbally or written) with Limited English Proficient (LEP) persons?

Language:	Very Frequently	Frequently	Somewhat Frequently	Never
Spanish	☐	☐	☐	☐
Chinese	☐	☐	☐	☐
Tagalog	☐	☐	☐	☐
Vietnamese	☐	☐	☐	☐
Korean	☐	☐	☐	☐
Other:_____	☐	☐	☐	☐

Continue on next side ⇨

7. How do you normally interact with Limited English Proficient (LEP) persons? *(check all that apply)*

☐ Speak with individuals on phone
☐ Speak with individuals in person
☐ Communicate with individuals through written correspondence
☐ I never interact with Limited English Proficient (LEP) persons

8. What are the challenges you face when interacting with Limited English Proficient (LEP) populations?

_____

_____

_____

9. To the best of your knowledge, how important are the services provided by your department to Limited English Proficient (LEP) persons?

☐ Extremely important
☐ Important
☐ Somewhat important
☐ Not important

10. What language assistance efforts have you or your department made to assist Limited English Proficient (LEP) persons? *(check all that apply)*

☐ Translate written materials
☐ Provide translators for meetings
☐ Work with Community Based Organizations and/or third party firms to help distribute information to Limited English Proficient (LEP) persons
☐ Work with ethnic media to provide information on MTC projects
☐ Provide telephone or in-person customer service
☐ Conduct meetings in neighborhoods with high concentrations of Limited English Proficient (LEP) persons
☐ Purchase advertising in ethnic or non-English media
☐ Have a presence at events that Limited English Proficient (LEP) persons may attend
☐ Provide bilingual staff for meetings/ events that Limited English Proficient (LEP) persons may attend
☐ Notify the public of the availability of translation by request
☐ Use standardized translated materials

11. What other language assistance tools would help you to better serve Limited English Proficient (LEP) persons? *(check all that apply)*

☐ Brochure or instruction card in their language
☐ Staff training on serving Limited English Proficient (LEP) persons
☐ A phone number to call for assistance
☐ Guidelines and standardized materials to conduct outreach to Limited English Proficient (LEP) persons
☐ None
☐ Other: _____

12. If you have used MTC's language assistance tools, what is your satisfaction level with MTC's existing tools to provide language assistance for Limited English Proficient (LEP) persons?

☐ Very satisfied
☐ Satisfied
☐ Neutral
☐ Dissatisfied
☐ Very dissatisfied
☐ Have not used

13. Do you have suggestions for future language assistance measures that MTC should consider implementing? Please be specific.

_____

_____

_____

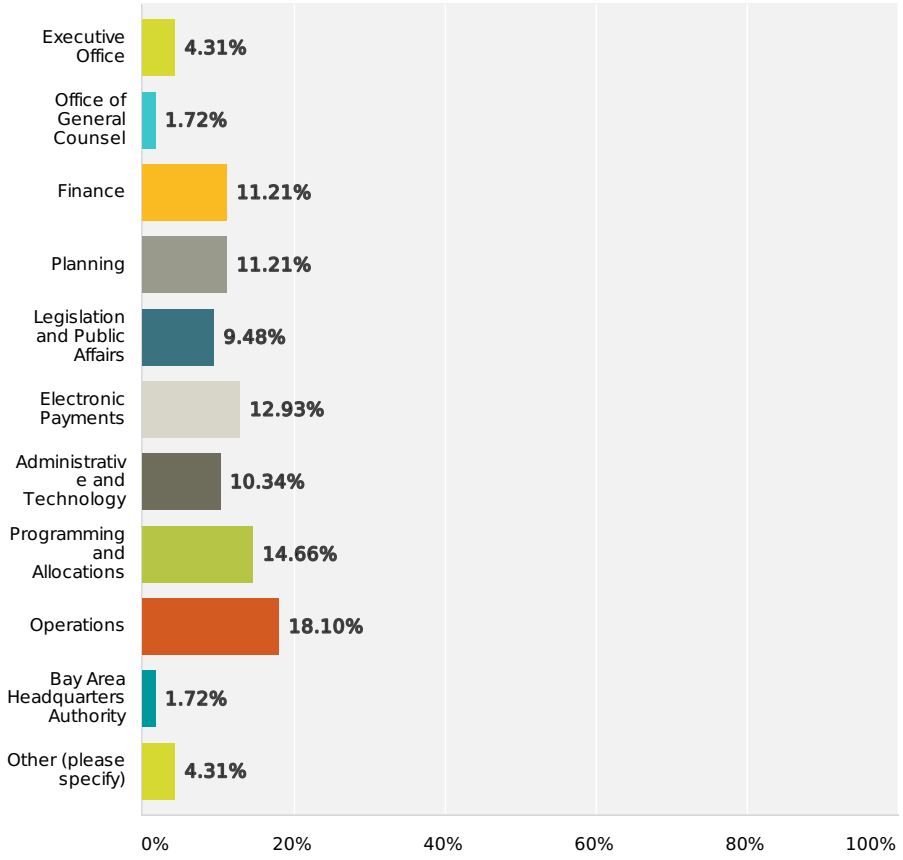
J:\PROJECT\Title VI Report\LEP\Revised LAP\final survey docs\LAP Staff Questionnaire_MTC 2012_FINAL.doc

APPENDIX D

MTC Staff Survey Results

Q1 For which department or division do you work?

Answered: 116 Skipped: 1



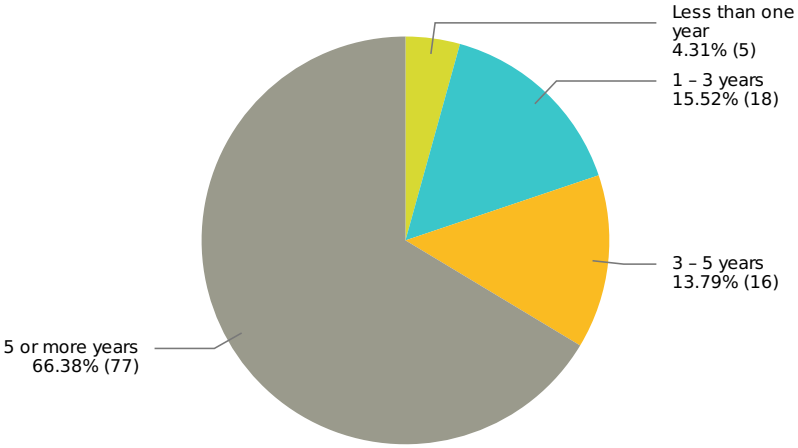
Answer Choices	Responses	
Executive Office	**4.31%**	5
Office of General Counsel	**1.72%**	2
Finance	**11.21%**	13
Planning	**11.21%**	13
Legislation and Public Affairs	**9.48%**	11
Electronic Payments	**12.93%**	15
Administrative and Technology Services	**10.34%**	12
Programming and Allocations	**14.66%**	17
Operations	**18.10%**	21
Bay Area Headquarters Authority	**1.72%**	2
Other (please specify) **(5)**		
Total		116

#	Other (please specify)	Date
1	Operations	1/10/2013 12:30 PM
2	gsu	1/7/2013 11:05 AM

3	Contracts	1/2/2013 10:25 AM
4	Human Resources	12/18/2012 11:36 AM
5	Programming & Allocations	12/14/2012 10:20 AM

Q2 How long have you worked for the MTC?

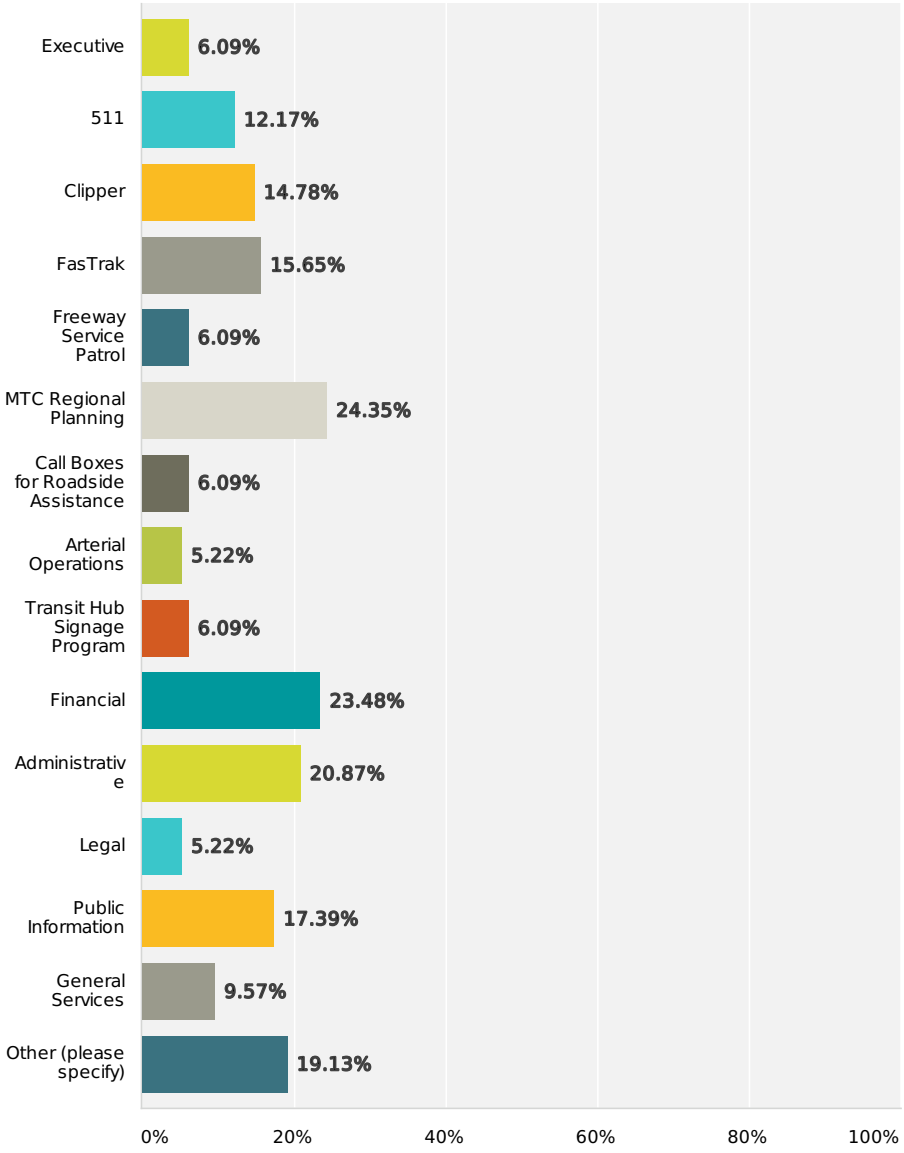
Answered: 116 Skipped: 1



Answer Choices	Responses	
Less than one year	**4.31%**	5
1 – 3 years	**15.52%**	18
3 – 5 years	**13.79%**	16
5 or more years	**66.38%**	77
Total		116

Q3 Which of the following MTC services do you work to provide? (check all that apply)

Answered: 115 Skipped: 2



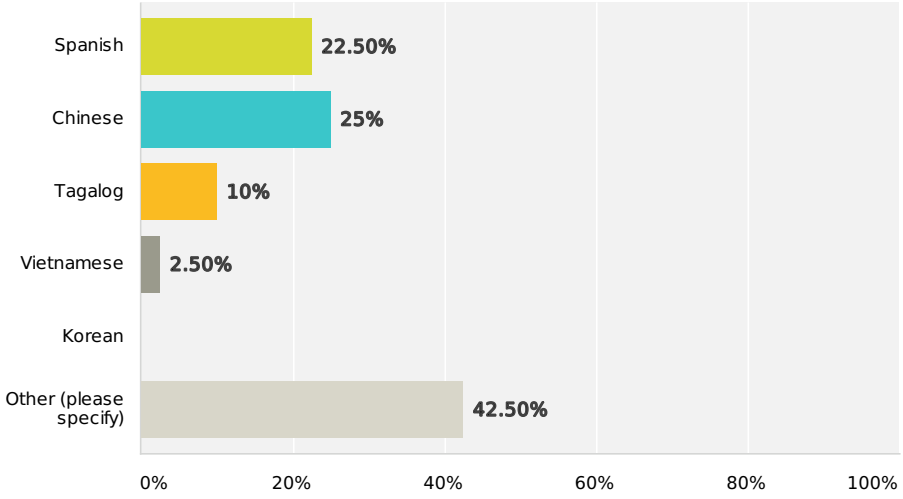
Answer Choices	Responses	
Executive	**6.09%**	7
511	**12.17%**	14
Clipper	**14.78%**	17
FasTrak	**15.65%**	18
Freeway Service Patrol	**6.09%**	7
MTC Regional Planning	**24.35%**	28
Call Boxes for Roadside Assistance	**6.09%**	7

Arterial Operations	**5.22%**	6
Transit Hub Signage Program	**6.09%**	7
Financial	**23.48%**	27
Administrative	**20.87%**	24
Legal	**5.22%**	6
Public Information	**17.39%**	20
General Services	**9.57%**	11
Other (please specify) **(** 22 **)**		
Total Respondents: 115		

#	Other (please specify)	Date
1	Ramp Metering & TOS	1/10/2013 12:30 PM
2	Provide comany wide copies for all groups in MTC	1/7/2013 11:05 AM
3	ATCAS II	1/7/2013 10:58 AM
4	express lanes	1/2/2013 4:42 PM
5	Benefits	1/2/2013 12:24 PM
6	operations	1/1/2013 3:25 PM
7	Express Lanes	12/19/2012 12:06 PM
8	human Resources	12/18/2012 11:36 AM
9	Library	12/14/2012 11:32 AM
10	Regional Measure 2	12/14/2012 11:08 AM
11	IT supports, Web Server Administration, Application Development	12/14/2012 10:51 AM
12	Programming federal and bridge toll funds for transit capital projects and operating costs.	12/14/2012 10:31 AM
13	StreetSaver Online	12/14/2012 9:49 AM
14	HR	12/14/2012 9:41 AM
15	legislative analysis and advocacy	12/14/2012 9:35 AM
16	Agency receptionist, high school internship program	12/14/2012 9:32 AM
17	Program Management	12/14/2012 9:25 AM
18	IT	12/14/2012 9:19 AM
19	SAFE - Incident Management Program	12/14/2012 9:16 AM
20	Develop the TIP	12/14/2012 8:53 AM
21	Express Lanes	12/14/2012 8:38 AM
22	Legislative Program, Fund programming and allocations	12/12/2012 3:13 PM

Q4 Are you fluent in any of the following languages? (check all that apply)

Answered: 40 Skipped: 77



Answer Choices	Responses	
Spanish	**22.50%**	9
Chinese	**25%**	10
Tagalog	**10%**	4
Vietnamese	**2.50%**	1
Korean	**0%**	0
Other (please specify) **(** 17 **)**		
Total Respondents: 40		

#	Other (please specify)	Date
1	Yoruba	1/10/2013 12:30 PM
2	English	1/7/2013 11:00 AM
3	Japanese	1/3/2013 2:40 PM
4	Some German	1/2/2013 10:09 AM
5	Conversational Spanish	1/2/2013 9:45 AM
6	German	1/2/2013 8:25 AM
7	English	12/18/2012 3:33 PM
8	French	12/14/2012 2:28 PM
9	I speak Spanish, but not fluently.	12/14/2012 12:11 PM
10	Chinese: both Mandarin and Cantonese	12/14/2012 11:32 AM
11	Hindi, Telugu	12/14/2012 11:08 AM
12	Portuguese	12/14/2012 9:41 AM
13	Amharic and Tigrigna (Ethiopian and Eritrean languages)	12/14/2012 9:38 AM
14	French	12/14/2012 9:35 AM
15	Chinese, but not that fluent.	12/14/2012 9:33 AM
16	Bangla	12/14/2012 9:18 AM

17	Hindi, Tamil and Telugu	12/14/2012 8:53 AM

Q5 Please identify which services/ activities provided by your department are most frequently sought by Limited English Proficient (LEP) persons, if any. If none, please leave blank.

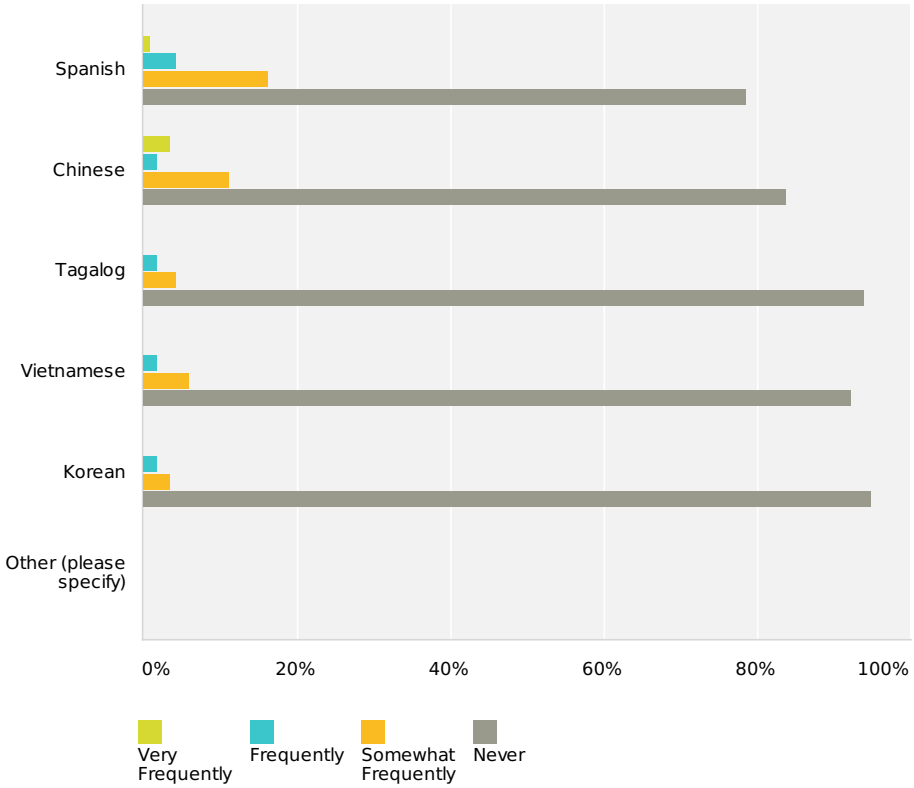
Answered: 35 Skipped: 82

#	Responses	Date
1	None	1/10/2013 12:30 PM
2	Callers to our 511 phone system and/or website need services in Spanish (most often). I manage the rideshare program, and we see a small but significant population of spanish speaking callers who are searching for carpools. We have a spanish-speaking consultant who can field these calls.	1/7/2013 2:33 PM
3	translation/phone answering service	1/7/2013 11:38 AM
4	We recently did surveys of low-income and minority travelers, and included Spanish and Chinese speaking persons	1/2/2013 4:42 PM
5	Translations for meetings, promo and other materials	1/2/2013 10:09 AM
6	help with FasTrak transactions	1/2/2013 9:45 AM
7	Fastrak callers	1/2/2013 9:07 AM
8	Title VI	12/31/2012 3:47 PM
9	Traveler information	12/19/2012 12:06 PM
10	Making comments at public meetings on our proposals	12/19/2012 9:25 AM
11	Fastrak and Clipper	12/18/2012 2:58 PM
12	Answering the phone at the Front Desk.	12/18/2012 11:36 AM
13	Clipper brochures	12/18/2012 9:03 AM
14	Call box roadside assistance	12/17/2012 2:57 PM
15	Customer service questions related to Clipper usage, service.	12/17/2012 12:12 PM
16	traveler information	12/17/2012 11:22 AM
17	Translation of meeting notices and related materials	12/17/2012 10:31 AM
18	Traveler information of various sorts	12/14/2012 2:57 PM
19	community based organizations (CBOs)	12/14/2012 2:55 PM
20	Public information and customer service related to operation of the Clipper fare payment system	12/14/2012 2:51 PM
21	providing written materials in languages other than English	12/14/2012 12:54 PM
22	Not sure, but others in my section can answer this question.	12/14/2012 12:11 PM
23	Toll problems referred by various bridge toll workers	12/14/2012 11:32 AM
24	Fsp, call boxes, 511	12/14/2012 11:26 AM
25	Clipper customer service	12/14/2012 11:02 AM
26	Spanish public information phone line, community meetings	12/14/2012 10:09 AM
27	Clipper customer service support and educational materials	12/14/2012 10:03 AM
28	Public meetings: staff presentations. Conferences	12/14/2012 9:49 AM
29	I have only used the translation services when I have presented at the CBO outreach meetings (Vietnamese and Chinese).	12/14/2012 9:38 AM
30	FasTrak customer service	12/14/2012 9:33 AM
31	agency receptionist, high school internship program	12/14/2012 9:32 AM
32	Information about FasTrak (a missed payment for toll); foreign delegations seeking a meeting.	12/14/2012 9:30 AM
33	Clipper customer service	12/14/2012 9:17 AM
34	511 web, phone, mobile, app	12/14/2012 9:01 AM

35	None	12/14/2012 8:53 AM

Q6 How frequently do you communicate (verbally or written) with Limited English Proficient (LEP) persons?

Answered: 117 Skipped: 0



	Very Frequently	Frequently	Somewhat Frequently	Never	Total
Spanish	**0.85%** 1	**4.27%** 5	**16.24%** 19	**78.63%** 92	117
Chinese	**3.42%** 4	**1.71%** 2	**11.11%** 13	**83.76%** 98	117
Tagalog	**0%** 0	**1.71%** 2	**4.27%** 5	**94.02%** 110	117
Vietnamese	**0%** 0	**1.71%** 2	**5.98%** 7	**92.31%** 108	117
Korean	**0%** 0	**1.71%** 2	**3.42%** 4	**94.87%** 111	117

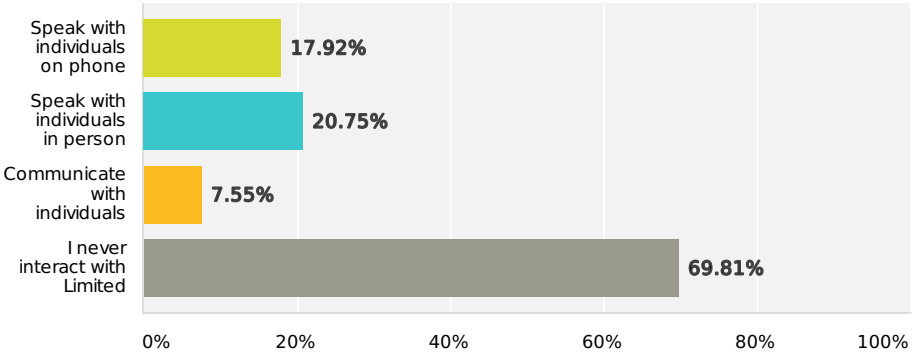
Other (please specify) **(6)**

#	Other (please specify)	Date
1	I am forwarded calls received by the receptionist, but they have usually been regarding Fastrak	12/31/2012 3:47 PM
2	this should be rarely not somewhat frequently	12/14/2012 2:28 PM
3	Spanish, but very infrequently	12/14/2012 12:11 PM
4	Hard to say never - would say very infrequently for all above	12/14/2012 9:43 AM
5	Portuguese	12/14/2012 9:41 AM
6		12/14/2012 9:01 AM

potentially any language	

Q7 How do you normally interact with Limited English Proficient (LEP) persons? (check all that apply)

Answered: 106 Skipped: 11



Answer Choices	Responses	
Speak with individuals on phone	**17.92%**	19
Speak with individuals in person	**20.75%**	22
Communicate with individuals through written correspondence	**7.55%**	8
I never interact with Limited English Proficient (LEP) persons	**69.81%**	74
Total Respondents: 106		

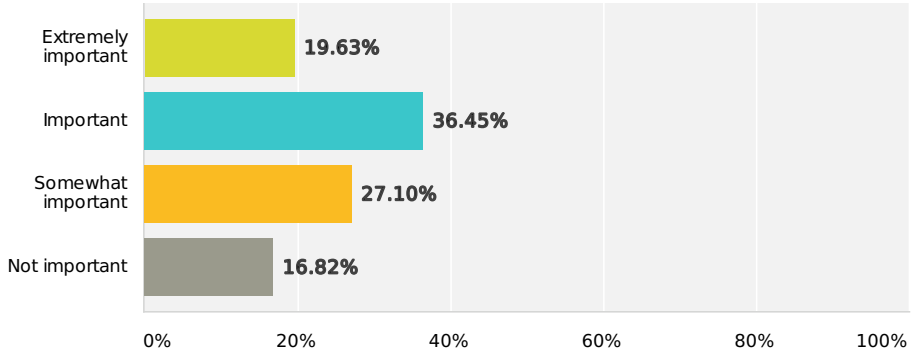
Q8 What are the challenges you face when interacting with Limited English Proficient (LEP) populations?

Answered: 32 Skipped: 85

#	Responses	Date
1	n/a	1/10/2013 12:32 PM
2	Limited understanding.	1/8/2013 11:26 AM
3	We need more budget to be able to offer our services in multiple languages. Currently, we have to scrape by by asking for help from internal staff or other program budgets to help translate.	1/7/2013 2:39 PM
4	Difficulty getting your message across especially when it involves technical verbiage.	1/7/2013 11:03 AM
5	Can't clearly explain what I'm requesting	1/7/2013 11:02 AM
6	Cannot provide the proper information	1/3/2013 2:44 PM
7	Cannot provided proper information	1/3/2013 2:44 PM
8	how to explain technical, planning terminology in a way they can relate to and understand	1/2/2013 9:50 AM
9	None	12/31/2012 3:48 PM
10	speak with my parent in his native language	12/25/2012 9:43 AM
11	N/A	12/19/2012 9:26 AM
12	N/A	12/17/2012 2:58 PM
13	Explaining/understanding technical terms	12/17/2012 12:14 PM
14	Formatting of the 511 tools when translated into different languages; Expense of translation versus effectiveness	12/17/2012 11:26 AM
15	N/A	12/17/2012 10:32 AM
16	understanding and being understood	12/14/2012 2:30 PM
17	I often work with advocates for LEP persons and I make sure that many of MTC's key documents and web content is available in other languages. I also make sure we have "in language" services available upon request.	12/14/2012 2:27 PM
18	My imperfect Spanish.	12/14/2012 12:14 PM
19	Communicating Complex Concepts in an effective manner	12/14/2012 12:11 PM
20	I haven't had much problem so far.	12/14/2012 11:48 AM
21	To understand what they are trying to say.	12/14/2012 10:55 AM
22	No direct interaction. Need to manage ability of contractors to provide this interaction.	12/14/2012 10:06 AM
23	Translation and interpretation.	12/14/2012 9:54 AM
24	Conveying regional goals and/or planning terminology, understanding questions or not being able to answer appropriately	12/14/2012 9:47 AM
25	I'm not fluent, and we may speak different dialects.	12/14/2012 9:38 AM
26	NA	12/14/2012 9:37 AM
27	identifying proper resources to aid the LEP persons and being able to inform them	12/14/2012 9:37 AM
28	Connecting them with a staff member who is fluent	12/14/2012 9:34 AM
29	ensuring accurate clear communication	12/14/2012 9:05 AM
30	Provide translation so that they can understand.	12/14/2012 8:55 AM
31	Aside from a visiting delegation from Japan and some spanish on some of our transit information signs, I have not had to do this. I can't think of too many people at MTC that have. Perhaps I will have to do more of this related to Express Lanes, but am not sure at this time.	12/14/2012 8:51 AM
32	no challenges	12/14/2012 8:41 AM

Q9 To the best of your knowledge, how important are the services provided by your department to Limited English Proficient (LEP) persons?

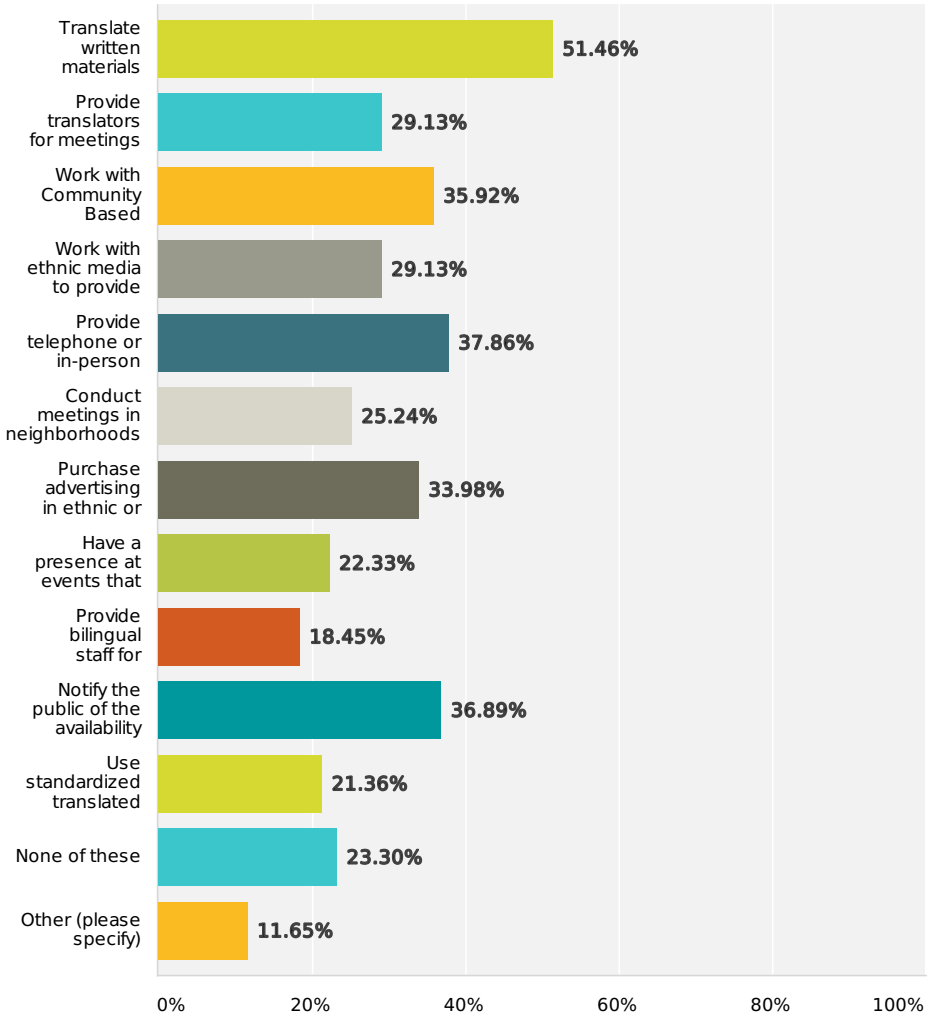
Answered: 107 Skipped: 10



Answer Choices	Responses	
Extremely important	**19.63%**	21
Important	**36.45%**	39
Somewhat important	**27.10%**	29
Not important	**16.82%**	18
Total		107

Q10 What language assistance efforts have you or your department made to assist Limited English Proficient (LEP) persons? (check all that apply)

Answered: 103 Skipped: 14



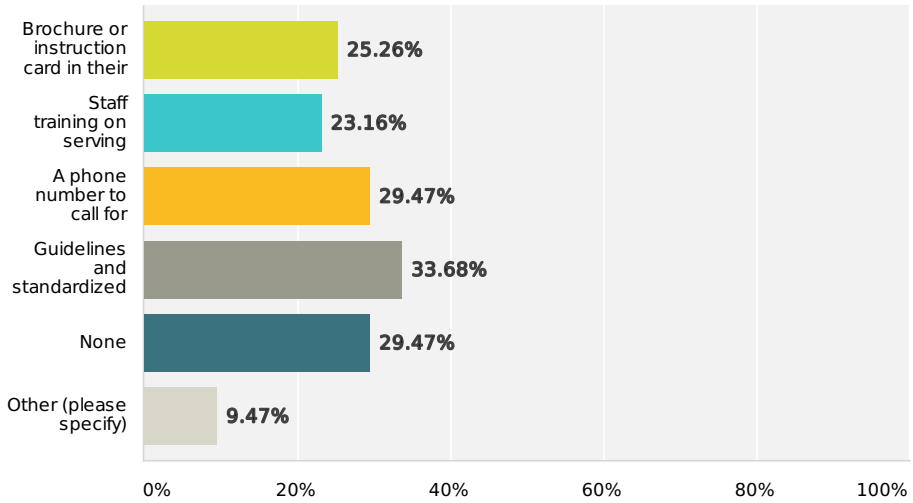
Answer Choices	Responses	
Translate written materials	**51.46%**	53
Provide translators for meetings	**29.13%**	30
Work with Community Based Organizations and/or third party firms to help distribute information to Limited English Proficient (LEP) persons	**35.92%**	37
Work with ethnic media to provide information on MTC projects	**29.13%**	30
Provide telephone or in-person customer service	**37.86%**	39
Conduct meetings in neighborhoods with high concentrations of Limited English Proficient (LEP) persons	**25.24%**	26
Purchase advertising in ethnic or non-English media	**33.98%**	35

Have a presence at events that Limited English Proficient (LEP) persons may attend	**22.33%**	23
Provide bilingual staff for meetings/ events that Limited English Proficient (LEP) persons may attend	**18.45%**	19
Notify the public of the availability of translation by request	**36.89%**	38
Use standardized translated materials	**21.36%**	22
None of these	**23.30%**	24
Other (please specify) **(** 12 **)**		
Total Respondents: 103		

#	Other (please specify)	Date
1	Unknown	1/8/2013 11:26 AM
2	Asking other staff to assist with translating, rephrasing in order to clarify	1/7/2013 11:03 AM
3	These are efforts I expect we will undertake for express lanes in the future	1/2/2013 4:43 PM
4	I have not, my section has but I don't know details	1/2/2013 10:27 AM
5	Google translation of 511 website; Language assistance at Rideshare office accessible through 511 phone.	12/19/2012 12:10 PM
6	Have phone numbers to call for assistance	12/18/2012 11:41 AM
7	I don't know	12/17/2012 3:20 PM
8	translate web content and work to improve google translate	12/14/2012 2:27 PM
9	Others in my department have better knowledge	12/14/2012 12:14 PM
10	My work is important to LEP persons indirectly because it supports transit services, but it does not involve contact with the general public outside of public speakers at Commission meetings.	12/14/2012 10:38 AM
11	Front desk	12/14/2012 9:50 AM
12	My expereience is very limited in this area. I'm certain my department has done more - but can't speak to the efforts.	12/14/2012 8:51 AM

Q11 What other language assistance tools would help you to better serve Limited English Proficient (LEP) persons? (check all that apply)

Answered: 95 Skipped: 22

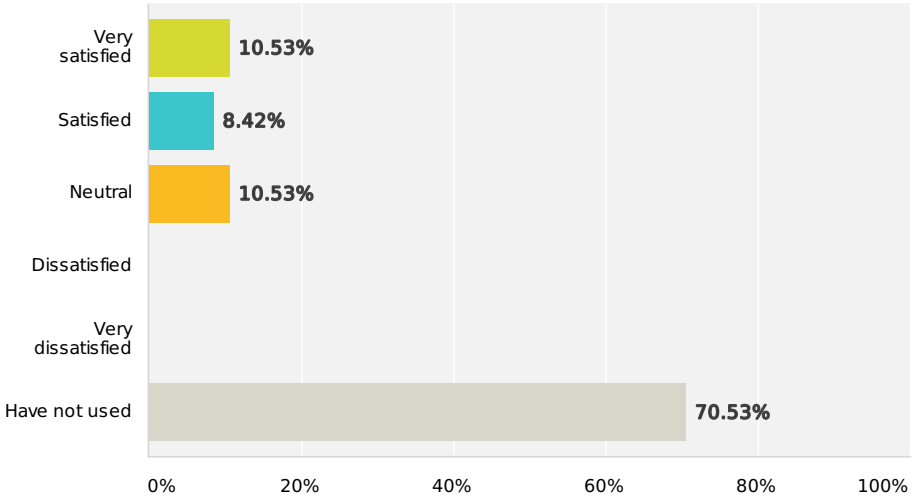


Answer Choices	Responses	
Brochure or instruction card in their language	**25.26%**	24
Staff training on serving Limited English Proficient (LEP) persons	**23.16%**	22
A phone number to call for assistance	**29.47%**	28
Guidelines and standardized materials to conduct outreach to Limited English Proficient (LEP) persons	**33.68%**	32
None	**29.47%**	28
Other (please specify) **(9)**		
Total Respondents: 95		

#	Other (please specify)	Date
1	It would be good to have a dedicated staff to provide comprehensive review and consulting on our projects to ensure that implementation of services in other languages is being handled appropriately and accurately.	1/7/2013 2:39 PM
2	see above	1/2/2013 10:27 AM
3	Agency-wide translation services for marketing initiatives	12/18/2012 9:06 AM
4	I don't know	12/17/2012 3:20 PM
5	Budget	12/17/2012 11:26 AM
6	MTC already has designated phone lines for Chinese and Spanish callers.	12/14/2012 11:48 AM
7	Translation of online public information.	12/14/2012 11:17 AM
8	Video chat and/or web tools	12/14/2012 9:54 AM
9	A phone number to call for assistance that can be used by (or shared with) our grant subrecipients	12/14/2012 8:47 AM

Q12 If you have used MTC's language assistance tools (e.g., translated notices to the public, translation services, multiple language telephone service), what is your satisfaction level with MTC's existing tools to provide language assistance for Limited English Proficient (LEP) persons?

Answered: 95 Skipped: 22



Answer Choices	Responses	
Very satisfied	**10.53%**	10
Satisfied	**8.42%**	8
Neutral	**10.53%**	10
Dissatisfied	**0%**	0
Very dissatisfied	**0%**	0
Have not used	**70.53%**	67
Total		95

Q13 Do you have suggestions for future language assistance measures that MTC should consider implementing? Please be specific.

Answered: 15 Skipped: 102

#	Responses	Date
1	None	1/10/2013 12:32 PM
2	Have a dedicated staff and budet to implement these services.	1/7/2013 2:39 PM
3	NO	1/7/2013 11:02 AM
4	no	1/2/2013 9:14 AM
5	none	1/2/2013 9:09 AM
6	We are considering a 511 phone enhancement that will transfer Spanish and Chinese speakers to a service where operators can interact with 511 and the caller to provide traveler information.	12/19/2012 12:10 PM
7	Develop a single transportation nomenclature in Chinese that all MTC projects can use	12/18/2012 9:06 AM
8	Clear direction about which languages to translate to	12/17/2012 11:26 AM
9	no	12/14/2012 2:30 PM
10	More outreach to Spanish and Chinese media to get information out	12/14/2012 2:27 PM
11	MTC may hire more multi-lingual employees.	12/14/2012 11:48 AM
12	Provide staff training, offer some LEP and/or immersion CE courses	12/14/2012 9:54 AM
13	When limited english people speak at our meetings, we should offer translation - at a minimum for spanish speakers	12/14/2012 9:37 AM
14	I think that MTC already goes the extra miles to provide language assistance.	12/14/2012 9:34 AM
15	Provide American Sign Language interpretation services	12/14/2012 8:55 AM

APPENDIX E

MTC Contractor Staff Survey

MTC Language Assistance Plan (LAP)
Contractor Staff Questionnaire

Please help the Metropolitan Transportation Commission (MTC) in acquiring the data needed to revise the analysis for the MTC Language Assistance Plan (LAP) by answering these questions about your efforts to provide Limited English Proficient (LEP) persons with access to MTC programs and services. The MTC Language Assistance Plan, which can be found online at http://www.mtc.ca.gov/get_involved/lep.htm, is a plan that helps MTC better serve people who speak languages other than English. Limited English Proficient persons are individuals who speak English "less than well' and who have a limited ability to read, write, or understand English.

Your answers to this staff questionnaire will be treated confidentially and will be used only for MTC planning. Thank you for your assistance. Check the appropriate box to answer questions, or fill in the appropriate blanks.

1. How long have you provided services for the MTC?

☐ Less than one year
☐ 1 – 3 years
☐ 3 – 5 years
☐ 5 or more years

2. Which of the following MTC services do you work to provide? *(check all that apply)*

☐ Executive
☐ 511
☐ Clipper
☐ FasTrak
☐ Freeway Service Patrol
☐ MTC Regional Planning
☐ Call Boxes for Roadside Assistance
☐ Arterial Operations
☐ Transit Hub Signage Program
☐ Financial
☐ Administrative
☐ Legal
☐ Public Information
☐ General Services
☐ Other:_____

3. Are you fluent in any of the following languages?*(check all that apply)*

☐ Spanish
☐ Chinese
☐ Tagalog
☐ Vietnamese
☐ Korean
☐ Other:_____

4. Please identify which services/ activities provided by your department are most frequently sought by Limited English Proficient (LEP) persons, if any. If none, please leave blank.

_____

_____

_____

5. How frequently do you communicate (verbally or written) with Limited English Proficient (LEP) persons?

Language:	Very Frequently	Frequently	Somewhat Frequently	Never
Spanish	☐	☐	☐	☐
Chinese	☐	☐	☐	☐
Tagalog	☐	☐	☐	☐
Vietnamese	☐	☐	☐	☐
Korean	☐	☐	☐	☐
Other:_____	☐	☐	☐	☐

6. How do you normally interact with Limited English Proficient (LEP) persons? *(check all that apply)*

☐ Speak with individuals on phone
☐ Speak with individuals in person
☐ Communicate with individuals through written correspondence
☐ I never interact with Limited English Proficient (LEP) persons

Continue on next side ⇨

7. What are the challenges you face when interacting with Limited English Proficient (LEP) populations?

_____

_____

_____

8. To the best of your knowledge, how important are the services provided by your department to Limited English Proficient (LEP) persons?

☐ Extremely important
☐ Important
☐ Somewhat important
☐ Not important

9. What language assistance efforts have you or your department made to assist Limited English Proficient (LEP) persons? *(check all that apply)*

☐ Translate written materials
☐ Provide translators for meetings
☐ Work with Community Based Organizations and/or third party firms to help distribute information to Limited English Proficient (LEP) persons
☐ Work with ethnic media to provide information on MTC projects
☐ Provide telephone or in-person customer service
☐ Conduct meetings in neighborhoods with high concentrations of Limited English Proficient (LEP) persons
☐ Purchase advertising in ethnic or non-English media
☐ Have a presence at events that Limited English Proficient (LEP) persons may attend
☐ Provide bilingual staff for meetings/ events that Limited English Proficient (LEP) persons may attend
☐ Notify the public of the availability of translation by request
☐ Use standardized translated materials

10. What other language assistance tools would help you to better serve Limited English Proficient (LEP) persons? *(check all that apply)*

☐ Brochure or instruction card in their language
☐ Staff training on serving Limited English Proficient (LEP) persons
☐ A phone number to call for assistance
☐ Guidelines and standardized materials to conduct outreach to Limited English Proficient (LEP) persons
☐ None
☐ Other: _____

11. If you have used MTC's language assistance tools (translated notices to the public, translation services, multiple language telephone service), what is your satisfaction level with MTC's existing tools to provide language assistance for Limited English Proficient (LEP) persons?

☐ Very satisfied
☐ Satisfied
☐ Neutral
☐ Dissatisfied
☐ Very dissatisfied
☐ Have not used

12. Do you have suggestions for future language assistance measures that MTC should consider implementing? Please be specific.

_____

_____

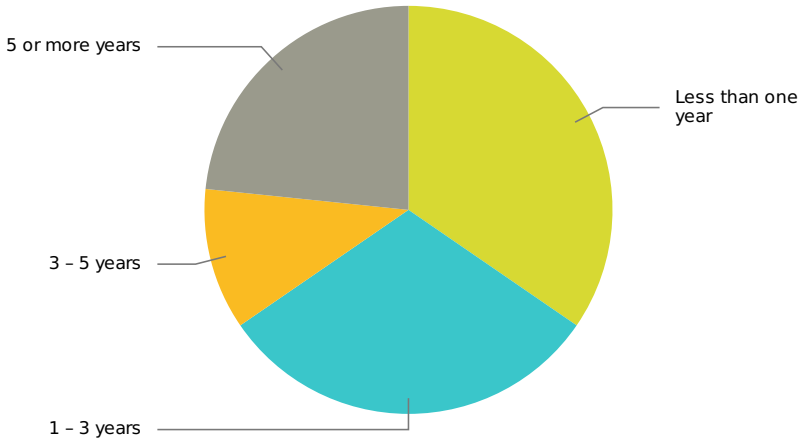
_____

APPENDIX F

MTC Contractor Staff Survey Results

Q1 How long have you provided services for the MTC?

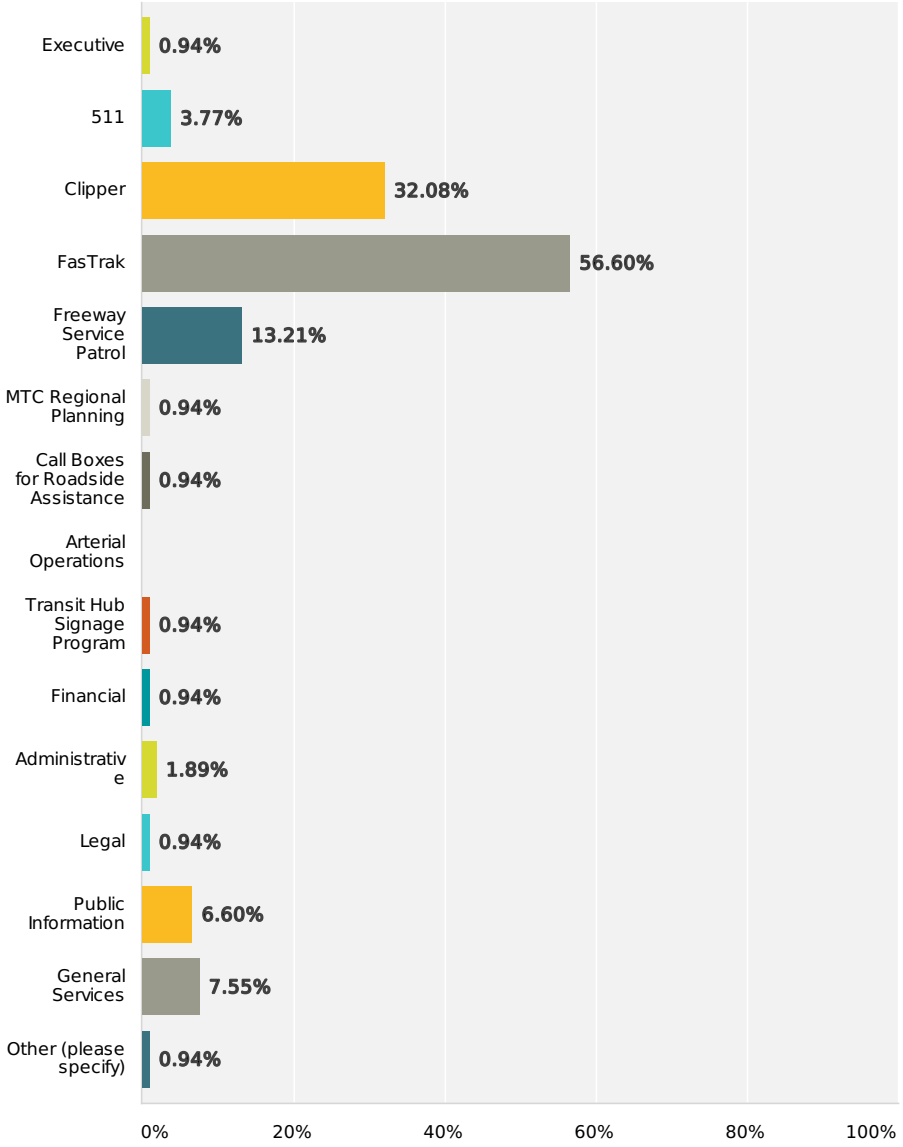
Answered: 107 Skipped: 0



Answer Choices	Responses	
Less than one year	**34.58%**	37
1 – 3 years	**30.84%**	33
3 – 5 years	**11.21%**	12
5 or more years	**23.36%**	25
Total		107

Q2 Which of the following MTC services do you work to provide? (check all that apply)

Answered: 106 Skipped: 1

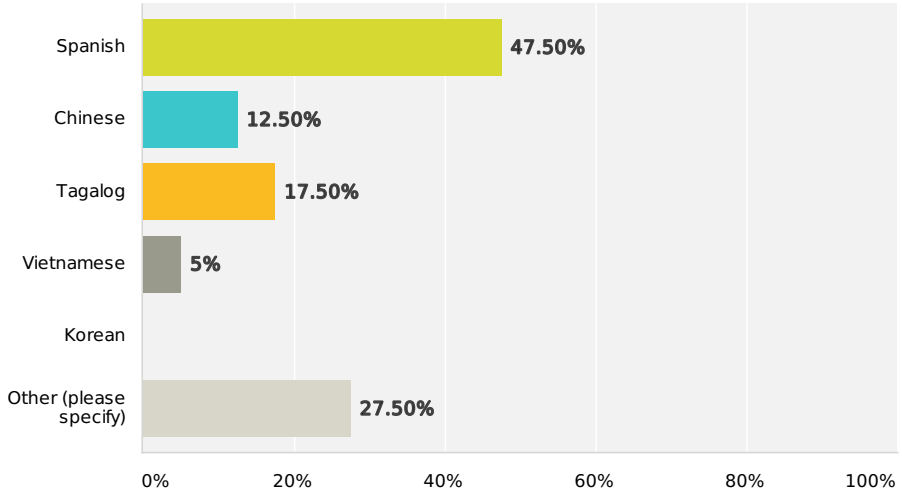


Answer Choices	Responses	
Executive	**0.94%**	1
511	**3.77%**	4
Clipper	**32.08%**	34
FasTrak	**56.60%**	60
Freeway Service Patrol	**13.21%**	14
MTC Regional Planning	**0.94%**	1
Total Respondents: 106		

Call Boxes for Roadside Assistance	**0.94%**	1
Arterial Operations	**0%**	0
Transit Hub Signage Program	**0.94%**	1
Financial	**0.94%**	1
Administrative	**1.89%**	2
Legal	**0.94%**	1
Public Information	**6.60%**	7
General Services	**7.55%**	8
Other (please specify)	**0.94%**	1
Total Respondents: 106		

Q3 Are you fluent in any of the following languages? (check all that apply)

Answered: 40 Skipped: 67



Answer Choices	Responses	
Spanish	**47.50%**	19
Chinese	**12.50%**	5
Tagalog	**17.50%**	7
Vietnamese	**5%**	2
Korean	**0%**	0
Other (please specify)	**27.50%**	11
Total Respondents: 40		

Q4 Please identify which services/ activities provided by your department are most frequently sought by Limited English Proficient (LEP) persons, if any. If none, please leave blank.

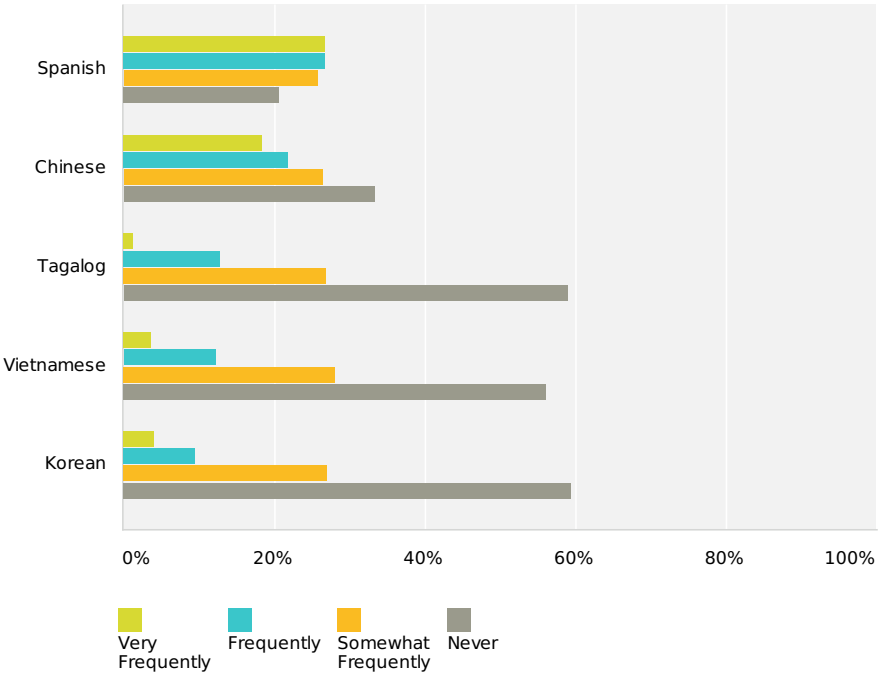
Answered: 37 Skipped: 70

#	Responses	Date
1	Translators	1/14/2013 2:07 PM
2	Applying for RTC card	1/14/2013 2:06 PM
3	Information on services that are provided. How to use Clipper card, lost cards, prices, locations and various general questions.	1/14/2013 2:03 PM
4	Brochures in their languages.	1/14/2013 1:59 PM
5	freeway service patrol	1/14/2013 1:56 PM
6	n/a	1/14/2013 1:51 PM
7	assisting motorists who are disabled	1/14/2013 1:49 PM
8	providing emergency road service	1/14/2013 1:46 PM
9	provide roadside assistance, changing flats, giving gas and/or water, towing disabled vehicles off the freeway.	1/14/2013 1:44 PM
10	n/a	1/14/2013 1:41 PM
11	Account Updates, Violation Inquiry	1/4/2013 3:26 PM
12	Assist with accounts	1/4/2013 2:59 PM
13	mostly general acct questions	1/3/2013 5:02 PM
14	SPANISH REP	1/3/2013 4:33 PM
15	BASIC ACCT "EDIT", ACCT PROFILE IN SPANISH LANGUAGE, MAILED INFO. IN SPANISH LANGUAGE	1/3/2013 4:32 PM
16	SPANISH	1/3/2013 4:26 PM
17	PROCESSOR	1/3/2013 4:12 PM
18	Customer Service	1/3/2013 4:05 PM
19	TRANSLATIONS FOR LICENSE PLATE MAINTANECE AND REPLISHMENT EXPLANATIONS	1/3/2013 3:50 PM
20	Korean	1/3/2013 3:40 PM
21	Spanish	1/3/2013 3:12 PM
22	chinese	1/3/2013 3:10 PM
23	HOW FT WORKS	1/3/2013 2:51 PM
24	customer service, outreach	12/28/2012 11:49 AM
25	General information, tutorials, filing forms.	12/27/2012 2:24 PM
26	Clipper assistance	12/21/2012 1:13 PM
27	REPLACEMENT CLIPPER CARDS (MOSTLY BECAUSE THEY ARE LOST)	12/19/2012 3:20 PM
28	Lost cards/Register cards	12/18/2012 7:24 AM
29	lost and replacement cards	12/18/2012 6:04 AM
30	Customer Service	12/17/2012 7:04 PM
31	Lost/Stolen Cards	12/17/2012 12:52 PM
32	Customer service	12/17/2012 12:00 PM
33	Lost cards and Financial inquiries	12/17/2012 11:50 AM
34	Replacement cards	12/17/2012 11:33 AM

#	Responses	Date
35	Lost Clipper cards, balance inquiries, refunds, transaction history questions	12/17/2012 11:13 AM
36	Replacement clipper cards. Getting certain items put on a clipper card.	12/14/2012 5:37 PM
37	Replacement Clipper Cards and new Senior or Youth Clipper cards	12/14/2012 4:58 PM

Q5 How frequently do you communicate (verbally or written) with Limited English Proficient (LEP) persons?

Answered: 101 Skipped: 6

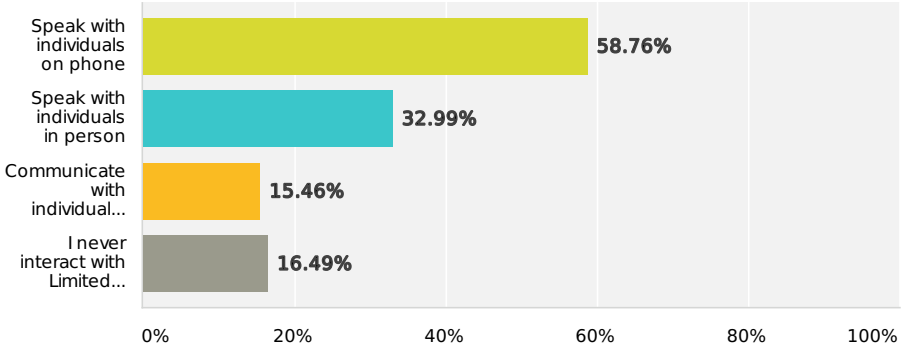


	Very Frequently	Frequently	Somewhat Frequently	Never	Total
Spanish	**26.80%** 26	**26.80%** 26	**25.77%** 25	**20.62%** 20	97
Chinese	**18.39%** 16	**21.84%** 19	**26.44%** 23	**33.33%** 29	87
Tagalog	**1.28%** 1	**12.82%** 10	**26.92%** 21	**58.97%** 46	78
Vietnamese	**3.66%** 3	**12.20%** 10	**28.05%** 23	**56.10%** 46	82
Korean	**4.05%** 3	**9.46%** 7	**27.03%** 20	**59.46%** 44	74

Other (please specify) **(** 7 **)**

Q6 How do you normally interact with Limited English Proficient (LEP) persons? (check all that apply)

Answered: 97 Skipped: 10



Answer Choices	Responses	
Speak with individuals on phone	**58.76%**	57
Speak with individuals in person	**32.99%**	32
Communicate with individuals through written correspondence	**15.46%**	15
I never interact with Limited English Proficient (LEP) persons	**16.49%**	16
Total Respondents: 97		

Q7 What are the challenges you face when interacting with Limited English Proficient (LEP) populations?

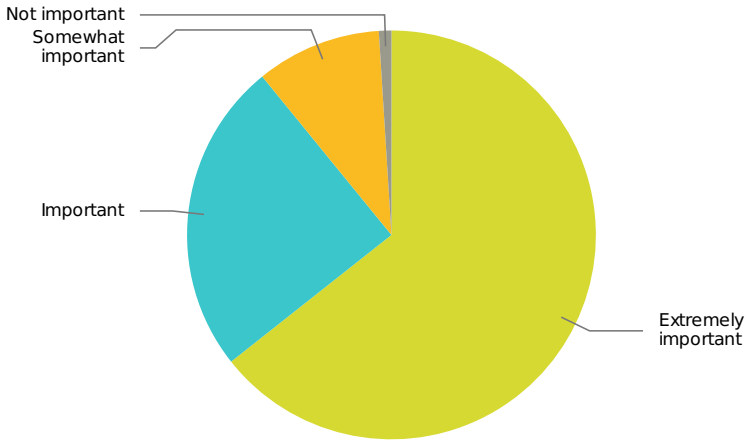
Answered: 64 Skipped: 43

#	Responses	Date
1	Trying to make them understand.	1/14/2013 2:07 PM
2	Prices, hours of operation, documents needed to assist customers and general information.	1/14/2013 2:05 PM
3	Very hard to communicate with.	1/14/2013 2:01 PM
4	only one of our six certified drivers are bi-lingual so we actually only encounter this 50% of time on beat	1/14/2013 1:58 PM
5	understanding the program	1/14/2013 1:54 PM
6	It is a safety concern on the highway because we try to limit our exposure when possible	1/14/2013 1:53 PM
7	It's difficult trying to communicate with traffic flowing past, most people try to call someone who speaks English and pass me the phone.	1/14/2013 1:50 PM
8	Language barriers	1/14/2013 1:48 PM
9	communication	1/14/2013 1:47 PM
10	explanation of service available.	1/14/2013 1:46 PM
11	Its a danger being on the freeway and not being able to communicate with the motorists.	1/14/2013 1:45 PM
12	n/a	1/14/2013 1:40 PM
13	Knowing what they are asking and the best way to inform them oftheanswer	1/9/2013 2:20 PM
14	Unable to understand correspondence.	1/4/2013 4:25 PM
15	need more languages than spanish.	1/4/2013 3:29 PM
16	Understanding	1/4/2013 3:29 PM
17	NEED MORE LANGUAGES	1/4/2013 3:28 PM
18	Language barrier	1/4/2013 3:22 PM
19	Having enough people who speak other languages to translate and write to customers	1/4/2013 3:06 PM
20	None	1/3/2013 5:08 PM
21	SERIOUS LANGUAGE BARRIER	1/3/2013 5:05 PM
22	explaining certain processes in a way they can understand.	1/3/2013 5:02 PM
23	language barrier	1/3/2013 4:39 PM
24	THEY JUST WANT TO SPEAK TO BILINGUAL REP WIYHOUT ATTEMPT	1/3/2013 4:38 PM
25	ONLINE ACCTS - SINCE THEY ARE IN ENGLISH, MAKES IT CONFUSING FOR LEP TO EXECUTE USAGE	1/3/2013 4:37 PM
26	Understanding there problems	1/3/2013 4:30 PM
27	UNDERSTANDING ACCENTS	1/3/2013 4:28 PM
28	UNDERSTANDING WHAT THEY ARE TRYING TO SAY	1/3/2013 4:27 PM
29	understanding request	1/3/2013 4:26 PM
30	I NOT ABLE TO UNDERSTAND THEM	1/3/2013 4:25 PM
31	costint repeting	1/3/2013 4:24 PM
32	translated meaning of English to Spanish	1/3/2013 4:09 PM
33	UNABLE TO UNDERSTAND	1/3/2013 4:07 PM
34	not being ablel to understand them, and not being able to make them understand me.	1/3/2013 4:07 PM
35	THEIR UNDERSTANDING OF WHAT YOU ARE TRYING TO SAY	1/3/2013 4:06 PM
36	none	1/3/2013 3:59 PM
37	do not provide correct information.	1/3/2013 3:55 PM
38	SOMETIMES;STRUCTURING ANSWERS IN A WAY THEY CAN UNDERSTAND WHAT I AM SAYING	1/3/2013 3:54 PM

#	Responses	Date
39	providing full customer service	1/3/2013 3:44 PM
40	repeating	1/3/2013 3:43 PM
41	NOT UNDERSTAING WHAT THERE NEEDS ARE	1/3/2013 3:23 PM
42	Understanding what is being said	1/3/2013 3:16 PM
43	DIFFICULTY EXPLAINING COMPANY PROCESSES AND PROCEDURES	1/3/2013 3:15 PM
44	limited language que	1/3/2013 3:14 PM
45	uderstanding of what is being asked of me, and leps understanding the information given to them	1/3/2013 3:03 PM
46	MAKING SURE THEY UNDERSTAND WHAT I HAVE JUST EXPLAINED TO THEM	1/3/2013 2:54 PM
47	communication thats the challenge - if one can not conversate and be understood that is the challenge- what kind of question is this?	1/3/2013 2:53 PM
48	lack of knowledge of technologu	12/28/2012 11:51 AM
49	patience	12/27/2012 2:26 PM
50	explaining various things	12/27/2012 2:20 PM
51	We have to call the language line. Getting them to hang on and understanding what they speak	12/23/2012 1:35 PM
52	Understanding what the other person is trying to communicate using a limited vocabulary; Finding a way to explain how to resolve (sometimes complicated) problems in an effective manner	12/21/2012 1:23 PM
53	OBVIOUSLY WE CAN'T UNDERSTAND EACH OTHER	12/19/2012 3:29 PM
54	We use language lines services for assistance	12/18/2012 11:17 AM
55	Communicating with each other	12/18/2012 7:26 AM
56	none	12/18/2012 6:05 AM
57	No real challenges if using a language interpreter	12/17/2012 7:22 PM
58	Reaching a translator is sometimes difficult.	12/17/2012 1:02 PM
59	Getting a translator to assist with the Language barrier	12/17/2012 11:52 AM
60	helping them understand how the system works	12/17/2012 11:35 AM
61	Chinese don't know which language they speak, don't understand things even when explained by interpretor	12/17/2012 11:16 AM
62	Translations	12/14/2012 8:04 PM
63	Replacement clipper cards/ having the person report their card lost or stolen/ putting items on to a clipper card	12/14/2012 5:41 PM
64	Inability to communicate the proper way to report lost cards or proper documents for new Senior/Youth cards	12/14/2012 5:02 PM

Q8 To the best of your knowledge, how important are the services provided by your department to Limited English Proficient (LEP) persons?

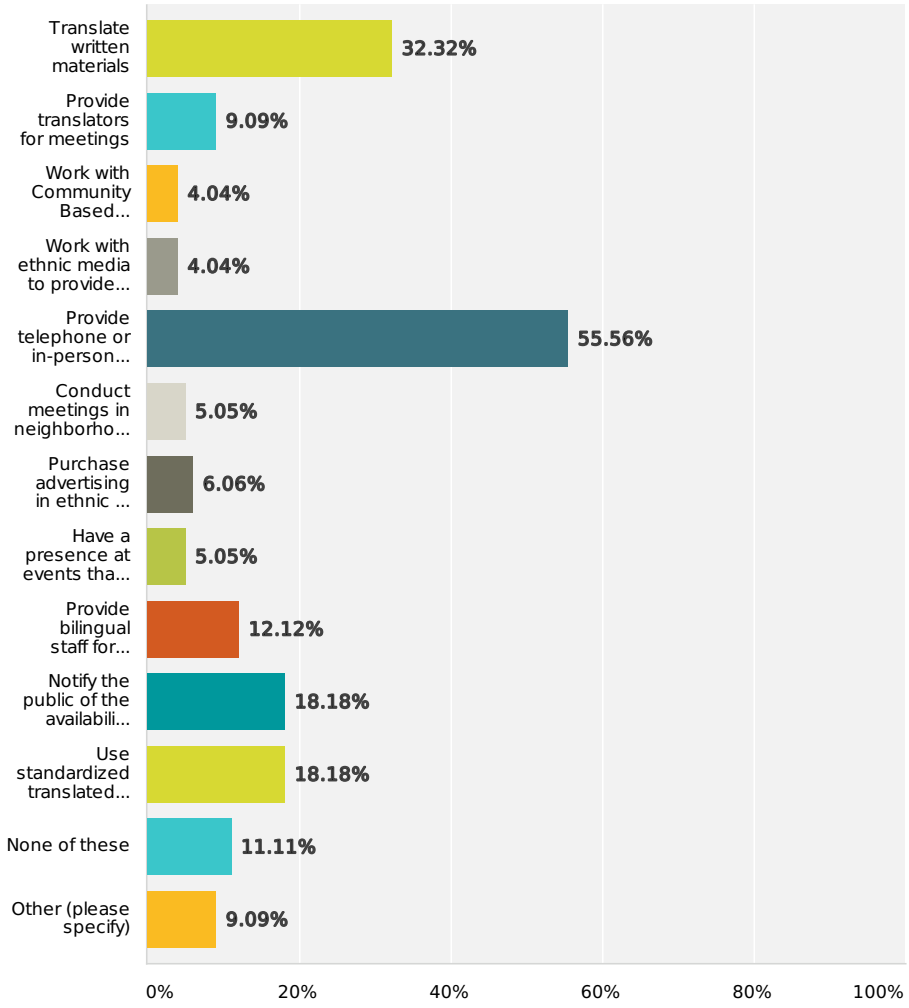
Answered: 101 Skipped: 6



Answer Choices	Responses	
Extremely important	**64.36%**	65
Important	**24.75%**	25
Somewhat important	**9.90%**	10
Not important	**0.99%**	1
Total		101

Q9 What language assistance efforts have you or your department made to assist Limited English Proficient (LEP) persons? (check all that apply)

Answered: 99 Skipped: 8

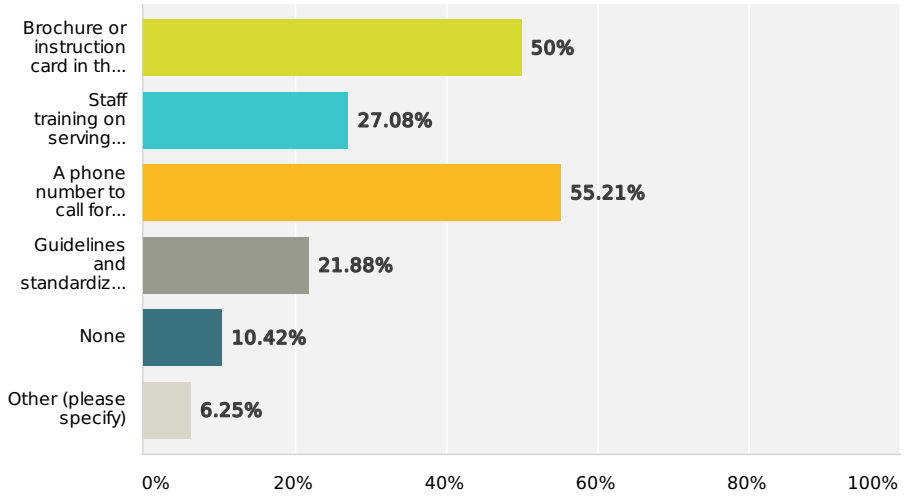


Answer Choices	Responses	
Translate written materials	**32.32%**	32
Provide translators for meetings	**9.09%**	9
Work with Community Based Organizations and/or third party firms to help distribute information to Limited English Proficient (LEP) persons	**4.04%**	4
Work with ethnic media to provide information on MTC projects	**4.04%**	4
Provide telephone or in-person customer service	**55.56%**	55
Conduct meetings in neighborhoods with high concentrations of Limited English Proficient (LEP) persons	**5.05%**	5
Total Respondents: 99		

Purchase advertising in ethnic or non-English media	**6.06%**	6
Have a presence at events that Limited English Proficient (LEP) persons may attend	**5.05%**	5
Provide bilingual staff for meetings/ events that Limited English Proficient (LEP) persons may attend	**12.12%**	12
Notify the public of the availability of translation by request	**18.18%**	18
Use standardized translated materials	**18.18%**	18
None of these	**11.11%**	11
Other (please specify)	**9.09%**	9
Total Respondents: 99		

Q10 What other language assistance tools would help you to better serve Limited English Proficient (LEP) persons? (check all that apply)

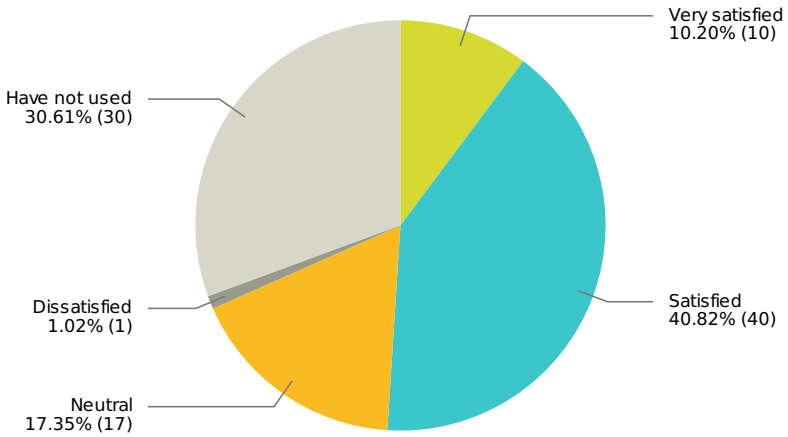
Answered: 96 Skipped: 11



Answer Choices	Responses	
Brochure or instruction card in their language	**50%**	48
Staff training on serving Limited English Proficient (LEP) persons	**27.08%**	26
A phone number to call for assistance	**55.21%**	53
Guidelines and standardized materials to conduct outreach to Limited English Proficient (LEP) persons	**21.88%**	21
None	**10.42%**	10
Other (please specify)	**6.25%**	6
Total Respondents: 96		

Q11 If you have used MTC's language assistance tools (e.g., translated notices to the public, translation services, multiple language telephone service), what is your satisfaction level with MTC's existing tools to provide language assistance for Limited English Proficient (LEP) persons?

Answered: 98 Skipped: 9



Answer Choices	Responses	
Very satisfied	**10.20%**	10
Satisfied	**40.82%**	40
Neutral	**17.35%**	17
Dissatisfied	**1.02%**	1
Very dissatisfied	**0%**	0
Have not used	**30.61%**	30
Total		98

Q12 Do you have suggestions for future language assistance measures that MTC should consider implementing? Please be specific.

Answered: 24 Skipped: 83

#	Responses	Date
1	Signs for customer service.	1/14/2013 2:08 PM
2	Not at this time.	1/14/2013 2:01 PM
3	No.	1/14/2013 1:58 PM
4	Brochures in Spanish. Survey cards in Spanish.	1/14/2013 1:54 PM
5	Give a bonus to FSP operators who became bi-lingual or tri-lingual	1/14/2013 1:53 PM
6	Language media (CD's) for training.	1/14/2013 1:50 PM
7	Update the brochure cards.	1/14/2013 1:45 PM
8	n/a	1/14/2013 1:40 PM
9	none	1/14/2013 1:38 PM
10	Having a FAQ pamphlet printed on site for various events in multilingual form so both the LEP person and the helper can communicate by simply pointing	1/9/2013 2:20 PM
11	none at this time.	1/4/2013 4:25 PM
12	Fastrak's Automated system needs have spanish & chinese translation so they can understand what is being said while calling our customer service.	1/4/2013 3:29 PM
13	Do the right thing	1/4/2013 3:29 PM
14	LITERATURES WITH DIFFERENT LANGUAGE	1/3/2013 4:38 PM
15	WEBSITE SHOULD HAVE LANGUAGE SELECTION AVAILABLE..	1/3/2013 4:37 PM
16	YES	1/3/2013 4:15 PM
17	through the ivr giving the customer and option to be directly transffered to a translater. it would cut down on out call volume and would assist in us meeting our goals and numbers.	1/3/2013 4:07 PM
18	no	1/3/2013 3:54 PM
19	STAFFING ON-SITE BILINGUAL SERVICE REPS FOR LANGUAGES OTHER THAN ENGLISH/SPANISH	1/3/2013 3:15 PM
20	we need to have at least 2 or more person's of all languages for the customer's	1/3/2013 3:14 PM
21	clipper customer service translation line isn't helpful, takes too long to set up, customer walks away	12/28/2012 11:51 AM
22	no	12/18/2012 11:17 AM
23	Generally the interpreters are very helpful but a few seem to be rude to the patrons and do not say thank you to the Clipper CSR. I have had instances when the the interpreter sounds like a television is on with the volume up or children crying in the background.	12/17/2012 7:22 PM
24	Have more spanish speaking reps available	12/17/2012 12:11 PM

APPENDIX G

Community-Based Organization Survey Partners

LEP Person Survey Outreach	
County	**Community-Based Organization**
Alameda	• San Lorenzo Adult School
	• Unity Council
Contra Costa	• Familias Unidas
Marin	• Community Action Marin, Inc.
Napa	• American Canyon Family Resource Center
	• Napa Valley Adult Education
	• ParentsCAN
San Francisco	• Cameron House
	• Chinatown Community Development Center
	• Chinese Newcomers Service Center
	• Community Learning Center
	• Community Youth Center
	• West Bay Pilipino Multi-Service Center
San Mateo	• Latino Collaborative, San Mateo Health Dept.
	• San Mateo Adult School/Smart Center
	• International Institute of the Bay Area (IIBA)
Santa Clara	• Nuestra Casa
	• Metro Adult Learning Center
	• Viet Voters
Solano	• Fairfield-Suisan Adult School
	• Vallejo Adult School
Sonoma	• Filipino American Community of Sonoma County

APPENDIX H

LEP Person Survey

Language Questionnaire

Help Your Community Get Connected To Important Transportation Information

Please help the **Metropolitan Transportation Commission (MTC)** — the Bay Area's transportation planning and financing agency — by answering questions about language services. Your responses will help develop Metropolitan Transportation Commission's "Language Assistance Plan." This is a plan that will help the Metropolitan Transportation Commission better serve people who speak languages other than English. Your answers will be treated confidentially. Thank you for your assistance. Check the appropriate box to answer questions, or fill in the appropriate blanks.

1. What type of transportation do you use most often?

☐ Bus
☐ Train
☐ Walk or ride a bicycle
☐ Personal vehicle
☐ Carpool/ Rideshare
☐ Taxi
☐ Other: _____

2. Please write the name of the city where you live.

_____

3. What language do you speak at home?

☐ English
☐ Spanish
☐ Chinese
☐ Korean
☐ Vietnamese
☐ Tagalog
☐ Other: _____

4. Please identify how well you speak English.

☐ Very well
☐ Well
☐ Not well
☐ Not at all

5. Which of the following Metropolitan Transportation Commission services do you use? *(check all that apply)*

☐ 511
☐ Clipper Card
☐ FasTrak
☐ Call Boxes for Roadside Assistance
☐ Freeway Service Patrol (Roving Tow Trucks)
☐ None

6. How frequently do you use the following Bay Area transportation services? *(select only one response for each service)*

Services:	Very Frequently	Frequently	Somewhat Frequently	Never
511	☐	☐	☐	☐
Clipper Card	☐	☐	☐	☐
FasTrak	☐	☐	☐	☐
Freeway Service Patrol (Roving Tow Trucks)	☐	☐	☐	☐
Roadside Call Boxes	☐	☐	☐	☐

7. How important are the following services to you? *(select only one response for each service)*

Services:	Very Important	Important	Somewhat Important	Not Important
511	☐	☐	☐	☐
Clipper Card	☐	☐	☐	☐
FasTrak	☐	☐	☐	☐
Freeway Service Patrol (Roving Tow Trucks)	☐	☐	☐	☐
Roadside Call Boxes	☐	☐	☐	☐

Continue to next side ⇨

8. Did you know that Metropolitan Transportation Commission (MTC) provides the following language assistance services? *(select only one response for each service)*

Language Services:	Yes	No	Not Sure
Language Line Services *(free telephone interpretation services for MTC, 511, Clipper, Freeway Service Patrol and FasTrak)*	☐	☐	☐
Translation/ Interpretation at MTC meetings upon request	☐	☐	☐
MTC website information (in Spanish or Chinese)	☐	☐	☐
511 website information (in Spanish or Chinese)	☐	☐	☐
Clipper website information (in Spanish or Chinese)	☐	☐	☐
FasTrak website information (in Spanish or Chinese)	☐	☐	☐

9. If you have used Metropolitan Transportation Commission's language assistance services, how satisfied were you with the experience?

☐ Very satisfied
☐ Satisfied
☐ Neutral
☐ Dissatisfied
☐ Very dissatisfied
☐ Have not used

10. What are your suggestions for additional language assistance services that the Metropolitan Transportation Commission should consider to improve its services? Please be specific.

_____

_____

_____

11. Do you currently receive information from or about the Metropolitan Transportation Commission?

☐ Yes
☐ No

12. If you answered yes to question #11, how do you receive this information? *(check all that apply)*

☐ 511
☐ Metropolitan Transportation Commission website
☐ Metropolitan Transportation Commission public meetings
☐ Signs in transit stations
☐ Newsletters at stations
☐ Community groups
☐ Newspaper or other media
☐ Friends and family members
☐ Emails or text messages to your cell phone
☐ Other:_____

13. What is the best way to notify you about a meeting or important news?

☐ Email
☐ Postcard or letter
☐ Ad in newspaper
☐ Metropolitan Transportation Commission website
☐ Announcement from community group or church
☐ Other: _____

14. How familiar are you with the transportation planning activities of the Metropolitan Transportation Commission?

☐ Very familiar
☐ Somewhat familiar
☐ Not familiar at all

15. How important is it for you to be informed of long-range transportation planning in the Bay Area?

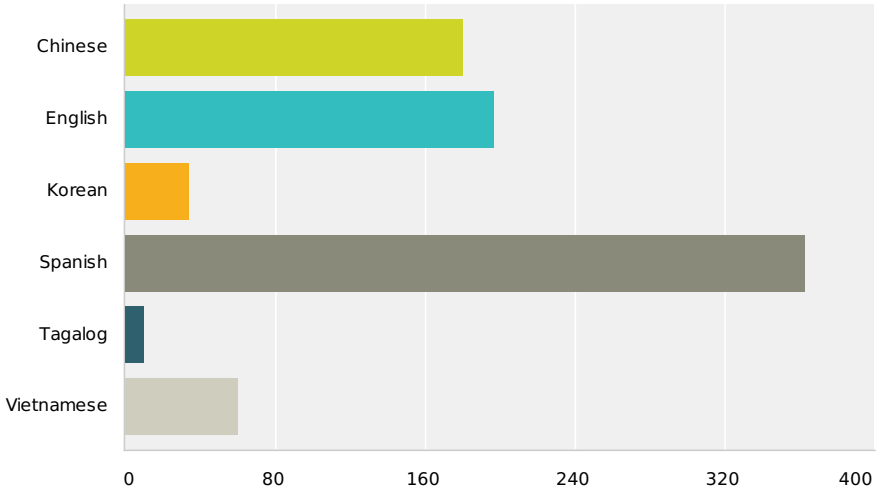
☐ Very important
☐ Important
☐ Somewhat important
☐ Not important

APPENDIX I

LEP Person Survey Results

Q1 What language was this survey taken in?

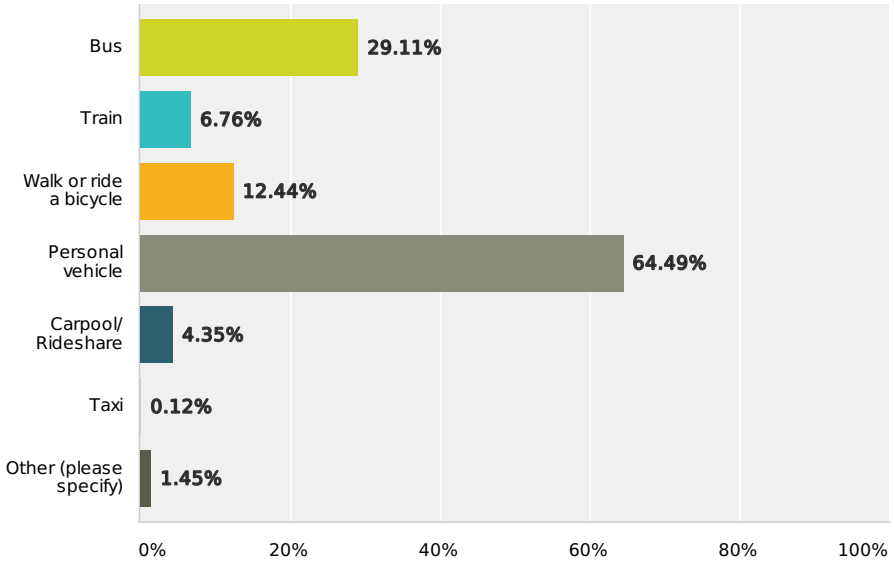
Answered: 844 Skipped: 1



Answer Choices	Responses	
Spanish	**43.01%**	363
English	**23.34%**	197
Chinese	**21.33%**	180
Vietnamese	**7.11%**	60
Korean	**4.03%**	34
Tagalog	**1.18%**	10
Total		844

Q2 What type of transportation do you use most often?

Answered: 828 Skipped: 17



Answer Choices	Responses	
Bus	**29.11%**	241
Train	**6.76%**	56
Walk or ride a bicycle	**12.44%**	103
Personal vehicle	**64.49%**	534
Carpool/ Rideshare	**4.35%**	36
Taxi	**0.12%**	1
Other (please specify)	**1.45%**	12
Total Respondents: 828		

Q2 "Other" Responses

#	Other:	Date
1	none given	Feb 1, 2013 12:03 AM
2	mother	Jan 31, 2013 10:02 PM
3	subway	Jan 31, 2013 9:57 PM
4	none given	Jan 30, 2013 10:35 PM
5	none given	Jan 29, 2013 11:11 PM
6	scooter	Jan 29, 2013 10:45 PM
7	SamTrans	Jan 22, 2013 5:34 PM
8	Bart	Jan 22, 2013 5:11 PM
9	BART	Jan 16, 2013 11:04 PM
10	Bart	Jan 16, 2013 10:59 PM
11	BART	Jan 16, 2013 10:47 PM
12	motorcycle	Jan 16, 2013 9:24 PM
13	Bart	Jan 16, 2013 12:41 AM
14	none given	Jan 2, 2013 10:44 PM

Q3 Please write the name of the city where you live.

Answered: 776 Skipped: 69

#	Responses	Date
1	San Mateo	2/14/2013 1:12 PM
2	Millbrae	2/14/2013 1:10 PM
3	San Jose	2/14/2013 1:09 PM
4	San Jose	2/14/2013 1:07 PM
5	San Francisco	2/14/2013 1:05 PM
6	Millbrae	2/14/2013 1:04 PM
7	San Mateo	2/14/2013 1:02 PM
8	San Bruno	2/14/2013 1:01 PM
9	Half Moon Bay	2/14/2013 12:59 PM
10	Millbrae	2/14/2013 12:56 PM
11	Burlingame	2/14/2013 12:54 PM
12	San Mateo	2/14/2013 12:53 PM
13	San Mateo	2/14/2013 12:52 PM
14	San Francisco	2/14/2013 12:51 PM
15	San Francisco	2/14/2013 12:49 PM
16	San Francisco	2/14/2013 12:46 PM
17	San Francisco	2/14/2013 12:45 PM
18	San Francisco	2/14/2013 12:42 PM
19	San Francisco	2/14/2013 12:41 PM
20	San Francisco	2/14/2013 12:40 PM
21	San Francisco	2/14/2013 12:39 PM
22	San Francisco	2/14/2013 12:38 PM
23	San Francisco	2/14/2013 12:36 PM
24	San Francisco	2/14/2013 12:35 PM
25	San Francisco	2/14/2013 12:34 PM
26	San Francisco	2/14/2013 12:32 PM
27	San Francisco	2/14/2013 12:30 PM
28	San Francisco	2/14/2013 12:29 PM
29	San Francisco	2/14/2013 12:28 PM
30	San Francisco	2/14/2013 12:27 PM
31	Vallejo	2/14/2013 12:25 PM
32	San Jose	2/14/2013 12:23 PM
33	Farfield	1/31/2013 4:32 PM
34	Farfield	1/31/2013 4:32 PM
35	Farfield	1/31/2013 4:30 PM
36	Farfield	1/31/2013 4:29 PM
37	Farfield	1/31/2013 4:29 PM
38	Farfield	1/31/2013 4:26 PM
39	Farfield	1/31/2013 4:25 PM
40	Farfield	1/31/2013 4:24 PM

#	Responses	Date
41	Farfield	1/31/2013 4:23 PM
42	Farfield	1/31/2013 4:22 PM
43	Farfield	1/31/2013 4:21 PM
44	Farfield	1/31/2013 4:20 PM
45	Farfield	1/31/2013 4:18 PM
46	Farfield	1/31/2013 4:17 PM
47	Suisan City	1/31/2013 4:08 PM
48	Farfield	1/31/2013 4:07 PM
49	Farfield	1/31/2013 4:07 PM
50	Farfield	1/31/2013 4:06 PM
51	Farfield	1/31/2013 4:04 PM
52	Farfield	1/31/2013 4:03 PM
53	Farfield	1/31/2013 4:02 PM
54	Suisan City	1/31/2013 3:59 PM
55	Farfield	1/31/2013 3:58 PM
56	Farfield	1/31/2013 3:57 PM
57	Farfield	1/31/2013 3:56 PM
58	Farfield	1/31/2013 3:56 PM
59	Farfield	1/31/2013 3:55 PM
60	Farfield	1/31/2013 3:54 PM
61	Farfield	1/31/2013 3:52 PM
62	Farfield	1/31/2013 3:50 PM
63	Farfield	1/31/2013 3:49 PM
64	Suisan City	1/31/2013 3:47 PM
65	Suisan City	1/31/2013 3:46 PM
66	Suisan City	1/31/2013 3:45 PM
67	Farfield	1/31/2013 3:44 PM
68	Farfield	1/31/2013 3:43 PM
69	Farfield	1/31/2013 3:41 PM
70	Farfield	1/31/2013 3:40 PM
71	Farfield	1/31/2013 3:40 PM
72	Farfield	1/31/2013 3:35 PM
73	Suisan City	1/31/2013 3:34 PM
74	Farfield	1/31/2013 3:33 PM
75	Farfield	1/31/2013 3:31 PM
76	Farfield	1/31/2013 3:29 PM
77	Farfield	1/31/2013 3:28 PM
78	Vacaville	1/31/2013 3:27 PM
79	Farfield	1/31/2013 3:26 PM
80	Farfield	1/31/2013 3:25 PM
81	Farfield	1/31/2013 3:24 PM
82	Suisan City	1/31/2013 3:23 PM
83	Farfield	1/31/2013 3:22 PM
84	Vacaville	1/31/2013 3:21 PM

#	Responses	Date
85	Farfield	1/31/2013 3:19 PM
86	Farfield	1/31/2013 3:18 PM
87	Farfield	1/31/2013 3:17 PM
88	Farfield	1/31/2013 3:16 PM
89	Farfield	1/31/2013 3:15 PM
90	Farfield	1/31/2013 3:13 PM
91	Farfield	1/31/2013 3:12 PM
92	Farfield	1/31/2013 3:10 PM
93	Farfield	1/31/2013 3:08 PM
94	Farfield	1/31/2013 3:07 PM
95	Suisan City	1/31/2013 3:06 PM
96	Farfield	1/31/2013 3:05 PM
97	Farfield	1/31/2013 3:04 PM
98	Farfield	1/31/2013 3:02 PM
99	Suisan City	1/31/2013 3:01 PM
100	Farfield	1/31/2013 2:59 PM
101	Suisan City	1/31/2013 2:58 PM
102	Farfield	1/31/2013 2:57 PM
103	Farfield	1/31/2013 2:56 PM
104	Farfield	1/31/2013 2:56 PM
105	Farfield	1/31/2013 2:53 PM
106	Farfield	1/31/2013 2:52 PM
107	Farfield	1/31/2013 2:50 PM
108	Farfield	1/31/2013 2:49 PM
109	Farfield	1/31/2013 2:47 PM
110	Farfield	1/31/2013 2:45 PM
111	Farfield	1/31/2013 2:42 PM
112	Suisan City	1/31/2013 2:35 PM
113	Farfield	1/31/2013 2:34 PM
114	Farfield	1/31/2013 2:32 PM
115	Farfield	1/31/2013 2:31 PM
116	Farfield	1/31/2013 2:30 PM
117	Farfield	1/31/2013 2:29 PM
118	Suisan City	1/31/2013 2:28 PM
119	Farfield	1/31/2013 2:27 PM
120	Vacaville	1/31/2013 2:26 PM
121	Vacaville	1/31/2013 2:25 PM
122	Vacaville	1/31/2013 2:25 PM
123	Farfield	1/31/2013 2:24 PM
124	Farfield	1/31/2013 2:23 PM
125	Farfield	1/31/2013 2:21 PM
126	Farfield	1/31/2013 2:19 PM
127	Farfield	1/31/2013 2:18 PM
128	Farfield	1/31/2013 2:17 PM

#	Responses	Date
129	Farfield	1/31/2013 2:15 PM
130	Farfield	1/31/2013 2:13 PM
131	Farfield	1/31/2013 2:12 PM
132	Farfield	1/31/2013 2:11 PM
133	Farfield	1/31/2013 2:10 PM
134	Suisan City	1/31/2013 2:08 PM
135	Suisan city	1/31/2013 2:06 PM
136	Farfield	1/31/2013 2:05 PM
137	Farfield	1/31/2013 2:03 PM
138	Farfield	1/31/2013 2:02 PM
139	Farfield	1/31/2013 1:59 PM
140	Farfield	1/31/2013 1:57 PM
141	Farfield	1/31/2013 1:56 PM
142	Farfield	1/31/2013 1:55 PM
143	Farfield	1/31/2013 1:54 PM
144	Farfield	1/31/2013 1:53 PM
145	Suisan City	1/31/2013 1:52 PM
146	Suisan City	1/31/2013 1:50 PM
147	Farfield	1/31/2013 1:47 PM
148	Farfield	1/31/2013 1:46 PM
149	Farfield	1/31/2013 1:43 PM
150	Farfield	1/31/2013 1:42 PM
151	Union City	1/31/2013 1:39 PM
152	Half Moon Bay	1/31/2013 1:37 PM
153	Half Moon Bay	1/31/2013 1:37 PM
154	Half Moon Bay	1/31/2013 1:36 PM
155	RWC	1/31/2013 1:35 PM
156	San Mateo	1/31/2013 1:33 PM
157	San Jose	1/30/2013 2:47 PM
158	San Jose	1/30/2013 2:37 PM
159	San Jose	1/30/2013 2:36 PM
160	San Jose	1/30/2013 2:35 PM
161	San Jose	1/30/2013 2:34 PM
162	San Jose	1/30/2013 2:33 PM
163	San Jose	1/30/2013 2:32 PM
164	San Jose	1/30/2013 2:31 PM
165	San Jose	1/30/2013 2:30 PM
166	San Jose	1/30/2013 2:29 PM
167	San Jose	1/30/2013 2:27 PM
168	San Jose	1/30/2013 2:26 PM
169	San Jose	1/30/2013 2:26 PM
170	San Jose	1/30/2013 2:25 PM
171	San Jose	1/30/2013 2:24 PM
172	San Jose	1/30/2013 2:23 PM

#	Responses	Date
173	San Jose	1/30/2013 2:22 PM
174	San Jose	1/30/2013 2:21 PM
175	San Jose	1/30/2013 1:19 PM
176	San Jose	1/30/2013 1:17 PM
177	San Jose	1/30/2013 1:16 PM
178	San Jose	1/30/2013 1:15 PM
179	San Jose	1/30/2013 1:14 PM
180	San Jose	1/30/2013 1:13 PM
181	San Jose	1/30/2013 1:10 PM
182	San Jose	1/30/2013 1:09 PM
183	San Jose	1/30/2013 1:08 PM
184	San Jose	1/30/2013 1:07 PM
185	San Jose	1/30/2013 1:06 PM
186	San Jose	1/30/2013 1:05 PM
187	San Jose	1/30/2013 1:04 PM
188	San Jose	1/30/2013 1:03 PM
189	San Jose	1/30/2013 1:02 PM
190	San Jose	1/30/2013 1:01 PM
191	San Jose	1/30/2013 1:00 PM
192	San Jose	1/30/2013 12:59 PM
193	San Jose	1/30/2013 12:56 PM
194	San Jose	1/30/2013 12:55 PM
195	San Jose	1/30/2013 12:53 PM
196	San Jose	1/30/2013 12:52 PM
197	San Jose	1/30/2013 12:52 PM
198	San Jose	1/30/2013 12:50 PM
199	San Jose	1/30/2013 12:49 PM
200	San Jose	1/30/2013 12:48 PM
201	San Jose	1/30/2013 12:47 PM
202	San Jose	1/30/2013 12:46 PM
203	San Jose	1/30/2013 12:44 PM
204	San Jose	1/30/2013 12:44 PM
205	San Jose	1/30/2013 12:41 PM
206	San Jose	1/30/2013 12:40 PM
207	San Jose	1/30/2013 12:39 PM
208	San Jose	1/30/2013 12:35 PM
209	San Jose	1/30/2013 12:34 PM
210	San Jose	1/30/2013 12:33 PM
211	San Jose	1/30/2013 12:30 PM
212	San Jose	1/30/2013 12:27 PM
213	San Jose	1/30/2013 12:26 PM
214	San Jose	1/30/2013 12:25 PM
215	San Jose	1/30/2013 12:24 PM
216	San Jose	1/30/2013 12:13 PM

#	Responses	Date
217	San Jose	1/30/2013 12:13 PM
218	San Jose	1/30/2013 12:12 PM
219	San Jose	1/30/2013 12:11 PM
220	San Jose	1/30/2013 12:10 PM
221	San Jose	1/30/2013 12:10 PM
222	San Jose	1/30/2013 12:09 PM
223	San Jose	1/30/2013 12:08 PM
224	San Jose	1/30/2013 12:07 PM
225	San Jose	1/30/2013 12:06 PM
226	San Jose	1/30/2013 12:05 PM
227	San Jose	1/30/2013 12:04 PM
228	San Jose	1/30/2013 12:03 PM
229	San Jose	1/30/2013 12:02 PM
230	San Jose	1/29/2013 5:31 PM
231	San Jose	1/29/2013 5:30 PM
232	San Jose	1/29/2013 5:29 PM
233	San Jose	1/29/2013 5:28 PM
234	San Jose	1/29/2013 5:27 PM
235	San Jose	1/29/2013 5:26 PM
236	San Jose	1/29/2013 5:24 PM
237	San Jose	1/29/2013 5:24 PM
238	San Jose	1/29/2013 5:23 PM
239	San Jose	1/29/2013 5:21 PM
240	San Jose	1/29/2013 5:20 PM
241	San Jose	1/29/2013 5:19 PM
242	San Jose	1/29/2013 5:18 PM
243	San Jose	1/29/2013 5:17 PM
244	Milpitas	1/29/2013 5:16 PM
245	San Jose	1/29/2013 5:15 PM
246	San Jose	1/29/2013 5:14 PM
247	San Jose	1/29/2013 5:13 PM
248	San Jose	1/29/2013 5:12 PM
249	Manila, Philippines	1/29/2013 5:11 PM
250	San Jose	1/29/2013 4:45 PM
251	San Jose	1/29/2013 4:44 PM
252	San Jose	1/29/2013 4:43 PM
253	San Jose	1/29/2013 4:42 PM
254	San Jose	1/29/2013 4:40 PM
255	San Jose	1/29/2013 4:38 PM
256	San Jose	1/29/2013 4:37 PM
257	San Jose	1/29/2013 4:36 PM
258	San Jose	1/29/2013 4:35 PM
259	San Jose	1/29/2013 4:34 PM
260	San Jose	1/29/2013 4:34 PM

#	Responses	Date
261	San Jose	1/29/2013 4:33 PM
262	San Jose	1/29/2013 4:32 PM
263	San Jose	1/29/2013 4:28 PM
264	San Jose	1/29/2013 4:27 PM
265	San Jose	1/29/2013 4:26 PM
266	San Jose	1/29/2013 4:25 PM
267	San Jose	1/29/2013 4:24 PM
268	San Jose	1/29/2013 4:12 PM
269	San Jose	1/29/2013 4:10 PM
270	San Jose	1/29/2013 4:09 PM
271	San Jose	1/29/2013 4:08 PM
272	San Jose	1/29/2013 4:06 PM
273	San Jose	1/29/2013 4:05 PM
274	San Jose	1/29/2013 4:03 PM
275	San Jose	1/29/2013 4:02 PM
276	San Jose	1/29/2013 4:01 PM
277	San Jose	1/29/2013 4:00 PM
278	San Jose	1/29/2013 3:59 PM
279	San Jose	1/29/2013 3:58 PM
280	San Jose	1/29/2013 3:55 PM
281	Campbell	1/29/2013 3:51 PM
282	San Jose	1/29/2013 3:50 PM
283	Los Gatos	1/29/2013 3:48 PM
284	San Jose	1/29/2013 3:42 PM
285	San Jose	1/29/2013 3:41 PM
286	San Jose	1/29/2013 3:40 PM
287	San Jose	1/29/2013 3:39 PM
288	San Jose	1/29/2013 3:38 PM
289	Thailand	1/29/2013 3:37 PM
290	San Jose	1/29/2013 3:36 PM
291	San Jose	1/29/2013 3:35 PM
292	San Jose	1/29/2013 3:34 PM
293	San Jose	1/29/2013 3:32 PM
294	San Jose	1/29/2013 3:31 PM
295	San Jose	1/29/2013 3:30 PM
296	San Jose	1/29/2013 3:30 PM
297	San Jose	1/29/2013 3:29 PM
298	San Jose	1/29/2013 3:28 PM
299	San Jose	1/29/2013 3:27 PM
300	San Jose	1/29/2013 3:26 PM
301	San Jose	1/29/2013 3:25 PM
302	San Jose	1/29/2013 3:23 PM
303	San Jose	1/29/2013 3:20 PM
304	San Jose	1/29/2013 3:19 PM

#	Responses	Date
305	San Jose	1/29/2013 3:14 PM
306	Santa Clara	1/29/2013 3:13 PM
307	San Jose	1/29/2013 3:12 PM
308	San Jose	1/29/2013 3:11 PM
309	San Jose	1/29/2013 3:10 PM
310	San Jose	1/29/2013 3:09 PM
311	San Jose	1/29/2013 3:07 PM
312	San Jose	1/29/2013 3:05 PM
313	San Jose	1/29/2013 3:03 PM
314	San Jose	1/29/2013 2:58 PM
315	San Jose	1/29/2013 2:52 PM
316	San Jose	1/29/2013 2:51 PM
317	San Jose	1/29/2013 2:50 PM
318	San Jose	1/29/2013 2:48 PM
319	San Jose	1/29/2013 2:47 PM
320	San Jose	1/29/2013 2:47 PM
321	San Jose	1/29/2013 2:45 PM
322	San Jose	1/29/2013 2:44 PM
323	San Jose	1/29/2013 2:43 PM
324	San Jose	1/29/2013 2:41 PM
325	San Jose	1/29/2013 2:39 PM
326	San Jose	1/29/2013 2:36 PM
327	San Jose	1/29/2013 2:36 PM
328	San Jose	1/29/2013 2:35 PM
329	San Jose	1/29/2013 2:33 PM
330	San Jose	1/29/2013 2:32 PM
331	San Jose	1/29/2013 2:31 PM
332	San Jose	1/29/2013 2:30 PM
333	San Jose	1/29/2013 2:29 PM
334	San Jose	1/29/2013 2:27 PM
335	San Jose	1/29/2013 2:26 PM
336	San Jose	1/29/2013 2:25 PM
337	San Jose	1/29/2013 2:24 PM
338	San Jose	1/29/2013 2:23 PM
339	San Jose	1/29/2013 2:18 PM
340	San Jose	1/29/2013 2:16 PM
341	San Jose	1/29/2013 2:14 PM
342	San Jose	1/29/2013 2:13 PM
343	San Jose	1/28/2013 5:01 PM
344	Campbell	1/28/2013 4:59 PM
345	San Jose	1/28/2013 4:58 PM
346	San Jose	1/28/2013 4:56 PM
347	San Jose	1/28/2013 4:55 PM
348	San Jose	1/28/2013 4:54 PM

#	Responses	Date
349	San Jose	1/28/2013 4:52 PM
350	San Jose	1/28/2013 4:51 PM
351	San Jose	1/28/2013 4:51 PM
352	San Jose	1/28/2013 4:49 PM
353	San Jose	1/28/2013 4:48 PM
354	San Jose	1/28/2013 4:47 PM
355	San Jose	1/28/2013 4:46 PM
356	San Jose	1/28/2013 4:44 PM
357	San Jose	1/28/2013 4:44 PM
358	San Jose	1/28/2013 4:40 PM
359	San Jose	1/28/2013 4:36 PM
360	San Jose	1/28/2013 4:35 PM
361	San Jose	1/28/2013 4:34 PM
362	San Jose	1/28/2013 4:30 PM
363	San Jose	1/28/2013 4:29 PM
364	San Jose	1/28/2013 4:28 PM
365	San Jose	1/28/2013 4:27 PM
366	San Jose	1/28/2013 4:26 PM
367	San Jose	1/28/2013 4:25 PM
368	San Jose	1/28/2013 4:24 PM
369	San Jose	1/28/2013 4:23 PM
370	San Jose	1/28/2013 4:22 PM
371	San Jose	1/28/2013 4:21 PM
372	San Jose	1/28/2013 4:20 PM
373	San Francisco	1/28/2013 4:15 PM
374	San Francisco	1/28/2013 4:13 PM
375	Oakland	1/28/2013 4:07 PM
376	San Francisco	1/28/2013 4:02 PM
377	San Francisco	1/28/2013 4:00 PM
378	San Francisco	1/28/2013 3:57 PM
379	San Francisco	1/28/2013 3:56 PM
380	San Francisco	1/28/2013 3:54 PM
381	San Francisco	1/28/2013 3:53 PM
382	San Francisco	1/28/2013 3:52 PM
383	San Francisco	1/28/2013 3:51 PM
384	San Francisco	1/28/2013 3:48 PM
385	San Francisco	1/28/2013 3:47 PM
386	San Francisco	1/28/2013 3:46 PM
387	San Francisco	1/28/2013 3:24 PM
388	San Francisco	1/28/2013 3:23 PM
389	San Francisco	1/28/2013 3:22 PM
390	San Francisco	1/28/2013 3:21 PM
391	San Francisco	1/28/2013 3:19 PM
392	Daly City	1/28/2013 3:16 PM

#	Responses	Date
393	San Francisco	1/28/2013 3:12 PM
394	San Francisco	1/28/2013 3:07 PM
395	San Francisco	1/28/2013 3:06 PM
396	San Francisco	1/28/2013 3:05 PM
397	San Francisco	1/28/2013 3:03 PM
398	San Francisco	1/28/2013 3:03 PM
399	San Francisco	1/28/2013 3:02 PM
400	San Francisco	1/28/2013 3:01 PM
401	San Francisco	1/28/2013 3:00 PM
402	San Francisco	1/28/2013 3:00 PM
403	San Francisco	1/28/2013 2:59 PM
404	San Francisco	1/28/2013 2:58 PM
405	San Francisco	1/28/2013 2:57 PM
406	San Francisco	1/28/2013 2:56 PM
407	San Francisco	1/28/2013 2:55 PM
408	San Francisco	1/28/2013 2:54 PM
409	San Francisco	1/28/2013 2:53 PM
410	San Francisco	1/28/2013 2:53 PM
411	San Francisco	1/28/2013 2:52 PM
412	San Francisco	1/28/2013 2:51 PM
413	San Francisco	1/28/2013 2:48 PM
414	San Francisco	1/28/2013 2:45 PM
415	San Francisco	1/28/2013 2:44 PM
416	San Francisco	1/28/2013 2:44 PM
417	San Francisco	1/28/2013 2:43 PM
418	San Francisco	1/28/2013 2:41 PM
419	San Francisco	1/28/2013 2:35 PM
420	San Francisco	1/28/2013 2:35 PM
421	San Francisco	1/28/2013 2:34 PM
422	San Francisco	1/28/2013 2:33 PM
423	San Francisco	1/28/2013 2:32 PM
424	San Francisco	1/28/2013 2:31 PM
425	San Francisco	1/28/2013 2:30 PM
426	Daly City	1/28/2013 2:29 PM
427	Daly City	1/28/2013 2:28 PM
428	San Francisco	1/28/2013 2:27 PM
429	San Francisco	1/28/2013 2:26 PM
430	San Francisco	1/28/2013 2:25 PM
431	San Francisco	1/28/2013 2:24 PM
432	San Francisco	1/28/2013 2:23 PM
433	San Francisco	1/28/2013 2:22 PM
434	San Francisco	1/28/2013 2:21 PM
435	San Francisco	1/28/2013 2:18 PM
436	San Francisco	1/28/2013 2:17 PM

#	Responses	Date
437	San Francisco	1/28/2013 2:16 PM
438	San Francisco	1/28/2013 2:15 PM
439	San Francisco	1/28/2013 2:14 PM
440	San Francisco	1/28/2013 2:12 PM
441	Napa	1/28/2013 2:07 PM
442	Oakland	1/28/2013 2:05 PM
443	Oakland	1/28/2013 2:04 PM
444	Oakland	1/28/2013 1:59 PM
445	Vallejo	1/28/2013 1:52 PM
446	American Canyon	1/28/2013 1:48 PM
447	Vallejo	1/28/2013 1:45 PM
448	Vallejo	1/28/2013 1:43 PM
449	Vallejo	1/28/2013 1:42 PM
450	Vallejo	1/28/2013 1:41 PM
451	Vallejo	1/28/2013 1:40 PM
452	Vallejo	1/28/2013 1:39 PM
453	Vallejo	1/28/2013 1:38 PM
454	Vallejo	1/28/2013 1:37 PM
455	Vallejo	1/28/2013 1:36 PM
456	Vallejo	1/28/2013 1:35 PM
457	Benicia	1/28/2013 1:34 PM
458	Vallejo	1/28/2013 1:33 PM
459	Vallejo	1/28/2013 1:32 PM
460	Vallejo	1/28/2013 1:31 PM
461	Vallejo	1/28/2013 1:31 PM
462	Vallejo	1/28/2013 1:30 PM
463	Vallejo	1/28/2013 1:28 PM
464	Vallejo	1/28/2013 1:27 PM
465	Vallejo	1/28/2013 1:26 PM
466	Vallejo	1/28/2013 1:23 PM
467	Vallejo	1/28/2013 1:22 PM
468	Vallejo	1/28/2013 1:22 PM
469	Vallejo	1/28/2013 1:21 PM
470	Vallejo	1/28/2013 1:19 PM
471	Vallejo	1/28/2013 1:18 PM
472	Vallejo	1/28/2013 1:18 PM
473	Vallejo	1/28/2013 1:17 PM
474	Vallejo	1/28/2013 1:16 PM
475	Vallejo	1/28/2013 1:15 PM
476	Farfield	1/28/2013 1:14 PM
477	Vallejo	1/28/2013 1:10 PM
478	San Francisco	1/22/2013 9:43 AM
479	San Francisco	1/22/2013 9:42 AM
480	San Francisco	1/22/2013 9:41 AM

#	Responses	Date
481	San Francisco	1/22/2013 9:40 AM
482	San Francisco	1/22/2013 9:39 AM
483	San Francisco	1/22/2013 9:38 AM
484	San Francisco	1/22/2013 9:37 AM
485	San Jose	1/22/2013 9:35 AM
486	San Francisco	1/22/2013 9:34 AM
487	Millbrae	1/22/2013 9:30 AM
488	San Mateo	1/22/2013 9:30 AM
489	San Mateo	1/22/2013 9:29 AM
490	Millbrae	1/22/2013 9:28 AM
491	San Mateo	1/22/2013 9:27 AM
492	Millbrae	1/22/2013 9:26 AM
493	Belmont	1/22/2013 9:24 AM
494	San Francisco	1/22/2013 9:21 AM
495	Millbrae	1/22/2013 9:19 AM
496	Millbrae	1/22/2013 9:19 AM
497	Millbrae	1/22/2013 9:18 AM
498	San Mateo	1/22/2013 9:15 AM
499	San Mateo	1/22/2013 9:15 AM
500	Burlingame	1/22/2013 9:14 AM
501	Foster City	1/22/2013 9:12 AM
502	San Mateo	1/22/2013 9:11 AM
503	Burlingame	1/22/2013 9:10 AM
504	San Mateo	1/22/2013 9:09 AM
505	San Mateo	1/22/2013 9:08 AM
506	San Mateo	1/22/2013 9:01 AM
507	Foster City	1/22/2013 9:00 AM
508	Burlingame	1/22/2013 8:48 AM
509	San Bruno	1/22/2013 8:48 AM
510	San Francisco	1/22/2013 8:47 AM
511	Burlingame	1/22/2013 8:44 AM
512	Hillsborough	1/22/2013 8:42 AM
513	South San Francisco	1/22/2013 8:41 AM
514	Half Moon Bay	1/22/2013 8:41 AM
515	Millbrae	1/22/2013 8:39 AM
516	San Mateo	1/22/2013 8:39 AM
517	San Mateo	1/22/2013 8:32 AM
518	Bellevue	1/22/2013 8:31 AM
519	San Mateo	1/22/2013 8:29 AM
520	Millbrae	1/22/2013 8:24 AM
521	San Mateo	1/22/2013 8:24 AM
522	San Mateo	1/22/2013 8:23 AM
523	San Mateo	1/22/2013 8:22 AM
524	San Mateo	1/22/2013 8:21 AM

#	Responses	Date
525	San Mateo	1/21/2013 9:38 PM
526	Millbrae	1/21/2013 9:33 PM
527	San Mateo	1/21/2013 9:27 PM
528	Hillsborough	1/21/2013 9:21 PM
529	San Bruno	1/21/2013 9:20 PM
530	Redwood City	1/21/2013 9:19 PM
531	San Bruno	1/21/2013 9:17 PM
532	San Mateo	1/21/2013 9:16 PM
533	Palo Alto	1/21/2013 9:12 PM
534	San Mateo	1/21/2013 9:11 PM
535	San Mateo	1/21/2013 9:10 PM
536	Stockton	1/21/2013 9:09 PM
537	San Mateo	1/21/2013 9:08 PM
538	San Mateo	1/21/2013 9:07 PM
539	Burlingame	1/21/2013 9:06 PM
540	San Mateo	1/21/2013 9:05 PM
541	San Carlos	1/21/2013 9:04 PM
542	San Mateo	1/21/2013 9:03 PM
543	Redwood Shores	1/21/2013 9:03 PM
544	San Mateo	1/21/2013 9:02 PM
545	Half Moon Bay	1/21/2013 9:01 PM
546	San Mateo	1/21/2013 8:59 PM
547	San Mateo	1/21/2013 8:58 PM
548	Daly City	1/21/2013 8:46 PM
549	San Mateo	1/21/2013 8:45 PM
550	Half Moon Bay	1/21/2013 8:44 PM
551	San Mateo	1/21/2013 8:43 PM
552	Redwood City	1/21/2013 8:42 PM
553	San Mateo	1/21/2013 8:40 PM
554	San Bruno	1/21/2013 8:39 PM
555	Hayward	1/21/2013 8:38 PM
556	Millbrae	1/21/2013 8:37 PM
557	Redwood City	1/21/2013 8:36 PM
558	Redwood City	1/21/2013 8:35 PM
559	San Mateo	1/21/2013 8:29 PM
560	San Mateo	1/21/2013 8:29 PM
561	Burlingame	1/21/2013 8:27 PM
562	Redwood City	1/21/2013 8:27 PM
563	San Mateo	1/21/2013 8:24 PM
564	San Mateo	1/21/2013 8:23 PM
565	San Mateo	1/21/2013 8:22 PM
566	San Mateo	1/21/2013 8:22 PM
567	San Mateo	1/21/2013 8:21 PM
568	Burlingame	1/21/2013 8:20 PM

#	Responses	Date
569	San Mateo	1/21/2013 8:18 PM
570	Hillsborough	1/21/2013 8:17 PM
571	San Mateo	1/21/2013 8:16 PM
572	San Carlos	1/21/2013 8:15 PM
573	San Mateo	1/21/2013 8:13 PM
574	San Mateo	1/21/2013 8:11 PM
575	Hillsborough	1/21/2013 8:10 PM
576	Foster City	1/21/2013 7:51 PM
577	Belmont	1/21/2013 7:50 PM
578	San Mateo	1/21/2013 7:48 PM
579	San Mateo	1/21/2013 7:47 PM
580	Foster City	1/21/2013 7:46 PM
581	Redwood Shores	1/21/2013 7:40 PM
582	Burlingame	1/21/2013 7:38 PM
583	Burlingame	1/21/2013 7:36 PM
584	San Mateo	1/21/2013 7:32 PM
585	Redwood City	1/21/2013 7:31 PM
586	Redwood City	1/21/2013 7:30 PM
587	Millbrae	1/21/2013 7:24 PM
588	Redwood Shores	1/16/2013 2:58 PM
589	Alameda	1/16/2013 2:54 PM
590	Hayward	1/16/2013 1:28 PM
591	San Francisco	1/16/2013 1:27 PM
592	San Leandro	1/16/2013 1:25 PM
593	San Pablo	1/16/2013 1:24 PM
594	Hawthorne	1/16/2013 1:22 PM
595	San Francisco	1/16/2013 1:20 PM
596	Alhambra	1/16/2013 1:07 PM
597	Oakland	1/16/2013 1:02 PM
598	San Francisco	1/16/2013 12:59 PM
599	Daly City	1/16/2013 12:56 PM
600	San Francisco	1/16/2013 12:55 PM
601	Oakland	1/16/2013 12:50 PM
602	San Francisco	1/16/2013 12:47 PM
603	San Francisco	1/16/2013 12:44 PM
604	American Canyon	1/16/2013 11:53 AM
605	American Canyon	1/16/2013 11:51 AM
606	American Canyon	1/16/2013 11:51 AM
607	American Canyon	1/16/2013 11:50 AM
608	American Canyon	1/16/2013 11:49 AM
609	American Canyon	1/16/2013 11:48 AM
610	Napa	1/16/2013 11:44 AM
611	Yountville	1/16/2013 11:43 AM
612	Napa	1/16/2013 11:42 AM

#	Responses	Date
613	Napa	1/16/2013 11:42 AM
614	Napa	1/16/2013 11:39 AM
615	Napa	1/16/2013 11:38 AM
616	Napa	1/16/2013 11:37 AM
617	Napa	1/16/2013 11:36 AM
618	Napa	1/16/2013 11:35 AM
619	Napa	1/16/2013 11:32 AM
620	Napa	1/16/2013 11:31 AM
621	Napa	1/16/2013 11:30 AM
622	Napa	1/16/2013 11:29 AM
623	Napa	1/16/2013 11:28 AM
624	Napa	1/16/2013 11:26 AM
625	Hayward	1/16/2013 11:23 AM
626	Hayward	1/16/2013 11:21 AM
627	Hayward	1/16/2013 11:20 AM
628	Hayward	1/16/2013 11:19 AM
629	Hayward	1/16/2013 11:17 AM
630	Hayward	1/16/2013 11:15 AM
631	Hayward	1/16/2013 11:14 AM
632	Hayward	1/16/2013 11:11 AM
633	Hayward	1/16/2013 11:10 AM
634	Hayward	1/16/2013 11:10 AM
635	Hayward	1/16/2013 11:09 AM
636	Hayward	1/16/2013 11:06 AM
637	Hayward	1/16/2013 11:05 AM
638	Hayward	1/16/2013 11:04 AM
639	Hayward	1/16/2013 11:03 AM
640	Hayward	1/16/2013 11:02 AM
641	Hayward	1/16/2013 11:01 AM
642	Hayward	1/16/2013 10:59 AM
643	Hayward	1/16/2013 10:58 AM
644	Hayward	1/16/2013 10:57 AM
645	Hayward	1/16/2013 10:56 AM
646	Hayward	1/16/2013 10:52 AM
647	Oakland	1/16/2013 10:51 AM
648	Hayward	1/16/2013 10:49 AM
649	Hayward	1/16/2013 10:48 AM
650	Oakland	1/16/2013 10:47 AM
651	Hayward	1/16/2013 10:45 AM
652	Napa	1/16/2013 10:43 AM
653	Napa	1/16/2013 10:42 AM
654	Napa	1/16/2013 10:41 AM
655	Napa	1/16/2013 10:40 AM
656	Napa	1/16/2013 10:39 AM

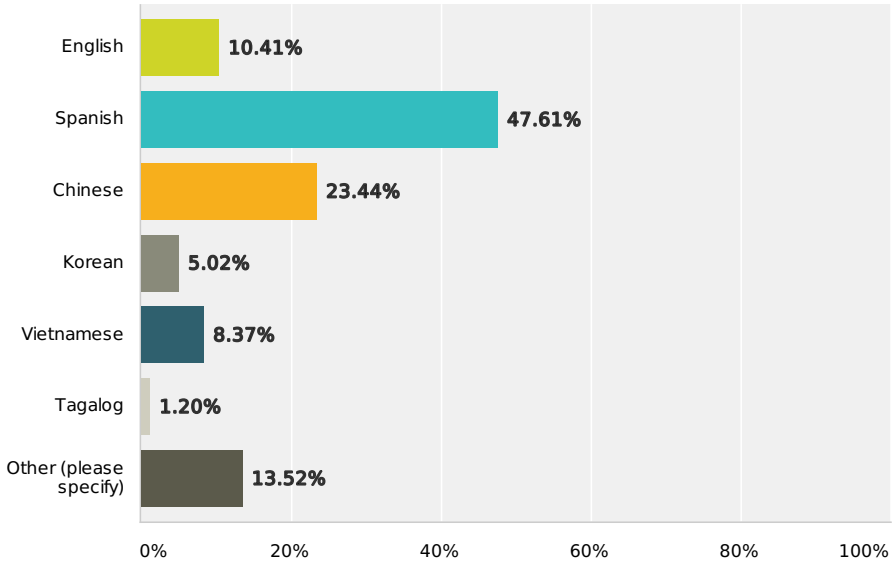
#	Responses	Date
657	Napa	1/16/2013 10:38 AM
658	Napa	1/16/2013 10:37 AM
659	Napa	1/16/2013 10:36 AM
660	Napa	1/16/2013 10:32 AM
661	Napa	1/16/2013 10:31 AM
662	Napa	1/16/2013 10:29 AM
663	Napa	1/16/2013 10:28 AM
664	Napa	1/16/2013 10:27 AM
665	Napa	1/16/2013 10:26 AM
666	Napa	1/16/2013 10:25 AM
667	Napa	1/16/2013 10:24 AM
668	Napa	1/16/2013 10:22 AM
669	Napa	1/16/2013 10:22 AM
670	Napa	1/16/2013 10:19 AM
671	Napa	1/16/2013 10:18 AM
672	Napa	1/16/2013 10:17 AM
673	Richmond	1/15/2013 4:42 PM
674	Richmond	1/15/2013 4:41 PM
675	Richmond	1/15/2013 4:39 PM
676	Milpitas	1/15/2013 4:37 PM
677	San Jose	1/15/2013 4:36 PM
678	San Jose	1/15/2013 4:35 PM
679	San Jose	1/15/2013 4:34 PM
680	San Jose	1/15/2013 4:33 PM
681	Sunnyvale	1/15/2013 4:32 PM
682	San Jose	1/15/2013 4:30 PM
683	San Lorenzo	1/15/2013 4:28 PM
684	San Leandro	1/15/2013 4:28 PM
685	San Leandro	1/15/2013 4:26 PM
686	San Leandro	1/15/2013 4:25 PM
687	San Leandro	1/15/2013 4:24 PM
688	San Lorenzo	1/15/2013 4:23 PM
689	Oakland	1/15/2013 4:22 PM
690	San Francisco	1/15/2013 4:19 PM
691	San Francisco	1/15/2013 4:18 PM
692	San Francisco	1/15/2013 4:14 PM
693	San Francisco	1/15/2013 4:12 PM
694	San Francisco	1/15/2013 4:11 PM
695	San Francisco	1/15/2013 4:09 PM
696	San Francisco	1/15/2013 4:08 PM
697	San Francisco	1/15/2013 4:06 PM
698	San Francisco	1/15/2013 4:05 PM
699	Daly City	1/15/2013 4:05 PM
700	San Francisco	1/15/2013 4:05 PM

#	Responses	Date
701	Fremont	1/15/2013 4:04 PM
702	San Bruno	1/15/2013 4:04 PM
703	San Leandro	1/2/2013 3:02 PM
704	San Lorenzo	1/2/2013 3:01 PM
705	San Leandro	1/2/2013 3:00 PM
706	San Jose	1/2/2013 2:58 PM
707	San Jose	1/2/2013 2:57 PM
708	San Jose	1/2/2013 2:57 PM
709	San Jose	1/2/2013 2:55 PM
710	San Jose	1/2/2013 2:54 PM
711	Milpitas	1/2/2013 2:53 PM
712	Milpitas	1/2/2013 2:52 PM
713	San Jose	1/2/2013 2:51 PM
714	San Jose	1/2/2013 2:51 PM
715	San Jose	1/2/2013 2:49 PM
716	San Jose	1/2/2013 2:48 PM
717	San Jose	1/2/2013 2:47 PM
718	San Jose	1/2/2013 2:46 PM
719	San Jose	1/2/2013 2:45 PM
720	Milpitas	1/2/2013 2:44 PM
721	Milpitas	1/2/2013 2:43 PM
722	San Jose	1/2/2013 2:42 PM
723	San Jose	1/2/2013 2:41 PM
724	San Jose	1/2/2013 2:40 PM
725	San Jose	1/2/2013 2:39 PM
726	Milpitas	1/2/2013 2:38 PM
727	San Jose	1/2/2013 2:37 PM
728	San Jose	1/2/2013 2:36 PM
729	San Jose	1/2/2013 2:36 PM
730	San Jose	1/2/2013 2:34 PM
731	San Jose	1/2/2013 2:32 PM
732	San Jose	1/2/2013 2:31 PM
733	Milpitas	1/2/2013 2:31 PM
734	Vallejo	1/2/2013 2:24 PM
735	San Jose	1/2/2013 2:23 PM
736	Millbrae	1/2/2013 2:20 PM
737	San Francisco	1/2/2013 2:19 PM
738	Daly City	1/2/2013 2:15 PM
739	Fremont	1/2/2013 2:14 PM
740	Fremont	1/2/2013 2:13 PM
741	San Leandro	1/2/2013 2:03 PM
742	San Leandro	1/2/2013 2:02 PM
743	South San Francisco	1/2/2013 1:56 PM
744	South San Francisco	1/2/2013 1:55 PM

#	Responses	Date
745	South San Francisco	1/2/2013 1:54 PM
746	South San Francisco	1/2/2013 1:54 PM
747	South San Francisco	1/2/2013 1:52 PM
748	South San Francisco	1/2/2013 1:52 PM
749	South San Francisco	1/2/2013 1:51 PM
750	South San Francisco	1/2/2013 1:50 PM
751	South San Francisco	1/2/2013 1:48 PM
752	South San Francisco	1/2/2013 1:46 PM
753	South San Francisco	1/2/2013 1:43 PM
754	South San Francisco	1/2/2013 1:43 PM
755	South San Francisco	1/2/2013 1:42 PM
756	Daly City	1/2/2013 1:40 PM
757	Oakland	1/2/2013 1:36 PM
758	Hayward	1/2/2013 1:34 PM
759	San Lorenzo	1/2/2013 1:33 PM
760	San Leandro	1/2/2013 1:32 PM
761	Hayward	1/2/2013 1:29 PM
762	San Leandro	1/2/2013 1:27 PM
763	Hayward	1/2/2013 1:25 PM
764	Hayward	1/2/2013 1:18 PM
765	San Lorenzo	1/2/2013 1:16 PM
766	San Leandro	1/2/2013 1:15 PM
767	San Leandro	1/2/2013 1:14 PM
768	San Leandro	1/2/2013 1:13 PM
769	San Leandro	1/2/2013 1:09 PM
770	Hayward	1/2/2013 1:08 PM
771	San Leandro	1/2/2013 1:07 PM
772	San Leandro	1/2/2013 1:05 PM
773	San Leandro	1/2/2013 1:03 PM
774	Hayward	1/2/2013 1:02 PM
775	San Leandro	1/2/2013 1:01 PM
776	San Lorenzo	1/2/2013 1:00 PM

Q4 What language do you speak at home?

Answered: 836 Skipped: 9



Answer Choices	Responses	
English	**10.41%**	87
Spanish	**47.61%**	398
Chinese	**23.44%**	196
Korean	**5.02%**	42
Vietnamese	**8.37%**	70
Tagalog	**1.20%**	10
Other (please specify)	**13.52%**	113
Total Respondents: 836		

Q4 "Other" Responses

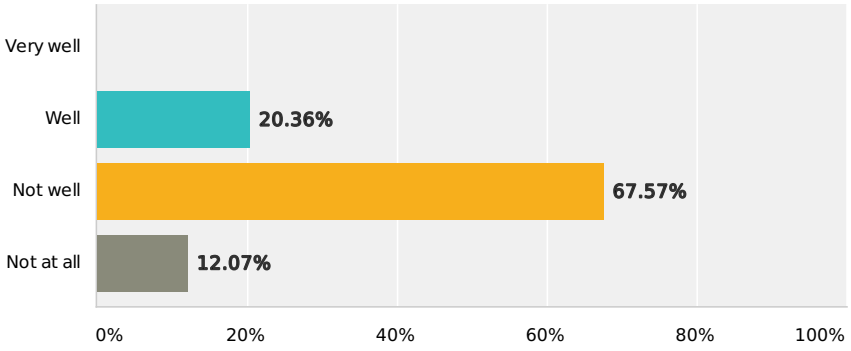
#	Other:	Date
1	Japanese	Feb 14, 2013 8:25 PM
2	none given	Feb 1, 2013 12:03 AM
3	Farsi	Jan 31, 2013 10:36 PM
4	Thai	Jan 31, 2013 10:34 PM
5	Farsi	Jan 31, 2013 10:32 PM
6	French	Jan 31, 2013 10:29 PM
7	French	Jan 31, 2013 10:28 PM
8	Arabic	Jan 31, 2013 10:26 PM
9	Arabic	Jan 31, 2013 10:25 PM
10	Arabic	Jan 31, 2013 10:24 PM
11	Punjabi	Jan 31, 2013 10:15 PM
12	Italian, Russian	Jan 31, 2013 10:13 PM
13	Thai	Jan 31, 2013 10:11 PM
14	French	Jan 31, 2013 10:10 PM
15	Cambodian	Jan 31, 2013 10:08 PM
16	Thai	Jan 31, 2013 10:05 PM
17	tigrigna	Jan 31, 2013 10:02 PM
18	Hungarian	Jan 31, 2013 9:54 PM
19	none given	Jan 31, 2013 9:50 PM
20	amharic	Jan 30, 2013 12:45 AM
21	none given	Jan 30, 2013 12:44 AM
22	Turkish	Jan 30, 2013 12:43 AM
23	assyrian	Jan 30, 2013 12:42 AM
24	Iraqi(arabic)	Jan 30, 2013 12:41 AM
25	assyrian	Jan 30, 2013 12:40 AM
26	Serbian	Jan 30, 2013 12:38 AM
27	Farsi	Jan 30, 2013 12:37 AM
28	Farsi	Jan 30, 2013 12:36 AM
29	Thai	Jan 30, 2013 12:35 AM
30	Russian	Jan 30, 2013 12:34 AM
31	Pasto and Farsi	Jan 30, 2013 12:34 AM
32	assyrian	Jan 30, 2013 12:33 AM
33	Punjabi	Jan 30, 2013 12:32 AM
34	Ukranian	Jan 30, 2013 12:28 AM
35	Russian	Jan 30, 2013 12:27 AM
36	Russian	Jan 30, 2013 12:26 AM
37	Farsi	Jan 30, 2013 12:25 AM
38	Russian	Jan 30, 2013 12:24 AM
39	Russian and Hebrew	Jan 30, 2013 12:11 AM
40	Farsi	Jan 30, 2013 12:10 AM
41	Farsi	Jan 30, 2013 12:06 AM
42	Farsi	Jan 30, 2013 12:02 AM
43	amharic	Jan 30, 2013 12:01 AM

44	Farsi	Jan 30, 2013 12:00 AM
45	Farsi	Jan 29, 2013 11:59 PM
46	Russian	Jan 29, 2013 11:58 PM
47	amharic	Jan 29, 2013 11:57 PM
48	tigrigna	Jan 29, 2013 11:55 PM
49	Farsi	Jan 29, 2013 11:54 PM
50	Farsi	Jan 29, 2013 11:51 PM
51	French	Jan 29, 2013 11:50 PM
52	Farsi	Jan 29, 2013 11:49 PM
53	Russian	Jan 29, 2013 11:48 PM
54	Farsi	Jan 29, 2013 11:47 PM
55	Somali	Jan 29, 2013 11:45 PM
56	Somali	Jan 29, 2013 11:44 PM
57	Somali	Jan 29, 2013 11:43 PM
58	Russian	Jan 29, 2013 11:42 PM
59	Farsi	Jan 29, 2013 11:41 PM
60	Japanese	Jan 29, 2013 11:39 PM
61	Thai	Jan 29, 2013 11:37 PM
62	Hindu	Jan 29, 2013 11:30 PM
63	Japanese	Jan 29, 2013 11:29 PM
64	Bulgarian	Jan 29, 2013 11:25 PM
65	Cambodian	Jan 29, 2013 11:23 PM
66	Farsi	Jan 29, 2013 11:22 PM
67	Farsi	Jan 29, 2013 11:21 PM
68	Polish	Jan 29, 2013 11:20 PM
69	Persian	Jan 29, 2013 11:19 PM
70	tigrigna	Jan 29, 2013 11:14 PM
71	Farsi	Jan 29, 2013 11:13 PM
72	Somali	Jan 29, 2013 11:12 PM
73	Romanian	Jan 29, 2013 11:11 PM
74	amharic	Jan 29, 2013 11:10 PM
75	Farsi	Jan 29, 2013 11:09 PM
76	Russian	Jan 29, 2013 11:07 PM
77	Farsi	Jan 29, 2013 11:05 PM
78	Farsi	Jan 29, 2013 11:03 PM
79	assyrian	Jan 29, 2013 11:00 PM
80	Russian	Jan 29, 2013 10:51 PM
81	Russian	Jan 29, 2013 10:45 PM
82	amharic	Jan 29, 2013 10:44 PM
83	swaheli	Jan 29, 2013 10:43 PM
84	allaman	Jan 29, 2013 10:39 PM
85	Farsi	Jan 29, 2013 10:36 PM
86	Amharic	Jan 29, 2013 10:36 PM
87	Russian	Jan 29, 2013 10:35 PM
88	amharic	Jan 29, 2013 10:33 PM
89	none given	Jan 29, 2013 10:27 PM
90	Farsi	Jan 29, 2013 10:26 PM
91	tigrigna	Jan 29, 2013 10:24 PM
92	tigrigna	Jan 29, 2013 10:23 PM
93	Farsi	Jan 29, 2013 10:19 PM

94	none given	Jan 29, 2013 10:18 PM
95	none given	Jan 29, 2013 12:59 AM
96	Persian	Jan 29, 2013 12:58 AM
97	Farsi	Jan 29, 2013 12:56 AM
98	Russian	Jan 29, 2013 12:49 AM
99	none given	Jan 29, 2013 12:44 AM
100	Russian	Jan 29, 2013 12:27 AM
101	Ukranian	Jan 29, 2013 12:26 AM
102	none given	Jan 29, 2013 12:20 AM
103	Japan	Jan 28, 2013 9:50 PM
104	French	Jan 28, 2013 9:48 PM
105	Cebuano	Jan 22, 2013 5:37 PM
106	no response	Jan 22, 2013 5:21 AM
107	Italian	Jan 22, 2013 4:17 AM
108	no response	Jan 22, 2013 4:11 AM
109	Japanese	Jan 22, 2013 4:10 AM
110	Japanese	Jan 22, 2013 3:51 AM
111	Japanese	Jan 22, 2013 3:50 AM
112	Japanese	Jan 22, 2013 3:49 AM
113	Japanese	Jan 22, 2013 3:47 AM
114	Japanese	Jan 22, 2013 3:46 AM
115	Russian	Jan 16, 2013 10:58 PM
116	French	Jan 16, 2013 10:11 PM
117	Russian	Jan 16, 2013 10:09 PM
118	Italian	Jan 16, 2013 6:59 PM
119	Farsi	Jan 2, 2013 9:03 PM
120	Burmese	Jan 2, 2013 9:02 PM
121	none given	Jan 2, 2013 9:01 PM

Q5 Please identify how well you speak English.

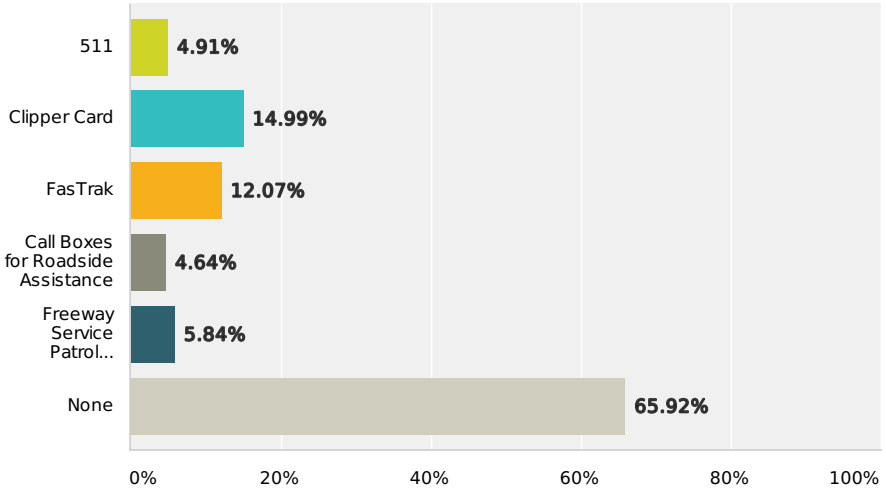
Answered: 845 Skipped: 0



Answer Choices	Responses	
Not well	**67.57%**	571
Well	**20.36%**	172
Not at all	**12.07%**	102
Very well	**0%**	0
Total		845

Q6 Which of the following Metropolitan Transportation Commission services do you use? (check all that apply)

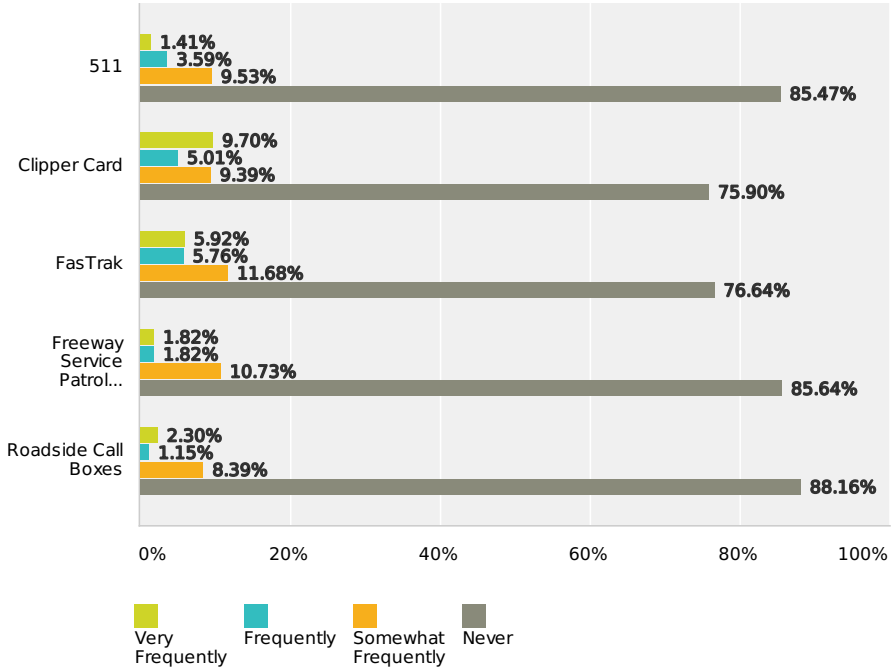
Answered: 754 Skipped: 91



Answer Choices	Responses	
511	**4.91%**	37
Clipper Card	**14.99%**	113
FasTrak	**12.07%**	91
Call Boxes for Roadside Assistance	**4.64%**	35
Freeway Service Patrol (Roving Tow Trucks)	**5.84%**	44
None	**65.92%**	497
Total Respondents: 754		

Q7 How frequently do you use the following Bay Area transportation services? (select only one response for each service)

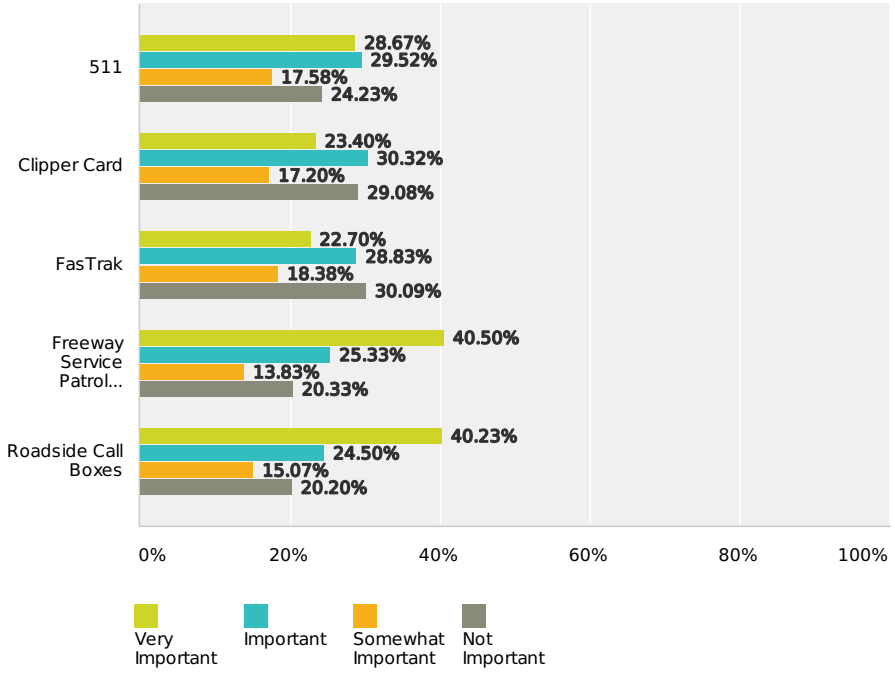
Answered: 761 Skipped: 84



	Very Frequently	Frequently	Somewhat Frequently	Never	Total
511	**1.41%** 9	**3.59%** 23	**9.53%** 61	**85.47%** 547	640
Clipper Card	**9.70%** 62	**5.01%** 32	**9.39%** 60	**75.90%** 485	639
FasTrak	**5.92%** 37	**5.76%** 36	**11.68%** 73	**76.64%** 479	625
Freeway Service Patrol (Roving Tow Trucks)	**1.82%** 11	**1.82%** 11	**10.73%** 65	**85.64%** 519	606
Roadside Call Boxes	**2.30%** 14	**1.15%** 7	**8.39%** 51	**88.16%** 536	608

Q8 How important are the following services to you? (select only one response for each service)

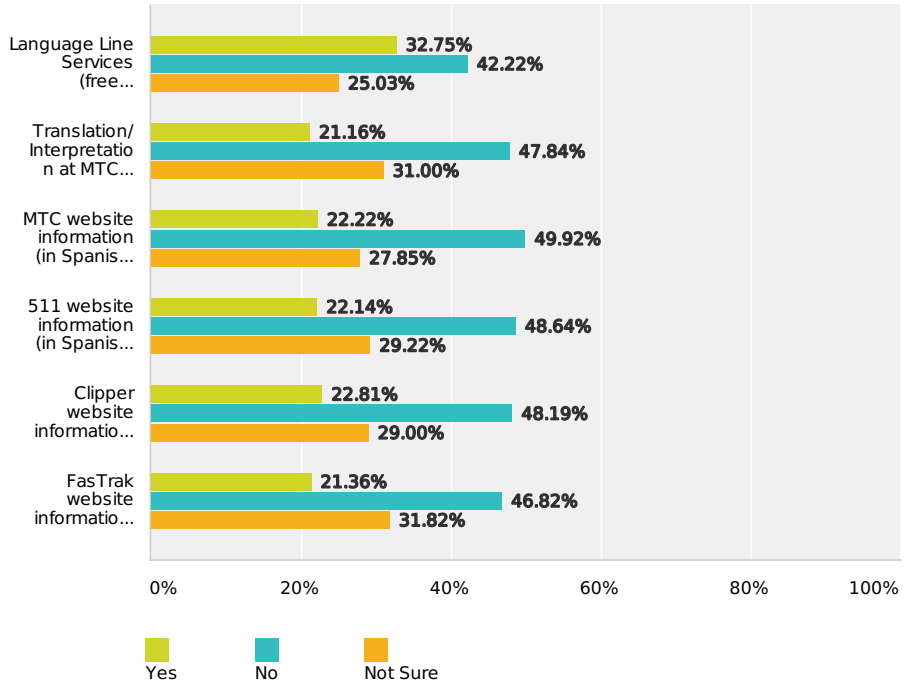
Answered: 748 Skipped: 97



	Very Important	Important	Somewhat Important	Not Important	Total
511	**28.67%** 168	**29.52%** 173	**17.58%** 103	**24.23%** 142	586
Clipper Card	**23.40%** 132	**30.32%** 171	**17.20%** 97	**29.08%** 164	564
FasTrak	**22.70%** 126	**28.83%** 160	**18.38%** 102	**30.09%** 167	555
Freeway Service Patrol (Roving Tow Trucks)	**40.50%** 243	**25.33%** 152	**13.83%** 83	**20.33%** 122	600
Roadside Call Boxes	**40.23%** 243	**24.50%** 148	**15.07%** 91	**20.20%** 122	604

Q9 Did you know that Metropolitan Transportation Commission (MTC) provides the following language assistance services? (select only one response for each service)

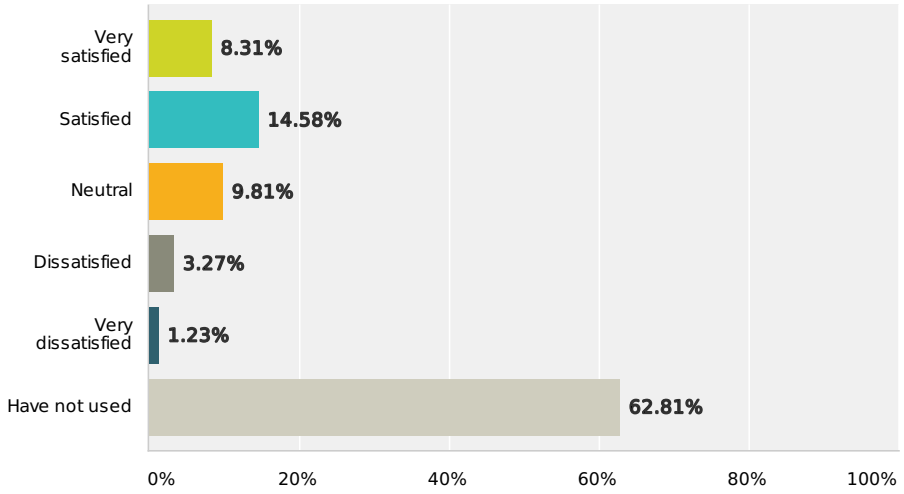
Answered: 769 Skipped: 76



	Yes	No	Not Sure	Total
Language Line Services (free telephone interpretation services for MTC, 511, Clipper, Freeway Service Patrol and FasTrak)	**32.75%** 242	**42.22%** 312	**25.03%** 185	739
Translation/ Interpretation at MTC meetings upon request	**21.16%** 142	**47.84%** 321	**31.00%** 208	671
MTC website information (in Spanish or Chinese)	**22.22%** 146	**49.92%** 328	**27.85%** 183	657
511 website information (in Spanish or Chinese)	**22.14%** 147	**48.64%** 323	**29.22%** 194	664
Clipper website information (in Spanish or Chinese)	**22.81%** 151	**48.19%** 319	**29.00%** 192	662
FasTrak website information (in Spanish or Chinese)	**21.36%** 141	**46.82%** 309	**31.82%** 210	660

Q10 If you have used Metropolitan Transportation Commission's language assistance services, how satisfied were you with the experience?

Answered: 734 Skipped: 111



Answer Choices	Responses	
Very satisfied	**8.31%**	61
Satisfied	**14.58%**	107
Neutral	**9.81%**	72
Dissatisfied	**3.27%**	24
Very dissatisfied	**1.23%**	9
Have not used	**62.81%**	461
Total		734

Q11 What are your suggestions for additional language assistance services that the Metropolitan Transportation Commission should consider to improve its services? Please be specific.

Answered: 275 Skipped: 570

#	Responses	Date
1	Public relations required	2/14/2013 1:13 PM
2	Korean language service required	2/14/2013 1:11 PM
3	Translation services are important to help drivers when something occurs	2/14/2013 1:09 PM
4	No comment	2/14/2013 1:08 PM
5	Best to have Bilingual service. (Chinese)	2/14/2013 1:05 PM
6	I need more Chinese service. (Do not need Cantonese, don't understand)	2/14/2013 1:04 PM
7	I don't know how to say.	2/14/2013 1:03 PM
8	No suggestion.	2/14/2013 1:01 PM
9	Can Chinese translation be arranged for every items please. Thank you.	2/14/2013 1:00 PM
10	I am an elderly, should use Chinese language for assisting service.	2/14/2013 12:58 PM
11	When I need to use Chinese, the operator will quickly transfer me to the language I need.	2/14/2013 12:56 PM
12	Chinese (Mandarin). There are many Chinese who cannot speak good English. Need Chinese Mandarin service.	2/14/2013 12:55 PM
13	Improve the popularity of service and using standard language for announcement will highly improve the service.	2/14/2013 12:54 PM
14	When riding the bus, there is only english to announce the station. It will be much better if there is Chinese or at least two to other three languages to announce the station. Thank you!	2/14/2013 12:52 PM
15	No suggestion	2/14/2013 12:51 PM
16	Let the bus arrive on time. Lower the bus fare.	2/14/2013 12:50 PM
17	No	2/14/2013 12:46 PM
18	Don't know	2/14/2013 12:45 PM
19	Should widely promote Chinese hotline and information service.	2/14/2013 12:43 PM
20	English, Vietnamese and Chinese	2/14/2013 12:42 PM
21	My education level is poor, don't have any suggestions.	2/14/2013 12:40 PM
22	Chinese	2/14/2013 12:39 PM
23	Chinese	2/14/2013 12:38 PM
24	Chinese	2/14/2013 12:37 PM
25	Mandarin	2/14/2013 12:36 PM
26	Chinese	2/14/2013 12:34 PM
27	Cantonese	2/14/2013 12:33 PM
28	Bilingual (Cantonese, Mandarin)	2/14/2013 12:31 PM
29	Cantonese	2/14/2013 12:30 PM
30	Safety inside the bus and need to have Chinese service.	2/14/2013 12:29 PM
31	I never use it, therefore I don't know what other languages provided. Best to have Chinese.	2/14/2013 12:27 PM
32	Japanese	2/14/2013 12:26 PM
33	The waiting time of the Chinese complaint hotline 311 takes too long. Hope the waiting time can be shortened. Whether a direct Chinese phone line can be added to report to the police.	2/14/2013 12:24 PM

#	Responses	Date
34	bilingual personnel	1/31/2013 4:31 PM
35	bilingual people	1/31/2013 4:30 PM
36	Its very important for people who need transit everyday to get to work and do not speak English	1/31/2013 4:28 PM
37	bilingual people	1/31/2013 4:23 PM
38	That there is transportation to cities where people live and not to other places	1/31/2013 4:21 PM
39	That there are people of good character to attend to the passengers	1/31/2013 4:05 PM
40	That there was better, more frequent service	1/31/2013 4:04 PM
41	That the bus stops were more secure. That the buses were more frequent, come every 20min instead of every hour.	1/31/2013 4:01 PM
42	That there was more information and education about the services provided.	1/31/2013 3:53 PM
43	That you hire bus drivers who speak Spanish	1/31/2013 3:48 PM
44	I think that the MTC should have their services in different languages for the good of all people	1/31/2013 3:43 PM
45	Many people do not know about these services. It would be good if more information was available in television, radio, or pamphlets so people would know about the offered services	1/31/2013 3:37 PM
46	Have more patience with those people who have difficulty with English and help these people more.	1/31/2013 3:32 PM
47	The workers should be more patient and listen to people who speak slowly	1/31/2013 3:30 PM
48	We need more frequent transit and route information for worker who have 20 to 30min long commutes.	1/31/2013 3:14 PM
49	When buying tickets sometimes my family needs a translators because the workers only speak English	1/31/2013 3:11 PM
50	That the telephone call boxes on the highways and freeways were safer	1/31/2013 3:02 PM
51	The bus drivers should be able to speak Spanish so they can assist the passengers.	1/31/2013 2:54 PM
52	I would like it if they spoke Spanish	1/31/2013 2:53 PM
53	Thank you, but I have not used any of these services	1/31/2013 2:51 PM
54	I think that everything is ok, but I don't travel much. Speak more Spanish	1/31/2013 2:48 PM
55	I can't give an opinion or offer guidance because I haven't used the services	1/31/2013 2:46 PM
56	To be honest I don't know, but I think you should continue	1/31/2013 2:44 PM
57	We are satisfied	1/31/2013 2:21 PM
58	I think no language is necessary. Dialect because some people need it	1/31/2013 2:20 PM
59	I suggest to provide all languages because many old people do not speak English	1/31/2013 2:16 PM
60	Cambodian	1/31/2013 2:09 PM
61	If we had assistance services for every language that would be very good.	1/31/2013 2:07 PM
62	Thai language	1/31/2013 2:05 PM
63	Spanish	1/31/2013 1:58 PM
64	I think that the Commission is doing a good job	1/31/2013 1:40 PM
65	More help in Spanish	1/31/2013 1:35 PM
66	I'm not sure, but it would be a good idea to have visible service announcements in Spanish	1/31/2013 1:34 PM
67	I can't get any information about MTC. Why don't you provide some convenient way to get some information.	1/30/2013 2:46 PM
68	Spanish	1/30/2013 2:31 PM
69	That there are more personnel who speak Spanish	1/30/2013 2:30 PM
70	People that speak Spanish	1/30/2013 2:28 PM
71	Farsi, Romania, Somalia, Tigrigna, Spanish	1/30/2013 1:23 PM
72	Respect velocity	1/30/2013 1:18 PM
73	My language is Spanish	1/30/2013 1:16 PM
74	You should improve the frequency of the buses. An example is the 63 line. If this line passed 10 minutes after 12:30 I would not have to wait 50 minutes to take another one.	1/30/2013 12:43 PM
75	Announcements on TV about transportation	1/30/2013 12:38 PM
76	Announcements on television about transportation. That workers are educated and nice to the riders.	1/30/2013 12:37 PM

#	Responses	Date
77	The service is good, this form is hard to understand. What do you want to know?	1/30/2013 12:34 PM
78	There should be a person working in the transportation service (bus, trains) who speaks Spanish and Vietnamese and who is also aware of their different customs.There should be more buses. The transit service for me is very bad. There are not many buses.	1/30/2013 12:31 PM
79	farsi please	1/29/2013 5:28 PM
80	Please provide services in Vietnamese!	1/29/2013 5:26 PM
81	Farsi please	1/29/2013 5:21 PM
82	I hope you provide Chinese language services	1/29/2013 5:17 PM
83	nothing	1/29/2013 5:16 PM
84	Please speak Chinese	1/29/2013 5:14 PM
85	more services if possible	1/29/2013 5:12 PM
86	Farsi	1/29/2013 4:37 PM
87	put Thai language in your services	1/29/2013 4:36 PM
88	use Russian language	1/29/2013 4:35 PM
89	I don't understand this form	1/29/2013 4:32 PM
90	I'm not sure the MTC has to think too much about it. All the transit signs are understandable enough and we can always get information from the internet.	1/29/2013 4:29 PM
91	I don't know	1/29/2013 4:25 PM
92	Offer services in English, Cambodian, Chinese, Korean and Vietnamese	1/29/2013 4:13 PM
93	I would like information about routes and how much money	1/29/2013 4:11 PM
94	I would like information about routes and how much money	1/29/2013 4:10 PM
95	I would like information about routes and how much money	1/29/2013 4:09 PM
96	I would like information about routes and how much money	1/29/2013 4:06 PM
97	I would like information about routes and how much money	1/29/2013 4:05 PM
98	I would like information about routes and how much money	1/29/2013 4:04 PM
99	I would like information about routes and how much money	1/29/2013 4:03 PM
100	I don't know	1/29/2013 4:01 PM
101	Farsi please	1/29/2013 4:00 PM
102	Farsi please	1/29/2013 3:59 PM
103	Russian please	1/29/2013 3:58 PM
104	amheric please	1/29/2013 3:57 PM
105	Tigrigna please	1/29/2013 3:56 PM
106	Farsi please. Why no surveys in Farsi?	1/29/2013 3:52 PM
107	Farsi please	1/29/2013 3:51 PM
108	Russian please	1/29/2013 3:48 PM
109	Somali please	1/29/2013 3:45 PM
110	Somali please	1/29/2013 3:44 PM
111	Somali please	1/29/2013 3:43 PM
112	I want Russian	1/29/2013 3:42 PM
113	I want services in Persian	1/29/2013 3:41 PM
114	Korean	1/29/2013 3:40 PM
115	Japanese	1/29/2013 3:39 PM
116	I would like this in Thai	1/29/2013 3:37 PM
117	need more bus stops with benches and shelters. I wait too long for transfers. More frequent service. More bilingual drivers.	1/29/2013 3:24 PM
118	Need more bus stops with benches and shelters. More bilingual drivers. More frequent service.	1/29/2013 3:21 PM

#	Responses	Date
119	farsi	1/29/2013 3:14 PM
120	Farsi	1/29/2013 3:09 PM
121	It would be better if this paper was in Russian	1/29/2013 3:08 PM
122	It would be better for me if this paper was in Farsi language	1/29/2013 3:06 PM
123	It would be better if this paper was in Farsi because I speak Farsi.	1/29/2013 3:04 PM
124	I would be interested to have this information provided in different languages such as Farsi	1/29/2013 3:02 PM
125	I want services in vietnamese	1/29/2013 2:59 PM
126	I need this service in Spanish	1/29/2013 2:53 PM
127	I need this service in Russian	1/29/2013 2:52 PM
128	I need the "511" in Spanish	1/29/2013 2:49 PM
129	I need this paper in Russian language	1/29/2013 2:46 PM
130	Its necessay to do more practice in the English language	1/29/2013 2:40 PM
131	I need these services to Amharic language	1/29/2013 2:34 PM
132	I need this service in Spanish	1/29/2013 2:32 PM
133	I need service Vietnamese language	1/29/2013 2:30 PM
134	I need services in Vietnamese language	1/29/2013 2:29 PM
135	I need these services in Persian	1/29/2013 2:18 PM
136	I need this service in Spanish	1/29/2013 2:17 PM
137	Vietnamese, chinese	1/29/2013 2:14 PM
138	I need services in Korean	1/28/2013 5:02 PM
139	I need services in Farsi	1/28/2013 5:00 PM
140	I need the services in Persian	1/28/2013 4:58 PM
141	I need the service in Farsi	1/28/2013 4:57 PM
142	I need all the information in Spanish	1/28/2013 4:56 PM
143	to use the Russian language	1/28/2013 4:50 PM
144	Portuguese	1/28/2013 4:46 PM
145	Spanish	1/28/2013 4:45 PM
146	Spanish	1/28/2013 4:31 PM
147	Spanish	1/28/2013 4:29 PM
148	Mandarin	1/28/2013 4:24 PM
149	Give more language services in 511	1/28/2013 4:14 PM
150	24 hour hotline/services	1/28/2013 4:07 PM
151	Different languages, not just Spanish or Chinese	1/28/2013 4:03 PM
152	Many MTC services do not have Cantonese (Chinese) language services. I think that they are ignoring us.	1/28/2013 3:50 PM
153	Everything is ok	1/28/2013 3:24 PM
154	Chinese. More and more Chinese are living in the City and some might not speak or read English/Spanish and they could get help if there is customer service in Chinese	1/28/2013 3:21 PM
155	culturally competency services	1/28/2013 3:17 PM
156	chinese	1/28/2013 2:49 PM
157	chinese	1/28/2013 2:30 PM
158	chinese	1/28/2013 2:27 PM
159	chinese	1/28/2013 2:27 PM
160	chinese	1/28/2013 2:26 PM
161	chinese	1/28/2013 2:25 PM
162	chinese	1/28/2013 2:24 PM

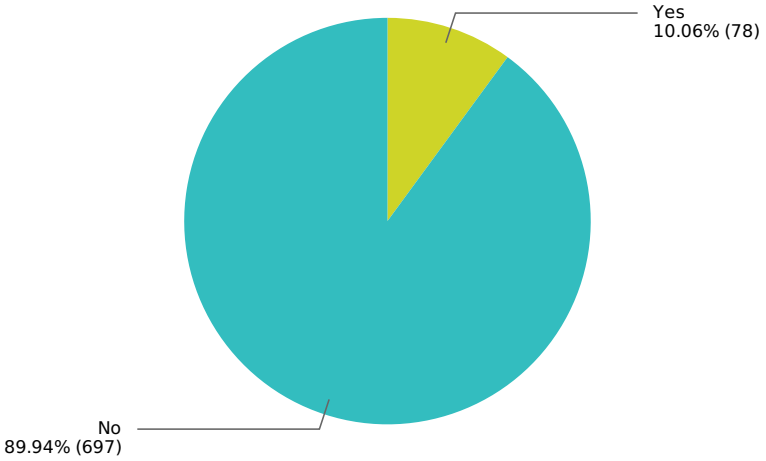
#	Responses	Date
163	chinese	1/28/2013 2:23 PM
164	chinese	1/28/2013 2:22 PM
165	Chinese	1/28/2013 2:17 PM
166	chinese	1/28/2013 2:17 PM
167	chinese	1/28/2013 2:16 PM
168	chinese	1/28/2013 2:12 PM
169	Distribute flyers. Television publicity	1/28/2013 2:06 PM
170	Have more people who are bilingual	1/28/2013 2:04 PM
171	Spanish	1/28/2013 2:00 PM
172	Its important that transit workers speak at least 2 languages so they can properly help community members. Thanks!	1/28/2013 1:48 PM
173	Its important that transit workers speak multiple languages so they can help passengers.	1/28/2013 1:44 PM
174	I don't know about these services because I haven't lived here for long	1/28/2013 1:20 PM
175	I don't have suggestions, but all your offered services appear very important	1/28/2013 1:12 PM
176	Cebuano dialect	1/22/2013 9:37 AM
177	nothing	1/21/2013 9:33 PM
178	Have different routes	1/21/2013 9:19 PM
179	That service providers speak Spanish so they can help older passengers.	1/21/2013 9:18 PM
180	The truth is I will not be living in this city for long.	1/21/2013 9:11 PM
181	Public bus transit to school	1/21/2013 9:08 PM
182	Everything is good.	1/21/2013 8:58 PM
183	Have Spanish language instructions on the train.	1/21/2013 8:36 PM
184	It was more clear how to explain oneself.	1/21/2013 8:31 PM
185	The buses should run more frequently.	1/21/2013 8:28 PM
186	Its ok	1/21/2013 8:27 PM
187	I have not used these services so I can't offer any recommendations.	1/21/2013 8:24 PM
188	that there were bilingual services.	1/21/2013 8:19 PM
189	I don't have any idea about the MTC.	1/21/2013 8:13 PM
190	I have no idea.	1/21/2013 8:12 PM
191	It isn't needed because here in America we should use English	1/21/2013 8:10 PM
192	It would be great if I could get information in Japanese, but English is alright.	1/21/2013 7:52 PM
193	Please make an app for smartphones. It would be very useful for me.	1/21/2013 7:29 PM
194	Spanish telephone line	1/16/2013 1:24 PM
195	Chinese	1/16/2013 1:00 PM
196	no	1/16/2013 12:48 PM
197	Bus drivers who speak Spanish. Many of the people who work for the bus company don't speak other languages and I have questions, but can't communicate with them.	1/16/2013 11:46 AM
198	I don't know	1/16/2013 11:43 AM
199	That you don't remove the services that already exist	1/16/2013 11:34 AM
200	more interpreters	1/16/2013 11:31 AM
201	more security in the schools	1/16/2013 11:28 AM
202	Continue helping the community.	1/16/2013 11:24 AM
203	Help more incapacitated people	1/16/2013 11:22 AM
204	Improve Spanish speaking skills of your employees.	1/16/2013 11:21 AM
205	Employ more people who speak Spanish	1/16/2013 11:16 AM

#	Responses	Date
206	All the best. Happiness and Thanks!!!	1/16/2013 11:08 AM
207	everything is great.	1/16/2013 11:06 AM
208	better translators	1/16/2013 11:01 AM
209	That they provide more help to vehicles stuck on the highways.	1/16/2013 10:54 AM
210	Spanish language announcements and information in public places like schools, libraries, etc.	1/16/2013 10:51 AM
211	Improve Spanish speaking skills of service providers	1/16/2013 10:48 AM
212	Improve Spanish speaking skills of service providers	1/16/2013 10:46 AM
213	I would like more information in Spanish	1/16/2013 10:35 AM
214	I need to speak English	1/16/2013 10:33 AM
215	I need more information about what is available.	1/16/2013 10:30 AM
216	I do not have any suggestions	1/16/2013 10:29 AM
217	Don't be so rude.	1/16/2013 10:24 AM
218	More control to improve traffic congestion. Construct more roads/lanes to improve traffic. Thanks	1/16/2013 10:21 AM
219	no comments	1/16/2013 10:17 AM
220	I would like it if there were more services available in Spanish, especially emergency services.	1/15/2013 4:43 PM
221	None	1/15/2013 4:41 PM
222	no	1/15/2013 4:40 PM
223	Need translation when reach destination or station	1/15/2013 4:37 PM
224	Need translation for announcements, posters, need interpreter	1/15/2013 4:36 PM
225	Need translation for announcements	1/15/2013 4:35 PM
226	Need translation for announcements, posters	1/15/2013 4:34 PM
227	Need translation for announcements, electronic billboards	1/15/2013 4:33 PM
228	Need translation for all informations	1/15/2013 4:32 PM
229	Need translation for announcements, posters, 511 line	1/15/2013 4:31 PM
230	Must have Chinese language services.	1/15/2013 4:27 PM
231	Must have Chinese language services.	1/15/2013 4:26 PM
232	Wish to add more routes and less transportation time.	1/15/2013 4:25 PM
233	Should establish more organizations which have variety of language services.	1/15/2013 4:24 PM
234	I wish there is Chinese language services because there are a lot more Chinese in America and some new immigrants are not good in English. That is why I wish there is Chinese language services.	1/15/2013 4:22 PM
235	Korean required	1/15/2013 4:16 PM
236	Korean Interpretors required	1/15/2013 4:15 PM
237	Satisfied	1/15/2013 4:13 PM
238	Okay	1/15/2013 4:11 PM
239	I hope buses runs more often and on time.	1/15/2013 4:10 PM
240	I hope buses runs more often and on time.	1/15/2013 4:08 PM
241	I hope buses run on time.	1/15/2013 4:07 PM
242	I hope buses run on time.	1/15/2013 4:05 PM
243	I hope buses run on time.	1/15/2013 4:05 PM
244	Bicycle lanes are dangerous with bus Lanes.	1/15/2013 4:04 PM
245	I hope buses run on time.	1/15/2013 4:03 PM
246	Transportation delayed frequently. I often miss a couple of buses during rush hour.	1/15/2013 4:03 PM
247	Speaker	1/2/2013 2:55 PM
248	Speaker	1/2/2013 2:55 PM
249	Speaker	1/2/2013 2:54 PM

#	Responses	Date
250	Speaker	1/2/2013 2:53 PM
251	Speaker	1/2/2013 2:52 PM
252	Speaker	1/2/2013 2:51 PM
253	Interepreter	1/2/2013 2:50 PM
254	Speaker	1/2/2013 2:49 PM
255	Speaker and pictures	1/2/2013 2:47 PM
256	Speaker	1/2/2013 2:45 PM
257	Pictures	1/2/2013 2:45 PM
258	Speaker, Pictures	1/2/2013 2:44 PM
259	Speaker	1/2/2013 2:42 PM
260	Speaker, Pictures, Interpreter	1/2/2013 2:41 PM
261	Speaker, picture, call 511, interpreter	1/2/2013 2:40 PM
262	Speaker, picture, call 511, interpreter	1/2/2013 2:39 PM
263	Speaker	1/2/2013 2:38 PM
264	Speaker	1/2/2013 2:37 PM
265	Announcements in Spanish	1/2/2013 1:56 PM
266	Transit drivers and attendants should speak Spanish and English	1/2/2013 1:37 PM
267	To provide translators, either in person or machine.	1/2/2013 1:36 PM
268	Provide Spanish manuals that include routes and what transit to take.	1/2/2013 1:31 PM
269	That attendants speak Spanish or other languages to assist non-English speakers.	1/2/2013 1:29 PM
270	Spanish signs indicating where transit is going.	1/2/2013 1:27 PM
271	That the bus ran more frequently	1/2/2013 1:19 PM
272	The bus service was more frequent. It is often running late.	1/2/2013 1:17 PM
273	Help with language services	1/2/2013 1:12 PM
274	The attendants should be able to speak multiple languages and be more attentive.	1/2/2013 1:11 PM
275	More information in Farsi	1/2/2013 1:04 PM

Q12 Do you currently receive information from or about the Metropolitan Transportation Commission?

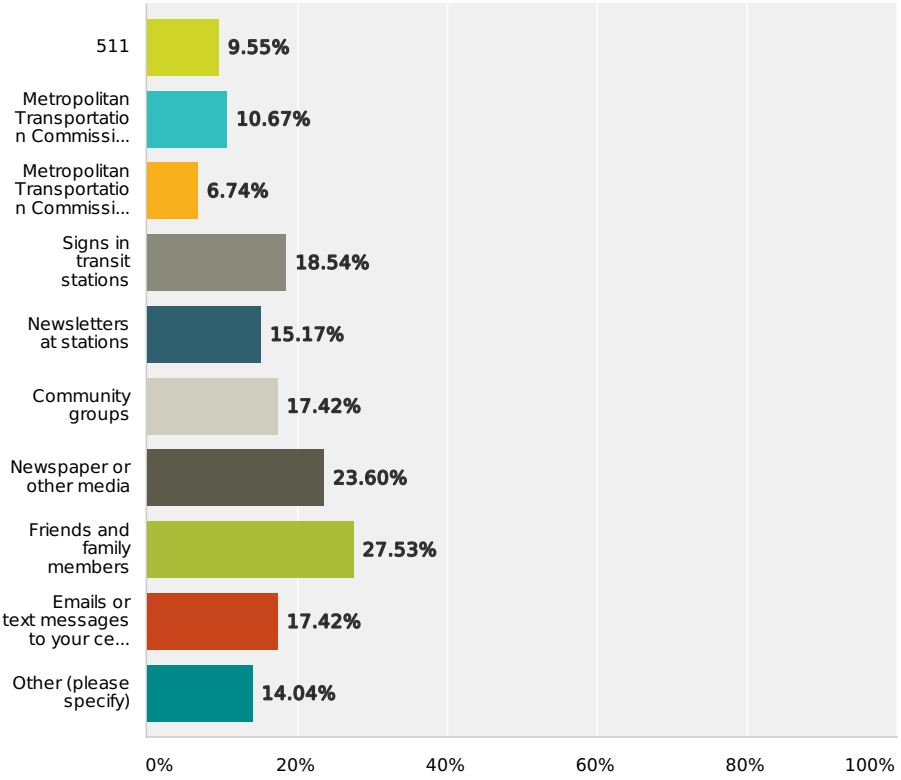
Answered: 775 Skipped: 70



Answer Choices	Responses	
Yes	**10.06%**	78
No	**89.94%**	697
Total		775

Q13 If you answered yes to question #11, how do you receive this information? (check all that apply)

Answered: 178 Skipped: 667



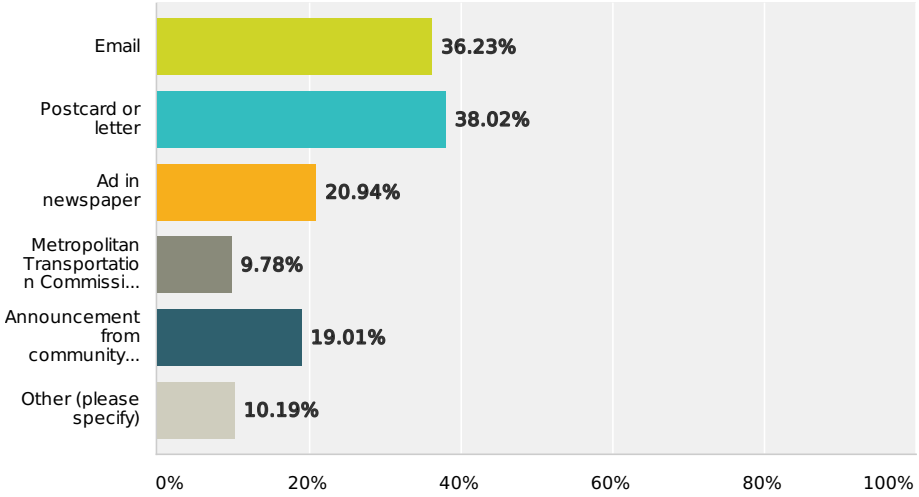
Answer Choices	Responses	
Friends and family members	**27.53%**	49
Newspaper or other media	**23.60%**	42
Signs in transit stations	**18.54%**	33
Community groups	**17.42%**	31
Emails or text messages to your cell phone	**17.42%**	31
Newsletters at stations	**15.17%**	27
Metropolitan Transportation Commission website	**10.67%**	19
511	**9.55%**	17
Metropolitan Transportation Commission public meetings	**6.74%**	12
Other (please specify)	**14.04%**	25
Total Respondents: 178		

Q13 "Other" Responses

#	Other:	Date
1	none	Feb 14, 2013 9:11 PM
2	school	Feb 14, 2013 9:00 PM
3	none given	Jan 31, 2013 10:25 PM
4	none given	Jan 30, 2013 10:35 PM
5	school	Jan 30, 2013 10:31 PM
6	school	Jan 29, 2013 11:43 PM
7	school	Jan 29, 2013 11:11 PM
8	Metro ED Teacher	Jan 29, 2013 11:08 PM
9	Metro ED Teacher	Jan 29, 2013 11:06 PM
10	Metro ED Teacher	Jan 29, 2013 11:04 PM
11	none given	Jan 22, 2013 5:39 PM
12	school	Jan 22, 2013 5:10 AM
13	none given	Jan 22, 2013 4:59 AM
14	Facebook	Jan 16, 2013 10:18 PM
15	Facebook	Jan 16, 2013 10:14 PM
16	mail	Jan 16, 2013 7:43 PM
17	none given	Jan 16, 2013 7:29 PM
18	none given	Jan 16, 2013 7:24 PM
19	none given	Jan 16, 2013 7:22 PM
20	none given	Jan 16, 2013 7:21 PM
21	none given	Jan 16, 2013 7:14 PM
22	Info on freeway	Jan 16, 2013 6:51 PM
23	none given	Jan 16, 2013 6:46 PM
24	none given	Jan 16, 2013 6:35 PM
25	at school	Jan 16, 2013 6:21 PM
26	none given	Jan 2, 2013 10:06 PM
27	none given	Jan 2, 2013 9:53 PM

Q14 What is the best way to notify you about a meeting or important news?

Answered: 726 Skipped: 119



Answer Choices	Responses	
Email	**36.23%**	263
Postcard or letter	**38.02%**	276
Ad in newspaper	**20.94%**	152
Metropolitan Transportation Commission website	**9.78%**	71
Announcement from community group or church	**19.01%**	138
Other (please specify)	**10.19%**	74
Total Respondents: 726		

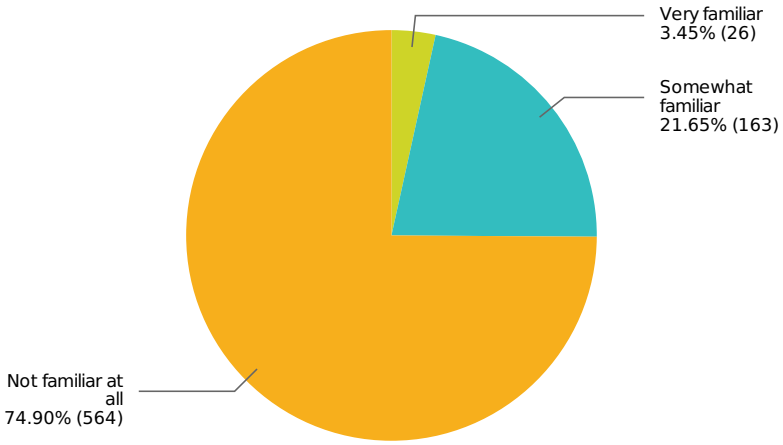
Q14 "Other" Responses

#	Other:	Date
1	Adult school	Feb 14, 2013 9:04 PM
2	Other: Notice posted on the wall of the bus	Feb 14, 2013 8:49 PM
3	none given	Jan 31, 2013 11:43 PM
4	none given	Jan 31, 2013 10:12 PM
5	none given	Jan 31, 2013 9:52 PM
6	none given	Jan 31, 2013 9:51 PM
7	signs in transit stations	Jan 31, 2013 9:46 PM
8	school	Jan 30, 2013 10:36 PM
9	school	Jan 30, 2013 10:35 PM
10	school	Jan 30, 2013 10:34 PM
11	school	Jan 30, 2013 10:33 PM
12	school	Jan 30, 2013 10:32 PM
13	school	Jan 30, 2013 10:31 PM
14	school	Jan 30, 2013 10:27 PM
15	school	Jan 30, 2013 10:26 PM
16	school	Jan 30, 2013 10:25 PM
17	school	Jan 30, 2013 10:24 PM
18	school	Jan 30, 2013 10:23 PM
19	school	Jan 30, 2013 10:22 PM
20	school	Jan 30, 2013 10:22 PM
21	school	Jan 30, 2013 9:23 PM
22	school	Jan 30, 2013 9:18 PM
23	school	Jan 30, 2013 9:16 PM
24	phone	Jan 30, 2013 9:01 PM
25	telephone	Jan 30, 2013 9:00 PM
26	school or cell phone text message	Jan 30, 2013 8:45 PM
27	school	Jan 30, 2013 1:29 AM
28	school	Jan 30, 2013 1:28 AM
29	school	Jan 30, 2013 1:21 AM
30	school	Jan 30, 2013 1:21 AM
31	school	Jan 30, 2013 1:20 AM
32	none given	Jan 30, 2013 12:06 AM
33	school	Jan 30, 2013 12:00 AM
34	school	Jan 29, 2013 11:59 PM
35	school	Jan 29, 2013 11:58 PM
36	school	Jan 29, 2013 11:57 PM
37	school	Jan 29, 2013 11:56 PM
38	school	Jan 29, 2013 11:55 PM
39	school	Jan 29, 2013 11:52 PM
40	school	Jan 29, 2013 11:51 PM
41	school	Jan 29, 2013 11:50 PM

42	school	Jan 29, 2013 11:48 PM
43	school	Jan 29, 2013 11:47 PM
44	school	Jan 29, 2013 11:45 PM
45	school	Jan 29, 2013 11:44 PM
46	phone	Jan 29, 2013 11:31 PM
47	school	Jan 29, 2013 11:15 PM
48	school	Jan 29, 2013 11:14 PM
49	school	Jan 29, 2013 11:12 PM
50	school	Jan 29, 2013 11:10 PM
51	school	Jan 29, 2013 11:09 PM
52	Metro ED teacher	Jan 29, 2013 10:46 PM
53	Community Board Site - ex: MYCBO.org	Jan 29, 2013 12:12 AM
54	ad on Muni	Jan 29, 2013 12:09 AM
55	Facebook	Jan 28, 2013 11:46 PM
56	Facebook	Jan 28, 2013 11:24 PM
57	Send information to public agencies like PLAN and the Family Center	Jan 28, 2013 10:08 PM
58	TV	Jan 28, 2013 9:42 PM
59	TV	Jan 28, 2013 9:41 PM
60	TV	Jan 28, 2013 9:40 PM
61	TV	Jan 28, 2013 9:39 PM
62	none given	Jan 28, 2013 9:37 PM
63	none given	Jan 28, 2013 9:36 PM
64	none given	Jan 28, 2013 9:25 PM
65	school	Jan 28, 2013 9:17 PM
66	Cell phone	Jan 22, 2013 5:19 AM
67	school	Jan 22, 2013 5:10 AM
68	none given	Jan 22, 2013 4:59 AM
69	by phone	Jan 22, 2013 4:41 AM
70	none given	Jan 22, 2013 4:23 AM
71	Facebook	Jan 16, 2013 10:18 PM
72	Family Resource Center in Napa County	Jan 16, 2013 7:46 PM
73	phone call	Jan 16, 2013 7:41 PM
74	stations	Jan 16, 2013 7:34 PM
75	Family Resource Center	Jan 16, 2013 7:29 PM
76	none given	Jan 16, 2013 7:28 PM
77	none given	Jan 16, 2013 7:24 PM
78	telephone	Jan 16, 2013 7:04 PM
79	Spanish	Jan 16, 2013 6:57 PM
80	none given	Jan 16, 2013 6:48 PM
81	ad in paper	Jan 16, 2013 12:25 AM
82	none given	Jan 2, 2013 10:17 PM
83	CLC or the library	Jan 2, 2013 9:41 PM
84	telephone	Jan 2, 2013 9:06 PM

Q15 How familiar are you with the transportation planning activities of the Metropolitan Transportation Commission?

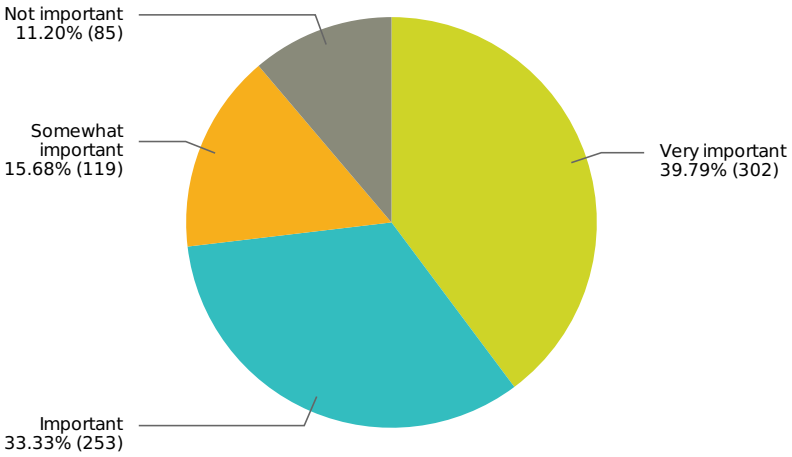
Answered: 753 Skipped: 92



Answer Choices	Responses	
Very familiar	**3.45%**	26
Somewhat familiar	**21.65%**	163
Not familiar at all	**74.90%**	564
Total		753

Q16 How important is it for you to be informed of long-range transportation planning in the Bay Area?

Answered: 759 Skipped: 86



Answer Choices	Responses	
Very important	**39.79%**	302
Important	**33.33%**	253
Somewhat important	**15.68%**	119
Not important	**11.20%**	85
Total		759

APPENDIX J

Focus Group Summary Responses

Responses/Comments from Cantonese LEP Person Focus Group
Hosted by Chinatown Community Development Corporation
San Francisco Chinatown (July 21, 2010)

The focus group was attended by 18 Cantonese speakers. Comments from the focus group are listed below.

Regarding Translation Process at Meetings:

- About 1/3 prefer simultaneous translation w/ headsets (must have *functional* headsets)
- About 2/3 prefer delayed translation with a live person
- A presentation entirely in Cantonese, however, is preferable to everyone.
- Positive points about meetings with translators:
  - able to understand everything as it happens
  - able to respond appropriately when you understand the specifics of the meeting
  - able to communicate with other people and tell them *our* opinion
  - good to have dialogue between people of different backgrounds and languages
- Negative points about meetings with translators:
  - some people can't hear the translations
  - doesn't work without an accurate translator
  - also, people might not respond well if the interpreter isn't sensitive

What would draw you to a meeting/event about transportation issues?

- An interesting meeting topic
- To learn about a new service or program
  (want to learn about other issues like services, welfare, benefits, health care, housing, topics related to life issues, topics related to attendees' immediate interest)
- If the meeting were co-sponsored by a community-based group
- Childcare and lunch or dinner would make it easier to attend
- Transit pass or other gift: does not affect attendance; when topic affects them, they will come, gift or not

What is the best way to notify you about a meeting or important news?

- An announcement from a community group or church: this method especially helpful.
- Postcard or letter: a good method if in a language they can read
- Advertisement in a newspaper: not as helpful because they may not get the newspaper; more likely to watch TV or listen to radio
- Other ways: inform each other though friends/word-of-mouth

- No one recommended an e-mail notice because no one had internet access

Other than a meeting, what venue/forum would you most likely use to express your views?

- Focus groups or small group meetings — a good/preferred method
- One-on-one interviews — some people indicated this would be a good option, others said many seniors would be too scared to participate
- Survey by a community group — a good option
- Write a letter — a few mentioned they might do this
- Mail survey — not likely to respond to a mail survey
- Phone comment line — not likely to respond; would hang up if someone called

Responses/Comments from Spanish LEP Person Focus Group
Hosted by the Spanish Speaking Citizens Foundation
Oakland Fruitvale Community (July 24, 2010)

The focus group was attended by 23 Spanish speakers. Comments from the focus group are listed below.

Regarding Translation Process at Meetings:

- Prefer a meeting conducted entirely in Spanish
- It helps to be able to see the person doing the translation
- Prefer a person translating rather than headsets
- Don't trust that translation is correct
- May not translate the entire response or comment
- The interpreter may inject her opinion in both translating from English to Spanish and from when translating from Spanish to English

What would draw you to a meeting/event about transportation issues?

- An interesting meeting topic
- To learn about a new service or program
- If the meeting were co-sponsored by a community-based group
- Childcare would help people be able to attend
- Transit pass or other gift would encourage attendance
- Lunch or dinner would be nice, but not as critical to their attendance

What is the best way to notify you about a meeting or important news?

- An announcement from a community group or church: this method especially helpful.
- Postcard or letter: a good method if in a language they can read
- Advertisement via television stations: a good method
- Advertisement in a newspaper not as helpful; mentioned that distribution of some community newspapers is limited
- Other ways: flyers distributed in the community
- A telephone message could be a good idea, except phone numbers tend to change frequently
- A small minority suggested an e-mail notice or use of a website; most participants did not have internet access

Other than a meeting, what venue/forum would you most likely use to express your views?

- Focus groups or small group meetings — a good/preferred method
- Other good techniques: One-on-one interviews; a survey by a community group; a survey received in the mail
- Would leave a phone message, for example, on a phone comment line
- Would write a letter to express views
- Only a few of the younger participants were open to techniques on the web

Responses/Comments from Vietnamese LEP Person Focus Group
Hosted by the Viet Voters of Northern California
San Jose, California (December 15, 2012)

The focus group was attended by 27 Vietnamese speaking participants of various ages. The majority of participants resided in San Jose.

Participants were given a brief introduction to the Metropolitan Transportation Commission (MTC) and the development of the Language Assistance Plan. Participants were then asked to introduce themselves and identify the general neighborhood where they lived. Next, they were asked a series of discussion questions to collect their input on their transportation needs, language assistance measures and effective methods of communication.

Facilitators also described the various transportation services offered by MTC as well as the language assistance services available to the public. At the end of the session, participants were thanked for their time and provided with information on how to utilize MTC services and programs.

All questions asked of participants and their responses are summarized below. Since respondents were not limited to one response and not required to answer all questions, the response count total for each question may be larger or smaller than the total number of focus group participants.

Question #1: What type of transportation do you use most often?
(18) Bus (SamTrans)
(3) Train (Caltrain)
(4) Walk or ride a bicycle
(6) Personal vehicle
(4) Carpool/ Rideshare
(0) Taxi
(0) Other

Question #2: What language do you speak at home?
(3) English
(0) Spanish
(0) Chinese
(0) Korean
(26) Vietnamese
(0) Tagalog
(0) Other

Question #3: Please identify how well you speak English.
(0) Very well
(2) Well
(20) Not well
(7) Not at all

Question #4: Which of the following Metropolitan Transportation Commission services do you use?
(1) 511
(2) Clipper Card
(2) FasTrak
(0) Call Boxes for Roadside Assistance
(0) Freeway Service Patrol (Roving Tow Trucks)
(18) None

Question #5: Did you know that Metropolitan Transportation Commission (MTC) provides the following language assistance services?
(2) Language Line Services
(0) Translation/ Interpretation at MTC meetings upon request
(0) MTC website information (in Spanish or Chinese)
(0) 511 website information (in Spanish or Chinese)
(0) Clipper website information (in Spanish or Chinese)
(0) FasTrak website information (in Spanish or Chinese)
(0) Other

Question #6: What are your suggestions for additional language assistance services that the Metropolitan Transportation Commission should consider to improve its services? Please be specific.

- Speakers on the bus to make announcements
- Announce transit stops in multiple languages
- Bus drivers who speak multiple languages

Question #7: Do you currently receive information from or about the Metropolitan Transportation Commission?
(0) Yes
(14) No
(8) Don't know

Question #8: What is the best way to notify you about a meeting or important news?

(0) Email notice
(13) Postcard or letter
(2) Ad in newspaper
(0) MTC's website
(10) Announcement from community group or church
(6) Other: Local Vietnamese newspapers and radio stations

Additional key findings:

- Participants indicated that postal mail (e.g., postcards), local community-based organizations and ethnic media are effective ways to inform Vietnamese-speaking individuals of important news or meetings.
- Many of the focus group participants were not familiar with MTC and lacked awareness of MTC's programs and services (e.g., 511 Traveler Information, Freeway Service Patrol).
- The majority of focus group participants have never used any of MTC's language assistance services.

Responses/Comments from Spanish LEP Person Focus Group
Hosted by the Community Learning Center
South San Francisco, California (December 18, 2012)

The focus group was attended by 18 Spanish speaking participants of various ages. The focus group participants included 16 women (age range of 23-75) and 2 males (age range of 30-50). The majority of participants resided in South San Francisco near the Community Learning Center.

Participants were given a brief introduction to the Metropolitan Transportation Commission (MTC) and the development of the Language Assistance Plan. Participants were then asked to introduce themselves and identify the general neighborhood where they lived. Next, they were asked a series of discussion questions to collect their input on their transportation needs, language assistance measures and effective methods of communication.

Facilitators also described the various transportation services offered by MTC as well as the language assistance services available to the public. At the end of the session, participants were thanked for their time and provided with information on how to utilize MTC services and programs.

All questions asked of participants and their responses are summarized below. Since respondents were not limited to one response and not required to answer all questions, the response count total for each question may be larger or smaller than the total number of focus group participants.

Question #1: What type of transportation do you use most often?
(10) Bus
(0) Train
(4) Walk or ride a bicycle
(5) Personal vehicle
(4) Carpool/ Rideshare
(0) Taxi
(0) Other

Question #2: What language do you speak at home?
(2) English
(17) Spanish
(0) Chinese
(0) Korean
(0) Vietnamese
(0) Tagalog
(0) Other

Question #3: Please identify how well you speak English.
(0) Very well
(1) Well
(12) Not well
(5) Not at all

Question #4: Which of the following Metropolitan Transportation Commission services do you use? (check all that apply)
(1) 511
(3) Clipper Card
(1) FasTrak
(0) Call Boxes for Roadside Assistance
(0) Freeway Service Patrol (Roving Tow Trucks)
(11) None

Question #5: Did you know that Metropolitan Transportation Commission (MTC) provides the following language assistance services?
(1) Language Line Services
(1) Translation/ Interpretation at MTC meetings upon request
(0) MTC website information (in Spanish or Chinese)
(0) 511 website information (in Spanish or Chinese)
(0) Clipper website information (in Spanish or Chinese)
(0) FasTrak website information (in Spanish or Chinese)
(0) Other

Question #6: What are your suggestions for additional language assistance services that the Metropolitan Transportation Commission should consider to improve its services? Please be specific.

- Better customer service personnel
- Easier directions to access services over the telephone
- More promotion of services available in key access points (e.g. churches, schools)
- More access to customer service operators not automated voice assistance

Question #7: Do you currently receive information from or about the Metropolitan Transportation Commission?
(0) Yes
(12) No
(5) Don't know

Question #8: What is the best way to notify you about a meeting or important news?

(1) Email notice
(7) Postcard or letter
(1) Ad in newspaper
(0) MTC's website
(9) Announcement from community group or church
(4) Other: Send information home with children after school

Additional key findings:

- Many of the focus group participants were not familiar with MTC and lacked awareness of MTC's programs and services (e.g., 511 Traveler Information, Freeway Service Patrol).
- The majority of focus group participants have never used any of MTC's language assistance services.
- Participants asked several questions about how to use the Clipper Card program.
    - Participants expressed interest in the convenience of the Clipper Card program and the ability to use the card to access BART, Muni, VTA and SamTrans.
    - Participants inquired about the process for purchasing and refilling Clipper cards.
- Participants expressed the need for fare instructions to be translated in Spanish.

APPENDIX K

List of Interviewed Community-Based Organizations and Languages Served

Interviewed Community-Based Organizations and Languages Served	
Community-Based Organizations	**Languages Served**
Hayward Day Labor Center	• Spanish • Quiche • Quetzal
Community Learning Center	• Spanish
Vietnamese Voluntary Foundation (VIVO)	• Vietnamese • Chinese • Tagalog • Korean • Arabic • Persian • Amharic • Nepalese • Somali • Burmese • Spanish
Chinese Newcomers Service Center	• Chinese • Vietnamese

APPENDIX L

List of Community-Based Organization Interview Questions

Population Overview

- What geographic area does your agency serve?
- How many people does your agency provide services to?
- Has the size of the population you serve increased, stayed the same, or decreased over the past five years?
- What are the countries of origin from which your population has immigrated?
- Does your population come from an urban or rural background?
- What are the languages spoken by the population you serve?
- What is the age and gender of your population?
- What is the education and literacy level of the population you serve?

Transportation

- Has the population inquired about how to access public transportation or expressed a need for public transportation service?
- What are the most frequently traveled destinations?
- Are there locations that the population has expressed difficulty accessing via the public transportation system?
- Do the transit needs and travel patterns of the population vary depending on the age or gender of the population members?
- Has the population expressed an interest in getting involved in the transportation planning process?

Communication

- What needs or expectations for transportation-related language access services has this population expressed?
- What are your suggestions for language assistance measures that MTC should consider to improve its services?
- Do you think long-range planning and programming documents should be translated upon request or automatically translated for your community?
- What is the best way to obtain input from the population?
- Who would the population trust most in delivering language appropriate messages?

APPENDIX M

Summary Responses of Community-Based Organization Interviews

CBO Interview #1: Hayward Day Labor Center (Hayward)

CBO Staff: Gabriel Hernandez, Executive Director

January 4th, 2012

Population Overview

1. What geographic area does your agency serve?

Southern Alameda County (Hayward, Union City, Oakland).

2. How many people does your agency provide services to?

350 to 400 members annually.

3. Has the size of the population you serve increased, stayed the same, or decreased over the past five years?

Increased.

4. What are the countries of origin from which your population has immigrated?

Approximately 75% - 80% are from Guatemala, Mexico and Honduras. (mostly rural)

5. Does your population come from an urban or rural background?

Mostly rural.

6. What are the languages spoken by the population you serve?

Spanish, Quiche, Quetzal and English.

7. What is the age and gender of your population?

Males account for 75% of the population, ages 16-35. Females account for 25% of the population, ages 25-45 years old.

8. What is the education and literacy level of the population you serve?

Approximately 35% – 40% are not literate in any language.

Transportation

9. Has the population inquired about how to access public transportation or expressed a need for public transportation service?

Clients inquire about public transit in order to access employment opportunities.

10. What are the most frequently traveled destinations?

Clients travel across the Bay Area for work in all nine counties. Most of the clients travel within the East Bay.

11. Do the transit needs and travel patterns of the population vary depending on the age or gender of the population members?

Travel patterns vary by gender and age.

12. Are there locations that the population has expressed difficulty accessing via the public transportation system?

Accessing public transit in the North Bay counties and cities (e.g., Sonoma County, the City of Santa Rosa) is difficult.

13. Has the population expressed an interest in getting involved in the transportation planning process?

The organization works with BART to provide trainings and information sessions to the population. These trainings are initiated by transit agencies; however, the population attends trainings and has expressed interest in attending other related workshops.

Communication

14. What needs or expectations for transportation-related language access services has this population expressed?

Low literacy levels in both English and the native languages of clients is an important consideration for language access services.

15. What are your suggestions for language assistance measures that MTC should consider to improve its services?

Using more visuals including colors and symbols to explain the public transit system would help improve accessibility to those with lower literacy levels. MTC should also incorporate cell phone technology in its public outreach efforts (e.g., text messages).

16. Do you think long-range planning and programming documents should be translated upon request or automatically translated for your community?

Easy to understand instructions on how to access transportation services (e.g., how to use a Clipper card) are critical for accommodating low-literacy passengers.

17. What is the best way to obtain input from the population?

Collaborate with community organizations and trusted community leaders.

18. Who would the population trust most in delivering language appropriate messages?

Many clients trust information from the police and community-based organizations.

CBO Interview #2: Community Learning Center (South San Francisco)

CBO Staff: Marta Bookbinder, Collaborative Projects Coordinator

January 15th, 2012

Population Overview

1. What geographic area does your agency serve?

South San Francisco. According to U.S. Census 2010, the population is 63,632.

2. How many people does your agency provide services to?

Agency serves 737 people annually.

3. Has the size of the population you serve increased, stayed the same, or decreased over the past five years?

Stayed the same.

4. What are the countries of origin from which your population has immigrated?

Ninety percent (90%) are from Latin America. Of those, most are from Mexico (90%).

5. Does your population come from an urban or rural background?

Both urban and rural, though 70% are from rural backgrounds.

6. What are the languages spoken by the population you serve?

Spanish is the primary language. 70% of constituents are monolingual Spanish speakers.

7. What is the age and gender of your population?

The Community Learning Center (CLC) serves children and adults from ages 3 – 100. The gender distribution is 60% female and 40% male.

8. What is the education and literacy level of the population you serve?

The majority (80%) of clients have an elementary school education and literacy level..

Transportation

9. Has the population inquired about how to access public transportation or expressed a need for public transportation service?

Yes. Some clients have requested trainings on public transportation (e.g. how to get to specific locations and how to use different public transportation services). Most of these requests are based on functional need.

10. What are the most frequently traveled destinations?

The corridor from San Francisco to Santa Clara is among the most frequently traveled routes. Another frequent route is the Cal-tran corridor.

11. Are there locations that the population has expressed difficulty accessing via the public transportation system?

There is difficulty accessing the coast side (e.g., Half Moon Bay, Pescadero). There is very minimal public transit service to the coast side and the farming communities.

12. Do the transit needs and travel patterns of the population vary depending on the age or gender of the population members?

Travel patterns vary by gender and age.

13. Has the population expressed an interest in getting involved in the transportation planning process?

Clients have expressed interest in the issues that are important to them, such as eliminating routes or fare changes. If clients are informed of meetings in accessible locations, they often will attend.

Communication

14. What needs or expectations for transportation-related language access services has this population expressed?

Clients have expressed a need for better customer service personnel. MTC and transit operators should keep in mind the various literacy levels of passengers. Transit agencies should use more visuals and develop more intelligently crafted instructions.

15. What are your suggestions for language assistance measures that MTC should consider to improve its services?

Using pictures and symbols for public transit services would help improve accessibility to those with lower literacy levels. Transit agencies should also incorporate instructions in the primary language of customers. Transit agencies should have a "help" button if customers get stuck on the phone (e.g., a button option that states "Would you like to speak with an operator").

16. Do you think long-range planning and programming documents should be translated upon request or automatically translated for your community?

Information regarding routes and fares should be translated. Customers need translated information and instructions on how to access transit services and how to pay for transit services.

17. What is the best way to obtain input from the population?

Convene focus groups. Work with CBOs as allies and partners in promoting services and information. Use simple and appealing language when reaching out to LEP customers.

18. Who would the population trust most in delivering language appropriate messages?

The population trusts local, well-known community leaders and institutions, such as churches and libraries.

CBO Interview #3: Vietnamese Voluntary Foundation, VIVO (San Jose)

CBO Staff: Cat Nguyen, Director of Operations

January 16th, 2013

Population Overview

1. What geographic area does your agency serve?

Santa Clara County.

2. How many people does your agency provide services to?

10,000 people served annually. VIVO serves 1,100 – 1,300 people weekly through non-event services.

3. Has the size of the population you serve increased, stayed the same, or decreased over the past five years?

Increased.

4. What are the countries of origin from which your population has immigrated?

About 90% of clients are from Vietnam. VIVO serves many Vietnamese refugees. Other clients served are Chinese, Iranian, Iraqi, Nepalese, Somali, Hispanic, Bosnian, Burmese, Ethiopian, Cambodian, and Filipino. VIVO's food program serves mostly Hispanics and Vietnamese. Recent refugees often come for employment services. VIVO has a contract with Santa Clara County to provide employment and acculturation services.

5. Does your population come from an urban or rural background?

Approximately 90% are from rural backgrounds.

6. What are the languages spoken by the population you serve?

Chinese, Iranian, Iraqi, Nepalese, Somali, Spanish, Bosnian, Burmese, Ethiopian, Cambodian, and Tagalog. VIVO staff are equipped to serve all the languages.

7. What is the age and gender of your population?

Seniors primarily, but the agency serves everyone including youth and adults. Gender distribution is 60% female, 40% male.

8. What is the education and literacy level of the population you serve?

Most have elementary-level education and are limited English speakers. Approximately 30% of the clients have limited literacy in their native language.

Transportation

9. Has the population inquired about how to access public transportation or expressed a need for public transportation service?

Yes, both elderly and recent refugees ask about how to access public transit. Many clients do not own cars. Public transportation is a crucial asset to these populations. Carpooling and informal ridesharing among clients is an important alternative for transit-dependent people. The agency provides transportation and service delivery to disabled clients through VIVO's food program.

10. What are the most frequently traveled destinations?

San Jose City, Fremont and routes to pubic transit are frequently traveled destinations.

11. Are there locations that the population has expressed difficulty accessing via the public transportation system?

Recreation destinations such as San Francisco and Monterrey are difficult to access. Job destinations like Milpitas, Gilroy, Fremont, and Sunnyvale are important locations for VIVO's population to have access to via public transit.

12. Do the transit needs and travel patterns of the population vary depending on the age or gender of the population members?

Travel patterns vary by gender and age. Most clients travel out of necessity because of limited resources to pay for transit.

13. Has the population expressed an interest in getting involved in the transportation planning process?

No.

Communication

14. What needs or expectations for transportation-related language access services has this population expressed?

Clients inquire about how to access specific locations (e.g., doctor's office, social service building, etc.) using public transit. Clients have difficulty navigating transit stops due to limited English skills. Most clients do not have internet and cannot access traveler information online.

15. What are your suggestions for language assistance measures that MTC should consider to improve its services?

Arrange for spoken and written translations in appropriate languages. Translate services into as many languages as you can. Examine the language needs of certain cities (e.g., San Jose needs to have Spanish and Vietnamese language services because of the demographics). Improve passenger knowledge of how to navigate the transit stops (e.g., how to get from here to there). Increase public outreach and better publicize language line services.

16. Do you think long-range planning and programming documents should be translated upon request or automatically translated for your community?

Anything that MTC wants people to read needs to be translated. This includes information regarding fee increases, schedule changes, route maps and public meetings.

17. What is the best way to obtain input from the population?

One-on-one communication from a source the population trusts (e.g., VIVO, churches). Hold meetings at VIVO's office to promote and advertise transportation services. People trust the places that are already serving them such as schools, local businesses and markets. Radio and local television is also a good resource. There is a huge media base in Santa Clara County.

18. Who would the population trust most in delivering language appropriate messages?

There is mistrust of mainstream institutions and government agencies. Refugees are often fleeing oppressive governments. There is greater trust in grassroots communication and word-of-mouth transfer of information.

CBO Interview #4: Chinese Newcomers Service Center (San Francisco)

CBO Staff: George Chan, Program Coordinator

February 13th, 2013

Population Overview

1. What geographic area does your agency serve?

San Francisco Chinatown.

2. How many people does your agency provide services to?

The agency averages about 100 clients per day.

3. Has the size of the population you serve increased, stayed the same, or decreased over the past five years?

Increased.

4. What are the countries of origin from which your population has immigrated?

China, Vietnam, Hong Kong, Taiwan, Singapore.

5. Does your population come from an urban or rural background?

Mainly urban.

6. What are the languages spoken by the population you serve?

Chinese (Mandarin, Cantonese, Tai-shen-ese) and Vietnamese.

7. What is the age and gender of your population?

Various ages from 18-85. The population includes both males and females.

8. What is the education and literacy level of the population you serve?

Most non-English speaking clients have less than a high-school education.

Transportation

9. Has the population inquired about how to access public transportation or expressed a need for public transportation service?

Not quite, they say the informative posters on Muni are good.

10. What are the most frequently traveled destinations?

Chinatown, Sunset District, Silver Street, Cow Plaza and Mission District.

11. Are there locations that the population has expressed difficulty accessing via the public transportation system?

Yes, the Sunset District is difficult to access because public transit is slow.

12. Do the transit needs and travel patterns of the population vary depending on the age or gender of the population members?

Yes, workers/ laborers travel during rush hours (7am to 9am) and evening hours (5pm to 7 pm). Parents travel during schools hours (11am to 1pm and 3pm to 4pm).

13. Has the population expressed an interest in getting involved in the transportation planning process?

Not quite.

Communication

14. What needs or expectations for transportation-related language access services has this population expressed?

Clients have requested more Chinese posters advertising transportation services on buses. Clients have also expressed a desire for MUNI to provide Chinese broadcasting for the "The Next Muni" programs.

15. What are your suggestions for language assistance measures that MTC should consider to improve its services?

Provide a route map for the Muni lines in Chinese.

16. Do you think long-range planning and programming documents should be translated upon request or automatically translated for your community?

Documents should be automatically translated into Chinese because it is the 3rd most frequently spoken language in San Francisco.

17. What is the best way to obtain input from the population?

Surveys, town meeting, workshops, and online forums are effective ways to reach the population.

18. Who would the population trust most in delivering language appropriate messages?

Community leaders (e.g., David Chu), community partners and local media (e.g., television, radio and newspaper) are trusted sources of information.

APPENDIX N

Breakdown of Translation Costs

I. Written Translation Services

Standard Rates for Translation Services	
Language*	**Cost Per Word**
Spanish	14 cents
Chinese	18 cents
Vietnamese	19 cents
Tagalog	18 cents
Other Languages	18 to 22 cents depending on language; to be mutually

*Languages may include but are not limited to Spanish, Chinese, Vietnamese, Tagalog, Hindi, Korean, Russian, Persian, French and Japanese.

Turnaround Time for Translation Services			
Word Limit	**Turnaround Time**	**Language**	**Cost**
Up to 2,000 words	Same-day (Super Rush)	All Languages	TBD*
Up to 3,000 words	24-hour (Rush)	All Languages	TBD*
Up to 4,000 words	48-hour (Standard)	All Languages	Standard Rate

*Rates for rush jobs shall be at rates as mutually agreed upon in writing by MTC and Consultant, as needed.

Graphic Work for Translation Services	
Service	**Cost**
Standard formatting in Microsoft Word	No charge
Layout in InDesign, Quark, Adobe Illustrator or Photoshop	$40/hour
Culturalization	$40/hour and stock photo costs

II. Oral Interpreter Services

Oral Interpreter Services Rates			
Language	**Cost Per Hour** *Consecutive*	**Cost Per Hour** *Simultaneous*	**Travel Charges**
Spanish	$60	$100	$30 per hour if more than 10 miles from assignment
Chinese	$90	$110	
Vietnamese	$90	$110	
All other languages	$90 - $120	$120 - $150	

Minimum Charge: Oral interpreter services shall carry a minimum two-hour charge. Rates for Spanish, Chinese, and Vietnamese are shown in the table above. Rates for all other languages shall be at rates as mutually agreed upon in writing by MTC and Consultant, as needed with the range of rates set forth above.

Travel Time: Consultant shall exercise best efforts to assign a translator who lives within 10 miles of the assignment. When this is not feasible, an additional $30 per hour shall be charged for travel time as shown in the table above.

III. Simultaneous Interpreting Equipment Rates

Simultaneous Interpreting Equipment Rates	
Equipment	**Cost**
Headphones	$10 per headphone
Receiver	$75
Shipping	$0.08 per lbs. (25 headphones are approx. 50 lbs)

IV. American Sign Language (ASL) Interpreter Services

American Sign Language (ASL) Interpreter Services			
Service	**Cost Per Hour** *Consecutive*	**Cost Per Hour** *Simultaneous*	**Travel Charges**
ASL	$90	$110	$30 per hour if more than 10 miles from assignment

ASL interpreter services shall carry a minimum two-hour charge. Consultant shall exercise best efforts to assign a translator who lives within 10 miles of the assignment. When this is not feasible, an additional $30 per hour shall be charged for travel time as shown in the table above.

V. Full-Time Employee Costs

MTC collected data on the estimated figures for internal MTC staff time devoted to LEP translation and interpretation. The estimated figures are listed in both full-time employee (FTE) hours and dollars.

Full-Time Employee Costs					
Employee	**Grade**	**Hourly Rate (including benefits and tax)**	**Months**	**Hours**	**Total**
Lara	VI	$ 39.32	2.5	433.35	$ 17,041.06
Cai	V	$ 40.33	1	173.34	$ 6,991.15
Tian		$ 22.20	6	1,040.04	$ 23,088.89
Alvarado	IX	$ 65.60	1	173.34	$ 11,371.80
Lambert	VI	$ 44.48	1	173.34	$ 7,710.86
Toleafoa	IV	$ 33.20	1	173.34	$ 5,755.58
Beeler	VII	$ 50.29	0.25	43.335	$ 2,179.40
Stone	VII	$ 50.29	0.25	43.335	$ 2,179.40
Cooper	VII	$ 50.29	0.25	43.335	$ 2,179.40
					$ 78,498

APPENDIX O

Translated Press Releases

Translated Press Releases		
Title	**Date**	**Languages**
Bay Area Pavement Conditions Fair to Middling	10/29/2012	Chinese Spanish
Drivers Encouraged to Use 511 During San Mateo-Hayward Bridge Closures in October	10/17/2012	Chinese Spanish
Spare the Air Youth Empowers Students to Reduce Transportation-Related Pollution	10/2/2012	Chinese Spanish Vietnamese
MTC and 511 Release 2012 Edition of Getting There on Transit Guide	9/11/2012	Chinese Spanish
Travelers Encouraged to Use 511 During Dumbarton Bridge Closure Labor Day Weekend	8/27/2012	Chinese Spanish
Clipper® and San Francisco Bay Ferry Celebrate Expanded Clipper Service with Free "Coffee, Cookies and Clipper" Events	8/26/2012	Spanish
Outreach Events Scheduled for Youth Clipper® Cards	12/9/2011	Chinese Spanish
FasTrak® Transponders Available at Walgreens	6/9/2010	Chinese Spanish Vietnamese
Public Invited to Planning Meeting for New Gateway Park	2/23/2010	Chinese Spanish
Bay Area Toll Authority Schedules San Francisco Hearing on Proposed Toll Hike for Earthquake Safety	11/16/2009	Chinese Spanish
CHP Teams with Caltrans, MTC To Help Bay Area Drivers "Clear the Way"	7/30/2008	Chinese Spanish Vietnamese
MTC Seeks Public Input Via Web Survey Now Translated Into Chinese	12/10/2007	Chinese

Translated Press Releases		
Title	**Date**	**Languages**
MTC Seeks Public Input Via Web Survey Now Translated Into Spanish	12/10/2007	Spanish
MTC Invites Bay Area Residents to Get Involved in Transportation Planning	7/24/2007	Chinese Spanish
FasTrak® Toll Tags Now Available At Costco, Coming Soon to Safeway	1/8/2007	Chinese Spanish Vietnamese
Federal Funding Windfall Kickstarts Bay Area Projects	4/13/2005	Chinese Spanish Vietnamese
$3 Toll Kicks in July 1- Motorists Signing Up for FasTrak™ at Record Rate	6/30/2004	Chinese Spanish Vietnamese

APPENDIX P

Display Ads and Legal Notices

Display Ads and Legal Notices			
Date	**Publication**	**Purpose**	**Language(s)**
Aug. 2012	El Mensajero Visión Hispana Sing Tao Daily World Journal	Display Ad: Opening of Clipper Customer Service in Downtown Oakland	Chinese, Spanish
Aug. 2012	Clipper (MIG) request	Display Ad: $3 Clipper Card Fee Reinstatement	Chinese, Korean, Russian, Spanish, Tagalog and Vietnamese
July 2012	Visión Hispana Sing Tao Daily	Display Ad: Release of Draft 2013 TIP for Public Review	Chinese, Spanish
June 2012	Crónicas Visión Hispana Sing Tao	Display Ad: Plan Bay Area Notice of Preparation of Draft EIR	Chinese, Spanish
June 2012	Pam Grove made request	Legal Notice: 2013 Draft TIP Public Hearing Notice for July 11, 2012	Chinese, Spanish
June 2012	Korea Times Viet Nam Sing Tao News for Chinese	Display Ad: Senior RTC Clipper cards	Chinese, Korean and Vietnamese
May 2012	Clipper (Lisa Sutton) request	Display Ad: Youth Clipper card events at Walgreens in the VTA area	Korean, Punjabi, Spanish and Korean
March 2012	Clipper (MIG) request	Display Ad: Clipper VTA launch print ads	Spanish
Dec. 2011	Sing Tao	Display Ad: Plan Bay Area Winter 2012 Public Workshops (SF)	Chinese
Dec. 2011	Clipper (Lysa Hale) request	Display Ad: Clipper Title VI ad	Chinese, Spanish
Dec. 2011	Pam Grove made request	Legal Notice: Notice of Public Hearing regarding Proposed RM2 Fund Programming Changes for Dumbarton Rail	Chinese, Spanish

APPENDIX Q

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.

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.

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

ATTACHMENT B

METROPOLITAN
TRANSPORTATION
COMMISSION

Joseph P. Bort MetroCenter
101 Eighth Street
Oakland, CA 94607-4700
TEL 510.817.5700
TTY/TDD 510.817.5769
FAX 510.817.5848
EMAIL info@mtc.ca.gov
WEB www.mtc.ca.gov

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

April 2013

Also available in Chinese and Spanish

DRAFT

DRAFT

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 19

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 26

7.0 PLAN MONITORING AND UPDATING 27

8.0 REFERENCES 28

DRAFT

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 29
Appendix B: Maps of Limited English Proficient Distribution 31
Appendix B - 1: Total Limited English Proficient (LEP) Distribution Map 32
Appendix B - 2: Spanish Limited English Proficient (LEP) Distribution Map 33
Appendix B - 3: Chinese Limited English Proficient (LEP) Distribution Map 34
Appendix B - 4: Vietnamese Limited English Proficient (LEP) Distribution Map 35
Appendix B - 5: Tagalog Limited English Proficient (LEP) Distribution Map 36
Appendix B - 6: Korean Limited English Proficient (LEP) Distribution Map 37

DRAFT

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

DRAFT

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.

DRAFT

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".

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).
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.

Table 2: MTC Programs, Activities and Services to LEP Persons	
Program, Activity or Service	**LEP Component**
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.

DRAFT

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

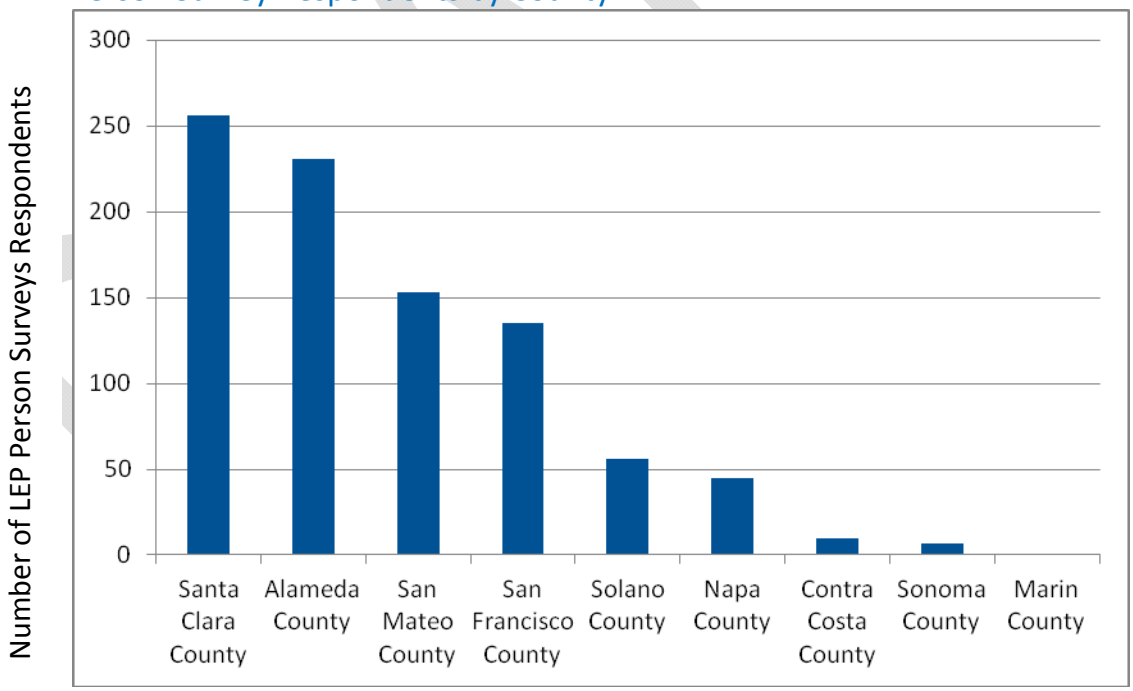
Additionally, MTC conducted an agency-wide staff survey to determine the frequency and importance of contact with LEP individuals across all MTC departments. MTC provides most of its operating programs, such as those identified in Table 2, through third-party contractors. Third-party contractors include 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.

DRAFT

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).

DRAFT

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 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.

DRAFT

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.

DRAFT

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

DRAFT

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.

DRAFT

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.

DRAFT

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”)

DRAFT

8.0 REFERENCES

Federal Transit Administration. Circular 4702.1B: *Title VI and Title VI-Dependent Guidelines for Federal Transit Administration Recipients* (October 2012).

Federal Transit Administration, Office of Civil Rights. *Implementing the Department of Transportation's Policy Guidance Concerning Recipients Responsibilities to Limited English Proficient (LEP) Persons: A Handbook for Public Transportation Providers*. (April 2007).

Metropolitan Transportation Commission. *Four-Factor Analysis: Limited English Proficient Needs Assessment* (March 2013).

The White House, Office of the Press Secretary. Executive Order 13166: Improving *Access to Services for Persons with Limited English Proficiency*. (August 2000).

U.S. Census Bureau, American Community Survey (2007-2011).

U.S. Department of Transportation. *Policy Guidance Concerning Recipients Responsibilities to Limited English Proficient Persons*. (December 2005).

DRAFT

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

DRAFT

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.

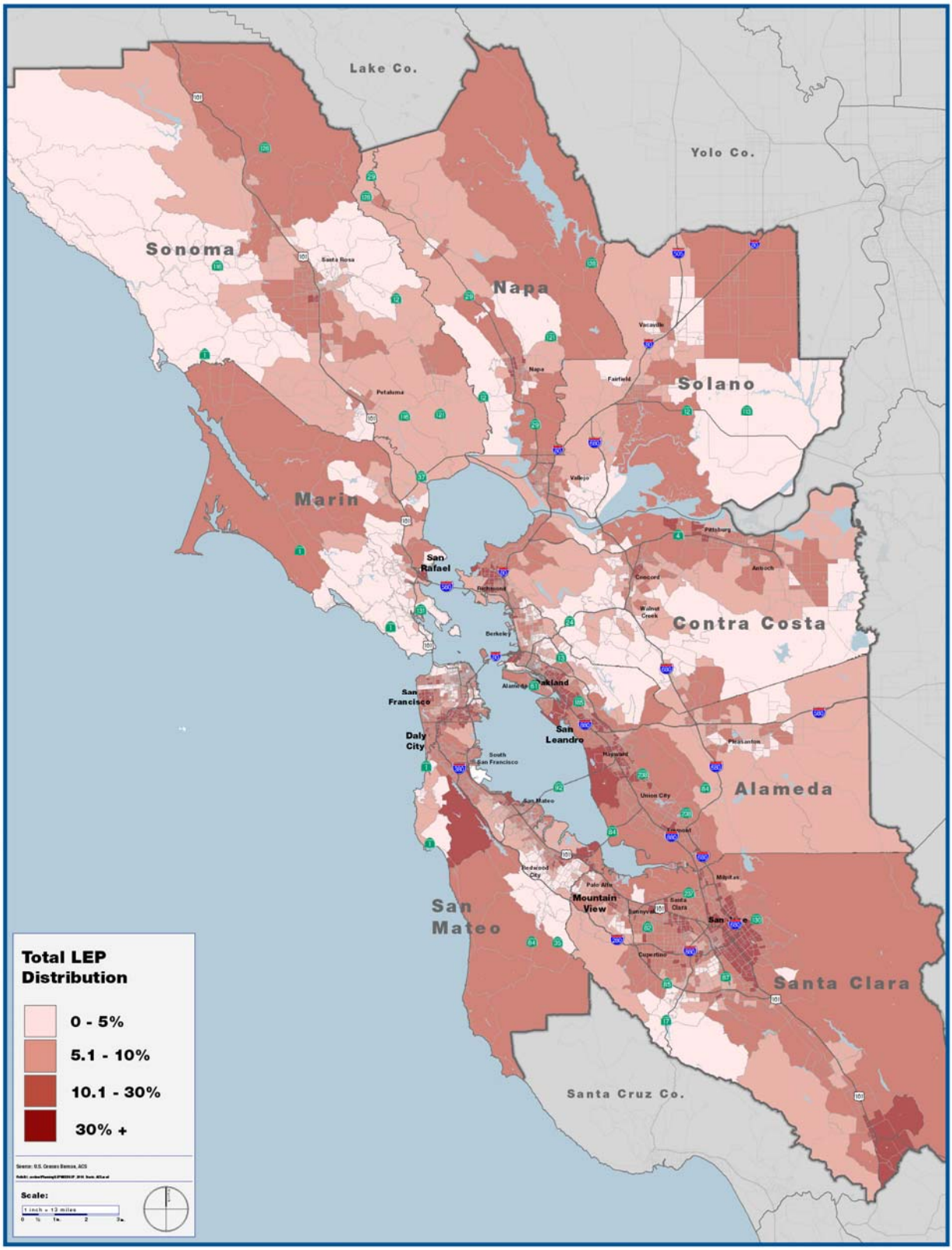
* MTC used ACS data for LEP persons that speak English less than "very well" for the Factor 1 Analysis, as per the definition of LEP provided by FTA Circular 4702.1B.

DRAFT

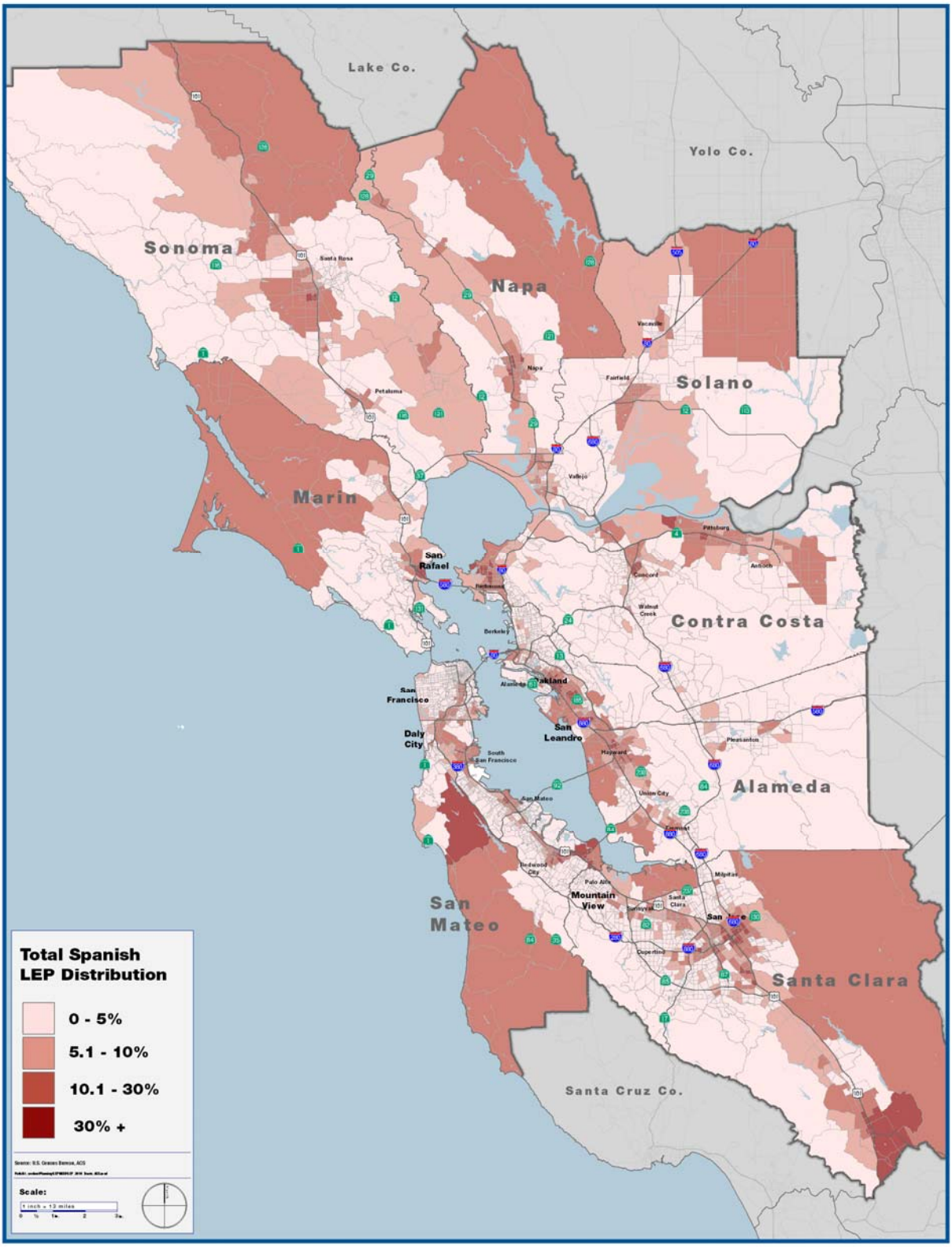
Appendix B: Maps of Limited English Proficient Distribution

DRAFT

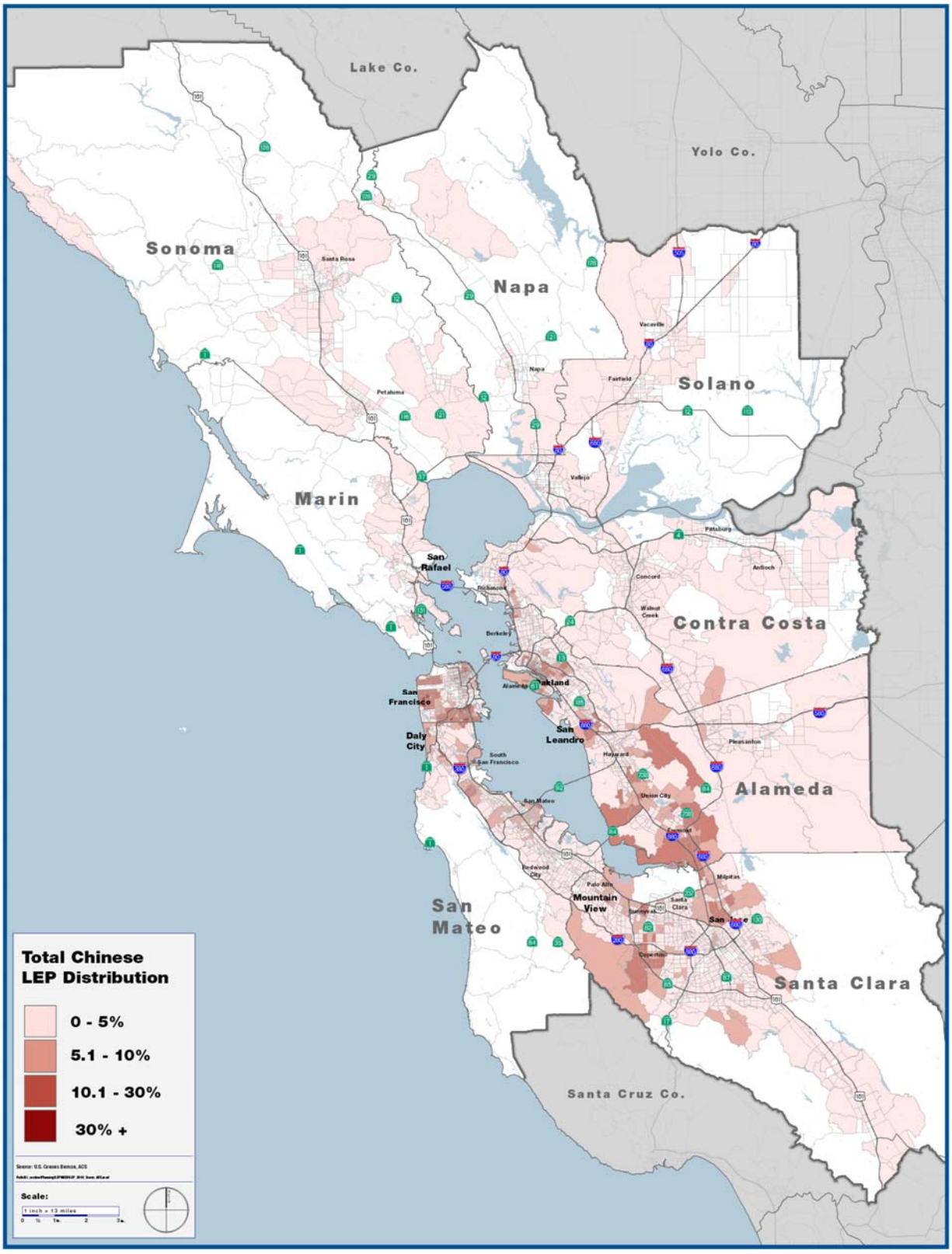
Appendix C - 1: Total Limited English Proficient (LEP) Distribution Map



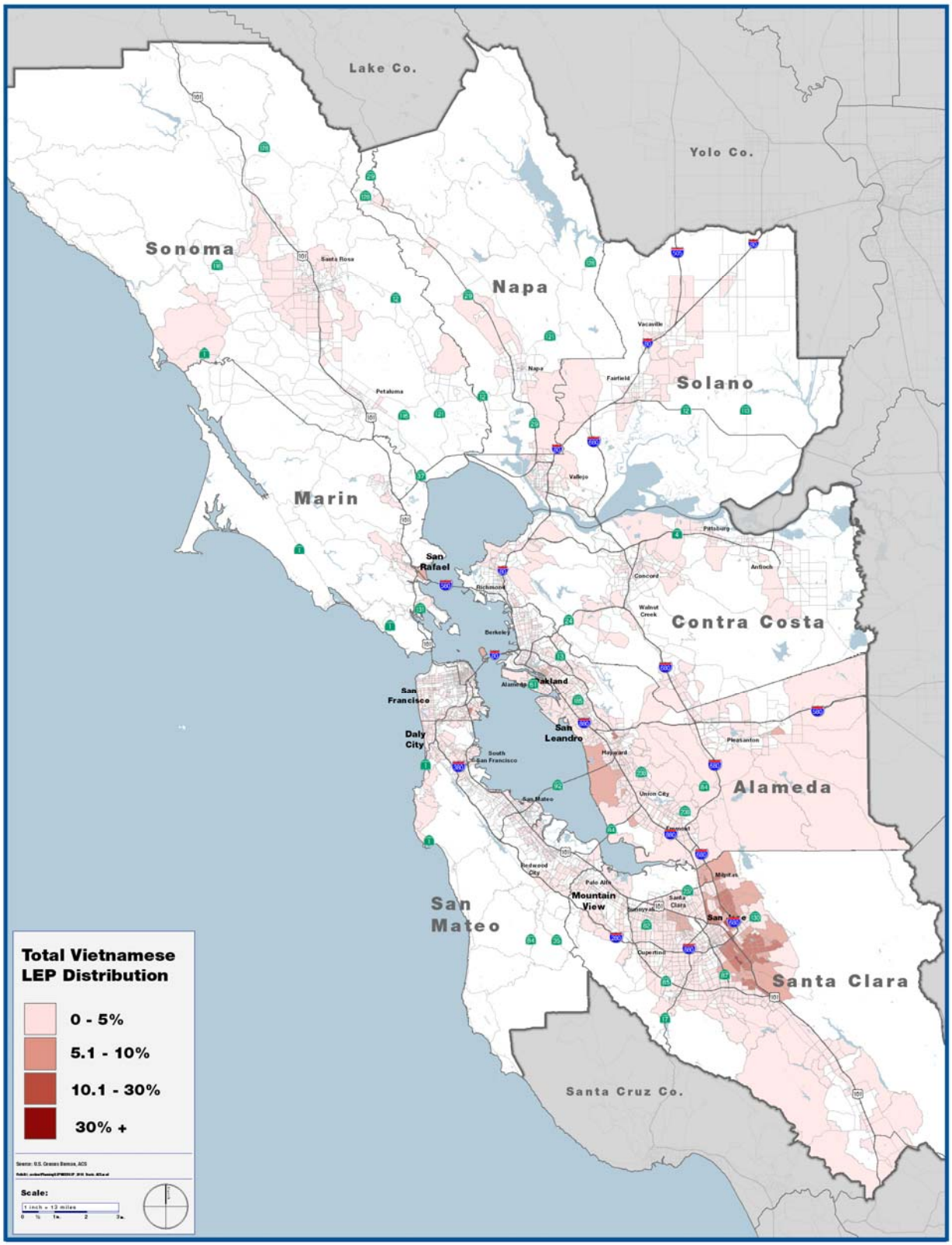
Appendix D - 2: Spanish Limited English Proficient (LEP) Distribution Map



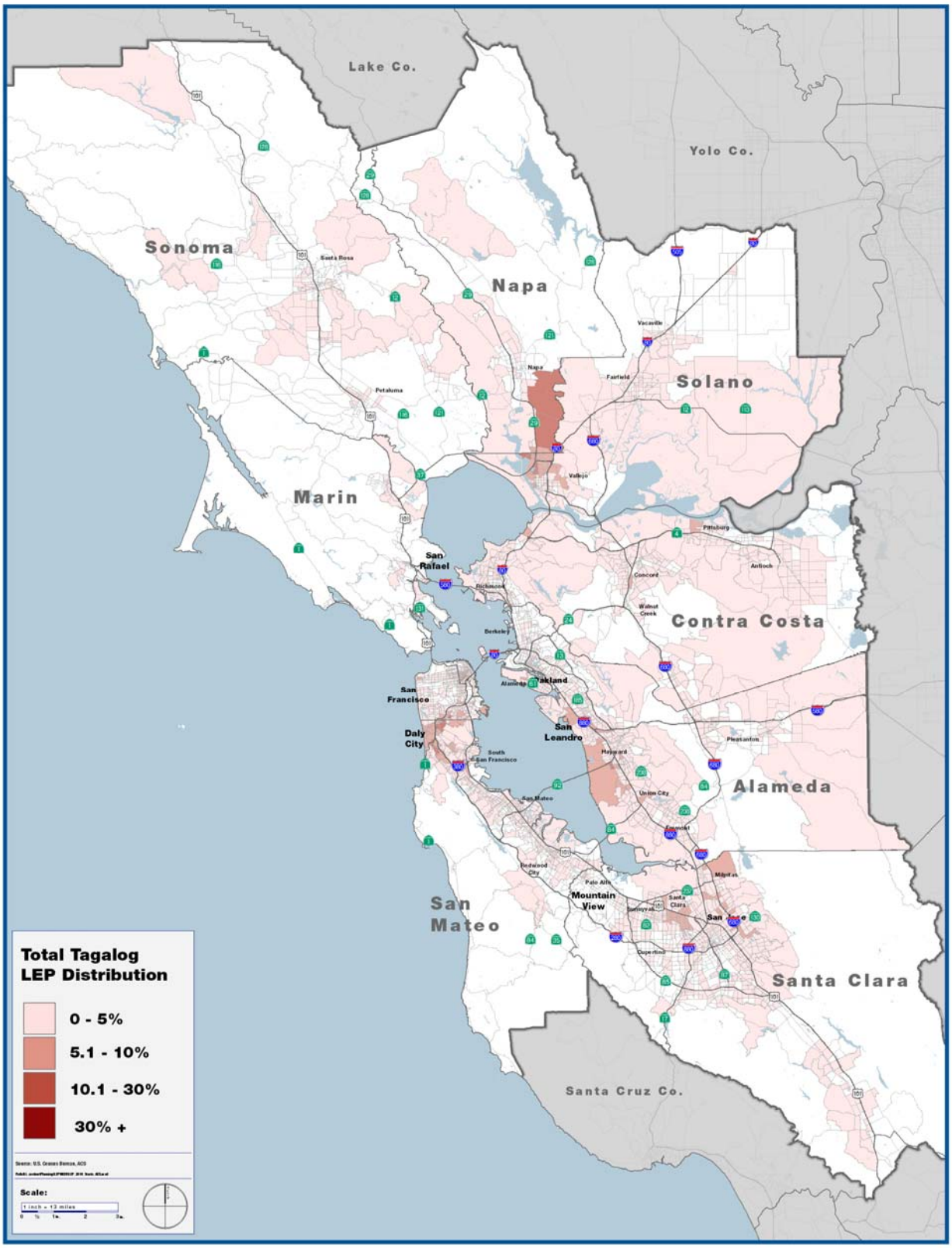
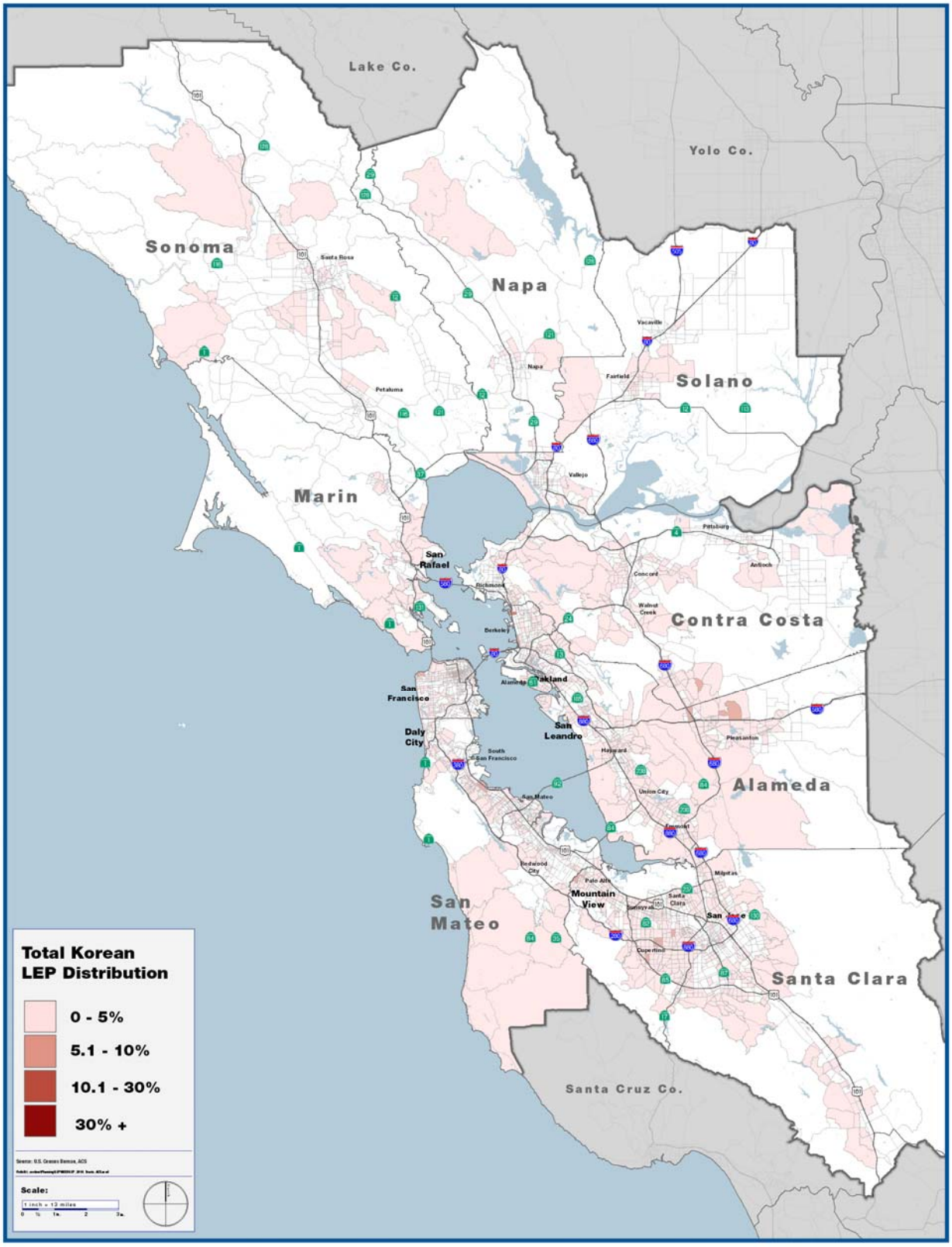
Appendix E - 3: Chinese Limited English Proficient (LEP) Distribution Map



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