

## **APPENDIX B – SACOG LEP Plan**

**SACOG Plan for  
Special Language Services to  
Limited English Proficient (LEP) Populations  
June 2021**

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 D.

## **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 2015-2019, 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 (13.28 percent), Chinese (2.15 percent), Russian (2.04 percent), Tagalog (1.53 percent), and Vietnamese (1.17 percent). However, many of these people also speak English very well. Table 2 shows that Spanish-speakers are the only population representing at least 5 percent when rounded 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**

	<b>El Dorado County</b>	<b>Placer County</b>	<b>Sacramento County</b>	<b>Sutter County</b>	<b>Yolo County</b>	<b>Yuba County</b>	<b>SACOG Region</b>	<b>Regional Percent</b>
<b>Total:</b>	<b>179,893</b>	<b>364,992</b>	<b>1,425,477</b>	<b>89,552</b>	<b>205,040</b>	<b>70,367</b>	<b>2,335,321</b>	<b>100.000%</b>
<b>Speak only English</b>	<b>157,990</b>	<b>308,424</b>	<b>959,808</b>	<b>56,154</b>	<b>127,112</b>	<b>52,537</b>	<b>1,662,025</b>	<b>71.169%</b>
Speak other than English	21,903	56,568	465,669	33,398	77,928	17,830	673,296	28.831%
<b>Spanish</b>	<b>11,419</b>	<b>24,131</b>	<b>197,243</b>	<b>18,838</b>	<b>45,777</b>	<b>12,728</b>	<b>310,136</b>	<b>13.280%</b>
Speak English "very well"	8,065	17,113	129,348	10,463	30,833	8,141	203,963	8.734%
Speak English less than "very well"	3,354	7,018	67,895	8,375	14,944	4,587	106,173	4.546%
<b>French (inc Hatian or Cajun)</b>	<b>542</b>	<b>1,167</b>	<b>3,175</b>	<b>186</b>	<b>831</b>	<b>110</b>	<b>6,011</b>	<b>0.257%</b>
Speak English "very well"	475	1,049	2,692	137	736	98	5,187	0.222%
Speak English less than "very well"	67	118	483	49	95	12	824	0.035%
<b>German or other West Germanic languages</b>	<b>957</b>	<b>1,541</b>	<b>3,548</b>	<b>183</b>	<b>664</b>	<b>222</b>	<b>7,115</b>	<b>0.305%</b>
Speak English "very well"	822	1,343	3,040	162	629	221	6,217	0.266%
Speak English less than "very well"	135	198	508	21	35	1	898	0.038%
<b>Russian, Polish, or other Slavic languages</b>	<b>974</b>	<b>3,549</b>	<b>37,947</b>	<b>123</b>	<b>4,877</b>	<b>144</b>	<b>47,614</b>	<b>2.039%</b>
Speak English "very well"	651	2,325	20,286	93	3,004	139	26,498	1.135%
Speak English less than "very well"	323	1,224	17,661	30	1,873	5	21,116	0.904%

<b>Other Indo-European languages</b>	<b>2,473</b>	<b>9,814</b>	<b>68,503</b>	<b>12,576</b>	<b>7,676</b>	<b>766</b>	<b>101,808</b>	<b>4.359%</b>
Speak English "very well"	1,815	7,325	42,201	6,538	5,053	506	63,438	2.716%
Speak English less than "very well"	658	2,489	26,302	6,038	2,623	260	38,370	1.643%
<b>Korean</b>	<b>357</b>	<b>847</b>	<b>4,758</b>	<b>65</b>	<b>1,100</b>	<b>46</b>	<b>7,173</b>	<b>0.307%</b>
Speak English "very well"	116	408	1,927	0	613	46	3,110	0.133%
Speak English less than "very well"	241	439	2,831	65	487	0	4,063	0.174%
<b>Chinese (incl. Mandarin, Cantonese)</b>	<b>753</b>	<b>3,069</b>	<b>36,394</b>	<b>299</b>	<b>9,508</b>	<b>118</b>	<b>50,141</b>	<b>2.147%</b>
Speak English "very well"	490	1,678	13,453	162	5,012	94	20,889	0.894%
Speak English less than "very well"	263	1,391	22,941	137	4,496	24	29,252	1.253%
<b>Vietnamese</b>	<b>338</b>	<b>1,406</b>	<b>23,689</b>	<b>296</b>	<b>1,567</b>	<b>55</b>	<b>27,351</b>	<b>1.171%</b>
Speak English "very well"	156	746	9,397	109	997	25	11,430	0.489%
Speak English less than "very well"	182	660	14,292	187	570	30	15,921	0.682%
<b>Tagalog (incl. Filipino)</b>	<b>1,399</b>	<b>5,046</b>	<b>27,094</b>	<b>327</b>	<b>1,372</b>	<b>417</b>	<b>35,655</b>	<b>1.527%</b>
Speak English "very well"	970	3,734	18,243	184	1,100	300	24,531	1.050%
Speak English less than "very well"	429	1,312	8,851	143	272	117	11,124	0.476%
<b>Other Asian and Pacific Island languages</b>	<b>2,049</b>	<b>3,675</b>	<b>49,295</b>	<b>443</b>	<b>3,397</b>	<b>2,845</b>	<b>61,704</b>	<b>2.642%</b>
Speak English "very well"	1,422	2,483	29,788	291	2,253	1,982	38,219	1.637%
Speak English less than "very well"	627	1,192	19,507	152	1,144	863	23,485	1.006%

<b>Arabic</b>	<b>263</b>	<b>1,348</b>	<b>7,736</b>	<b>24</b>	<b>501</b>	<b>7</b>	<b>9,879</b>	<b>0.423%</b>
Speak English "very well"	247	1,020	4,333	24	422	0	6,046	0.259%
Speak English less than "very well"	16	328	3,403	0	79	7	3,833	0.164%
<b>Other and unspecified languages</b>	<b>379</b>	<b>975</b>	<b>6,287</b>	<b>38</b>	<b>658</b>	<b>372</b>	<b>8,709</b>	<b>0.373%</b>
Speak English "very well"	242	753	4,339	24	571	231	6,160	0.264%
Speak English less than "very well"	137	222	1,948	14	87	141	2,549	0.109%

Source: 2015-2019 Census American Community Survey (ACS) Table C16001

Please note that from 2016 forward the Census Bureau released detailed language and language grouping by ability to speak English very well or less than very well for only 12 languages or language groupings.

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

County	Speaks English Less than "Very Well"					Total Speaking English Less than "Very Well"	Total Speaks English "Very Well"	Total Speaks Only English	Total
	Spanish	Chinese	Russian	Vietnamese	All other languages				
El Dorado	3,354	263	323	182	2310	6,432	14,501	<b>157,990</b>	<b>179,893</b>
	1.86%	0.15%	0.18%	0.10%	1.28%	3.58%	8.06%	87.82%	100.00%
Placer	7,018	1,391	1,224	660	6298	16,591	36,243	<b>308,424</b>	<b>364,992</b>
	1.92%	0.38%	0.34%	0.18%	1.73%	4.55%	9.93%	84.50%	100.00%
Sacramento	67,895	22,941	17,661	14,292	63833	186,622	260,804	<b>959,808</b>	<b>1,425,477</b>
	4.76%	1.61%	1.24%	1.00%	4.48%	13.09%	18.30%	67.33%	100.00%
Sutter	8,375	137	30	187	6482	15,211	18,003	<b>56,154</b>	<b>89,552</b>
	9.35%	0.15%	0.03%	0.21%	7.24%	16.99%	20.10%	62.71%	100.00%

Yolo	14,944	4,496	1,873	570	4822	26,705	50,123	<b>127,112</b>	<b>205,040</b>
	7.29%	2.19%	0.91%	0.28%	2.35%	13.02%	24.45%	61.99%	100.00%
Yuba	4,587	24	5	30	1401	6,047	11,483	<b>52,537</b>	<b>70,367</b>
	6.52%	0.03%	0.01%	0.04%	1.99%	8.59%	16.32%	74.66%	100.00%
<b>Region</b>	<b>106,173</b>	<b>29,252</b>	<b>21,116</b>	<b>15,921</b>	<b>85146</b>	<b>257,608</b>	<b>391,157</b>	<b>1,662,025</b>	<b>2,335,321</b>
	4.55%	1.25%	0.90%	0.68%	3.65%	11.03%	16.75%	71.17%	<b>100.00%</b>

Source: 2015-2019 Census American Community Survey (ACS)  
Table C16001

***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 languages to gather input for the updates of the Metropolitan Transportation Plan/Sustainable Communities Strategy (MTP/SCS) and in other transit studies and planning work.

Outreach print materials for unmet transit needs hearings, MTP/SCS workshops, and other key community input meetings 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 translation into Mandarin, Vietnamese, and Russian upon request.

***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 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 goes out to other organization's meetings, but unfortunately, the resources for doing this type of intensive outreach are very limited.

SACOG's Director of Innovation & Partnerships speaks fluent Spanish, has an outgoing voicemail message in both English and Spanish, and is also competent in American Sign Language. Other SACOG staff speak Spanish well enough to answer calls from the main telephone line that come in in Spanish. Several other staff members also speak Spanish, two staff

members speak Hindi, one speaks Gujarati, 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 4.55 percent of the region's Spanish-speaking population speaking English less than very well, which is a .11.8% decrease from the previous five-year period. 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 Vietnamese, Russian, and Chinese without speaking English very well still represent, approximately, 66,000 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 automatic browser language preference detection, including Spanish, Russian, Chinese and Vietnamese.
- By dialing 511, telephone information on transportation services in the Sacramento region is available in Spanish.
- 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 multilingual 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 are also accessible in all of these languages through the 511 website.

- SACOG contracts with the company that answers call boxes and ensures that translation assistance for any language is available for motorists using call boxes, and through call box answering center personnel.
- 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. Hearings held in jurisdictions with a high proportion of Spanish speakers have translation offered as part of the hearings, and for all other hearings translation is provided upon request. 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. Sacramento Regional Transit also has an arrangement with a translation service for callers in any language. Transit operators are also increasingly including Google Translator or automatic browser language preference detection on their web pages, to provide translation of their transit information into 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 2020 MTP/SCS, adopted in November 2019, and will continue to do so during the update process of the next MTP/SCS. SACOG has publicized community workshops through outreach materials in English and Spanish. Staff leveraged relationships with community-based organizations that serve LEP populations to support outreach and participation in the workshops. Translation services are always offered upon request.
- All MTP/SCS workshops had Spanish-speaking staff and materials available in Spanish. Additionally, a Spanish online workshop and survey were available and promoted in Spanish through electronic communications and social media.

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.

Given the proliferation of smart phones and expansion of internet access, even among low-income populations, SACOG is continuing to explore opportunities 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 use automatic translation technology or otherwise 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 automatic translation of all pages based on the user's browser language preferences.
- Complaint procedures and forms translated into Spanish and Chinese that are posted on SACOG's website and available through SACOG's office.
- 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.
- SACOG has worked with its website vendors to add information in Spanish on how to translate PDFs of posted public documents into Spanish and other non-English languages. Additionally, SACOG complies with California state law that requires all public agencies to make all information available on their websites readily translatable in multiple languages.

### 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.