



## Strategic Planning Committee

May 31, 2012

### Adopt SACOG Limited English Proficiency Plan

**Issue:** The Federal Transit Administration requires that Metropolitan Planning Organizations that are direct recipients of FTA funds submit a report every four years on compliance with Title VI of the Civil Rights Act of 1964. As part of SACOG's required update to FTA, SACOG must create a Plan for Special Language Services to Limited English Proficient Populations, which lays out how SACOG ensures that persons with limited English proficiency have meaningful access to SACOG's programs, services, and information, at no additional cost.

**Recommendation:** That the Strategic Planning Committee, with its delegated authority from the Board of Directors, approve by resolution a SACOG Limited English Proficiency (LEP) Plan to meet requirements of Title VI and the Federal Transit Administration (FTA).

**Discussion:** Title VI and its implementing regulations require that FTA funding recipients take responsible steps to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are LEP, documented through a language implementation plan.

SACOG has developed the attached LEP Plan. To prepare this Plan, SACOG undertook the U.S. Department of Transportation's four-factor LEP analysis, which considers the following:

1. The number and proportion of LEP persons served or encountered in the eligible service population.
2. The frequency with which LEP persons come in contact with SACOG programs, activities or services.
3. The importance to LEP Persons of SACOG's program, activities and services.
4. The resources available to SACOG and overall cost to provide LEP assistance.

The LEP Plan includes this analysis and shows the steps SACOG takes to ensure that all persons, including those with limited English proficiency, have meaningful access to SACOG's programs and services, including the availability of language assistance.

Approved by:

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Attachments

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

Presidential Executive Order 13166 requires federal agencies to implement measures to ensure that people who speak limited English have meaningful access to programs and activities that are conducted and/or funded by the federal government, consistent with Title VI of the Civil Rights Act of 1964. Both the U.S. Department of Transportation (US DOT) and Federal Transit Administration (FTA) have implemented guidance or directives in furtherance of Executive Order 13166.

In compliance with guidance and rules issued by US DOT, and Title VI of the Civil Rights Act of 1964, SACOG continues to take reasonable steps to ensure that all persons have meaningful access to its programs, services, and information, at no additional cost. This document is SACOG's Plan for Special Language Services to Limited English Proficient (LEP) Populations, referred to as the LEP Plan. In order to prepare this LEP Plan, SACOG undertook the US DOT's four-factor LEP analysis, which considers the following:

1. The number and proportion of LEP persons served or encountered in the eligible service population.
2. The frequency with which LEP persons come in contact with SACOG programs, activities or services.
3. The importance to LEP Persons of SACOG's program, activities and services.
4. The resources available to SACOG and overall cost to provide LEP assistance.

SACOG is the metropolitan planning organization (MPO) for the Sacramento region. SACOG's service area includes six counties and 22 cities, with a population of 2.3 million in a range of urban, suburban, and rural settings. The population is increasingly diverse, with a portion speaking a language other than English.

In addition to this LEP Plan, a separate but related document, SACOG's Public Participation Plan, also lays out ways in which SACOG seeks broad public participation in SACOG's work and the transportation planning process. SACOG's current Public Participation Plan is included as Appendix A.

## **Part 1. Determination of Need**

### ***Factor 1: Number and proportion of LEP persons served or encountered***

The following tables, drawn from American Community Survey (ACS) data for 2005-2009, identify those who speak English “less than very well” as Limited English Proficient persons. Table 1 shows, by county, the ability to speak English and languages spoken at home for persons five years of age and older. The six most frequently spoken languages in the region other than English are Spanish (12.7 percent), Chinese (1.8 percent), Russian (1.2 percent), Tagalog (1.6 percent), Vietnamese (1.1 percent) and Hmong (1.1 percent). However, many of these people also speak English very well. Table 2 shows that Spanish-speakers are the only population representing more than 5 percent of any individual county’s population, or of the region’s population, that is identified as not speaking English very well.

**Table 1 - Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over**

	El Dorado	Placer County, California	Sacramento County, California	Sutter County, California	Yolo County, California	Yuba County, California	Region	Excluding MOE	
	Estimate	Estimate	Estimate	Estimate	Estimate	Estimate	Estimate	Percent of total	Margin of Error
<b>Total:</b>	<b>169,191</b>	<b>315,818</b>	<b>1,294,651</b>	<b>86,278</b>	<b>183,950</b>	<b>64,903</b>	<b>2,114,791</b>	<b>100.0%</b>	<b>195</b>
<b>Speak only English</b>	<b>149,234</b>	<b>272,023</b>	<b>903,542</b>	<b>56,495</b>	<b>120,987</b>	<b>48,277</b>	<b>1,550,558</b>	<b>73.3%</b>	<b>5539</b>
Speak Other than English	19,957	43,795	391,109	29,783	62,963	16,626	564,233	26.7%	unk
<b>Spanish or Spanish Creole:</b>	<b>12,396</b>	<b>19,798</b>	<b>170,997</b>	<b>17,711</b>	<b>37,206</b>	<b>11,521</b>	<b>269,629</b>	<b>12.7%</b>	<b>3722</b>
Speak English "very well"	6,888	11,297	93,246	7,068	19,745	5,560	143,804	6.8%	3028
Speak English less than "very well"	5,508	8,501	77,751	10,643	17,461	5,961	125,825	5.9%	3405
<b>French (incl. Patois, Cajun):</b>	<b>387</b>	<b>1,284</b>	<b>3,748</b>	<b>145</b>	<b>832</b>	<b>98</b>	<b>6,494</b>	<b>0.31%</b>	<b>720</b>
Speak English "very well"	332	1,124	3,085	122	752	74	5,489	0.26%	638
Speak English less than "very well"	55	160	663	23	80	24	1,005	0.05%	268
<b>French Creole:</b>	<b>0</b>	<b>33</b>	<b>120</b>	<b>6</b>	<b>0</b>	<b>0</b>	<b>159</b>	<b>0.008%</b>	<b>245</b>
Speak English "very well"	0	33	80	6	0	0	119	0.006%	243
Speak English less than "very well"	0	0	40	0	0	0	40	0.002%	39
<b>Italian:</b>	<b>292</b>	<b>944</b>	<b>2,155</b>	<b>66</b>	<b>188</b>	<b>220</b>	<b>3,865</b>	<b>0.18%</b>	<b>492</b>
Speak English "very well"	243	790	1,689	66	135	166	3,089	0.15%	425
Speak English less than "very well"	49	154	466	0	53	54	776	0.04%	229
<b>Portuguese or Portuguese Creole:</b>	<b>145</b>	<b>357</b>	<b>2,027</b>	<b>181</b>	<b>247</b>	<b>75</b>	<b>3,032</b>	<b>0.14%</b>	<b>471</b>
Speak English "very well"	116	196	1,583	118	184	23	2,220	0.10%	387
Speak English less than "very well"	29	161	444	63	63	52	812	0.04%	209
<b>German:</b>	<b>1,098</b>	<b>1,231</b>	<b>4,377</b>	<b>314</b>	<b>939</b>	<b>246</b>	<b>8,205</b>	<b>0.39%</b>	<b>731</b>
Speak English "very well"	933	1,087	3,721	300	873	175	7,089	0.34%	682
Speak English less than "very well"	165	144	656	14	66	71	1,116	0.05%	233
<b>Yiddish:</b>	<b>0</b>	<b>16</b>	<b>75</b>	<b>0</b>	<b>17</b>	<b>0</b>	<b>108</b>	<b>0.005%</b>	<b>116</b>
Speak English "very well"	0	16	75	0	0	0	91	0.004%	63
Speak English less than "very well"	0	0	0	0	17	0	17	0.001%	26
<b>Other West Germanic languages:</b>	<b>76</b>	<b>346</b>	<b>849</b>	<b>48</b>	<b>161</b>	<b>17</b>	<b>1,497</b>	<b>0.07%</b>	<b>375</b>

Speak English "very well"	76	242	765	48	161	17	1,309	0.06%	359
Speak English less than "very well"	0	104	84	0	0	0	188	0.009%	114
<b>Scandinavian languages:</b>	<b>80</b>	<b>286</b>	<b>464</b>	<b>7</b>	<b>105</b>	<b>46</b>	<b>988</b>	<b>0.05%</b>	<b>211</b>
Speak English "very well"	80	275	424	7	90	46	922	0.04%	208
Speak English less than "very well"	0	11	40	0	15	0	66	0.003%	47
<b>Greek:</b>	<b>27</b>	<b>259</b>	<b>786</b>	<b>24</b>	<b>211</b>	<b>18</b>	<b>1,325</b>	<b>0.06%</b>	<b>291</b>
Speak English "very well"	21	218	522	19	201	10	991	0.05%	252
Speak English less than "very well"	6	41	264	5	10	8	334	0.02%	126
<b>Russian:</b>	<b>268</b>	<b>1,562</b>	<b>20,167</b>	<b>7</b>	<b>2,951</b>	<b>46</b>	<b>25,001</b>	<b>1.2%</b>	<b>2145</b>
Speak English "very well"	208	953	8,724	5	1,092	30	11,012	0.52%	1319
Speak English less than "very well"	60	609	11,443	2	1,859	16	13,989	0.66%	1211
<b>Polish:</b>	<b>149</b>	<b>53</b>	<b>628</b>	<b>14</b>	<b>65</b>	<b>18</b>	<b>927</b>	<b>0.04%</b>	<b>262</b>
Speak English "very well"	118	53	508	14	52	18	763	0.04%	226
Speak English less than "very well"	31	0	120	0	13	0	164	0.008%	89
<b>Serbo-Croatian:</b>	<b>66</b>	<b>165</b>	<b>1,524</b>	<b>13</b>	<b>107</b>	<b>42</b>	<b>1,917</b>	<b>0.09%</b>	<b>550</b>
Speak English "very well"	34	63	932	10	95	34	1,168	0.06%	358
Speak English less than "very well"	32	102	592	3	12	8	749	0.04%	265
<b>Other Slavic languages:</b>	<b>265</b>	<b>1,127</b>	<b>10,655</b>	<b>108</b>	<b>258</b>	<b>70</b>	<b>12,483</b>	<b>0.59%</b>	<b>1750</b>
Speak English "very well"	224	615	3,690	62	128	36	4,755	0.22%	851
Speak English less than "very well"	41	512	6,965	46	130	34	7,728	0.37%	1107
<b>Armenian:</b>	<b>69</b>	<b>103</b>	<b>1,187</b>	<b>158</b>	<b>105</b>	<b>0</b>	<b>1,622</b>	<b>0.08%</b>	<b>505</b>
Speak English "very well"	69	75	577	64	8	0	793	0.04%	297
Speak English less than "very well"	0	28	610	94	97	0	829	0.04%	328
<b>Persian:</b>	<b>560</b>	<b>1,314</b>	<b>4,637</b>	<b>12</b>	<b>769</b>	<b>60</b>	<b>7,352</b>	<b>0.35%</b>	<b>993</b>
Speak English "very well"	465	850	2,967	12	462	28	4,784	0.23%	758
Speak English less than "very well"	95	464	1,670	0	307	32	2,568	0.12%	436
<b>Gujarati:</b>	<b>86</b>	<b>87</b>	<b>1,432</b>	<b>0</b>	<b>237</b>	<b>0</b>	<b>1,842</b>	<b>0.09%</b>	<b>553</b>
Speak English "very well"	86	55	966	0	152	0	1,259	0.06%	416
Speak English less than "very well"	0	32	466	0	85	0	583	0.03%	241
<b>Hindi:</b>	<b>253</b>	<b>1,002</b>	<b>11,627</b>	<b>493</b>	<b>717</b>	<b>100</b>	<b>14,192</b>	<b>0.67%</b>	<b>1339</b>
Speak English "very well"	225	765	8,495	254	484	57	10,280	0.49%	1084
Speak English less than "very well"	28	237	3,132	239	233	43	3,912	0.18%	522

<b>Urdu:</b>	<b>0</b>	<b>169</b>	<b>1,686</b>	<b>55</b>	<b>740</b>	<b>0</b>	<b>2,650</b>	<b>0.13%</b>	<b>713</b>
Speak English "very well"	0	157	1,074	19	303	0	1,553	0.07%	458
Speak English less than "very well"	0	12	612	36	437	0	1,097	0.05%	351
<b>Other Indic languages:</b>	<b>239</b>	<b>1,276</b>	<b>12,368</b>	<b>8,075</b>	<b>1,939</b>	<b>157</b>	<b>24,054</b>	<b>1.14%</b>	<b>1901</b>
Speak English "very well"	229	960	7,264	2,526	1,370	111	12,460	0.59%	1311
Speak English less than "very well"	10	316	5,104	5,549	569	46	11,594	0.55%	1171
<b>Other Indo-European languages:</b>	<b>62</b>	<b>826</b>	<b>4,099</b>	<b>26</b>	<b>382</b>	<b>410</b>	<b>5,805</b>	<b>0.27%</b>	<b>1016</b>
Speak English "very well"	42	541	1,958	26	242	356	3,165	0.15%	665
Speak English less than "very well"	20	285	2,141	0	140	54	2,640	0.12%	646
<b>Chinese:</b>	<b>924</b>	<b>2,162</b>	<b>28,986</b>	<b>390</b>	<b>6,149</b>	<b>219</b>	<b>38,830</b>	<b>1.8%</b>	<b>2137</b>
Speak English "very well"	655	1,103	12,641	233	3,386	109	18,127	0.86%	1269
Speak English less than "very well"	269	1,059	16,345	157	2,763	110	20,703	0.98%	1340
<b>Japanese:</b>	<b>208</b>	<b>630</b>	<b>3,932</b>	<b>160</b>	<b>564</b>	<b>132</b>	<b>5,626</b>	<b>0.27%</b>	<b>647</b>
Speak English "very well"	110	288	2,307	94	290	86	3,175	0.15%	484
Speak English less than "very well"	98	342	1,625	66	274	46	2,451	0.12%	342
<b>Korean:</b>	<b>419</b>	<b>871</b>	<b>5,297</b>	<b>467</b>	<b>1,351</b>	<b>95</b>	<b>8,500</b>	<b>0.40%</b>	<b>1192</b>
Speak English "very well"	216	528	2,448	215	779	58	4,244	0.20%	707
Speak English less than "very well"	203	343	2,849	252	572	37	4,256	0.20%	731
<b>Mon-Khmer, Cambodian:</b>	<b>82</b>	<b>118</b>	<b>2,069</b>	<b>120</b>	<b>216</b>	<b>174</b>	<b>2,779</b>	<b>0.13%</b>	<b>682</b>
Speak English "very well"	43	29	1,284	79	162	126	1,723	0.08%	480
Speak English less than "very well"	39	89	785	41	54	48	1,056	0.05%	339
<b>Hmong:</b>	<b>30</b>	<b>383</b>	<b>20,075</b>	<b>96</b>	<b>731</b>	<b>2,001</b>	<b>23,316</b>	<b>1.1%</b>	<b>2256</b>
Speak English "very well"	30	176	9,691	70	594	612	11,173	0.53%	1407
Speak English less than "very well"	0	207	10,384	26	137	1,389	12,143	0.57%	1400
<b>Thai:</b>	<b>53</b>	<b>172</b>	<b>1,686</b>	<b>122</b>	<b>115</b>	<b>12</b>	<b>2,160</b>	<b>0.10%</b>	<b>553</b>
Speak English "very well"	24	94	843	60	92	0	1,113	0.05%	355
Speak English less than "very well"	29	78	843	62	23	12	1,047	0.05%	339
<b>Laotian:</b>	<b>0</b>	<b>27</b>	<b>3,271</b>	<b>0</b>	<b>164</b>	<b>0</b>	<b>3,462</b>	<b>0.16%</b>	<b>797</b>
Speak English "very well"	0	27	1,567	0	67	0	1,661	0.08%	462
Speak English less than "very well"	0	0	1,704	0	97	0	1,801	0.09%	465
<b>Vietnamese:</b>	<b>49</b>	<b>786</b>	<b>19,900</b>	<b>245</b>	<b>1,629</b>	<b>174</b>	<b>22,783</b>	<b>1.1%</b>	<b>1782</b>
Speak English "very well"	6	442	8,491	90	1,122	108	10,259	0.49%	1160

Speak English less than "very well"	43	344	11,409	155	507	66	12,524	0.59%	1087
<b>Other Asian languages:</b>	<b>195</b>	<b>991</b>	<b>9,811</b>	<b>0</b>	<b>521</b>	<b>10</b>	<b>11,528</b>	<b>0.55%</b>	<b>1291</b>
Speak English "very well"	163	701	5,543	0	359	0	6,766	0.32%	860
Speak English less than "very well"	32	290	4,268	0	162	10	4,762	0.23%	810
<b>Tagalog:</b>	<b>743</b>	<b>3,953</b>	<b>25,725</b>	<b>396</b>	<b>1,515</b>	<b>491</b>	<b>32,823</b>	<b>1.6%</b>	<b>2224</b>
Speak English "very well"	519	2,796	17,270	273	1,077	352	22,287	1.1%	1619
Speak English less than "very well"	224	1,157	8,455	123	438	139	10,536	0.50%	1201
<b>Other Pacific Island languages:</b>	<b>65</b>	<b>525</b>	<b>5,850</b>	<b>173</b>	<b>338</b>	<b>61</b>	<b>7,012</b>	<b>0.33%</b>	<b>1023</b>
Speak English "very well"	52	396	3,790	144	272	37	4,691	0.22%	797
Speak English less than "very well"	13	129	2,060	29	66	24	2,321	0.11%	446
<b>Navajo:</b>	<b>0</b>	<b>0</b>	<b>82</b>	<b>10</b>	<b>0</b>	<b>3</b>	<b>95</b>	<b>0.004%</b>	<b>66</b>
Speak English "very well"	0	0	75	0	0	3	78	0.004%	60
Speak English less than "very well"	0	0	7	10	0	0	17	0.001%	21
<b>Other Native North American languages:</b>	<b>45</b>	<b>28</b>	<b>217</b>	<b>30</b>	<b>112</b>	<b>13</b>	<b>445</b>	<b>0.02%</b>	<b>157</b>
Speak English "very well"	45	28	166	30	47	6	322	0.02%	122
Speak English less than "very well"	0	0	51	0	65	7	123	0.006%	89
<b>Hungarian:</b>	<b>221</b>	<b>40</b>	<b>422</b>	<b>0</b>	<b>16</b>	<b>48</b>	<b>747</b>	<b>0.04%</b>	<b>265</b>
Speak English "very well"	151	40	330	0	16	39	576	0.03%	239
Speak English less than "very well"	70	0	92	0	0	9	171	0.008%	110
<b>Arabic:</b>	<b>181</b>	<b>638</b>	<b>3,980</b>	<b>82</b>	<b>207</b>	<b>0</b>	<b>5,088</b>	<b>0.24%</b>	<b>897</b>
Speak English "very well"	119	350	3,211	16	147	0	3,843	0.18%	785
Speak English less than "very well"	62	288	769	66	60	0	1,245	0.06%	341
<b>Hebrew:</b>	<b>186</b>	<b>38</b>	<b>293</b>	<b>0</b>	<b>221</b>	<b>31</b>	<b>769</b>	<b>0.04%</b>	<b>342</b>
Speak English "very well"	178	19	209	0	220	31	657	0.03%	329
Speak English less than "very well"	8	19	84	0	1	0	112	0.005%	76
<b>African languages:</b>	<b>14</b>	<b>80</b>	<b>3,653</b>	<b>21</b>	<b>801</b>	<b>11</b>	<b>4,580</b>	<b>0.22%</b>	<b>815</b>
Speak English "very well"	14	80	2,479	21	629	11	3,234	0.15%	656
Speak English less than "very well"	0	0	1,174	0	172	0	1,346	0.06%	394
<b>Other and unspecified languages:</b>	<b>24</b>	<b>115</b>	<b>252</b>	<b>8</b>	<b>137</b>	<b>7</b>	<b>543</b>	<b>0.03%</b>	<b>160</b>
Speak English "very well"	24	21	200	0	98	7	350	0.02%	134
Speak English less than "very well"	0	94	52	8	39	0	193	0.009%	97

**Table 2 – Populations speaking English Less than “Very Well” by County and Regionally**

Speaks English Less than "Very Well"										
County	Spanish	Chinese	Russian	Vietnamese	Hmong	All other languages	Total Speaking English Less than "Very Well"	Speaks English "Very Well"	Speaks Only English	Total
El Dorado	5,508	269	60	43	0	1,339	7,219	12,738	149,234	169,191
	3.3%	0.2%	0.0%	0.0%	0.0%	0.8%	4.3%	7.5%	88.2%	100.0%
Placer	8,501	1,059	609	344	207	5,592	16,312	27,483	272,023	315,818
	2.7%	0.3%	0.2%	0.1%	0.1%	1.8%	5.2%	8.7%	86.1%	100.0%
Sacramento	77,751	16,345	11,443	11,409	10,384	48,887	176,219	214,890	903,542	1,294,651
	6.0%	1.3%	0.9%	0.9%	0.8%	3.8%	13.6%	16.6%	69.8%	100.0%
Sutter	10,643	157	2	155	26	6,729	17,712	12,071	56,495	86,278
	12.3%	0.2%	0.0%	0.2%	0.0%	7.8%	20.5%	14.0%	65.5%	100.0%
Yolo	17,461	2,763	1,859	507	137	4,350	27,077	35,886	120,987	183,950
	9.5%	1.5%	1.0%	0.3%	0.1%	2.4%	14.7%	19.5%	65.8%	100.0%
Yuba	5,961	110	16	66	1,389	758	8,300	8,326	48,277	64,903
	9.2%	0.2%	0.0%	0.1%	2.1%	1.2%	12.8%	12.8%	74.4%	100.0%
<b>Region</b>	<b>125,825</b>	<b>20,703</b>	<b>13,989</b>	<b>12,524</b>	<b>12,143</b>	<b>67,655</b>	<b>252,839</b>	<b>311,394</b>	<b>1,550,558</b>	<b>2,114,791</b>
	<b>5.9%</b>	<b>1.0%</b>	<b>0.7%</b>	<b>0.6%</b>	<b>0.6%</b>	<b>3.2%</b>	<b>12.0%</b>	<b>14.7%</b>	<b>73.3%</b>	<b>100.0%</b>



***Factor 2: Frequency of LEP populations' contact with programs, activities, services.***

SACOG's experience with LEP populations has been primarily with Spanish speakers. However, SACOG has also made an effort to reach out to speakers of Asian and Eastern European language to gather input for the update of the Metropolitan Transportation Plan/Sustainable Communities Strategy (MTP/SCS) and in other transit studies and planning work.

Outreach print materials for MTP workshops, unmet transit needs hearings, and environmental justice focus groups have regularly been translated into Spanish. Some meetings have been conducted entirely in Spanish; at other times, simultaneous translation into Spanish has been provided. SACOG has also worked with a community-based organization, Asian Resources, Inc., to provide simultaneous and material translation into Mandarin, Vietnamese, and Russian.

***Factor 3: Importance to LEP population of programs, services, activities.***

SACOG is not a direct provider of transportation services, but instead every four years creates the MTP/SCS, a 20-year or longer plan for transportation facilities, programs and services across the region. Because of the long-term nature of SACOG's MTP/SCS planning, it has often been difficult to engage LEP populations in providing input.

However, some of SACOG's programs have a more immediate reach, including an agricultural worker vanpool program; annual hearings to identify unmet transit needs in Sacramento, Sutter, Yolo and Yuba counties; the region's 511 traveler information system; and motorist-aid call boxes. These routinely include support for languages other than English.

***Factor 4: Resources available to SACOG and overall cost to provide LEP assistance.***

SACOG provides publicity in Spanish for unmet transit needs hearings and offers translation into any language upon request to allow LEP populations to participate. SACOG has also offered translation services upon request for community workshops to develop the region's long-range transportation plan. However, there has not been significant demand from LEP residents to participate in these discussions, unless SACOG actively works with community-based organizations to recruit participants from their LEP constituency and provide on-site language support. To the extent possible, SACOG staff also goes out to other organization's meetings or English as a Second Language (ESL) classes involving LEP persons, but unfortunately, the resources for doing this type of outreach are very limited.

SACOG's Community Outreach Specialist speaks fluent Spanish, answers calls from the main telephone line that come in in Spanish, and has an outgoing voicemail message in both English and Spanish. This staff member is also competent in American Sign Language. Several other

staff members also speak Spanish, one staff member speaks Hindi, another speaks Korean, and two other staff members are fluent in Chinese. Several SACOG staff members are proficient enough in Spanish to help translate some written materials, or outside translation services are procured. However, in some cases, the cost to implement multiple language programs, especially to provide translated materials or simultaneous translation, is significant and unfunded.

## **Part 2. Implementation Plan on Language Assistance**

### **1. Identifying LEP persons who need language assistance**

As noted above, the most significant group requiring language assistance has been the Hispanic/Latino population, with 5.9 percent of the region's Spanish-speaking population speaking English less than very well. However, SACOG has also sought to identify other groups needing language assistance. Although they represent one percent or less of the region's population, those who speak Hmong, Vietnamese, Russian, and Chinese without speaking English very well still represent, respectively, 12,000 to 20,000 people in the region. SACOG continues to monitor the needs of LEP persons, and to design its communications and public participation efforts to include people regardless of language barriers.

### **2. Providing language assistance**

SACOG has used a number of techniques or practices to provide meaningful opportunities for LEP residents to access transportation-related information and provide input that informs key decisions, including the following:

#### **Transportation Information**

- SACOG's 511 website for traffic, transit, rideshare and bicycling information can be accessed in all languages supported by Google translator, including Spanish, Russian, Chinese and Vietnamese.
- By dialing 511, telephone information on transportation services in the Sacramento region is available in Spanish.
- As part of a study of transit needs to reach "lifeline" or essential destinations, SACOG staff interviewed organizations and ESL classes representing LEP populations to identify issues and concerns with public transit services and provide more transportation information.

- SACOG staff has produced and distributed transportation resource sheets to agencies working with low-income and LEP populations in the various counties in the region, including where to find transit information in languages other than English.
- With support from a Caltrans transportation planning grant, SACOG produced and continues to distribute copies of a multi-lingual DVD in Spanish, Cantonese, Vietnamese, Hmong and Russian on using transit, bicycling, walking, and carpooling in the region. The video also has an accompanying information sheet in each language. The video and information sheet is also accessible in all of these languages through the 511 website.
- SACOG helped with the content and translation into Spanish of materials publicizing to labor contractors and potential drivers and riders the availability of reduced cost vanpools for agricultural workers in the Sacramento region.
- SACOG contracts with the company that answers freeway call boxes and insures that translation assistance for any language is available for motorists using call boxes, and through freeway service patrol dispatchers.
- SACOG routinely creates publicity materials for annual Unmet Transit Needs hearings in both English and Spanish. Hearings are held in at least five locations in Sacramento, Yolo, Yuba and Sutter counties, and translation is provided upon request. SACOG also sends press releases to and purchases advertisements in non-English language newspapers publicizing the hearings. Spanish-speakers with comments by phone are directed to a voicemail box with a Spanish greeting, and written or email comments are accepted in any language.
- Most of the region's transit operators already provide transit service information in Spanish. Regional Transit also has an arrangement with a translation service for callers in any language. SACOG also maintains an awareness and sensitivity to LEP needs in developing Short Range Transit Plans for transit agencies in the region, including creating on-board surveys in languages other than English as needed, and developing new transit marketing strategies and recommendations for reaching relevant LEP populations in the transit operator's area.

### **Regional Transportation Planning**

- SACOG provided opportunities for public input at several stages of development of the recently-adopted MTP/SCS. SACOG publicized community workshops through fliers in English and Spanish. Media releases were sent to non-English language media outlets as suggested by participants in SACOG's Public Participation Plan working group, made up of stakeholders representing environmental justice communities. Staff also worked with

community-based organizations that serve LEP populations to support outreach and participation in the workshops. Translation services were offered upon request.

- SACOG also had the opportunity to partner with Asian Resources, Inc. (ARI), a community-based nonprofit providing a wide spectrum of social services to low-income and limited English speaking youth, immigrant and refugee communities in Sacramento, as well as re-entry clients. ARI recruited LEP participants, translated workshop materials into Vietnamese and Russian, and provided-real time language interpretation services for Asian and Eastern European LEP participants at two of the MTP/SCS public workshops.
- Modeled on environmental justice (EJ) focus groups held in 2007 to inform the prior MTP, eight EJ focus groups were held in 2011 to provide input to the recently completed MTP/SCS, with support from Caltrans and the consulting firm MIG. Of the eight, two were targeted to Hispanic/Latino populations and held in Spanish, and one was conducted with Asian/Pacific Islander participants with Vietnamese and Mandarin translation.
- SACOG staff worked with local food banks to promote community workshops by including fliers in Spanish and English in food boxes. Staff also made presentations at social service client meetings.

SACOG plans to continue such measures to insure that those with limited English proficiency can obtain information about transportation services in the region, provide meaningful comment on public transit services, and participate in SACOG's transportation planning work.

### 3. Training staff

Many of SACOG's staff have experience communicating in an ethnically diverse environment. A number come to the job with multi-lingual skills. Agency training and internal planning will continue to note the need to consider persons with limited English proficiency in communicating transportation information, and providing or partnering for language assistance for LEP persons to support and encourage their participation in the MTP/SCS planning process and other key planning activities. This Plan will be distributed to all agency staff members.

Given the proliferation of smart phones and expansion of internet access, even among low-income populations, SACOG is also exploring the potential to use more online community education and engagement tools that allow people to participate in the planning process without having to physically attend workshops or meetings, and whether those tools can be cost-effectively translated into Spanish or other non-English languages.

#### 4. Providing notice to LEP persons

SACOG will continue to inform the public and LEP persons of their rights under Title VI in a number of ways:

- Notification of Title VI rights on SACOG's website in English, Spanish, and Chinese (the second most prominent non-English language in the region), with Google translator offered on the page for other languages.
- Complaint procedures and forms translated into Spanish and Chinese that are posted on SACOG's website and available through SACOG's offices.
- Routine use of both English and Spanish on printed or electronic announcements for Unmet Transit Needs Hearings and public workshops on key planning efforts that alert interested individuals on how to request translation services.
- Working with community-based organizations and other stakeholders to inform LEP individuals of SACOG's programs and services, including the availability of language assistance services.

#### 5. Monitoring/updating the plan

While maintaining a basic level of access by LEP populations to SACOG transportation information and services, and public input opportunities into key planning decisions, SACOG will monitor demographic shifts and translation requests and adjust practices to meet demand. SACOG's LEP Plan will be updated periodically as needed to reflect significant changes.



**SACRAMENTO AREA COUNCIL OF GOVERNMENTS**

**RESOLUTION NO. 44 – 2012**

**APPROVING SACOG LIMITED ENGLISH PROFICIENCY PLAN**

**WHEREAS**, the Federal Transit Administration requires MPOs to report every four years on their compliance with Title VI of the Civil Rights Act; and

**WHEREAS**, Title VI and its implementing regulations require that FTA funding recipients take responsible steps to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are Limited English Proficient (LEP); and

**WHEREAS**, as a recipient of FTA funds, SACOG is subject to these requirements and must create a Plan for Special Language Services to Limited English Proficient Populations showing how SACOG ensures that persons with limited English proficiency have meaningful access to SACOG's programs, services, and information, at no additional cost; and

**WHEREAS**, SACOG has developed a Limited English Proficiency (LEP) Plan utilizing the U.S. Department of Transportation's four-factor LEP analysis and identifying measures to ensure such meaningful access by LEP populations;

**WHEREAS**, by action at its May 17, 2012, Special Meeting, the SACOG Board of Directors delegated authority to the SACOG Strategic Planning Committee to take final action on the proposed adoption of the Limited English Proficiency (LEP) Plan to guide SACOG's LEP efforts, at its June 2012 meeting.

**PASSED AND ADOPTED THIS** 7<sup>th</sup> day of June 2012, by the following vote of the SACOG Strategic Planning Committee:

**AYES:**

**NOES:**

**ABSTAIN:**

**ABSENT:**

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Peter Hill  
Chair

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Mike McKeever  
Chief Executive Officer