

Appendix D: Language Assistance Plan

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Language Assistance Plan

Updated February 1, 2023

Pursuant to Title VI of the Civil Rights Act of 1964, Department of Transportation's implementing regulations, and Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency" (65 FR 50121, Aug. 11, 2000), Federal Transit Administration (FTA) funding recipients shall take reasonable steps to ensure meaningful access to benefits, services, information, and other important portions of their programs and activities for individuals who have Limited-English Proficiency (LEP).

SacRT provides essential mobility for LEP persons. SacRT takes steps to ensure access to the benefits, services, information, and other important portions of SacRT programs and activities for LEP populations. This Language Assistance Plan (LAP) includes a Four Factor analysis, which is used to determine the language assistance needs from the public and to ensure access for LEP persons to SacRT's programs, activities, and services. This plan works in concert with the SacRT Public Participation Plan (PPP), which allows all persons to effectively participate in SacRT's decision-making process. Combined with this LAP, these plans constitute SacRT's policy and evidence of compliance with FTA directives on language assistance and public participation.

Four Factor Analysis

To ensure meaningful access to SacRT programs, services, and activities for LEP populations, SacRT conducted a Four Factor Analysis as suggested in federal guidance to assist with LAP program development. This report updates the April 1, 2020 report. The updated analysis includes research and data collection from multiple sources, telephone, and staff interviews, as well as passenger surveys conducted on bus service in March 2020 and on light rail service during October, November, and December 2022. The following four factors were used in developing the Language Assistance Plan:

- **Factor 1** - Estimate the number or proportion of LEP persons served or encountered in the eligible service population.
- **Factor 2** - Assess the frequency with which LEP persons come in contact with SacRT programs, activities, or services.
- **Factor 3** - Assess the importance to LEP Persons of SacRT's programs, activities and services.
- **Factor 4** - Evaluate the resources available to SacRT and overall cost to provide LEP assistance.

FACTOR 1:

Estimate the number or proportion of LEP persons served or encountered in the eligible service population.

The guidance states: “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.” SacRT utilized the following data sources to obtain information in determining the most common languages spoken in the SacRT service area by LEP persons:

- US Census Bureau’s 2021 American Community Survey (ACS) One-Year Estimate Table B16001¹; and
- California Department of Education English Learner Data 2020-2021.

FTA describes limited English proficiency as having a limited ability to read, write, speak, or understand English. Data from the 2021 ACS one -year estimate were used to analyze the number of LEP persons living in Sacramento County. The US Census Table B16001, “Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over” was used to estimate the number of LEP people for all census tracts within the county. To calculate the number of people with limited English proficiency, the counts of people who self-reported to speak English less than “very well” were summed.

The total LEP population in Sacramento County is 197,478 people, or approximately 13.2% percent of the total population above the age of five. The largest single group of LEP persons is comprised of Spanish speakers, which represent 30.6% of the LEP population of Sacramento County; approximately 60,443 people in Sacramento County area are limited-English Spanish speakers. The top five language groups (Table 5) of LEP persons within Sacramento County make up 62.3% percent of the total LEP population.

Table 5: Top Five Language Groups in Sacramento County Who Speak English Less than "Very Well" at Home

Language Spoken at Home	Persons	Percent of Total Population	Percent of LEP Population
Spanish	60,443	4.1%	30.6%
Chinese (incl. Mandarin, Cantonese)	20,878	1.4%	10.6%
Vietnamese	17,011	1.1%	8.6%
Russian	13,150	0.9%	6.7%
Tagalog (incl. Filipino)	11,465	0.8%	5.8%
Total	122,947	8.3%	62.3%

Source: U.S. Census Bureau, 2021 American Community Survey One-Year estimate Table B16001

¹ One-year ACS data were used instead of five-year ACS data because the 2022 five-year data did not provide a comprehensive list of languages and language groups

USDOT “safe harbor” guidance from FTA C 4702.1B states that a recipient of FTA funds should provide “written translation of vital documents for each eligible LEP language group that constitutes five percent (5%) or 1,000, whichever is less, of the population of persons eligible to be served or likely to be affected or encountered.” The total population age 5 years and older estimated by the 2021 ACS for Sacramento County area is 1,493,148. Table 6 shows 20 languages or language groups with more than 1,000 estimated LEP persons.

Table 6: Safe Harbor Languages

	Language	LEP Population Estimate	Percent of Sacramento County Population
1	Spanish	60,443	4.1%
2	Chinese (incl. Mandarin, Cantonese)	20,878	1.4%
3	Vietnamese	17,011	1.1%
4	Russian	13,150	0.9%
5	Tagalog (incl. Filipino)	11,465	0.8%
6	Persian (incl. Farsi, Dari)	10,184	0.7%
7	Punjabi	8,915	0.6%
8	Hmong	8,799	0.6%
9	Ukrainian or other Slavic languages	8,459	0.6%
10	Other Indo-European languages	5,546	0.4%
11	Hindi	4,602	0.3%
12	Ilocano, Samoan, Hawaiian, or other Austronesian languages	4,287	0.3%
13	Arabic	3,756	0.3%
14	Korean	2,631	0.2%
15	Nepali, Marathi, or other Indic languages	2,149	0.1%
16	Other languages of Asia	2,145	0.1%
17	Thai, Lao, or other Tai-Kadai languages	2,086	0.1%
18	Urdu	1,418	0.1%
19	Amharic, Somali, or other Afro-Asiatic languages	1,348	0.1%
20	Armenian	1,214	0.1%
	Total	190,486	12.8%

Overall, the ACS one-year data reported 39 different languages or language groups spoken in the service area. Figure 4 shows the percentage of LEP persons based on the ACS data.

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LANGUAGE ASSISTANCE PLAN
Percent Limited English Speakers Map

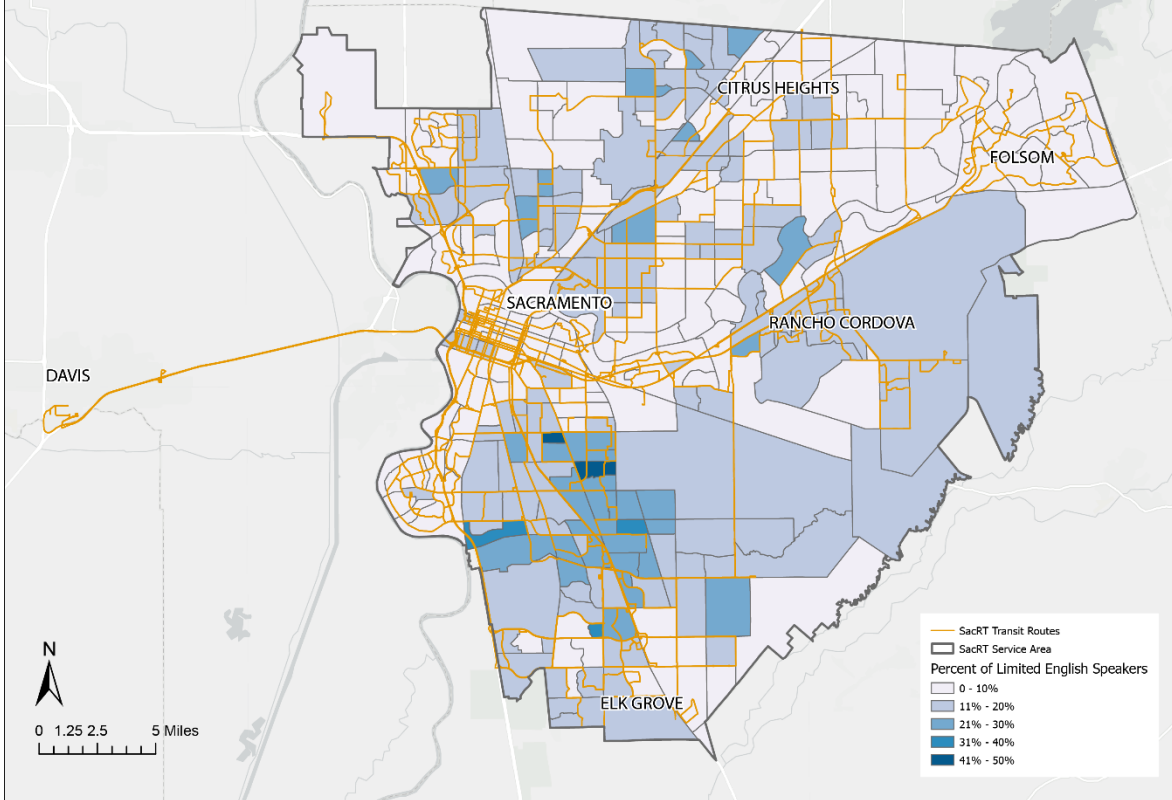


Figure 4: Limited English Speakers Map

Figure 5 through Figure 9 are maps of each of the top five language groups based on ACS data: Spanish, Chinese (incl. Mandarin, Cantonese), Vietnamese, Russian and Tagalog (incl. Filipino). Spanish-speaking populations reside in many Sacramento area neighborhoods, including South Sacramento centered on Franklin Boulevard between 12th Avenue and Mack Road, Oak Park, Stockton Boulevard, North Highlands, Foothill Farms, Rancho Cordova, Natomas, Del Paso Heights and Northgate.

Chinese-speaking populations include both Mandarin and Cantonese languages. Many Chinese-speaking LEPs reside in and around South Sacramento, between Stockton Boulevard and Power Inn Road and the Greenhaven-Pocket area.

Sacramento's largest Vietnamese population is in South Sacramento. This community includes a two-mile stretch between Fruitridge Road and Florin Road on Stockton Boulevard.

Many Russian speaking neighborhoods are located near Greenback Lane, Auburn, Antelope Road, and North Highlands.

Sacramento Regional Transit Title VI 2023 Program Update

LANGUAGE ASSISTANCE PLAN Spanish Speakers with Limited English Proficiency

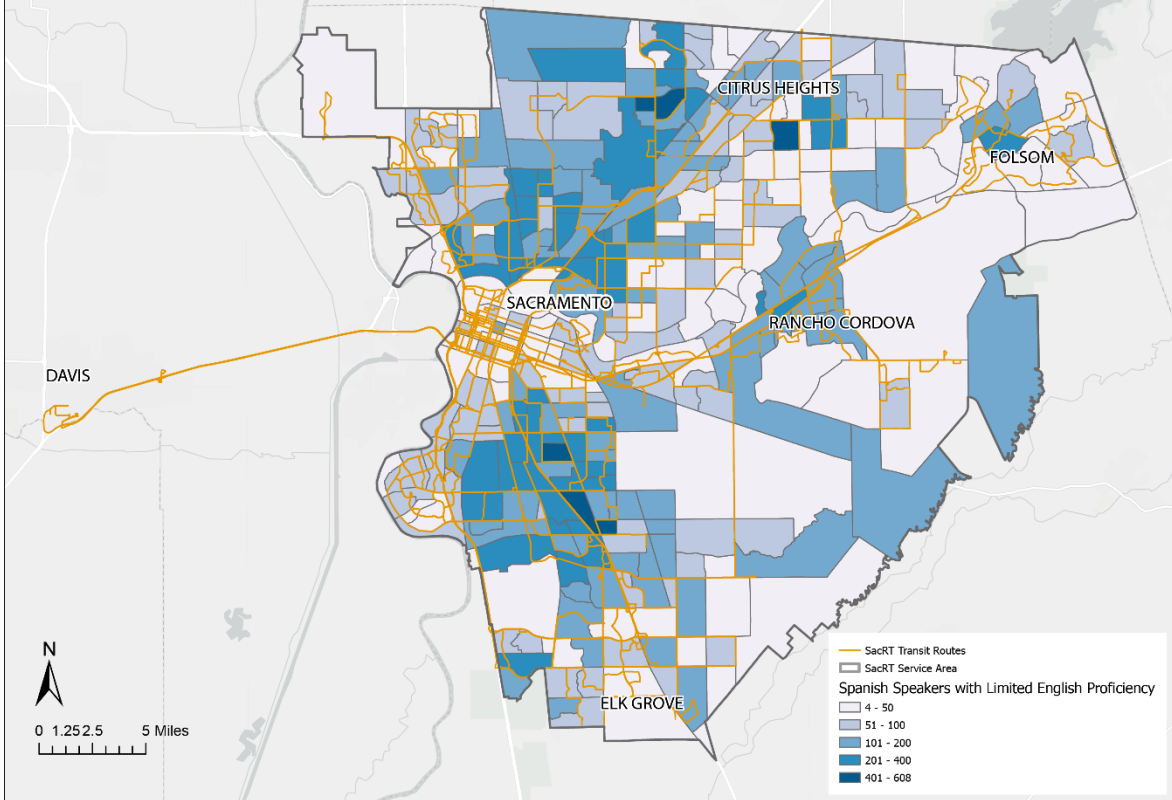


Figure 5: Spanish Speakers with Limited English Proficiency

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LANGUAGE ASSISTANCE PLAN Chinese Speakers with Limited English Proficiency

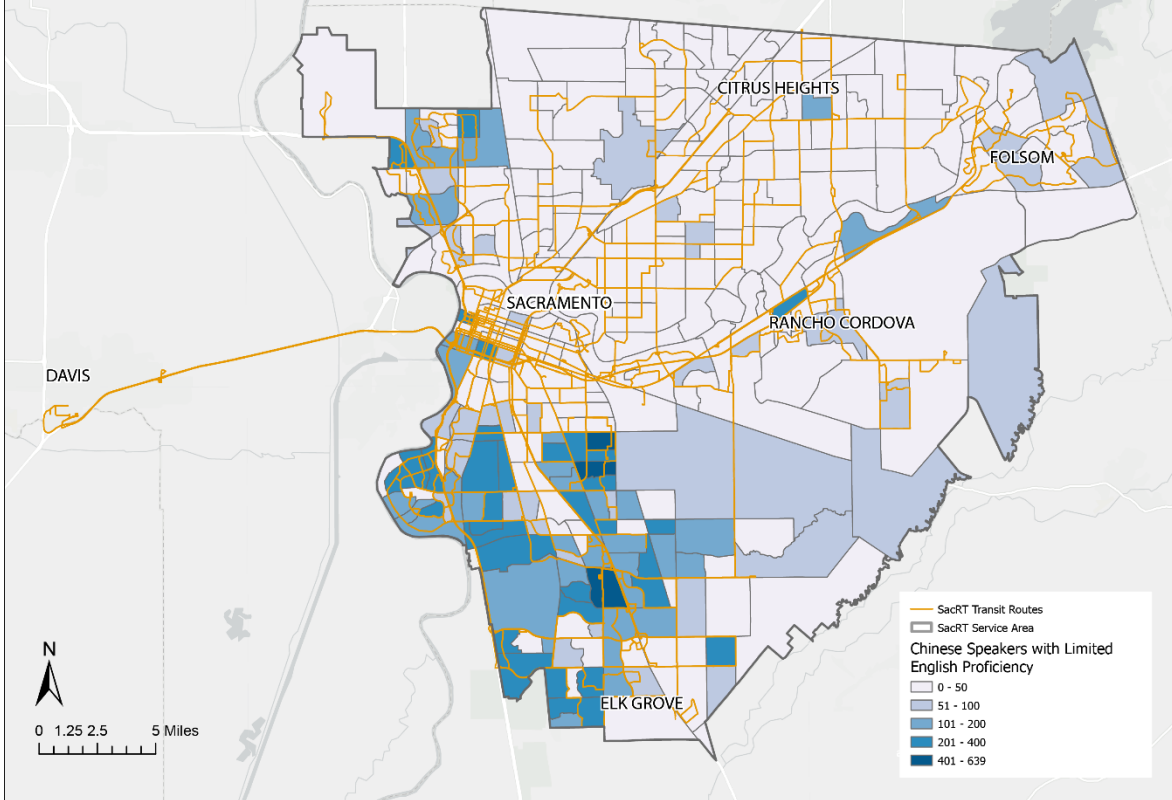


Figure 6: Chinese (Mandarin, Cantonese) Speakers with Limited English Proficiency

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LANGUAGE ASSISTANCE PLAN
Vietnamese Speakers with Limited English Proficiency

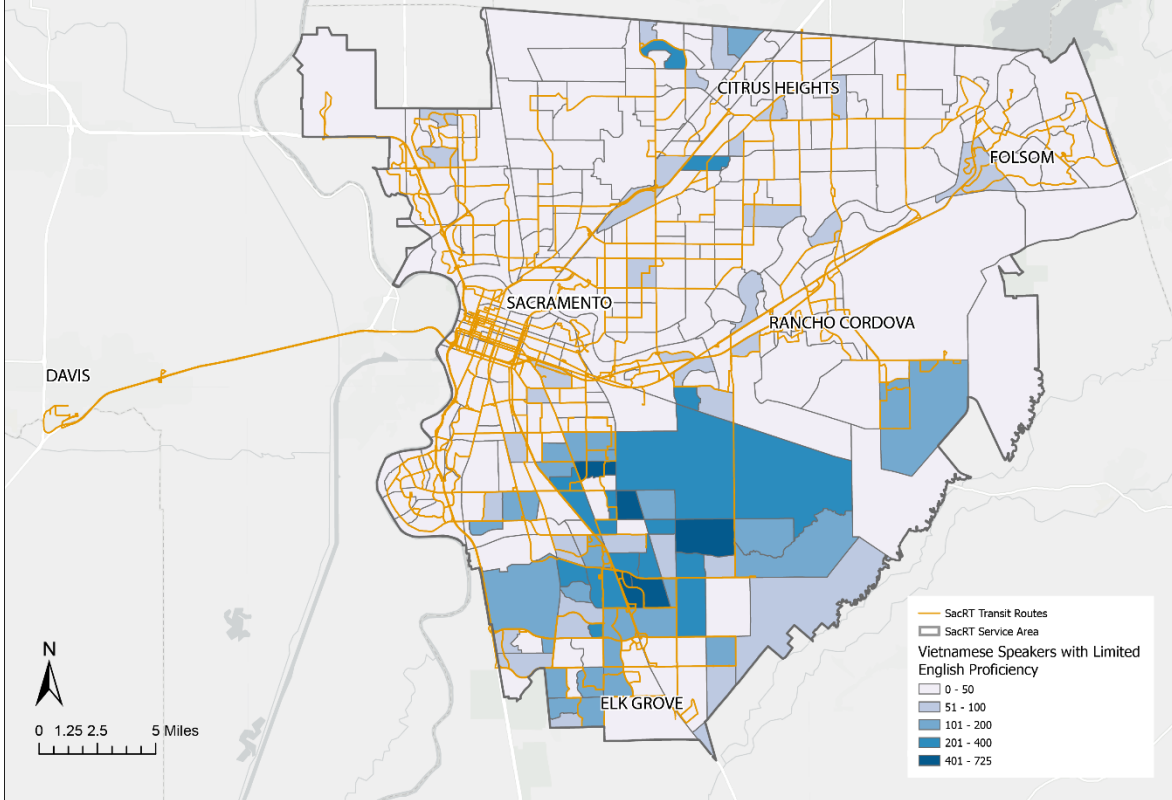


Figure 7: Vietnamese Speakers with Limited English Proficiency

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LANGUAGE ASSISTANCE PLAN Russian, Polish or Other Slavic Language Speakers with Limited English Proficiency

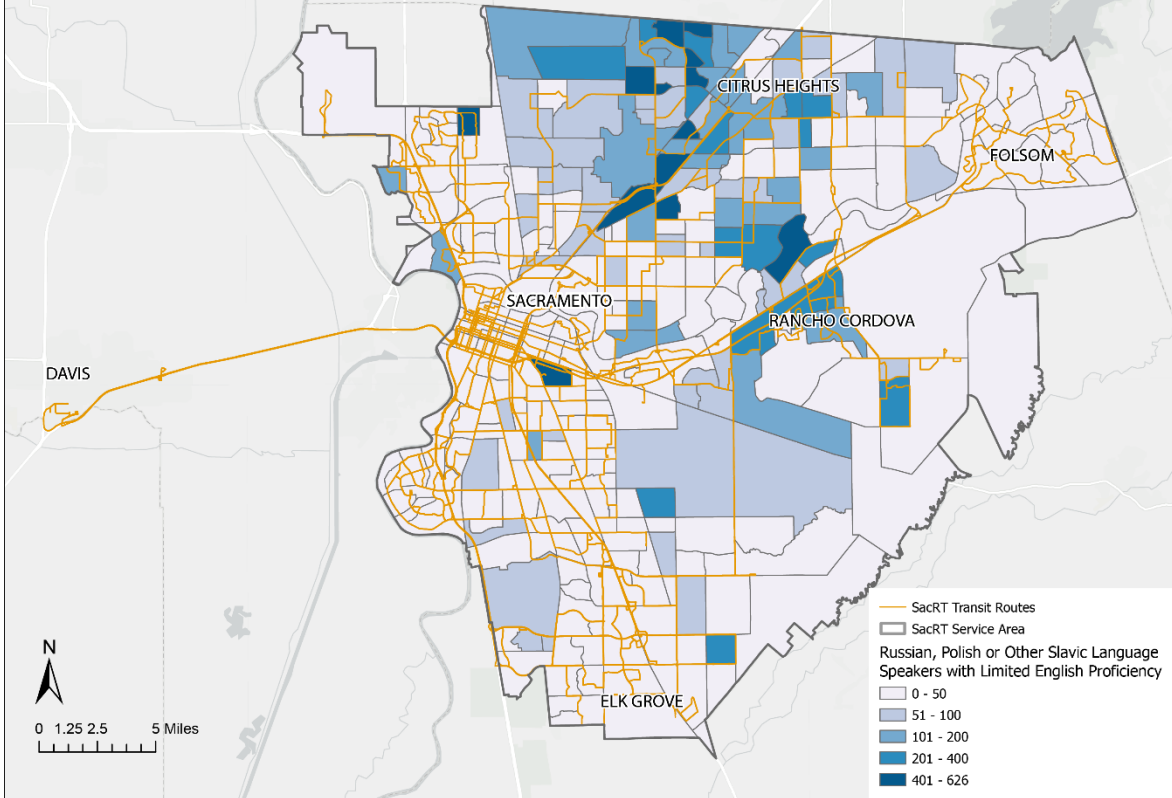


Figure 8: Russian, Polish or Other Slavic Language Speakers with Limited English Proficiency

Sacramento Regional Transit Title VI 2023 Program Update

LANGUAGE ASSISTANCE PLAN
Tagalog (incl. Filipino) Speakers with Limited English Proficiency

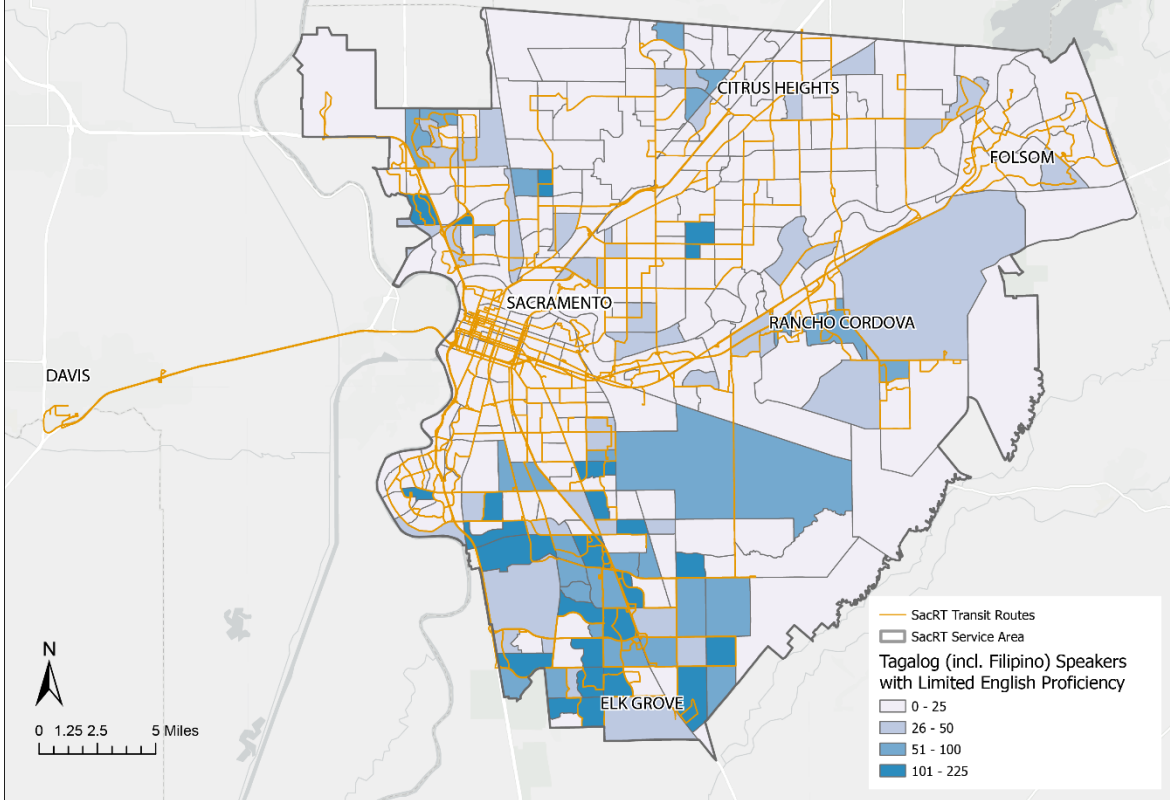


Figure 9: Tagalog (incl. Filipino) Speakers with Limited English Proficiency

In addition to the ACS 2021 One-year estimates, the Factor 1 analysis considered language data from the 2020-2021 school year from California Department of Education (CDE) English Language Learners Database (ELL). The state’s ELL Database is another tool for identifying potential LEP populations based on recent public school enrollment data.

This data includes statistics on the language spoken at home by primary and secondary school students (kindergarten to high school) who are English learners. It is assumed that if children are identified as speaking a language other than English and are considered “English Learners,” then their parents or adult guardians are likely to speak the same language at home.

Table 7 shows the breakdown for the languages with more than 1,000 English learners. The CDE language data reported 64 separate languages and language groups spoken by students in the service area. Like the 2021 One-year ACS data, Spanish, Russian, Chinese, Vietnamese, and Persian (Farsi) are prevalent in the ELL database. Pashto is evident in the ELL data but was not identified as an individual language in the ACS results.

Table 7: English Language Learners in Sacramento County K-12 Schools

Language	Total ELL Students	Percent of Total ELL Students
Spanish	18,731	58.3%
Other non-English languages	2,683	8.4%
Russian	2,598	8.1%
Hmong	2,486	7.7%
Chinese (Cantonese and Mandarin) *	1,680	5.2%
Pashto	1,415	4.4%
Vietnamese	1,341	4.2%
Farsi (Persian)	1,182	3.7%
Total	32,116	100%

* Mandarin and Cantonese have been combined into “Chinese” for comparability with U.S. Census Bureau data.

Source: Language Census Data - 2020-21 School Year, California Department of Education.

FACTOR 2

The frequency with which LEP persons encounter SacRT programs, activities, or services.

SacRT utilized the following data sources to obtain information to determine the frequency in which LEP persons encounter SacRT programs, activities and services, and the importance to LEP persons of SacRT’s program, activities and services:

- SacRT On-Board Survey
- SacRT Operator Survey
- SacRT Customer Service Representative Survey
- Language Interpretation Service statistics and
- Community organizations serving LEP constituents.

SacRT On-Board Survey data

An on-board survey of bus passengers was conducted Saturday March 7, 2020, through Friday March 13, 2020, when it was ended due to COVID-19. About 18% of weekday bus trips and 8% of weekend trips were sampled, yielding a total of 1,749 responses.

The on-board survey was resumed in October 2022 to collect passenger data on light rail trains. Survey efforts continued through mid-December 2022, and yielded a total of 1,969 responses. 7.5% of weekday rider responses were captured and 6% of weekend ridership was captured as the total sample size on light rail.

Figures 10 and 11 show the front of the bus and light rail survey form, respectively. Questions 5 and 6 on both questionnaires were used to collect information on passengers’ language and ability to speak English.

Regional Transit Bus Passenger Survey

Date _____ Survey ID # _____
 Service: MF Sa Su Direction: IB OB
 Surveyor: _____ Route _____
 Time: 1 2 3 4 5 6 7 8 9 10 11 12 AM PM

1. Where did you board **this bus**? (Address, cross street, or station)

 Ex: 1225 R St, Watt & Marconi, 29th St LR Station

2. Where were you **originally coming from** before boarding **this bus**?
 Home -or- _____ Name of place (Ex: Sac City College)
 _____ Address (or Cross Streets) _____ Zip Code _____

3. Where will you be exiting **this bus**?
 _____ Address, Cross Street, or LR Station

4. Where is your **final destination**?
 Home -or- _____ Name of place (Ex: Arden Fair Mall)
 _____ Address (or Cross Streets) _____ Zip Code _____

5. What is the main language you speak at home?
 a. English c. 中文 e. tiếng Việt g. हिन्दी
 b. Español d. русский f. Hmong

6. Do you speak English?
 a. Fluent b. Some English c. No English

7. What is the purpose of this trip?
 a. Work d. Other Appointment
 b. School/College e. Shopping/Errands
 c. Medical Appointment f. Other

8. What fare did you pay? (Circle one)
 a. \$2.50 Basic Fare h. DHA Pass
 b. \$1.25 Discount Fare i. Senior/Disabled Sticker
 c. \$7.00 Daily Pass j. SacRT Monthly Pass
 d. \$3.50 Discount Daily Pass k. Lifetime Pass (Age 75+)
 e. Los Rios l. Transfer from other agency
 f. CSUS m. Did not pay
 g. Student Sticker (K-12) n. Other _____

9. How did you pay your fare?
 a. Cash b. Connect Card c. Zip Pass d. Ticket or pass

(continue on back)

Figure 10: Bus Passenger Survey Form

Sacramento Regional Transit

Blue Line Passenger Survey

Date _____ Survey ID # _____

Service: MF Sa Su Direction: IB OB

Surveyor: _____ Route _____

Time: 1 2 3 4 5 6 7 8 9 10 11 12 AM PM

RT ONLY

1. Where did you board **this train**? (circle one station)

Watt/I-80	Globe	Archives Plaza	47th Ave
Watt West	Alkali Flat	13th Street	Florin
Roseville Road	12th & I	16th Street	Meadowview
Marconi	Cathedral (13 th /K)	Broadway	Franklin
Swanston	St Rose (9th/K)	4th Ave	Center
Royal Oaks	7 th /8 th Capitol	City College	Cosumnes
Arden/Del Paso	8th & O	Fruitridge	

2. Where were you **originally coming from** before boarding **this train**?

Home -or- _____
Name of place (Ex: Sac City College)

_____ Address (or Cross Streets) _____ Zip Code _____

3. Where will you be exiting **this train**? (circle one station)

Watt/I-80	Globe	Archives Plaza	47th Ave
Watt West	Alkali Flat	13th Street	Florin
Roseville Road	12th & I	16th Street	Meadowview
Marconi	Cathedral (13 th /K)	Broadway	Franklin
Swanston	St Rose (9th/K)	4th Ave	Center
Royal Oaks	7 th /8 th Capitol	City College	Cosumnes
Arden/Del Paso	8th & O	Fruitridge	

4. Where is your **final destination**?

Home -or- _____
Name of place (Ex: Arden Fair Mall)

_____ Address (or Cross Streets) _____ Zip Code _____

5. What is the main language you speak at home?

a. English c. 中文 e. tiếng Việt g. हिन्दी
b. Español d. русский f. Hmong

6. Do you speak English?
a. Fluent b. Some English c. No English

7. What is the purpose of this trip?
a. Work d. Other Appointment
b. School/College e. Shopping/Errands
c. Medical Appointment f. Other

8. What fare did you pay? (Circle one)
a. \$2.50 Basic Fare i. Basic Monthly Pass
b. \$1.25 Discount Fare j. Senior/Disabled Monthly Pass
c. \$7.00 Daily Pass k. Super Senior (Age 75+)
d. \$3.50 Discount Daily Pass l. Lifetime Pass (Age 75+)
e. Los Rios m. Transfer from other agency
f. CSUS n. Did not pay
g. Ryde Free (K-12 Students) o. Other _____
h. DHA Pass

9. How did you pay your fare?
a. Ticket machine b. Connect Card c. Zip Pass d. Pass

(continue on back)

Figure 11: Light Rail Passenger Survey Form

Five percent of bus survey respondents indicated that they speak some English and one percent do not speak English. Spanish was the main non-English language spoken by survey respondents. All-day bus routes with more than five percent of respondents indicating Spanish as primary language are 11, 15, 19, 21, 30, 61, 62, and 87.

All-day routes with more than five percent of respondents indicating Chinese are 62 and 88. Two percent of respondents on Route 23 reported Russian as their primary language, three percent on Route 61 reported Vietnamese, and Hmong was reported on Routes 13, 26 and 81 reported at two, three and five percent, respectively.

A full report of the bus and light rail survey is included in Customer Demographics (Appendix F).

SacRT Operator Survey data

To obtain information about SacRT’s LEP passengers, staff provided an optional survey for bus operators in November 2022, as shown in Figure 12. The survey collected information pertaining to SacRT’s LEP passengers directly from a first point of contact.



Voluntary Operator Survey - Limited English Passengers

PL STAFF ONLY

Survey ID # _____

1. Please indicate your frequency of contact with limited-English persons (LEP) passengers.

- a. Multiple times a day
- b. Once or twice a day
- c. Weekly
- d. Monthly
- e. Less frequently than monthly
- f. I don't have contact

2. On which routes have you most often had LEP passengers ask you for information? (List all)

Route: _____ Language (if known): _____

Route: _____ Language (if known): _____

Route: _____ Language (if known): _____

Route: _____ Language (if known): _____

3. On the route(s) mentioned above, are there any major destinations that LEP passengers may frequently travel to?

4. Generally speaking, how easy or difficult is it for you to communicate with LEP passengers?

- a. Very difficult
- b. Somewhat difficult
- c. Somewhat easy
- d. Very easy
- e. I don't communicate

5. Do you speak another language besides English? No 0 Yes 1

6. If yes, what language? _____ Are you: Fluent Limited

7. How long have you been driving for SacRT? _____ Not at all difficult 1 2 3 4 5 6 7 8 9 10 Very difficult

8. What type of question do you get asked the most from LEP passengers? (Circle all that apply)

- a. Fare
- b. Where their stop is
- c. How to get to their destination
- d. Don't get asked questions
- e. Other

9. When you need to speak to LEP passengers, how do you do it? (Circle all that apply)

- a. Alert them to their stop
- b. Use diagrams or maps
- c. Point to fare signage
- d. How-to-Ride Brochure
- e. Ask other passengers for help
- f. I do not communicate
- g. Other

10. Are you aware of any materials that SacRT uses to communicate with LEP passengers? No 0 Yes 1 Don't Know 2

11. If yes, what are those materials, services, or tools?

12. Is there something SacRT can do to help you communicate with LEP passengers? No 0 Yes 1 Don't Know 2

13. If yes, what can SacRT do?

14. Have you had any training on how to communicate with LEP passengers? No 0 Yes 1 Don't Remember 2

15. If yes, please describe the training:

16. Considering all the issues you face in your job, how difficult is communicating with LEP passengers compared to the rest of the issues? Please answer using a scale of 1 to 10, where 1 is not at all difficult, and 10 is very difficult.

Figure 12: Operator Survey

One hundred percent of operators reported having contact with LEP individuals daily with the most common languages being Spanish, Russian, Arabic, Chinese, Ukrainian, Vietnamese, American Sign Language and languages from Pakistan and Afghanistan. Approximately 66% of the operators surveyed reported that it is somewhat or very difficult to communicate with LEP passengers, while the remaining operators indicated that it was somewhat or very easy or that they do not communicate with LEP passengers at all. On a scale of 1 to 10, with 1 being not difficult at all and 10 being very difficult, operators showed an average score of 4.95 in the difficulty of communicating with LEP passengers compared to other issues they face.

According to the survey, the most common questions asked by LEP individuals are regarding fares, which stop corresponds to their destination, and how to get to their destination. Operators communicate in various ways with these individuals depending on the question asked. For questions regarding fares, they point to the fare signage; maps, diagrams, and how-to-ride brochures are used to show them how to get to their location; and operators will alert LEP passengers when they arrive at their desired stop. Some operators also reported signing gestures, writing down their responses, and using Google Translate to communicate with LEP passengers. Thirty-three percent of operators indicated that they ask other passengers on board to help translate when possible.

The top routes reported by SacRT bus operators that serve many LEP passengers include:

- Route 51 – Stockton/Broadway;
- Route 25 – Marconi;
- Routes 67/68 – Franklin/44th Street/MLK;
- Route 81 – Florin/65th Street;
- Route 38 – Tahoe Park; and
- Route 23 – El Camino.

SacRT Customer Service Representative Survey data

In addition to SacRT operator feedback, the SacRT Customer Service Representatives (CSRs) were also provided with an optional survey about the importance of SacRT's programs, activities, and services to LEP persons, as shown in Figure 13.

Approximately 33% of the CSRs have at least daily contact with a LEP passenger via telephone. The remaining CSRs reported having weekly, monthly, or less frequently than monthly contact with LEP passengers. During these telephone contacts, the most common languages they encounter include Spanish, Chinese, and American Sign Language.



Voluntary CSR Survey - Limited English Passengers

PLSTAFF
ONLY

Survey ID # _____

1. Please indicate your frequency of contact with limited-English persons (LEP) passengers.

- a. Multiple times a day
- b. Once or twice a day
- c. Weekly
- d. Monthly
- e. Less frequently than monthly
- f. I don't have contact

2. Which routes have you most often had LEP passengers ask you about for information? (*List all*)

Route: _____ Language (if known): _____

Route: _____ Language (if known): _____

Route: _____ Language (if known): _____

Route: _____ Language (if known): _____

3. On the route(s) mentioned above, are there any major destinations that LEP passengers may frequently travel to?

4. Generally speaking, how easy or difficult is it for you to communicate with LEP passengers?

- a. Very difficult
- b. Somewhat difficult
- c. Somewhat easy
- d. Very easy
- e. I don't communicate

5. Do you speak another language besides English? No 0 Yes 1

6. If yes, what language?

_____ Are you:
Fluent Limited

7. How long have you been working for SacRT's call center?

8. What type of question(s) do you get asked the most from LEP passengers? (*Circle all that apply*)

- a. Fares
- b. Schedules
- c. Trip Planning
- d. Don't get asked questions
- e. Other _____

9. When you need to speak to LEP passengers, how do you do it? (*Circle all that apply*)

- a. Interpretation services (Language Line)
- b. Web services (Google)
- c. I speak the language
- d. Ask co-worker for help
- e. Try my best
- f. I do not communicate
- g. Other _____

10. Are you aware of any materials that SacRT uses to communicate with LEP passengers? No 0 Yes 1 Don't Know 2

11. If yes, what are those materials, services, or tools?

12. Is there something SacRT can do to help you communicate with LEP passengers? No 0 Yes 1 Don't Know 2

13. If yes, what can SacRT do?

14. Have you had any training on how to communicate with LEP passengers? No 0 Yes 1 Don't Remember 2

15. If yes, please describe the training:

16. Considering all the issues you face in your job, how difficult is communicating with LEP passengers compared to the rest of the issues? Please answer using a scale of 1 to 10, where 1 is not at all difficult, and 10 is very difficult.

Not at all difficult Very difficult
1 2 3 4 5 6 7 8 9 10

Thank you for participating. Please return completed surveys to the SacRT Service Planning department.

Figure 13: Customer Service Representative Survey

Language Interpretation Service Statistics

When translation is requested through the call-center, SacRT’s CSRs utilize a third-party telephone interpretation service called TeleLanguage. Through this service, the CSR’s can provide route, fare, and schedule information to LEP callers. In addition to TeleLanguage, there are CSRs who are fluent in Spanish

During the ten-month period of January 1, 2020, and October 31, 2022, the CSRs took 1,198 calls that required the use of TeleLanguage service. Table 8 presents a breakdown of those calls by language. Seventy-nine percent of all requests are for Spanish, with eight other languages accounting for about 18%, and 21 languages making up the remaining 3% of requests.

Table 8: Language Line Use by Language (January 1, 2020 - October 31, 2022)

Language	Requests	Percent
Spanish	948	79%
Mandarin	51	4%
Arabic	45	4%
Cantonese	40	3%
Russian	27	2%
Farsi	19	2%
Japanese	17	1%
Vietnamese	15	1%
Korean	9	1%
Hindi	5	< 1%
Punjabi	5	< 1%
Dari	3	< 1%
Hmong	2	< 1%
Tagalog	2	< 1%
Ukranian	2	< 1%
Chinese Toisanese	1	< 1%
Greek	1	< 1%
Igbo	1	< 1%
Ilocano (Filipino)	1	< 1%
Lithuanian	1	< 1%
Mien	1	< 1%
Pashtu	1	< 1%

Thai	1	< 1%
TOTAL	1,198	100%

SacRT utilizes third-party translators when translation is requested in advance of an in-person outreach event, including Hummble Translations, Cal Interpreting, and Language World.

FACTOR 3

The importance to LEP Persons of SacRT’s program, activities, and services

To understand the importance of SacRT’s programs, activities, and services, telephone interviews were conducted in December 2022 and January 2023 with members of community organizations that serve LEP constituents. The agencies that were contacted and/or participated provide services including, but not limited to, translation and interpretation services, immigration services, refugee resettlement, foreign-language media, English as a second language classes, job training, etc.

Interviewees and those filling out the questionnaire were asked about the LEP populations they serve, including languages spoken; trends in age, education, and economic status; areas of familiarity; popular destinations and neighborhoods; as well as where the demand for public transit services exists. Participating agencies include:

Opening Doors, Inc.

Opening Doors provides refugee resettlement, immigration legal services, support for survivors of human trafficking, English language development, and economic development services to the Spanish, Tagalog, Mandarin, Urdu, Pashto, and Dari-speaking communities of Sacramento.

Slavic Assistance Center

The Slavic Assistance Center serves the Russian and Ukrainian-speaking communities. They help with social services and communicate to their members via a newsletter, social media, online collaboration and productivity platforms, and networking events.

Slavic Community Center of Sacramento

Slavic social services and cultural orientation by providing Russian and Ukrainian individuals information on education options; immigration services; document preparation; financial and educational assistance and support; citizenship classes and applications; and translation and interpretation services.

La Familia Counseling Center (LFCC)

LFCC has served the Sacramento Spanish speaking community for over 47 years and has extensive experience connecting with unserved and underserved populations. They have established themselves as a trusted community partner by

providing free high-quality services in five key areas: Education and Youth development, Early Childhood Family Support, Behavioral Health, Health Navigation Services and Employment Services

Iu Mien Community Services

Iu Mien serves the Mien-speaking communities. They help with education and English learning, socialization services and group activities, and communicate to their members primarily through verbal communications and via limited social media and in-person activities.

California Hispanic Resource Council (CHRC)

CHRC provides consumer fraud awareness programs, immigration, and naturalization assistance, as well as referrals to other organizations or governmental agencies. CHRC mostly serves the Spanish-speaking community.

Crossings TV

Provides locally oriented, produced and marketed multi-cultural programming and content in Hmong, Mandarin, Cantonese, Vietnamese, Tagalog, Japanese, Hindi, Punjabi, and Russian efficiently linking its targeted audiences and commercial, non-commercial and governmental entities.

Asian Resources Inc. (ARI)

ARI services include ESL classes, financial literacy/education, career readiness workshops, youth programs, senior social programs, VITA tax, citizenship classes, expungement clinics, job placement, enrollment into CalFresh, Medical and Covered CA, and translation/interpretation services. ARI services a variety of language communities including Chinese, Vietnamese, Hmong, Mien, Laos, Thai, Tagalog, Spanish, Urdu, Hindi, Panjabi, Russian, Dari, Farsi, Pashto, Turkish, and Ukrainian.

Afisha Media Group

Afisha Media Group is the leading trusted source of information for the Russian and Ukrainian immigrant community. They publish Afisha Magazine, Diaspora Newspaper, and run the Radio Ethno.fm (87.7) 24hr. radio station that shares news and government announcements.

Hmong Youth and Parents United

Hmong Youth and Parents United provides from youth- and family-related services, internships, health and wellness services, and family friendly events. Its Health and Social Services Department addresses health disparities, health injustices and the elderly community. Its Health Equality Initiative program offers services for individuals affected by COVID-19 and hosts pop up clinics.

From these interviews and surveys, staff was able to identify specific communities of the service area and match them to bus routes and rail stations to provide more focused outreach when and where it is needed. The interview results demonstrate how SacRT can customize the assistance approach for each LEP group by having

identified the LEP groups and how frequently they encounter SacRT programs, activities, and/or services.

Table 9 through Table 18 provide a summary for each organization contacted, the languages they serve, LEP populations, transit usage and the best way to communicate with LEP populations. Table 19 is a summary by language group outlining where these population groups live and the best way to communicate.

Table 9: Outreach Summary - Afisha Media Group

Organization	Afisha Media Group
Languages Served	Ukrainian and Russian, more than 150 different dialects
English Proficiency	Estimate 40-50% but note there is “always somebody in the family who knows English.”
Services Provided	<ul style="list-style-type: none"> • Afisha magazine • 24-hour radio station including Armenian and Moldavian shows • Monthly events and two large community events annually • Community group meetings • Community newsletter (twice per month)
Where LEP Groups Live	All over the Sacramento region; Placer County; Yolo County; El Dorado County
SacRT Usage	Less than 20%
Best Ways to Communicate	Radio station, magazine, social media groups, website, attend monthly events to distribute materials
Ineffective Communications	Educational classes for people to attend
Transportation Trends in Past Three Years	More need for school-related transportation, daily errands like trips to the grocery store, park and ride services.
Transit Obstacles	Community not sure how to use the system, lack of education or don’t have enough English skills to figure it out.
Other Notes	<ul style="list-style-type: none"> • We don’t have translated materials, nor the budget to get the materials out • RT has not been proactive enough in the community, we don’t have the staff to get the materials out • Prefer insert materials for magazine/newspaper to stocking materials in office • Don’t have budget to distribute translated route and schedule information • Have been trying to connect SacRT to the community for the past five years • Connected to more than 120 churches • High need for outreach to students • If our community will start using buses, because it’s part of our culture, it will reduce homelessness and make things cleaner

Table 10: Outreach Summary - California Hispanic Resource Council

Organization	California Hispanic Resource Council
Languages Served	Spanish speaking is about 90%, and English and other languages are the other 10%
English Proficiency	Estimate 50%, but note “With family assistance, that percentage drops. Usually, older or younger children have English speaking skills.
Services Provided	<ul style="list-style-type: none"> • Immigration and naturalization assistance • Consumer fraud awareness
Where LEP Groups Live	50% in South Sacramento area; the rest are throughout Sacramento – up to North Highlands and West Sacramento. Other counties include Placer, Yolo, Butte, Sutter and San Joaquin.
SacRT Usage	Less than 10%
Best Ways to Communicate	Word of mouth including referring friends or colleagues, website, telephone
Ineffective Communications	Email
Transportation Trends in Past Three Years	Most of the clients have some sort of transportation, either via a car or a family member or a friend. Some have mentioned that they use Lyft or Uber.
Transit Obstacles	Transit schedule needs more flexibility. Lining up transit schedules with appointment schedules is difficult.
Other Notes	<ul style="list-style-type: none"> • Members do not tend to use translated materials SacRT provides, nor do they ask for translated materials • People are referred to SacRT website for route and schedule information

Table 11: Outreach Summary - Crossings TV

Organization	Crossings TV
Languages Served	Chinese, Vietnamese, Filipino, South Asian, Hmong, Korean and Japanese. Mandarin, Cantonese, Vietnamese, Filipino, Korean, Hmong, Japanese, Hindi and Punjabi
English Proficiency	Chinese 36%, Filipino 18%, Hmong 48%, Japanese 10%, Korean 36%, South Asian 37%, Vietnamese 47%
Services Provided	<ul style="list-style-type: none"> • Crossings TV is an Asian language television network which broadcasts programming in Mandarin, Cantonese, Vietnamese, Filipino, Korean, Hmong, Japanese, Hindi and Punjabi • Broadcast in the Central Valley, San Francisco Bay Area, Los Angeles, Seattle, New York City/NJ, Chicago and Minneapolis-St. Paul • Also use website and social media to communicate
Where LEP Groups Live	South Sacramento, Downtown, Elk Grove
SacRT Usage	Unsure
Best Ways to Communicate	Using a mix of in-language radio, print, television and also through community-based organizations that serve the specific Asian groups. Get involved with the community-based organizations. It is important that the messages are in-language- specific to the community you are serving.
Ineffective Communications	Phone calls, text messaging
Transportation Trends in Past Three Years	The pandemic impacted how these communities use public transportation and the hate crimes that are affecting the Asian communities are also impacting public transportation use.
Transit Obstacles	Safety may be a factor
Other Notes	<ul style="list-style-type: none"> • Members do not tend to use translated materials SacRT provides, nor do they ask for translated materials • People are referred to SacRT website for route and schedule information • Participate in community events that are specific to these communities with limited English language skills • No desire to directly received translated route and schedule information

Table 12: Outreach Summary - Iu Mien Community Services

Organization	Iu Mien Community Services
Languages Served	Iu Mien community: Mien is language.
English Proficiency	Work a lot with senior group (55 and up) and 95% don't speak English.
Services Provided	<ul style="list-style-type: none"> • Mental health services (not direct) • Socialization services, group activities, after-school programs for youth • Translation services (walk-in or via appointment) • Applying for citizenship or Medi-Cal
Where LEP Groups Live	Mainly in South Sacramento, ZIP codes 95824, 95823 and 95820
SacRT Usage	Unsure, but estimate ridership to be low
Best Ways to Communicate	In-language verbal communications, over the phone or in person. In-language social media on YouTube channel, Facebook and Instagram pages. Members listen to the Hmong news channel and share information with each other verbally.
Ineffective Communications	Written or printed materials, as well as websites (don't use the technology)
Transportation Trends in Past Three Years	Prior to COVID, we partnered with ACC to get bus transportation so members could attend our programs. That was eliminated because of COVID, and we haven't been able to re-start it. After COVID, many of our community members are hesitant to go out. Also, the Anti-Asian hate movement is a problem, so many of our community members just stay in.
Transit Obstacles	Fear of getting lost combined with inability to read signage and/or communicate with drivers to get directions. Fear of being victimized.
Other Notes	<ul style="list-style-type: none"> • No Mien-language materials available, but they would like to receive translated route and schedule information • Many members avoid SacRT and related materials due to fear

Table 13: Outreach Summary – La Familia Counseling Center

Organization	La Familia Counseling Center
Languages Served	Spanish, English, Dari, Farsi, and Hmong
English Proficiency	Approximately 25% have limited English skills
Services Provided	<ul style="list-style-type: none"> • Workshops • Classes • Counseling services • AA meetings • Vaccination clinics • Citizenship assistance • ESL/Language assistance • GED assistance
Where LEP Groups Live	South Sacramento, but programming goes all the way to the Delta and includes people that come from Walnut Grove, Isleton, Galt and Elk Grove.
SacRT Usage	Unknown. They are working to get buses scheduled to accommodate seniors. Some of the buses come from Rancho Cordova or Downtown, so the seniors have to transfer buses. This becomes an all-day event for the seniors.
Best Ways to Communicate	Website and social media, particularly Facebook and Instagram.
Ineffective Communications	Printed flyers and email
Transportation Trends in Past Three Years	Many things closed down/adapted due to the pandemic. They are holding hybrid meetings hosting workshops live on social media. Transportation has reduced because people learned how to get by with little to no travel.
Transit Obstacles	Seniors are having trouble with transit and having to deal with multiple transfers on public transit. They are looking for quality and cost-effectiveness.
Other Notes	<ul style="list-style-type: none"> • Members use translated materials, and ask about maps and routes, especially students • SacRT has been wonderful, but there are no buses on Franklin, only on Fruitridge. SacRT rides can be called, but there is no public transit service

Table 14: Outreach Summary - Slavic Assistance Center

Organization	Slavic Assistance Center
Languages Served	Ukrainian and Russian
English Proficiency	60%
Services Provided	<ul style="list-style-type: none"> • Immigration services; family reunions; refugee services; green card holders and citizenship • Radio program (1690 AM) • Suicide-prevention services funded by Sacramento County. • Public service work with Sacramento employment agency, assisting refugees with green card applications and job placement • Social adjustment and cultural orientation • Ukraine help line for help or information for refugees • Community events were organized, but went away during COVID-19 pandemic
Where LEP Groups Live	Spread out across Sacramento and West Sacramento, not including South Sacramento
SacRT Usage	Estimate 5%. Young people do not use transit, and most people use their own transportation.
Best Ways to Communicate	Radio program, newspaper, word of mouth and social media (Facebook and Instagram)
Ineffective Communications	For older people, high-tech tools are not effective
Transportation Trends in Past Three Years	More people have been moving to Antelope, Rancho Cordova, Fair Oaks and North Highlands.
Transit Obstacles	Compared to other regions, the transit systems are not well developed. They are afraid to use it because they don't know how the system functions and are not educated on the system. They don't know routes or how to get from one point to another. They don't know if they can use a single ticket to transfer from one bus to another.
Other Notes	<ul style="list-style-type: none"> • Members use translated materials, but unsure how many, and they seldom ask for translations of any SacRT materials • It would be helpful to have translated route and schedule information

Table 15: Outreach Summary - Slavic Community Center

Organization	Slavic Community Center
Languages Served	Slavic communities, Russian language mostly – some Ukrainian, Polish, Belarus
English Proficiency	Approximately 20%. Older population (Age 60 and older) has limited English and comes in for help with translation.
Services Provided	<ul style="list-style-type: none"> • Translation • Drug awareness • Some education and studies of the Slavic community’s needs
Where LEP Groups Live	Sacramento (excluding downtown and midtown), Rancho Cordova and Citrus Heights
SacRT Usage	Estimate 3-5%
Best Ways to Communicate	For most people, social media and website works. For older population, in-language radio and newspapers are effective. Radio and newspapers are best for getting communications out quickly. Word of mouth through churches.
Ineffective Communications	Email. Older population does not use web or social media.
Transportation Trends in Past Three Years	The community settled by religion. The Baptist groups, first settlement was Freeport area and in West Sacramento. Pentecostals, much younger people live in Antelope, Roseville, Citrus Heights, and North Highlands.
Transit Obstacles	Language barrier is a challenge. A small percentage uses buses to see children/grandchildren, but very limited.
Other Notes	<ul style="list-style-type: none"> • No requests specifically for transit materials, but they have worked with City of Sacramento on garbage-collection materials; also worked with PG&E and SMUD to discuss materials that they distributed • Would be nice to have translated materials to distribute • Noted large recent influx of refugees from Ukraine that have recently moved to Sacramento • Can post translated materials to their website

Table 16: Outreach Summary - Asian Resources, Inc.

Organization	Asian Resources, Inc.
Languages Served	Asian communities, with languages including Chinese, Vietnamese, Mandarin, Cantonese, Hmong, Mien, Laos, Thai and Tagalog.
English Proficiency	Approximately 25%.
Services Provided	<ul style="list-style-type: none"> • Translation • Assistance with applying for benefit programs • Citizenship classes
Where LEP Groups Live	Sacramento, ZIP codes 95823, 95824 and 95828, Little Saigon, Freeport Blvd.
SacRT Usage	Estimate between 10% and 40%
Best Ways to Communicate	In-person meetings and telephone conversations
Ineffective Communications	Email or printed materials in English.
Transportation Trends in Past Three Years	More people driving individually.
Transit Obstacles	Language barrier is a challenge. Cost is also a barrier. Some consider transit to be unsafe, infected and violent.
Other Notes	<ul style="list-style-type: none"> • Would like to receive translated transit materials, especially schedules and maps

Table 17: Outreach Summary - Opening Doors, Inc.

Organization	Opening Doors, Inc.
Languages Served	Spanish, Dari, Farsi, Pashto and Ukrainian.
English Proficiency	Approximately 75%.
Services Provided	<ul style="list-style-type: none"> • Refugee services • Housing assistance • Wellness services • Education access
Where LEP Groups Live	All over Sacramento and tending toward rural areas.
SacRT Usage	Estimate between 10% and 40%
Best Ways to Communicate	In-person meetings and telephone conversations
Ineffective Communications	Materials in English. In-person meetings without an interpreter present.
Transportation Trends in Past Three Years	
Transit Obstacles	Cost is a barrier.
Other Notes	<ul style="list-style-type: none"> • Would like to receive translated transit materials, especially schedules and maps

Table 18: Outreach Summary - Hmong Youth and Parents United

Organization	Hmong Youth and Parents United
Languages Served	Hmong and English
English Proficiency	Approximately 25%.
Services Provided	<ul style="list-style-type: none"> • Youth- and family-related services • Internships • Health services
Where LEP Groups Live	Sacramento, District 2
SacRT Usage	Unsure
Best Ways to Communicate	Real-life visuals, translated materials and audio
Ineffective Communications	Communication tools that are solely words and content heavy
Transportation Trends in Past Three Years	Unsure
Transit Obstacles	Family member is available to take them to the store or do the grocery shopping for them.
Other Notes	<ul style="list-style-type: none"> • Would like to receive translated transit materials, especially schedules and maps

Table 19: LEP Summary by Language

Language	Where Individuals Reside	Best Way to Communicate
Spanish	Natomas, South Sacramento, North Sacramento, Citrus Heights, Oak Park, Galt, Elk Grove, Rancho Cordova, Carmichael, Arden-Arcade, and North Highlands	In-person (one-on-one), word-of-mouth (referrals from friends), flyers, videos/TV, radio,
Russian	West Sacramento, Rancho Cordova, Carmichael, Citrus Heights, Antelope, Fair Oaks, and North Highlands	Organization newsletters, social media, radio, in-person (one-on-one), TV, and community events -
Vietnamese	Little Saigon (i.e., Stockton Blvd., between Fruitridge and Florin)	In-person (one-on-one), TV, community events
Chinese	Citrus Heights, South Sacramento, Oak Park, Rancho Cordova, Carmichael, Arden-Arcade, Elk Grove	In-person (one-on-one), flyers, radio, TV, community events
Arabic	Fulton Ave, Myrtle Ave, Natomas	In-person (one-on-one), community events, flyers, social media, through the school system, texting
Dari, Farsi	South Sacramento, the Delta, Walnut Grove, Isleton, Galt, and Elk Grove	Website and social media, particularly Facebook and Instagram
Mien	South Sacramento	In-language verbal communications, over the phone or in person. In-language social media on YouTube channel, Facebook, and Instagram pages. Members listen to the Hmong news channel and share information with each other verbally.
Filipino	South Sacramento, Downtown, Elk Grove	In-language radio, print, television, and community-based organizations
Vietnamese	South Sacramento, Downtown, Elk Grove	In-language radio, print, television, and community-based organizations

Hmong	South Sacramento, Downtown, Elk Grove	In-language radio, print, television, and community-based organizations
Korean	South Sacramento, Downtown, Elk Grove	In-language radio, print, television, and community-based organizations
Hindi	South Sacramento, Downtown, Elk Grove	In-language radio, print, television, and community-based organizations

FACTOR 4

Evaluate the resources available to SacRT and overall cost to provide LEP assistance.

SacRT’s operating budget includes the following language assistance aspects:

- Costs of translation into multiple languages
- Costs for live telephone interpretation services
- Costs for interpreters at Board meetings and hearings, when requested
- Additional printing costs for key documents
- Additional administrative and training costs and
- Additional costs for outreach labor and materials for potentially impactful construction projects in LEP areas.

Direct costs for the language assistance aspects listed above, including written translation, telephone interpretation, and in-person interpretation for public meetings total \$34,874.79 from January year 2020 through December 2022. Since 2020, SacRT staff has been providing key documents for customers in English and six additional languages:

- Spanish
- Chinese
- Vietnamese
- Russian
- Hmong and
- Arabic.

Implementation Plan for Language Assistance

This section describes SacRT’s current methods and plans for providing language assistance to LEP persons.

Identifying LEP Persons Who Need Language Assistance

“Agencies would be well advised to ask LEP persons whether they are aware of the types of language assistance the agency provides, which of these forms are most beneficial, and what, if any, additional language assistance measures would be most beneficial.” (DOT LEP Guidance Section V(4)).

The Four Factor analysis showed that there is frequent contact between LEP individuals and SacRT personnel. Language line calls, outreach interviews, the customer survey, and the employee survey all show a high degree of contact between persons with limited English proficiency and SacRT. Based on the feedback received throughout the extensive outreach and research effort conducted as part of this update, LEP customers can get information about SacRT services and programs and that language barriers are not strong inhibitors to accessing services.

To ensure that LEP customers can continue to get information on SacRT services and programs, SacRT will continue to undertake the current translation activities and begin using a tiered approach (commonly used by other large systems such as BART) to determine thresholds for language translation. At each Title VI Program Update, SacRT will reevaluate thresholds based on its LEP tracking data so that it corresponds to the language groups frequently encountered within the tiered approach. In addition to language translations, SacRT will continue to use pictograms on all wayfinding signage.

Providing Language Assistance

This section describes the current and future services that SacRT provides for enhancing the access of its system to LEP persons.

Existing LEP Programs and Services

The following is a summary of the language assistance, programs, and services currently provided in addition to the bilingual customer service staff and operators. Several of the documents have a statement on how to obtain information printed in each language stating, “For route, schedule and fare information, call 916-321-BUSS (2877).” SacRT customer service representatives can provide route, schedule, and fare information to callers in almost every language by connecting customers with a language interpreter.

Table 20: Existing Translation

Document/Program	Current Translation
TeleLanguage	Many
Public Hearing Notices	Spanish, Russian, Chinese, Hmong, Vietnamese, and Arabic
Title VI Notice on Bus, Light Rail, SmaRT Ride, and Paratransit Vehicles	Safe Harbor Languages
Title VI Notice on Web Site	Safe Harbor Languages
Title VI Complaint Form on Web Site	Safe Harbor Languages
Public Notices Regarding Fare Change Proposals	Spanish, Russian, Chinese, Hmong, Vietnamese, and Arabic
Public Notices Regarding Service Change Proposals	Spanish, Russian, Chinese, Hmong, Vietnamese, and Arabic

Passenger Origin/Destination and Demographic Surveys	Spanish, Russian, Chinese, Hmong, Vietnamese, and Arabic
Public notice regarding upcoming service change	Spanish, Russian, Chinese, Hmong, Vietnamese, and Arabic
Potentially impactful construction project information	Varies based on LEP population in vicinity
Printed Pocket Timetables with statement on how to obtain information	Spanish, Russian, Chinese, Hmong, Vietnamese, and Arabic
How-to-Ride Guide with statement on how to obtain information	Spanish, Russian, Chinese, Hmong, Vietnamese, and Arabic
Station Wayfinding	Pictograms and Braille
Ticket Vending Machine Menus	Spanish
SacRT Web Site	Google Translation available in 133 languages
Document/Program	Current Translation
Connect Card Web Site	Google Translation available in 133 languages
Connect Card Brochure	Spanish
Safety Campaign	Varies based on LEP population in vicinity
Promotional Campaigns	Spanish and additional languages based on LEP population in vicinity service being promoted
Neighborhood Targeted TV Commercial	Varies based on LEP population in vicinity
Community Partnerships	City Year, Crossing TV, Russian American Media Group, Asian Resources, Latino Roundtable, Sacramento Asian Chamber, Sacramento Hispanic Chamber

To assist operators with LEP customers, “We Speak Your Language” stickers are on board each vehicle. Drivers are instructed to point to the sticker to communicate with LEP passengers on how to obtain route, schedule, and fare information. Public notices regarding pending major route closures (over 200 boardings per day) will be translated into the languages of LEP population groups in the vicinity of the closure.

SacRT uses the partnerships with LEP organizations as a network to send out toolkits with user information, and to disseminate information at the organizations’ locations and through social media. On occasion, SacRT works with Spanish language TV and radio broadcast organizations to create commercials promoting new routes and services.

To ensure access to language assistance for LEP customers, SacRT uses the following four-tier translation guidelines for materials that contains information that is either critical for obtaining services and/or benefits:

- **Tier 1:** essential information for accessing services and benefits and for safety. The narrow selection of languages in this tier recognizes limitations inherent in the communications media used, such as space constraints.
- **Tier 2:** documents that enhance access to services and programs or facilitate the customer experience. The translation criteria for this tier recognizes space and resource constraints for extensive translation.
- **Tier 3 Vital:** information concerning awareness of legal rights including the right to language assistance.
- **Tier 3 Targeted:** documents that enhance participation of LEP persons in decision-making. These documents can be long and technical so translation may be on a case-by-case basis; including whether a translated summary document is sufficient.
- **Tier 4 Technology-Dependent:** In many cases, technology has allowed for affordable, easy translation into multiple languages. In these instances, SacRT will continue to use these services for translation as allowed by the technology.

Language translations for each tier are determined as described below.

- **Tier 1** languages include those with more than 5% of the total population identified in the ACS as not speaking English well. The only Tier 1 Language is Spanish.
- **Tier 2** languages include Tier 1 languages *plus* additional languages that utilized the TeleLanguage service an average of at least once a month between 1/1/2020 and 10/31/2022 *plus* English Language Learners in Sacramento County K-12 Schools greater than 5% (Hmong). There are eight Tier 2 languages.
- **Tier 3 Vital** includes Tier 2 *plus* the remaining Safe Harbor Languages *plus* English Language Learners in Sacramento County K-12 Schools greater than 4% (Pashto). Pashto was also noted in the Operator/CSR survey results. There are 17 Tier 3 languages.
- **Tier 3 Targeted** translations are on a case-by-case basis for construction projects and route-specific changes. SacRT, at its discretion, will translate documents into additional languages if the nature of the document and the character of the document's target audience justify additional translation. Additional languages will be determined by the frequency of encounters with language groups. If SacRT lacks data on encounters, additional languages may be determined by demographic data.
- **Tier 4 Technology-Dependent** includes 133 languages in Google Translate, available on the SacRT homepage. Changes in the affordability,

ease, or availability of the technology could result in a change in translation activities.

Table 21: Language Tiers and Languages

Tier 1	Tier 2	Tier 3 Vital	Tier 3 Targeted	Tier 4 Tech	Communication Item
					Fare information decal on bus farebox
					Ticket vending machine
					Connect Card brochure
					Promotional campaigns
					Rider Alerts
					Public hearing notices
					Public notices for fare proposals
					Public notices for service proposals
					Passenger origin/destination and demographic surveys
					Neighborhood targeted TV commercial
					Title VI Notice on vehicles
					“We Speak Your Language” stickers
					Title VI Notice on website
					Title VI Complaint Form & Procedures
					Construction project information
					Safety campaigns
					Promotional campaigns
					Language Line
					SacRT website Google Translate
Languages into which Items are Translated					
Spanish	Spanish Arabic Chinese Farsi Hmong Japanese Russian Vietnamese	Spanish Arabic Chinese Farsi Hmong Japanese Russian Vietnamese Armenian Hindi Korean Lao Pashto Punjabi Tagalog Ukrainian Urdu	Varies	Many	

Staff Training

SacRT's existing staff training for better serving LEP transit customers includes the following elements.

For the Transit Ambassador (ticket inspectors) training, SacRT trains employees to assist passengers with hearing-impairments by using writing tools, i.e., pen and paper. For LEP passengers, SacRT communicates via a translation app on District-issued smartphones. All new Ambassadors have 40 hours of classroom training where they learn about managing difficult/uncooperative passengers and LEP passengers. They also have 80 hours of in-field training where they apply the techniques learned in the classroom.

New bus operators undergo 48 hours of classroom training and 20 hours of behind-the-wheel training, during which time, as part of their overall customer service curriculum, they are instructed on language assistance, customers with disabilities, sensitivity training, etc. If an operator encounters a customer with Limited English Proficiency (LEP) having trouble using the system, they are trained to use common-sense methods to assist the customer and to look for visual cues that might indicate the nature of the question, especially if it is regarding frequent topics of confusion. (Example: A customer gesturing toward his/her wallet is likely confused about the fare. Hesitancy to board the bus in the first place may indicate uncertainty regarding the bus's destination and/or stops.) Practical measures are encouraged, including enlisting the assistance of other passengers who may speak the same language, referring to printed information on the fare structure displayed on the farebox, stating some of the key streets or destinations that the bus will serve (e.g., "Arden Mall"), or giving the customer the number for Customer Service, which can render assistance in any language.

Current bus operators are instructed on an ongoing basis in "Passenger Assistance Trainings" with techniques that cover various communications strategies, such as hand signals. Many drivers are bilingual and able to communicate with LEP passengers. There are also multilingual staff available to assist drivers during business hours, and all drivers are instructed to call into dispatch if additional assistance is needed.

Newly hired Customer Service Representatives go through a minimum of two weeks of training in the Customer Service Center. Over the course of their training, they meet with Supervisors/Managers for an overview and basic training on systems, procedures, and customer service expectations. During this time, they learn where to locate the number for language interpretation service, how to access it, and which codes to use when prompted. Additionally, much of their training consists of observations and hands-on experience with existing SacRT staff at their desks in the Call Center or at the registers in the Sales Center. During this side-by-side training and mentoring, new hires can see how interpretation calls are handled first-hand before they try them on their own.

Newly hired van drivers go through "Passenger Assistance Training" where they are trained in techniques to communicate with individuals who do not speak English, as well as those with speech, hearing, visual, or cognitive impairments. Throughout the course, drivers receive hands-on training with passengers covering

a variety of scenarios. Correct visual leads or hand gestures (pointing for a direction, use of the stairs, use of the lift, how are you paying) are often used in training and many are universal for any language. All drivers are trained to call into dispatch if they need additional assistance.

Providing Notice to LEP Persons

USDOT LEP guidance states: “Once an agency has decided, based on the four factors, that it will provide language service, it is important that the recipient notify LEP persons of services available free of charge. Recipients should provide this notice in languages LEP persons can understand.”

SacRT currently provides notification through the public using the methods outlined in the Public Participation Plan.

Monitoring and Updating the LEP Plan

SacRT has designated the Marketing Department to provide oversight and coordination of the implementation of this Language Assistance Plan. The Marketing Department fulfills most of the duties specified in the LAP, with the Customer Satisfaction Department and Operations also playing key roles. The Planning Department coordinates SacRT’s triennial program updates, including demographic analysis and stakeholder interviews. Every three years, SacRT will review the effectiveness of the LAP using strategies that may include, but are not limited to the following:

- Solicit direct feedback from community organizations by distributing a questionnaire or holding focus group sessions on communicating with LEP individuals
- Assess the demographic composition of Sacramento County using the most current census and California Department of Education data, and regularly update
- Conduct internal monitoring and random spot checks of LEP services; and
- Measure the actual frequency of contact by LEP persons by collecting information from TeleLanguage usage, CSR interviews, and operator surveys.