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

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METROPOLITAN TRANSPORTATION COMMISSION

PLAN FOR SPECIAL LANGUAGE SERVICES TO LIMITED ENGLISH PROFICIENT (LEP) POPULATIONS

June 2019

Also available in Chinese and Spanish

Para solicitar una copia en español del Plan de Servicios Especiales del Lenguaje para Poblaciones con Conocimiento Limitado del Inglés llame al 415.778.6757.

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LIST OF ACRONYMS AND ABBREVIATIONS

ACS	American Community Survey
BATA	Bay Area Toll Authority
CBO	Community-Based Organization
CSC	Customer Service Center
FTA	Federal Transit Administration
IVR	Interactive Voice Response
LEP	Limited English Proficient
MPO	Metropolitan Planning Organization
MTC	Metropolitan Transportation Commission
2019 Plan	Plan for Providing Special Language Services to LEP Populations
U.S. DOT	United States Department of Transportation

EXECUTIVE SUMMARY

The Metropolitan Transportation Commission (MTC) is the transportation planning, coordinating and financing agency for the nine-county San Francisco Bay Area. MTC is also the region's federally-designated metropolitan planning organization (MPO) and supports the goals of the U.S. Department of Transportation's (U.S. DOT) Limited English Proficiency Guidance.

U.S. DOT requires that agencies take reasonable steps to provide meaningful access to its services, programs and activities to persons with limited English proficiency. Individuals for whom English is not their primary language and who have a limited ability to read, write, speak or understand English are limited English proficient, or "LEP." The2019 Plan for Special Language Services to LEP Populations (2019 Plan) was created with the aim of ensuring MTC's language assistance measures reflect the needs of LEP persons across the nine-county San Francisco Bay Area region, and that LEP persons are able to meaningfully access important components of its services, programs and activities. The 2019 Plan serves as an update to the Agency's 2013 Plan for Special Language Services to LEP Populations (2013 Plan).

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

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

Following U.S. DOT guidelines, MTC explored multiple data sources and conducted targeted outreach to develop the Four-Factor Analysis. The key findings from the Four-Factor Analysis shaped the development of the 2019 Plan for Special Language Services to LEP Populations.

To determine the number or proportion of LEP persons eligible to be served or likely to be encountered in the eligible service population, MTC analyzed U.S. Census American Community Survey (ACS) data to identify the San Francisco Bay Area's LEP population. Based on U.S. Census ACS data from 2016, the Factor 1 Analysis identified 1,264,820 individuals over the age of five who speak English less than "very well." This figure accounts for 17.5 percent of the San Francisco Bay Area population. MTC identified 31individual languages and language groups that are spoken by more than 1,000 estimated LEP persons.

Across the San Francisco Bay Area, the five most frequently spoken languages other than English are Spanish at 7.3 percent of the San Francisco Bay Area Population, Chinese at 4.2 percent, Vietnamese at 1.5

percent, Tagalog at 1.2 percent and Korean at 0.4 percent. It should be noted that the overall population of LEP persons and the distribution amongst the top five languages spoken by LEP persons is largely consistent with the U.S. Census data when the Four-Factor Analysis was conducted in 2013.

To determine the frequency with which LEP persons come in contact with MTC's programs, activities and services, MTC reviewed and analyzed past interactions with LEP persons including call center and language line data, website data, Interactive Voice Response data and requests for both interpretation and translation by LEP persons.

To determine the nature and importance to LEP persons' lives of MTC's programs, activities and services, data was collected through surveys of MTC staff and third-party contractors (2018). Additionally, MTC analyzed data from interviews with community-based organizations (CBO), LEP person focus groups and LEP person surveys (2013).

To determine the resources available to MTC and the overall cost to provide language assistance, MTC assessed the existing and available resources – monetary, staff and otherwise – and explored cost saving measures to provide services.

According to the Four-Factor Analysis findings, described in detail in this report, MTC concluded as it did in the 2013 Plan that documents identified as Tier 1 Vital Documents will be translated into Spanish and Chinese without a request. Providing language assistance in Spanish and Chinese gives the two largest population groups who are identified as speaking English less than "very well," access to information and services in their language spoken at home. Subject to available resources and/or upon request, MTC provides translation of Vital Documents or other documents into languages other than Chinese and Spanish.

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

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

MTC works to ensure that its staff and third-party contractors are aware of and sensitive to the needs of LEP persons. MTC developed a variety of materials and guidelines to ensure that staff are trained on procedures for accommodating LEP populations, including training staff on the 2013 Plan and subsequent plans. Specific training elements are discussed in this report (see Section 5.0, Staff Training).

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

MTC regularly monitors and updates its Plan for Special Language Services to ensure meaningful access to its programs and services by LEP persons, using a combination of qualitative and quantitative approaches to monitor whether the Plan for Special Language Services effectively meets the needs of LEP persons

across the nine-county San Francisco Bay Area region. MTC regularly reviews demographic data of San Francisco Bay Area LEP populations and solicits feedback from MTC staff, LEP persons and CBOs serving LEP individuals. MTC will also evaluate its methods of notification to LEP persons as the agency updates its Plan for Special Language Services.

1.0 INTRODUCTION

MTC is the transportation planning, coordinating and financing agency for the nine-county San Francisco Bay Area. MTC functions as both the regional transportation planning agency — a state designation — and, for federal purposes, as the region's MPO.

MTC serves a region unique in its diversity and expansive in its reach. MTC's jurisdiction covers the nine counties that touch the San Francisco Bay, including Alameda, Contra Costa, Marin, Napa, San Francisco, San Mateo, Santa Clara, Solano and Sonoma, and includes 101 municipalities. More than seven million people reside within the region's 7,000 square miles, with over 90 languages spoken within its boundaries and 31 individual languages and language groups other than English that are spoken by more than 1,000 residents. The region also boasts 26 public transit operators, which together carry nearly 500 million passengers per year.

As a recipient of federal funds, MTC follows the United States Department of Transportation Policy Guidance (U.S. DOT 2005) concerning recipients' responsibility to provide meaningful access to services, programs and activities to LEP persons. Individuals for whom English is not their primary language and who have a limited ability to read, write, speak or understand English are considered limited English proficient, or "LEP." The Plan for Special Language Services to LEP Populations (2019 Plan) was created with the aim of ensuring that MTC's language assistance measures reflect the needs of LEP persons across the nine-county San Francisco Bay Area region, and that LEP persons are able to meaningfully access important components of MTC's services, programs and activities. The 2019 Plan serves as an update to MTC's 2013 LAP.

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

Authority and Guidance

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

A Presidential Executive Order was issued to federal agencies in August 2000 relative to LEP populations. Executive Order 13166 — Improving Access to Services for Persons with Limited English Proficiency — indicates that differing treatment based upon a person's ability to speak, read, write or understand English is a form of national origin discrimination.

In 2007, the Federal Transit Administration Office of Civil Rights released a handbook — Implementing the Department of Transportation's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons — to provide recipients with technical assistance to implement federal guidelines.

The U.S. DOT LEP Guidance notes that effective implementation plans typically include the following five elements:

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

The FTA Title VI Circular to 4702.1B — Title VI and Title VI-Dependent Guidelines for FTA Recipients— provides guidance to grantees on how to comply with Title VI regulations and specifies recommended steps to ensure grantees provide meaningful language access to persons who are limited English proficient.

MTC has developed the 2019 Plan to address the needs of LEP populations in the nine-county San Francisco Bay Area per the U.S. DOT guidance to provide meaningful assistance to LEP persons. The aforementioned resources were used to guide the development of the Four-Factor Analysis and the 2019 Plan.

2.0 FOUR-FACTOR ANALYSIS

In order to prepare the 2019 Plan for Special Language Services to LEP Populations, MTC completed the U.S. DOT's Four-Factor Analysis to determine what reasonable steps should be taken to ensure meaningful access to its services by LEP persons. The Four-Factor Analysis considers the following:

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

In accordance with U.S. DOT guidelines, MTC examined multiple data sources and conducted targeted outreach to develop the Four-Factor Analysis.

The data collected and analyzed includes surveys of MTC staff and third-party contractors (2018), interviews with staff members from four CBOs serving LEP populations (2013), four LEP person focus groups conducted in native languages (2013) and 945 LEP person surveys (2013). MTC also reviewed and analyzed past interactions with LEP persons including call center and language line data, website data, translation logs and requests for interpretation by LEP persons.

This chapter highlights the methodology and key findings from the Four-Factor Analysis that shaped the development of the2019 Plan.

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

For the Factor 1 Analysis, MTC analyzed the U.S. Census ACS data from 2016 to identify the Bay Area's LEP population. The ACS is a continuous nationwide survey conducted monthly by the U.S. Census Bureau. It is intended to measure changing socioeconomic characteristics and conditions of the population on a recurring basis.

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

Findings from the Factor 1 Analysis indicate that 17.5 percent of the Bay Area population speaks English less than "very well." The ACS data identified 31 individual languages and language groups with 1,000 or

more people who speak English less than "very well" and would be considered LEP persons. The five most frequently spoken languages among LEP persons are Spanish, Chinese, Vietnamese, Tagalog and Korean (see Table 1 below for a detailed breakdown).

Within the nine-county San Francisco Bay Area, Spanish-speaking persons account for the largest share of the LEP population with 7.3 percent, followed by Chinese-speaking persons with 4.2 percent. Vietnamese-speaking LEP persons represent 1.5 percent of the population, while Tagalog-speaking persons account for 1.2 percent and Korean-speaking persons account for 0.4 percent. A complete breakdown of the languages spoken at home by ability to speak English is available in Appendix B. The percentage breakdown of LEP persons across the top five most frequently spoken languages among LEP persons is nearly identical to the ACS Survey data included in MTC's 2013 Plan.

MTC created GIS maps to show concentrations of LEP persons who speak the five most frequently spoken languages among LEP persons within the MTC service area (shown in Figure 1). The GIS dot density map, in Figure 1, illustrates the geographic distribution of the LEP population across the San Francisco Bay Area.

Table 1: Languages Spoken at Home by Ability to Speak English, Persons Age 5 Years and Over, 2016, Speaks English Less than "Very Well"*

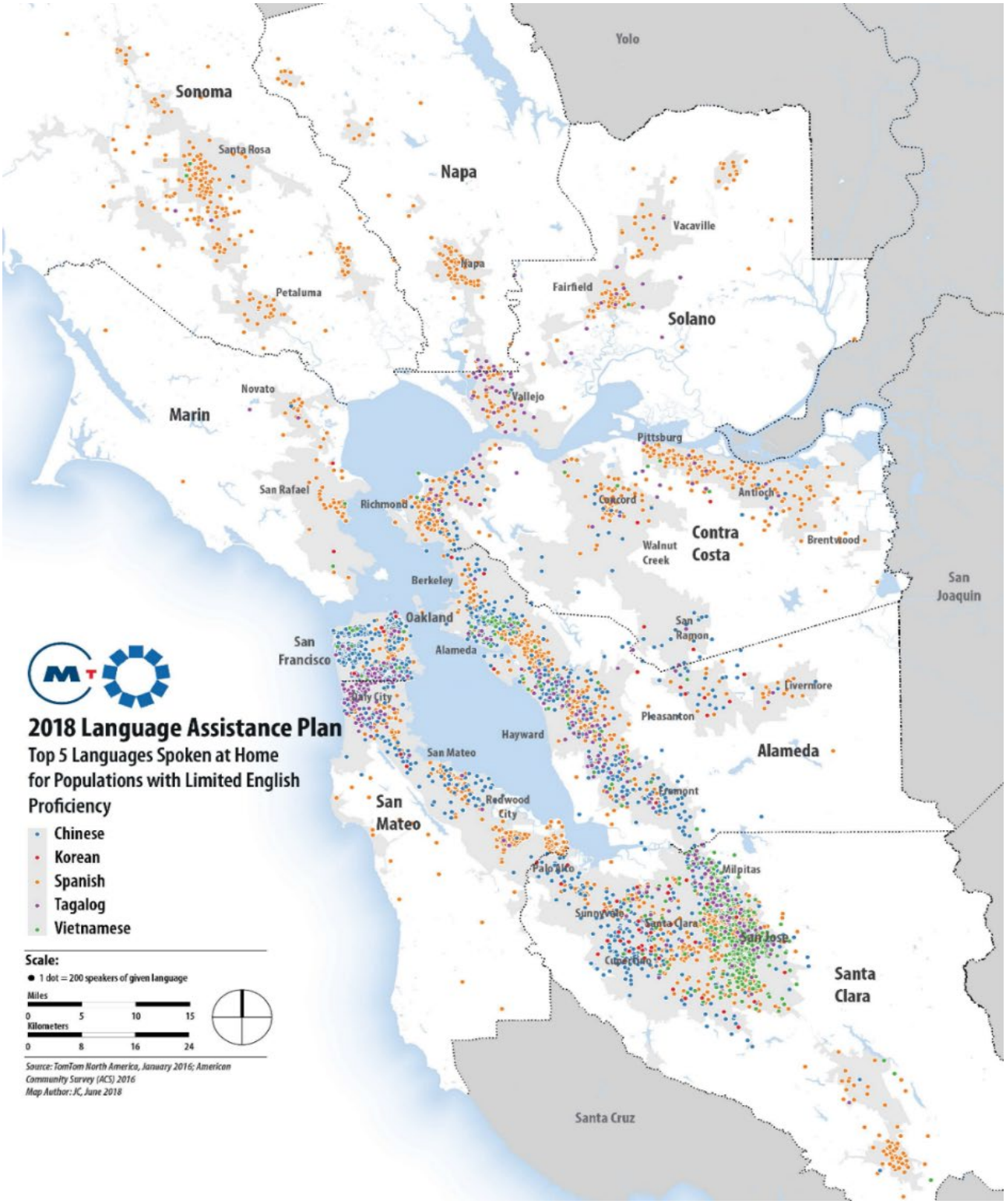
County	Spanish	Chinese	Vietnamese	Tagalog	Korean	Other Languages	Total Speaks English Less than "Very Well'	Speaks English "Very Well"	Total
Alameda	109,755	77,795	17,478	16,243	8,669	58,361	288,301	1,261,611	1,549,912
	7.1%	5.0%	1.1%	1.0%	0.6%	3.8%	18.6%	81.4%	100.0%
Contra Costa	83,950	15,697	4,358	11,217	2,741	30,942	148,905	920,198	1,069,103
	7.9%	1.5%	0.4%	1.0%	0.3%	2.9%	13.9%	86.1%	100.0%
Marin	16,150	2,435	561	227	110	4,152	23,635	224,262	247,897
	6.5%	1.0%	0.2%	0.1%	0.0%	1.7%	9.5%	90.5%	100.0%
Napa	18,029	47	0	1,946	74	1,510	21,606	113,194	134,800
	13.4%	0.0%	0.0%	1.4%	0.1%	1.1%	16.0%	84.0%	100.0%
San Francisco	35,727	96,537	6,977	9,554	2,424	19,543	170,762	660,457	831,219
	4.3%	11.6%	0.8%	1.1%	0.3%	2.4%	20.5%	79.5%	100.0%
San Mateo	59,384	30,809	956	16,647	1,069	18,384	127,249	593,790	721,039
	8.2%	4.3%	0.1%	2.3%	0.1%	2.5%	17.6%	82.4%	100.0%
Santa Clara	132,703	76,352	74,286	21,244	11,719	63,017	379,321	1,421,987	1,801,308

	7.4%	4.2%	4.1%	1.2%	0.7%	3.5%	21.1%	78.9%	100.0%
Solano	27,576	2,138	1,329	11,754	731	5,651	49,179	363,658	412,837
	6.7%	0.5%	0.3%	2.8%	0.2%	1.4%	11.9%	88.1%	100.0%
Sonoma	47,398	1,612	1,054	686	436	4,676	55,862	421,689	477,551
	9.9%	0.3%	0.2%	0.1%	0.1%	1.0%	11.7%	88.3%	100.0%
San Francisco Bay Area	530,672	303,422	106,999	89,518	27,973	206,236	1,264,820	5,980,846	7,245,666
	7.3%	4.2%	1.5%	1.2%	0.4%	2.8%	17.5%	82.5%	100.0%

Source: Source: American Community Survey 2016, Table C16001

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

Figure 1: Top 5 Languages Spoken at Home for Populations with Limited English Proficiency



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

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

Based on the analysis conducted under Factor 1, the findings indicate that within MTC's nine-county service area, there are 31 languages and language groups that are spoken by more than 1,000 LEP persons. Based on the complete Four-Factor Analysis described in the 2019 Plan, MTC concluded that providing regular language assistance in Spanish and Chinese would give certain population groups who are identified as speaking English less than "very well" access to MTC's services, programs and activities.

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

For Factor 2 of the Four-Factor Analysis, MTC analyzed several data sources to assess how frequently LEP individuals come in contact with MTC programs, activities and services. In accordance with U.S. DOT guidelines, MTC collected data and analyzed findings from the following sources:

- Call Center Data for MTC Services and Programs
- Website Data for MTC Services and Programs
- MTC Staff Surveys (2018)
- MTC Contractor Staff Surveys (2018)
- LEP Person Surveys (2013)
- LEP Person Focus Groups (2013)

For the three different surveys, frequency was measured based on four categories of interaction: "very frequently," "frequently," "somewhat frequently" and "never." These categories do not have specific time intervals associated with them, such as daily, weekly or monthly. Instead, MTC explored a broad array of data sources to develop a comprehensive understanding of the agency's overall contact with LEP persons. This included call center data, website data, IVR selections and focus group data. Collectively, these data sources helped MTC assess the frequency with which LEP persons come in contact with MTC's services and programs.

Following U.S. DOT guidance, MTC conducted a thorough review of its programs, activities and services, which are detailed in Table 2.

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

Program, Activity or Service	LEP Component
MTC Meetings, Key Planning and Funding Activities	→ Key planning documents include, but are not limited to, the Regional Transportation Plan and the Transportation Improvement Program. → MTC contracts with a firm to translate key documents (or summaries of documents) and/or provide in-person interpretation assistance as needed upon request. → Flyers for major community workshops and similar meetings include instructions on how to request translation services. → MTC's website includes Spanish and Chinese language content, including translated versions or summaries of selected documents. → Public participation plans for MTC's long-range plan include seeking out views of LEP populations by, for example, conducting meetings in languages other than English and designing content to be sensitive to the needs of low-literacy populations. → Meeting notices include multilingual notification on how to request translation services.
Motorist-Aid Call Boxes	→ Instructions on call boxes are printed in English and Spanish; English- and Spanish-speaking dispatchers are available at all times through the toll-free dispatch center. → For other languages, dispatchers connect speakers to a translation service for assistance (available at all times).
Freeway Service Patrol (FSP)	→ Tow truck drivers have a card available in multiple languages (Spanish, Chinese, Vietnamese and Tagalog). → Translation service is available to assist via telephone through dispatch center.
FasTrak®	→ Applications are available in Spanish and Chinese on website. → Brochure is available in Spanish and Chinese on website. → FAQs are available in Spanish and Chinese on website. → Customer Handbook is available in Spanish and Chinese on website. → License Agreement is available in Spanish and Chinese on website. → Privacy policy is available in Spanish and Chinese on website. → Advertising and news releases are done in Spanish and Chinese on website. → Bilingual Staff are available at the FasTrak® Customer Service Center.
Clipper® Fare Payment System	→ The program is available in English, Spanish and Chinese. Materials are printed in these three languages (separate versions in each language). Likewise, advertising is trilingual (separate versions in each language), telephone service (automated service) is available in these three languages; for self-serve "add value" machines, customers can select their language preference when they begin a transaction. → Website is in English with short program overviews in both Spanish and Chinese. → Customer service center's live support can connect with a translation service. → Card readers are English-only due to limited capacity and a small display screen.

511 Traveler Information	→ 511.org – The website uses Google's "Select Language" drop-down menu feature, offering Spanish and Chinese translations. The following pages include content that has been professionally translated into Chinese and Spanish: 511 Phone Service, 511 Freeway Assist, Privacy Policy, Terms of Use and Accessibility. → 511 Phone – All functions of the 511 Phone System that are available in English are now available in Spanish. Callers press *3 to access the Spanish interactive voice response system. Essential resources are now also available on the 511-phone system in Cantonese and Mandarin. By pressing *4 (for Cantonese) or *5 (for Mandarin), callers can enter touchtone commands to access important traveler information as well as free transfers to 511 Freeway Assist, Clipper® and FasTrak®, as well as public transit and paratransit agency call centers. → Freeway Assist - When callers are transferred from the 511 Phone System to the Freeway Assist call center, customers can speak to operators who use a third-party language translation service. → 511 Carpool/Vanpool Program - When callers are transferred from the 511 Phone System to a 511 Carpool or Vanpool representative, customers can speak to operators who use a third-party language translation service. → 511 RideMatch – The RideMatch website uses Google's "Select Language" drop down menu feature, offering Spanish and Chinese translations. The Match List Request (MLR) form, an enrollment form used to add new registrants to the RideMatch system, is available in Spanish and distributed at public events. A dedicated outreach staff member, who is fluent in Spanish, is available for employer events and community events.
Regional Transit Hub Signage Program	→ Way-finding and transit information signs rely on universal icons/pictographs to bridge language barriers. → Limited space for text on signs precludes use of languages other than English in most cases.

MTC provides the operating programs identified in Table 2 through third-party contractors. The largest operating programs are Clipper® and FasTrak®. MTC surveyed third-party contractor staff who provide direct customer service at the Clipper® and FasTrak® Customer Service Centers (CSCs) on behalf of MTC or who are likely to come in contact with LEP individuals. Surveyed staff members included customer service representatives, service operators and program managers who provide services for MTC throughout the region. For more information on the contractor survey, see the survey section of the Factor 2 Analysis.

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

Clipper® Fare Payment System

Clipper® is an all-in-one transit card that keeps track of passes and cash value, while recognizing and applying all applicable fares, discounts and transfer rules. Clipper® has been implemented at all San Francisco Bay Area transit agencies. MTC oversees Clipper® and the operation of the Clipper® Customer Service Center.

Table 3 shows the number of language line calls for MTC's Clipper® Card program in 2017. Spanish and

Chinese language line calls for Clipper® make up approximately 3.5 percent of the total calls.

Table 3: Calls to Clipper® Language Line Services, January 2017 – December 2017

Language	Number of Language Line Calls	Percentage
Spanish	8,845	2.66%
Chinese	2,850	0.86%
English	321,089	96.49%
Total	**332,784**	**100%**

Table 4 shows the number of IVR selections for Clipper® language line calls in 2017. IVR is a technology that allows a computer to interact with a human through the use of voice and tonal input via telephone keypads. Spanish and Chinese IVR selections for the Clipper® Card program make up less than three percent of the total IVR selections.

Table 4: Clipper® Automated Phone Services (Interactive Voice Response (IVR) Selections), January 2017 – December 2017

Language	Interactive Voice Response (IVR) Selections	Percentage
Spanish	12,845	2.00%
Chinese	1,564	0.24%
English	629,737	97.76%
Total	**644,146**	**100%**

FasTrak®

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

Table 5 shows the total number of page views and visits from the FasTrak® website's top Chinese and Spanish pages in 2017. The translated pages first went live in January 2017. The combined number of page views for the top Spanish and Chinese pages together in 2017 is 133,901 views and the combined number of visits for both Spanish and Chinese is 107,122 visits.

Table 5: FasTrak® Website Translated Page Views and Visits*, January 2017 – December 2017

Language	Visits	Page Views
Spanish	41,858	51,813
Chinese	65,254	82,088
English	21,493,121	450,836,722

*Page views and page visits reflect the top Chinese and Spanish pages and are not exhaustive of all webpages in Chinese and Spanish. A single visit may contain multiple page views if the visitor navigates between multiple pages. The data on English page views and page visits is exhaustive.

511 Traveler Information

511 is the one-stop phone and web source for up-to-the-minute San Francisco Bay Area traffic, transit, carpool, bicycling and parking information. It is available 24 hours a day and seven days a week from anywhere in the nine-county San Francisco Bay Area.

The 511-phone system is available in Spanish, Cantonese and Mandarin. 511 ran an advertising campaign between May 2018 and June 2018 to promote the automated phone services to Spanish speakers. Over three weeks, 30 advertisements placed in transit shelters in San Francisco, San Jose, Oakland and Gilroy resulted in an estimated 2.7 million impressions. Accompanying online advertisements received 1,591,186 impressions and 1,964 clicks.

Table 6 shows the total number of IVR calls that 511 received between October 2017 and June 2018. 511's data logging process was modified beginning in October 2017. The combined number of IVR calls in Spanish, Cantonese and Mandarin is 4,015 calls and represents approximately 0.11 percent of the total number of IVR calls.

Table 6: 511 Automated Phone Services (Interactive Voice Response (IVR) Selections), October 2017 – June 2018

Language	Total Interactive Voice Response (IVR) Calls	Percentage
Spanish	3,517	0.11%
Cantonese	280	0.00%
Mandarin	200	0.00%
English	3,167,958	99.9%
Total	**3,171,973**	**100%**

MTC Website

MTC examined available website data to estimate the number of non-English page views for its various programs and services. The MTC website provides the public with information on the services, programs and activities of the agency. The website includes individual web pages in Spanish and Chinese with summaries of key information and important announcements.

In December 2015, MTC launched a new website. Table 7 shows the total number of unique page views that MTC's website received each year since the December 2015 launch (and the corresponding percentage). The table also includes unique page views for the Spanish and Chinese translated pages. The combined number of unique page views for the Spanish and Chinese pages represent less than one percent of the total number of page views to the MTC website.

Table 7: MTC Website Translated Unique Page Views, 2016 – 2018

Year	Language	Unique Page Views	Percentage
2018 (January – July)	Chinese Translated Unique Page Views	131	0.04%
	Spanish Translated Unique Page Views	81	0.02%
	Total Unique Page Views	335,851	100%
2017	Chinese Translated Unique Page Views	111	0.01%
	Spanish Translated Unique Page Views	216	0.03%
	Total Unique Page Views	835,446	100%

2016	Total Unique Page Views	376,100	100%
	Chinese Translated Unique Page Views	173	0.05%
	Spanish Translated Unique Page Views	138	0.04%
Total	**Chinese Translated Unique Page Views**	**415**	**0.03%**
	Spanish Translated Unique Page Views	**435**	**0.03%**
	Total Unique Page Views	**1,547,397**	**100%**

Table 8 shows the total number of website document page views for documents translated into Spanish, Chinese and Vietnamese. As of July 2018, there are 51 translated documents on the website and those 51 documents cumulatively have received 382 unique page views.

Table 8: MTC Website Document Unique Page Views, 2016 – 2018

Language		Unique Page Views
Spanish	Total Documents	30
	Total Unique Page Views	251
Chinese	Total Documents	20
	Total Unique Page Views	126
Vietnamese	Total Documents	1
	Total Unique Page Views	5

Table 9 shows the total number of unique translated page views via Localize that MTC's website and the Plan Bay Area website received. Translation via Localize is the option to translate the entire site into either Spanish or Chinese, as opposed to web pages that have been specifically translated by MTC. MTC launched this service for the Plan Bay Area website in March 2017.

Plan Bay Area is a state-mandated, integrated, long-range transportation, land-use and housing plan in the nine-county San Francisco Bay Area. It builds on earlier efforts to develop an efficient transportation network and grow in a financially and environmentally responsible way. It is updated every four years to reflect new priorities.

The combined number of unique translated via Localize page views for the Spanish and Chinese versions of the Plan Bay Area website between March 2017 and July 2018 represents nearly three percent of the total number of page views to the Plan Bay Area website. The combined number of unique translated via Localize page views for the Spanish and Chinese versions of the MTC website between January 2017 and

July 2018 represents one percent of the total number of page views to the MTC website.

Table 9: Plan Bay Area Website and MTC Website Translated Unique Page Views Via Localize, 2017 – 2018

Language		Unique Page Views	Percentage
Plan Bay Area (March 2017 – July 2018)	Spanish Translated Unique Page Views Via Localize	601	0.85%
	Chinese Translated Unique Page Views Via Localize	1,329	1.89%
	Total Unique Page Views	**70,322**	**100%**
MTC (January 2017 – July 2018)	Spanish Translated Unique Page Views Via Localize	5,029	0.43%
	Chinese Translated Unique Page Views Via Localize	7,487	0.64%
	Total Unique Page Views	**1,170,758**	**100%**

Table 10 shows the total number of translated website sessions for the Vital Signs website. The Vital Signs website was launched in February 2015. Vital Signs is an interactive website that shares data and tracks information. The combined number of translated sessions in Spanish and Chinese of the Vital Signs website between February 2017 and June 2018 represents less than one percent of the total number of sessions.

Table 10: Vital Signs Website Translated Sessions, February 2015 – June 2018

Language	Website Sessions	Percentage
Spanish	131	0.12%
Cantonese	609	0.58%
English and Other Languages	104,255	99.3%
Total	**104,995**	**100%**

Social Media

Social media is an emerging channel by which LEP persons come into contact with MTC's programs, activities and services. MTC will continue to monitor social media to better assess the frequency and

nature of interactions with LEP populations. The social media landscape is ever evolving, with new platforms, tools and communications channels emerging frequently. MTC will determine if social media should be included in the next iteration of the Plan for Special Language Services to LEP Populations.

Surveys

In 2018, MTC conducted an agency-wide staff survey to determine the frequency and importance of contact with LEP individuals across all MTC departments, as well as a third-party contractor survey. Third-party contractors include customer service representatives, service operators and program managers who provide services for MTC across the region through programs such as Clipper®, 511, FasTrak® and Freeway Service Patrol. MTC surveyed third-party contractor staff who provide direct customer service on behalf of MTC or who are likely to come into contact with LEP individuals. A total of 97 MTC agency staff and 82 MTC third-party contractors completed the surveys.

It should be noted that the2019 Plan analyzes LEP user data collected as part of the 2013 Plan. MTC has had very few programmatic and service shifts since the 2013 Plan. MTC compared the staff and contractor survey data collected as part of the 2019 Plan to the survey data collected as part of the 2013 Plan. The data sets appeared very similar. The lack of significant shifts in the data, paired with the lack of programmatic shifts, suggests that the LEP user survey data from 2013 is still relevant.

The MTC agency staff and MTC third-party contractor surveys from 2018 indicate that agency staff "somewhat frequently" and "never" communicate with LEP persons (see Table 11) while third-party contractors "very frequently" and "frequently" communicate with LEP persons (see Table 12). A large majority of LEP persons encountered by MTC third-party contractors speak Spanish, followed by Chinese.

Table 11: Frequency of Communication with LEP Persons, 2018 MTC Agency Staff Survey Respondents

Language	Very Frequently	Frequently	Somewhat Frequently	Never
Spanish	2.27%	2.27%	18.18%	77.27%
Chinese	1.11%	3.33%	8.89%	86.67%
Tagalog	0.00%	1.19%	2.38%	96.43%
Vietnamese	1.20%	0.00%	0.00%	98.80%
Korean	0.00%	1.18%	1.18%	97.65%
Language I Do Not Recognize	0.00%	0.00%	1.22%	98.78%
Other	0.00%	1.72%	6.90%	91.38%

Table 12: Frequency of Communication with LEP Persons, 2018 MTC Third-Party Contractor Survey Respondents

Language	Very Frequently	Frequently	Somewhat Frequently	Never
Spanish	43.24%	20.27%	16.22%	21.62%
Chinese	24.64%	26.09%	27.54%	24.64%
Tagalog	3.08%	6.15%	36.92%	56.92%
Vietnamese	3.17%	9.52%	38.10%	49.21%
Korean	1.59%	7.94%	38.10%	52.38%
Language I Do Not Recognize	0.00%	1.72%	37.93%	60.34%
Other	0.00%	4.00%	48.00%	48.00%

As part of the 2013 Plan for Special Language Services to LEP Populations, MTC partnered with CBOs that work directly with LEP communities to distribute and administer a survey to LEP persons. The LEP Person survey was translated into five languages (Spanish, Chinese, Vietnamese, Tagalog and Korean) and distributed to over 21 CBOs across the nine-county San Francisco Bay Area. An English version of the LEP Person survey was distributed to allow LEP persons of other linguistic populations (e.g., Cambodian, French, Russian, Amharic and Japanese) to provide input and feedback on the 2013 Plan for Special Language Services.

As part of the 2013 LAP, MTC also conducted targeted LEP survey outreach to collect input from geographically and linguistically diverse LEP populations. A total of 945 surveys were returned by LEP respondents from throughout the nine-county San Francisco Bay Area. Figure 2 is an illustration of the number of surveys received by language.

Figure 2: 2013 LEP Person Survey Response by Language

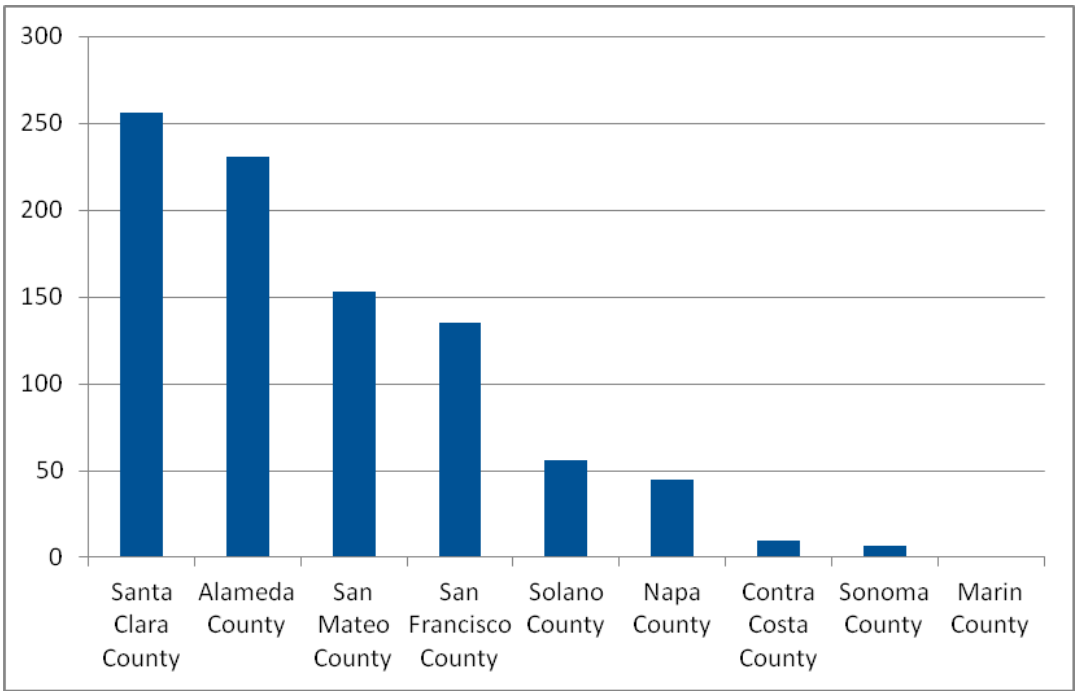


Table 13 illustrates LEP persons' rate of contact with MTC programs, services and activities. MTC held four focus groups as part of the 2013 Plan with LEP persons to evaluate current language assistance measures.

Table 13: Frequency of Contact with MTC Programs, Activities and Services, 2013 LEP Person Survey Respondents

	Very Frequently	Frequently	Somewhat Frequently	Never
511	1.41%	3.59%	9.53%	85.47%
Clipper® Card	9.70%	5.01%	9.39%	75.90%
FasTrak®	5.92%	5.76%	11.68%	76.64%
Freeway Service Patrol	1.82%	1.82%	10.73%	85.64%
Roadside Call Boxes	2.30%	1.15%	8.39%	88.16%

Summary

Based on the Factor 2 Analysis, MTC determined that Spanish- and Chinese-speaking LEP individuals are in most frequent contact with MTC's programs, activities and services. However, the combined results from the various data sources indicate that LEP persons' frequency of contact with MTC programs, activities and services varies. MTC determined that LEP persons who do utilize MTC's services are in more contact with certain programs and services, specifically Clipper®, 511 and FasTrak®. Overall, LEP persons are far less likely to request information or assistance accessing MTC's policy or financial documents, such as the Regional Transportation Plan or the Transportation Improvement Program.

Across programs and services, the majority of the LEP persons encountered by MTC staff and MTC contractors speak Spanish, followed by Chinese. The language groups with the most contact were Spanish and Chinese (Cantonese and Mandarin), followed by Vietnamese, Tagalog and Korean.

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

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

- MTC Staff Surveys (2018)
- MTC Contractor Surveys (2018)
- LEP Person Surveys (2013)
- LEP Person Focus Groups (2013)

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

Table 14 shows that approximately 36 percent of MTC agency staff and over 80 percent of MTC third-party contractors who participated in the survey describe MTC programs and services for LEP persons as "extremely important" or "important." According to the survey data, MTC third-party contractors, rather than MTC agency staff, communicate far more frequently with LEP persons (see Tables 11 and 12 in the Factor 2 Analysis).

Table 14: Importance of Services to LEP Persons,
2018 MTC Agency Staff and MTC Third-Party Contractor Survey Respondents

	Very Important	Important	Somewhat Important	Not Important	Unknown
MTC Agency Staff	18.56%	17.53%	14.43%	23.71%	25.77%
MTC Third-Party Contractors	50.00%	31.71%	6.10%	3.66%	8.54%

Table 15 shows the importance of MTC programs and services according to the 2013 LEP person survey. For those who participated in the survey, FSP and roadside call boxes are the most important services.

Table 15: Importance of MTC Programs and Services, 2013 LEP Survey Respondents

	Very Important	Important	Somewhat Important	Not Important
511	28.67%	29.52%	17.58%	24.23%
Clipper® Card	23.40%	30.32%	17.20%	29.08%
FasTrak®	22.70%	28.83%	18.38%	30.09%
Freeway Service Patrol	40.50%	25.33%	13.83%	20.33%
Roadside Call Boxes	40.23%	24.50%	15.07%	20.20%

As a transportation planning agency, MTC plays a vital role in identifying and implementing future investments and long-range strategies to maintain, manage and improve transportation throughout the region. Access to the planning process in general, will affect residents in the long-term and not in an immediate manner.

Although the majority of LEP respondents from the 2013 LEP persons survey reported that long-range transportation planning is "important" or "very important" to them, a review of interpretation and translation requests for MTC's policy and long-range transportation planning documents indicates that LEP persons rarely request these documents.

MTC reviewed the available records from the Agency's various programs regarding interpretation and translation requests from 2013 to 2016 and found that requests by LEP persons have been minimal. Table 16 shows the requests for interpretation services from LEP persons. A total of seven requests for interpretation have been made, including four in Spanish and three in Chinese. Of these seven requests for interpretation, four from the same Plan Bay Area housing forum. Requests for translation are nearly nonexistent and occur, on average, less than once a year.

Table 16: Requests for Interpretation, 2013 – 2016

Date	Requestor	Meeting / Host	Language
2/20/2016	LEP Individual	2016 Housing Forum/PBA2040	Cantonese
		2016 Housing Forum/PBA2040	Spanish
		2016 Housing Forum/PBA2040	Mandarin
		2016 Housing Forum/PBA2040	Spanish
9/8/2015	LEP Individual	Lifeline Project	Spanish
5/13/2015	LEP Individual	A PBA2040 CBO meeting	Mandarin
4/22/2013	LEP Individual	Plan Bay Area Open House/Public Hearing	Spanish

MTC's Legislation and Public Affairs team handles interpretation and translation requests in order to accommodate anticipated language access needs. The low number of interpretation and translation requests may also result from the increased availability of translated materials. As detailed in the Factor 2 Analysis, many MTC programs and services are already translated. Translated materials and services include website pages, documents and automated phone services.

Despite MTC's critical role and unique position throughout the San Francisco Bay Area, the general public lacks awareness of MTC's planning and funding activities. The results from the 2013 LEP person focus groups indicated that many of the focus group participants were not familiar with MTC or many of the Agency's programs and services (e.g., 511 Traveler Information and FSP).

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

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

In accordance with U.S. DOT guidelines, MTC incorporated findings from the first three factors, internal data on translation costs and data from a series of interviews with CBOs.

The Factor 4 Analysis considers the resources available to MTC and the costs for translation services. These financial resources and costs impact MTC's ability to translate documents into multiple languages. A breakdown of the costs can be found in Appendix N.

In 2014, MTC awarded a contract to a translation firm for on-call services. The allocation of the contract by year is based on the year previous and additional anticipated translation needs. Since the 2013 Plan, the budget allocation for translation services has grown each year. In fact, the contract allocation nearly doubled from $17,000 for fiscal year 2014-2015 to $30,000 for fiscal year 2018-2019.

These translation expenditures do not include project-specific expenditures associated with certain MTC programs like Clipper® or FasTrak®, which often hold their own project-specific contracts for translation. Similarly, the figure does not capture certain costs associated with providing in-language assistance such as printed materials, services within project budgets or other translation and interpretation efforts that may have been associated with specific projects.

In addition to these costs, MTC considered other factors such as the number of staff and percentage of staff time that is associated with providing language assistance. MTC maintains one full-time staff member who dedicates 20 percent of their time to managing the on-call translation contract and facilitating ongoing translation requests.

Additionally, of the 97 staff members who completed the 2018 staff survey, 11 indicated being fluent in Spanish, seven indicated being fluent in Chinese, one indicated being fluent in Tagalog and 14 indicated being fluent in another language not listed. Of those 33 staff members who indicated being fluent in a language other than English, only eight indicated using their language capabilities to support communications with LEP individuals in their work. Of the 82 contractors who completed the contractor survey, 14 contractors indicated being fluent in Spanish, five indicated being fluent in Chinese, seven indicated being fluent in Tagalog, two indicated being fluent in Vietnamese and five indicated being fluent in another language not listed. Of those 33 contractors who indicated being fluent in a language other than English, 24 indicated using their language capabilities to support communications with LEP individuals in their work. It should be noted that MTC staff and contractors are not certified translators or interpreters and that they are used on an as needed basis to provide additional language support.

Interviews with CBOs provided information about the most effective ways to communicate with LEP persons, which in turn assist MTC in developing cost-effective language assistance measures. For example, Spanish-speaking participants noted that they prefer to receive information via television, CBOs or churches and flyers in the community. Chinese-speaking participants noted that they prefer to receive information via Chinese radio, television, CBOs or churches and word of mouth. Across languages, participants noted that print newspaper ads are not as valuable a way to communicate. In order to maximize resources, MTC should utilize these best practices as a means to save costs.

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

As noted in Section 3.1 of the 2019 Plan, MTC currently offers an array of tools for LEP persons to access programs, services and activities. Through the information gathering efforts required for the Four-Factor LEP needs assessment, MTC determined that LEP persons and other stakeholders are satisfied with the Agency's current language assistance measures. However, with each update of the 2019 Plan, MTC will continue to identify strategies to strengthen and improve its language assistance efforts.

2.5 Four-Factor Analysis Conclusion

MTC determined that translation of Vital Documents and access to services should be provided in Spanish and Chinese languages as a matter of course. Upon request and subject to available resources, MTC will provide translation into other languages. Based on the Four-Factor Analysis findings, MTC also developed "Vital Documents Guidelines" to advise staff on Agency protocol for document translation (see Section 4.0, Vital Documents Guidelines). With only small changes in the services, activities and program provided by MTC and the LEP populations U.S. Census data, the 2019 Plan's Four-Factor Analysis mirrors the 2013 Plan's Four-Factor Analysis.

3.0 LANGUAGE ASSISTANCE MEASURES

MTC uses a number of techniques and practices to provide meaningful, early and continuous opportunities for all interested San Francisco Bay Area residents to participate in dialogues that inform key decisions, regardless of language barriers. The following section includes a review of MTC's current language assistance measures and suggestions for future language assistance measures.

3.1 Current Language Assistance Measures

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

For MTC's programs that more directly serve San Francisco Bay Area residents (e.g. Clipper®, 511 Traveler Information and FasTrak®), measures have been incorporated to provide access for LEP populations. MTC conducts periodic checks of translated materials to ensure that they are interpreted correctly and requires translators and interpreters to meet its competency standards.

Since the 2013 Plan, MTC has expanded staff awareness of language assistance guidelines detailing Agency protocol on how to interact with and provide services to LEP populations, as well as staff awareness of the availability of translated materials.

MTC currently offers a wide range of tools for LEP populations, including written and oral language assistance, as well as community outreach and local media engagement. These language assistance tools and strategies are detailed below:

Written Language Assistance

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

Oral Language Assistance

- Operate Language Line services to provide oral language assistance for various MTC programs and

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

Community Outreach

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

Media and Public Relations

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

3.2 Future Language Assistance Measures

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

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

- Utilize the "Vital Documents Guidelines" to determine translation needs and appropriate languages (see Section 4.0)
- Conduct outreach to LEP populations to inform them of MTC's language assistance services
- Create mechanisms for MTC staff to document LEP participation at MTC meetings and events (e.g., sign-in sheets and surveys)
- Use robust visualization techniques including pictographs, maps, charts and images to illustrate

instructions (e.g., Clipper® fare payment) and transit system info (e.g., regional transit hub signage program)
- Develop a regional glossary of commonly used transportation terms and translate those terms
- Continue to hire diverse and multi-lingual, multi-cultural staff members
- Regularly remind Agency staff of the resources and tools available to them for translation needs

These language assistance suggestions, in addition to the practices MTC already has in place, are designed to help MTC streamline its efforts to assist LEP persons and determine the best approach to language assistance services.

4.0 VITAL DOCUMENT GUIDELINES

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

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

4.1 Language Translation Threshold

The Factor 1 Analysis, described in Section 2.1, identified 1,264,820 individuals over the age of five who speak English less than "very well" (U.S. Census Bureau, 2016 ACS). This figure accounts for 17.5 percent of the San Francisco Bay Area population. Using ACS data, MTC identified 31 individual languages and language groups with 1,000 or more people who speak English less than "very well" and would be considered LEP persons (see Appendix B).

Within the nine-county San Francisco Bay Area, Spanish-speaking persons account for the largest share of the LEP population with 7.3 percent, followed by Chinese-speaking persons with 4.2 percent. Within the remaining six percent of other LEP languages in the San Francisco Bay Area, there is no language that exceeds two percent of the LEP population share. Based on the Four- Factor Analysis related to 1) the number and proportion of LEP persons in the MTC service area, 2) the frequency of contact with LEP persons, 3) the importance of MTC programs and services to LEP persons' lives and 4) the resources available to MTC, the Agency has determined that only Spanish and Chinese meet the Language Translation Threshold.

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

4.2 Categories of Vital Documents

MTC's Vital Documents have been defined as follows:

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

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

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

Tier 1: Critical documents

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

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

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

- Notification to beneficiaries of protection under Title VI
- Title VI complaint form
- Documents which would have life-threatening consequences, if not translated, such as information on construction projects that include information on construction safety and impacts
- Fare and service change notices related to the Clipper® program

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

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

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

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

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

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

5.0 STAFF TRAINING

MTC works to instill in its staff and third-party contractors an awareness of and sensitivity to the needs of LEP persons. MTC provides multilingual access to its operating programs, such as those identified in Table 2, through third-party contract service providers.

Both MTC staff and third-party contractors — staff who provide direct customer service on behalf of MTC or who are likely to come into contact with LEP individuals through programs such as Clipper®, FasTrak® and Freeway Service Patrol — are trained on procedures for accommodating LEP populations. MTC uses various approaches to provide staff with LEP training, which are described below.

Training Materials

As a follow up from the 2013 Plan, MTC instituted a formal webinar training that all MTC staff are required to participate in. The training includes an introduction to Title VI requirements, an overview of MTC's Title VI program and a detailed outline of how to provide meaningful access and assistance to LEP persons. Training materials include instructions for how to respond to phone inquiries and written communications from LEP persons. Training materials also include instructions on how to arrange for translation services and how to utilize the "Vital Documents Guidelines." The training features a quiz component to ensure active participation with the training material.

MTC will continue to develop and revise training materials for staff who interact with LEP populations.

Special Projects

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

"Brown Bag" Lunch Sessions

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

6.0 NOTIFICATION TO LEP PERSONS

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

- Notice of the availability of language assistance and translation services on MTC's website
- Notification at MTC's Library, Reception Desk, and Board Room which are open to the public
- Documents (e.g., flyers, press releases, legal notices and brochures) that describe an LEP person's right to access MTC's services, translated into other languages
- Routine use of language on printed or electronic announcements for public workshops on key planning efforts that alert interested individuals on how to request translation services
- Display advertisements in ethnic media outlets to promote the availability of language assistance services
- Partnerships with CBOs that serve LEP populations to disseminate notices of availability of language assistance services
- Notifications on social media to promote the availability of language assistance services
- Paid advertising campaigns to promote the availability of language assistance services (e.g., mobile, transit shelter and online advertisements)
- Public service announcements to promote language assistance

Additionally, MTC notifies LEP persons on the website that MTC has a number of procedures in place to assist Bay Area residents who are not proficient in the English language – free of charge. LEP persons can request language interpretation at meetings or other assistance as well as document translations by contacting MTC via the public information phone number.

7.0 PLAN MONITORING AND UPDATING

MTC will monitor and update the 2019 Plan, as needed, to ensure meaningful access to its programs and services by LEP persons. MTC will use a combination of qualitative and quantitative approaches to monitor whether the 2019 Plan effectively meets the needs of LEP persons across the nine-county San Francisco Bay Area region. MTC will also periodically review demographic data of San Francisco Bay Area LEP populations and solicit feedback from MTC staff and third-party contractors, LEP persons and community-based organizations serving LEP individuals to evaluate the effectiveness of the 2019 Plan.

By establishing an evaluative review of the 2019 Plan, MTC can assess whether its language assistance services are effective and have impacted relations with LEP communities, especially as there are changes in the provided programs and services, methods of communication (e.g., social media) and needs of LEP persons. MTC will monitor implementation by soliciting regular feedback from MTC staff and third-party contractors, CBOs and LEP persons.

In compliance with U.S. DOT guidelines, MTC will monitor and evaluate the 2019 Plan by reviewing the following information:

- Changes in the number and proportion of LEP persons in the nine-county San Francisco Bay Area
- New demographic data from the U.S. Census and ACS
- Changes in the frequency of contact with LEP language groups (e.g., language line usage and translated website page views)
- Nature and importance of programs, services and activities to LEP persons
- Expansion of MTC services and programs
- Changes in the availability of resources, including technological advances and/or the identification of additional financial resources
- The effectiveness of current language assistance measures in meeting the needs of LEP persons
- Feedback from LEP persons on the effectiveness of current language assistance services
- Staff knowledge and understanding of the 2019 Plan and how to implement it
- Third-party contractor knowledge and understanding of the 2019 Plan and how to implement it
- The effectiveness of staff LEP trainings and Agency-wide language assistance protocol (e.g., "Vital Documents Guidelines")

8.0 REFERENCES

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

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

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

U.S. Census Bureau, American Community Survey (2012-2016).

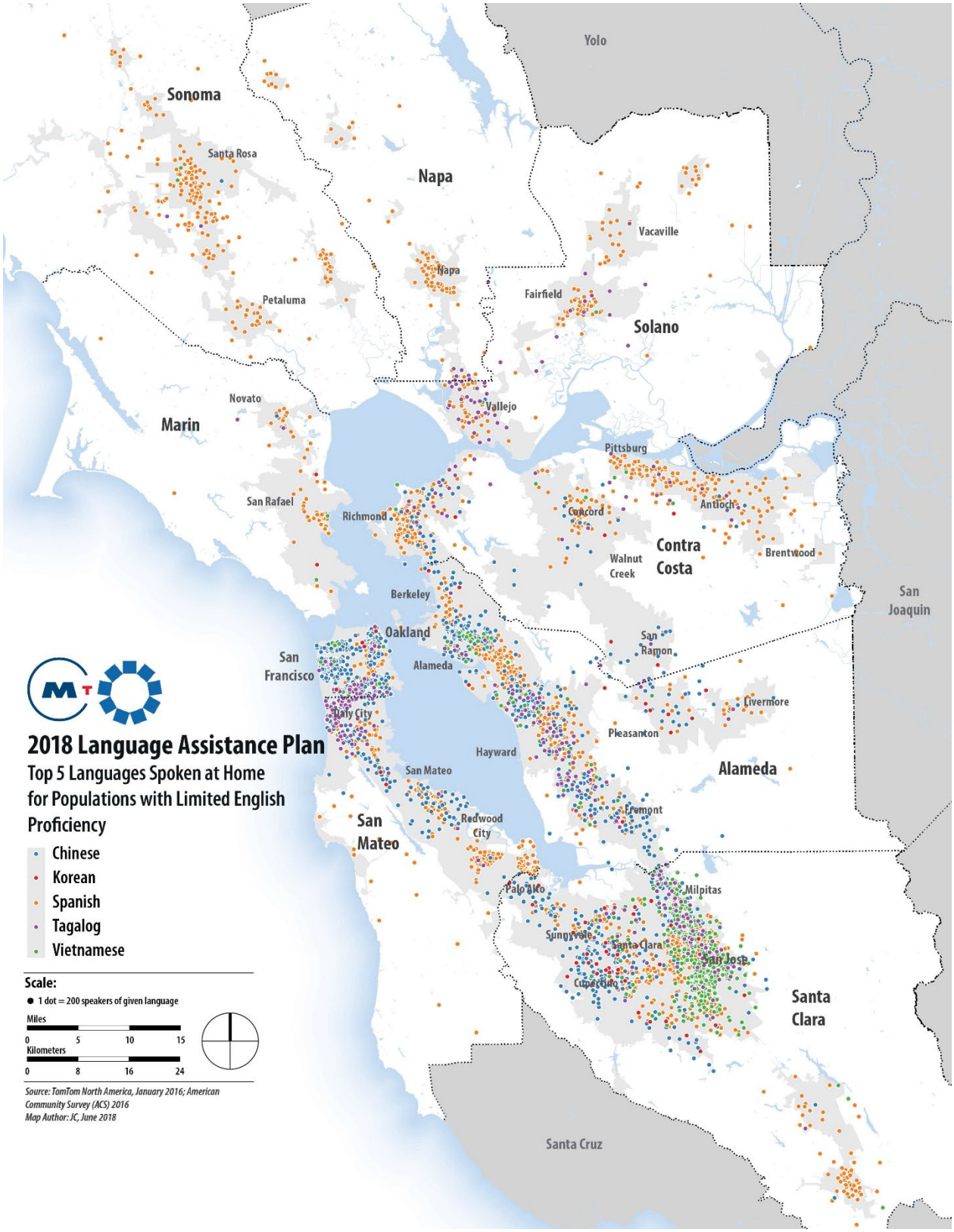
U.S. Department of Transportation. Policy Guidance Concerning Recipients Responsibilities to Limited English Proficient Persons. (December 2005).

APPENDICES

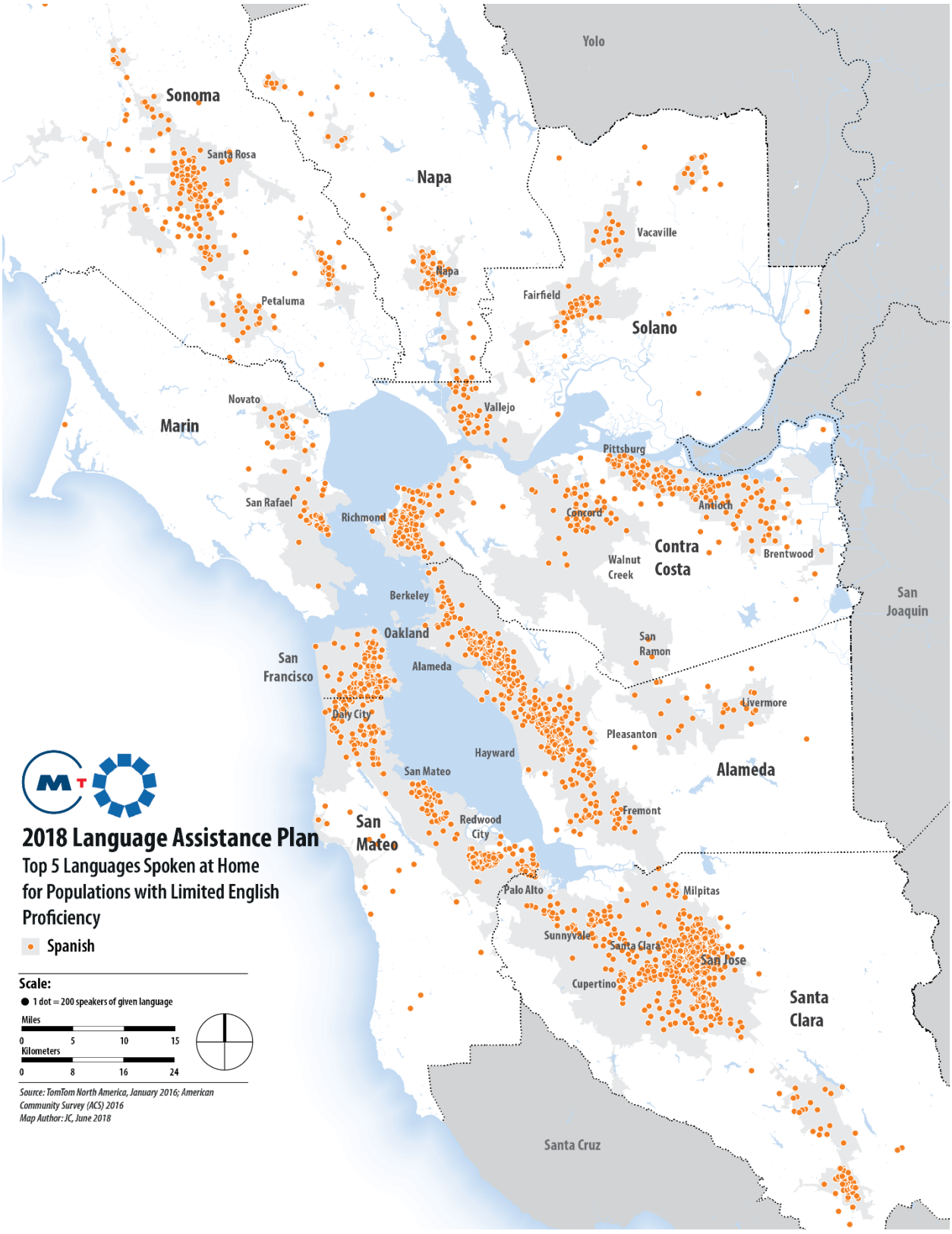
APPENDIX A

Maps of Limited English Proficient Distribution

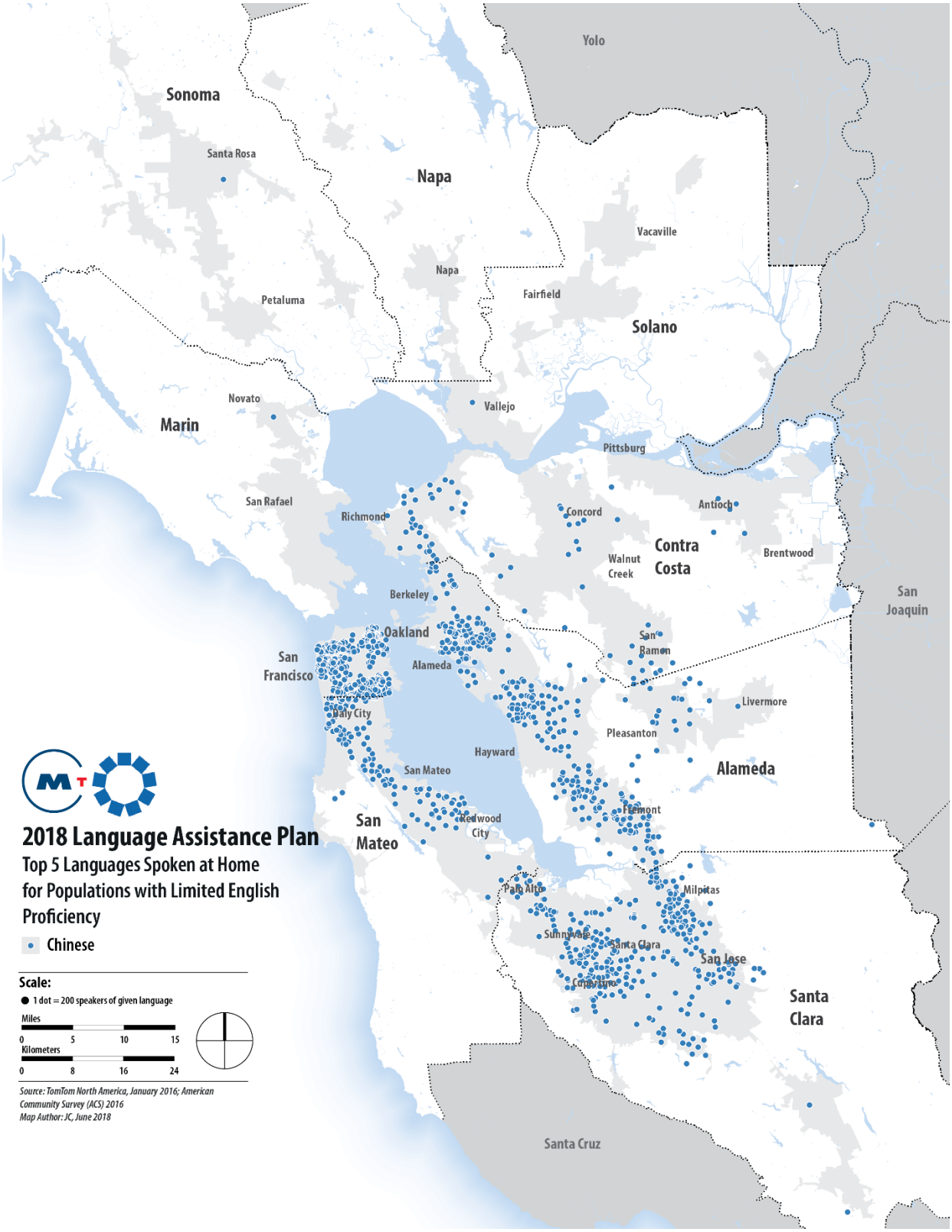
A-1 : Total Limited English Proficient (LEP) Distribution Map



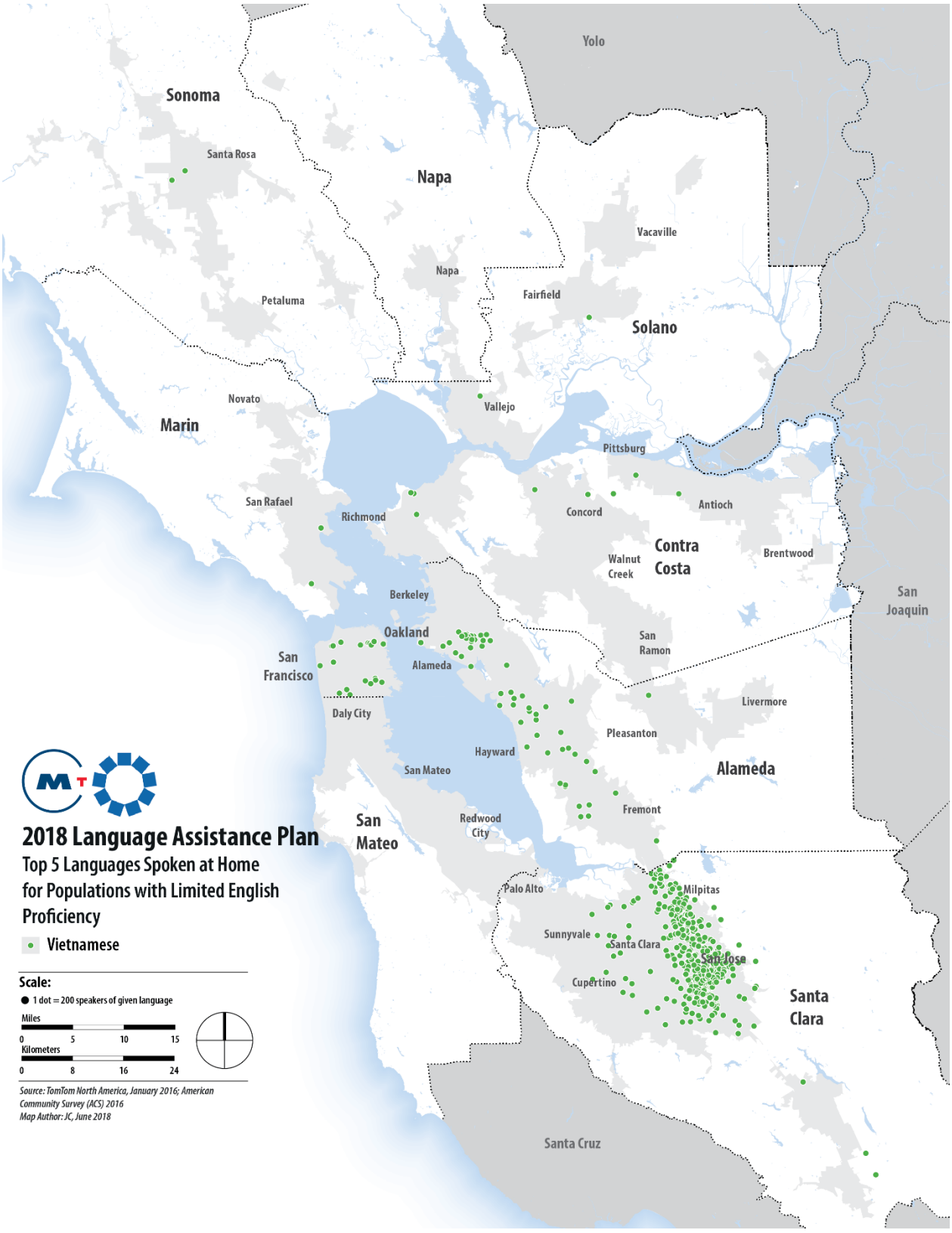
A-2 : Spanish Limited English Proficient (LEP) Distribution Map



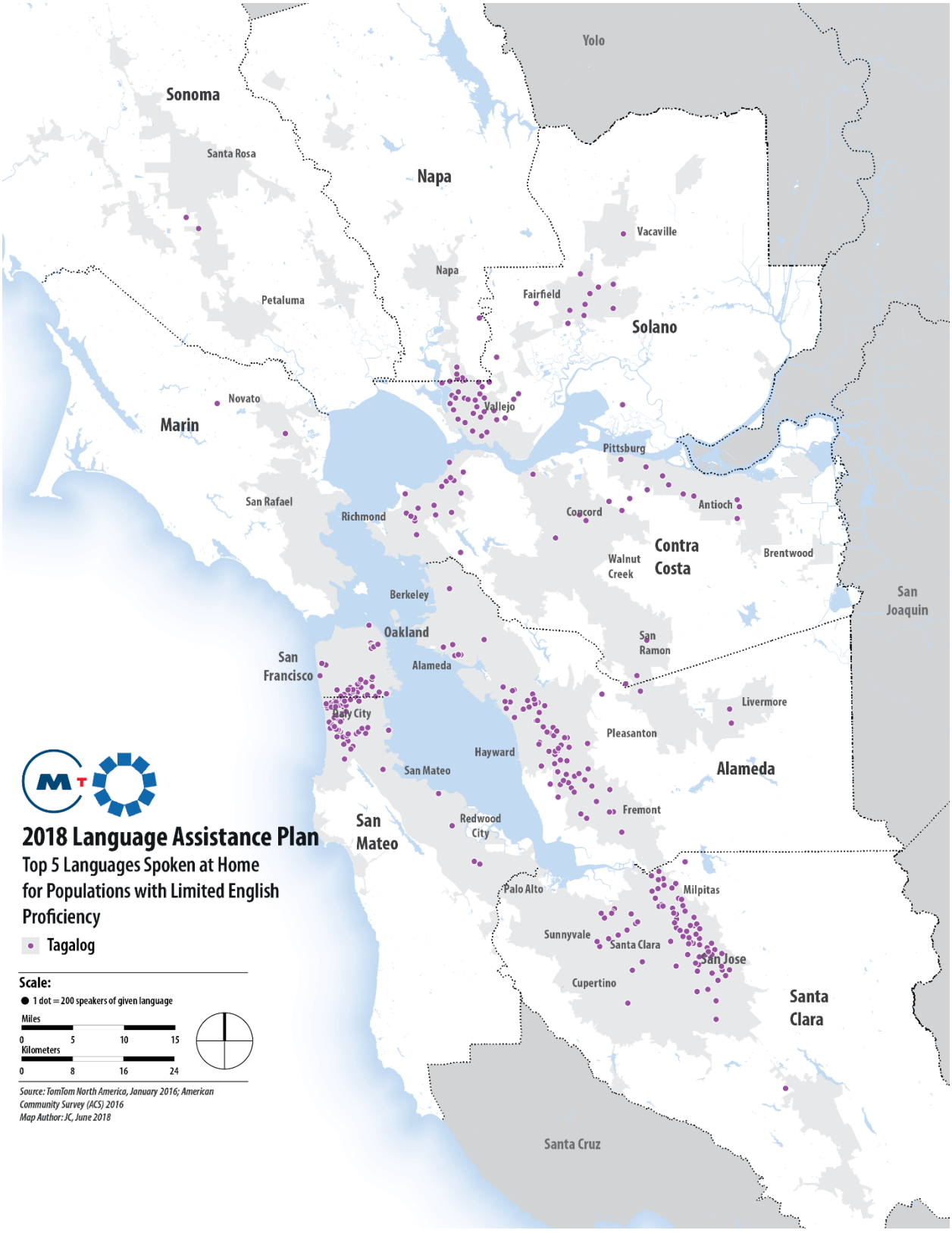
A-3 : Chinese Limited English Proficient (LEP) Distribution Map



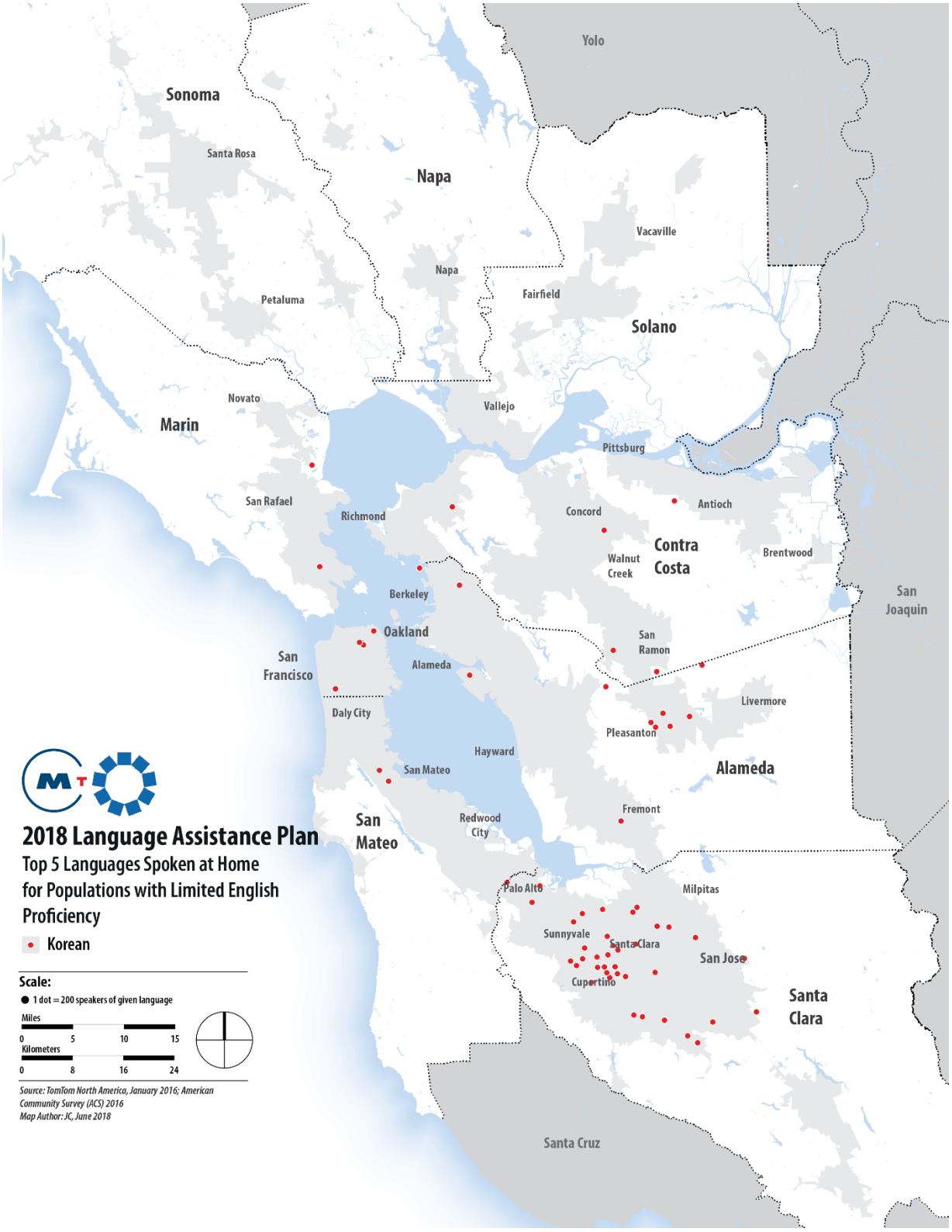
A-4 : Vietnamese Limited English Proficient (LEP) Distribution Map



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



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



APPENDIX B

Other Languages Spoken at Home by Ability to Speak English, 2012-2016

Language	Alameda	Contra Costa	Marin	Napa	San Francisco	San Mateo	Santa Clara	Solano	Sonoma	Bay Area
Amharic, Somali, or other Afro-Asiatic languages	3,134	730	126	20	301	138	3,475	16	355	8,295
Arabic	3,270	1,782	136	117	1,126	1,947	1,485	347	144	10,354
Armenian	140	198	33	50	378	347	290	18	38	1,492
Bengali	528	521	0	0	15	57	643	0	54	1,818
Chinese (incl. Mandarin, Cantonese)	73,707	17,316	1,071	218	95,546	28,372	69,900	1,761	1,576	289,467
French (incl. Cajun)	1,285	520	252	67	1,129	506	1,075	223	168	5,225
German	530	517	248	56	417	462	719	135	223	3,307
Greek	223	135	42	68	313	353	176	53	16	1,379
Gujarati	1,623	186	59	6	171	248	1,128	69	48	3,538
Haitian	107	105	75	29	0	0	6	73	49	444
Hebrew	74	148	24	0	172	58	510	13	0	999
Hindi	4,639	1,934	103	21	643	1,298	5,149	363	97	14,247
Hmong	243	72	0	0	87	39	103	71	7	622
Ilocano, Samoan, Hawaiian, or other Austronesian languages	2,313	1,303	244	80	1,206	2,284	3,512	542	276	11,760
Italian	435	393	293	82	576	577	692	54	126	3,228
Japanese	2,087	1,324	226	51	2,543	2,777	7,247	442	261	16,958
Khmer	1,295	369	17	11	304	186	1,819	69	471	4,541
Korean	6,782	3,080	400	176	3,194	1,508	11,398	561	311	27,410
Malayalam, Kannada, or other Dravidian	627	347	0	0	112	255	1,731	45	0	3,117

Language	Alameda	Contra Costa	Marin	Napa	San Francisco	San Mateo	Santa Clara	Solano	Sonoma	Bay Area
languages										
Navajo	21	8	0	0	8	0	0	0	0	37
Nepali, Marathi, or other Indic languages	1,416	1,005	75	10	272	262	1,574	19	288	4,921
Persian (incl. Farsi, Dari)	3,930	4,285	563	74	388	850	5,270	205	307	15,872
Polish	220	199	13	27	90	105	334	29	44	1,061
Portuguese	1,641	1,221	249	81	470	1,051	3,013	133	391	8,250
Punjabi	6,273	2,122	188	36	336	281	4,427	967	254	14,884
Russian	1,953	2,809	662	8	6,331	2,904	5,410	245	408	20,730
Serbo-Croatian	575	257	92	0	273	205	798	24	45	2,269
Spanish	108,371	83,234	15,002	18,166	35,893	62,065	131,546	26,367	44,172	524,816
Swahili or other languages of Central, Eastern, and Southern Africa	344	195	0	0	35	90	71	24	134	893
Tagalog (incl. Filipino)	19,148	10,631	398	1,543	8,814	15,165	20,696	9,478	755	86,628
Tamil	1,683	559	15	0	39	154	2,331	65	17	4,863
Telugu	2,053	957	86	0	67	168	3,692	62	9	7,094
Thai, Lao, or other Tai-Kadai languages	1,964	1,170	93	152	1,313	478	1,649	497	838	8,154
Ukrainian or other Slavic languages	515	479	129	16	452	372	484	83	100	2,630
Urdu	1,178	881	191	34	175	85	1,298	173	227	4,242
Vietnamese	16,465	4,055	821	149	6,307	1,421	72,679	1,263	826	103,986
Yiddish, Pennsylvania Dutchother West Germanic languages	169	169	104	29	72	71	99	22	37	772
Yoruba, Twi, Igbo, or other languages of Western Africa	596	366	0	0	27	11	145	76	69	1,290

Language	Alameda	Contra Costa	Marin	Napa	San Francisco	San Mateo	Santa Clara	Solano	Sonoma	Bay Area
Other and unspecified languages	826	413	122	17	496	99	303	73	54	2,403
Other Indo-European languages	1,083	290	219	27	152	449	1,017	74	137	3,448
Other languages of Asia	3,896	1,491	36	51	1,515	2,498	1,647	328	118	11,580
Other Native languages of North America	59	0	16	0	0	0	39	0	4	118

Source: American Community Survey 2012-2016, Table B16001

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

APPENDIX C

MTC Staff Survey (2018)

MTC Language Assistance Plan (LAP)
MTC Staff Questionnaire

Please help the Metropolitan Transportation Commission (MTC) collect the data needed to update the agency's Language Assistance Plan (LAP). MTC's 2013 Language Assistance Plan can be found online at https://mtc.ca.gov/about-mtc/public-participation/get-language-assistance and aims to help Limited English Proficient persons who speak English "less than well' and who have a limited ability to read, write, or understand English access MTC's services.

The following questions are about your interactions (if any) with Limited English Proficient (LEP) persons. Your answers will allow us to better serve people who speak languages other than English.

Your answers to this staff questionnaire will be treated confidentially and will be used only for MTC planning.

Thank you for your assistance!

Check the appropriate box to answer questions or fill in the appropriate blanks.

1. For which section or division do you work?

☐ Executive Office
☐ Office of General Counsel
☐ Finance
☐ Planning
☐ Legislation and Public Affairs
☐ Electronic Payments
☐ Administration and Facilities ☐ Programming and Allocations
☐ Technology Services
☐ Operations
☐ Bay Area Headquarters Authority
☐ ABAG Power
☐ BayREN
☐ Finance Authority for Nonprofit Corporation (FAN)
☐ SF Estuary
☐ ABAG Resilience
☐ Other:_____

2. How long have you worked for the MTC?

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

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

☐ Executive
☐ 511
☐ Clipper
☐ FasTrak
☐ Freeway Service Patrol
☐ MTC Regional Planning
☐ Call Boxes for Roadside Assistance
☐ Arterial Operations
☐ Transit Hub Signage Program
☐ Financial
☐ Administrative
☐ Legal
☐ Public Information
☐ General Services
☐ ABAG Power
☐ BayREN
☐ Finance Authority for Nonprofit Corp. (FAN)
☐ SF Estuary
☐ ABAG Resilience
☐ Other:_____

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

☐ Spanish
☐ Chinese (Cantonese or Mandarin)
☐ Tagalog
☐ Vietnamese
☐ Korean
☐ Other:_____

☐ None-Fluent in English only

5. If you are fluent in a language other than English, have you ever used your language capabilities to support communications with Limited English Proficient (LEP) individuals?

☐ Yes ☐ No ☐ N/A, Fluent in English only

If so, please provide additional detail:

_____

_____

Continue on next side ⇨

6. Are any services/activities provided by your section frequently sought by Limited English Proficient (LEP) persons. ☐ Yes☐ No

If you answered Yes, please describe the services/activities provided your department that are sought by Limited English Proficient (LEP) persons.

_____

_____

_____

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

Language:	Very Frequently (Daily)	Frequently (Weekly)	Somewhat Frequently (Monthly)	Rarely or Never
Spanish	☐	☐	☐	☐
Chinese (Cantonese or Mandarin)	☐	☐	☐	☐
Tagalog	☐	☐	☐	☐
Vietnamese	☐	☐	☐	☐
Korean	☐	☐	☐	☐
Other:_____	☐	☐	☐	☐
Non-English language I did not recognize	☐	☐	☐	☐

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

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

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

_____

_____

_____

☐ N/A, I do not interact with Limited English Proficient (LEP) persons

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

☐ Extremely important: services are critical to day-to-day activities
☐ Important: services are helpful to day-to-day activities
☐ Unknown
☐ Somewhat important: services may help day-to-day activities
☐ Not important: services do not impact day-to-day activities

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

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

Continue on next side ⇨

☐ None of the above ☐ Other: _____
☐ Unknown

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

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

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

☐ Very satisfied: successfully allowed me to communicate to or with LEP persons
☐ Satisfied: helped me better communicate to or with LEP persons
☐ Neutral: neither helped nor hindered by my ability to communicate to or with LEP persons
☐ Dissatisfied: complicated my ability to communicate to or with LEP persons
☐ Very dissatisfied: greatly hindered my ability to communicate to or with LEP persons
☐ Have not used

14. Please provide any suggestions you have for future MTC language assistance measures.

_____

_____

_____

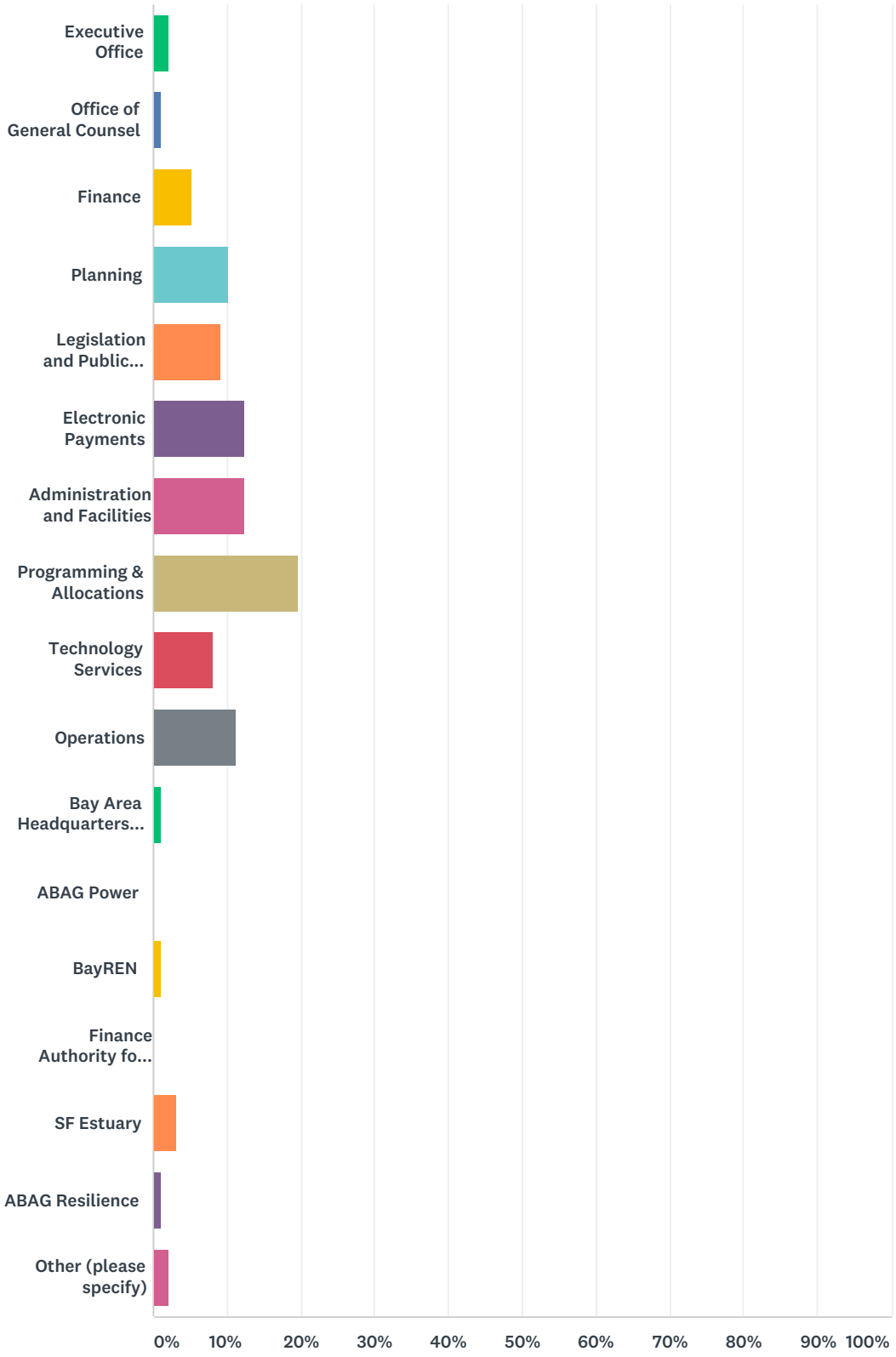
☐ I have no suggestions

APPENDIX D

MTC Staff Survey Results (2018)

Q1 For which section or division do you work?

Answered: 97 Skipped: 0

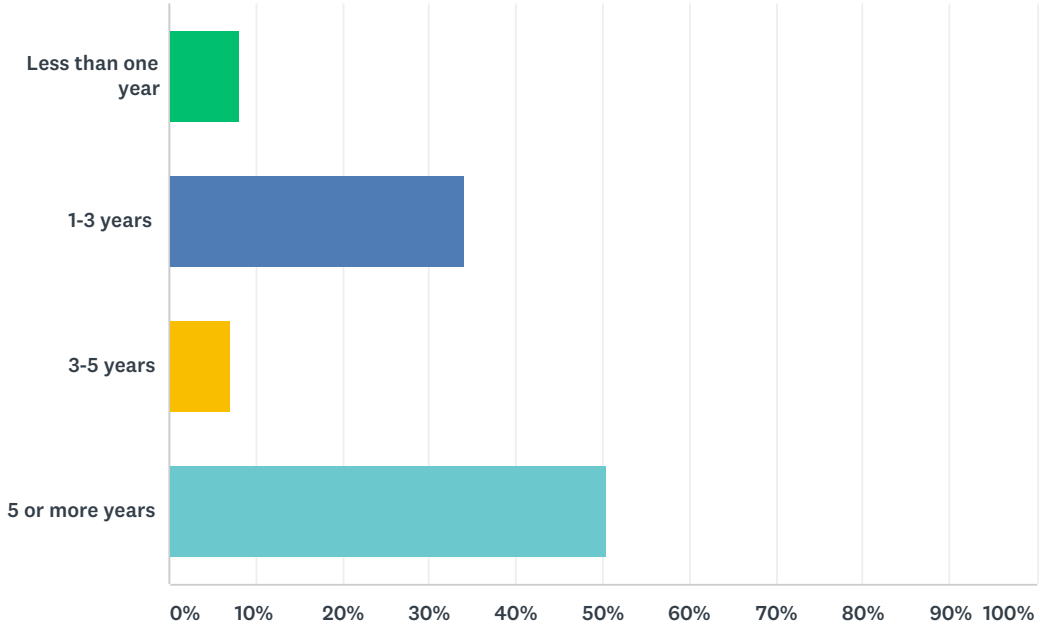


ANSWER CHOICES	RESPONSES

Executive Office	2.06%	2
Office of General Counsel	1.03%	1
Finance	5.15%	5
Planning	10.31%	10
Legislation and Public Affairs	9.28%	9
Electronic Payments	12.37%	12
Administration and Facilities	12.37%	12
Programming & Allocations	19.59%	19
Technology Services	8.25%	8
Operations	11.34%	11
Bay Area Headquarters Authority	1.03%	1
ABAG Power	0.00%	0
BayREN	1.03%	1
Finance Authority for Nonprofit Corporation (FAN)	0.00%	0
SF Estuary	3.09%	3
ABAG Resilience	1.03%	1
Other (please specify)	2.06%	2
TOTAL		97

Q2 How long have you worked for the MTC?

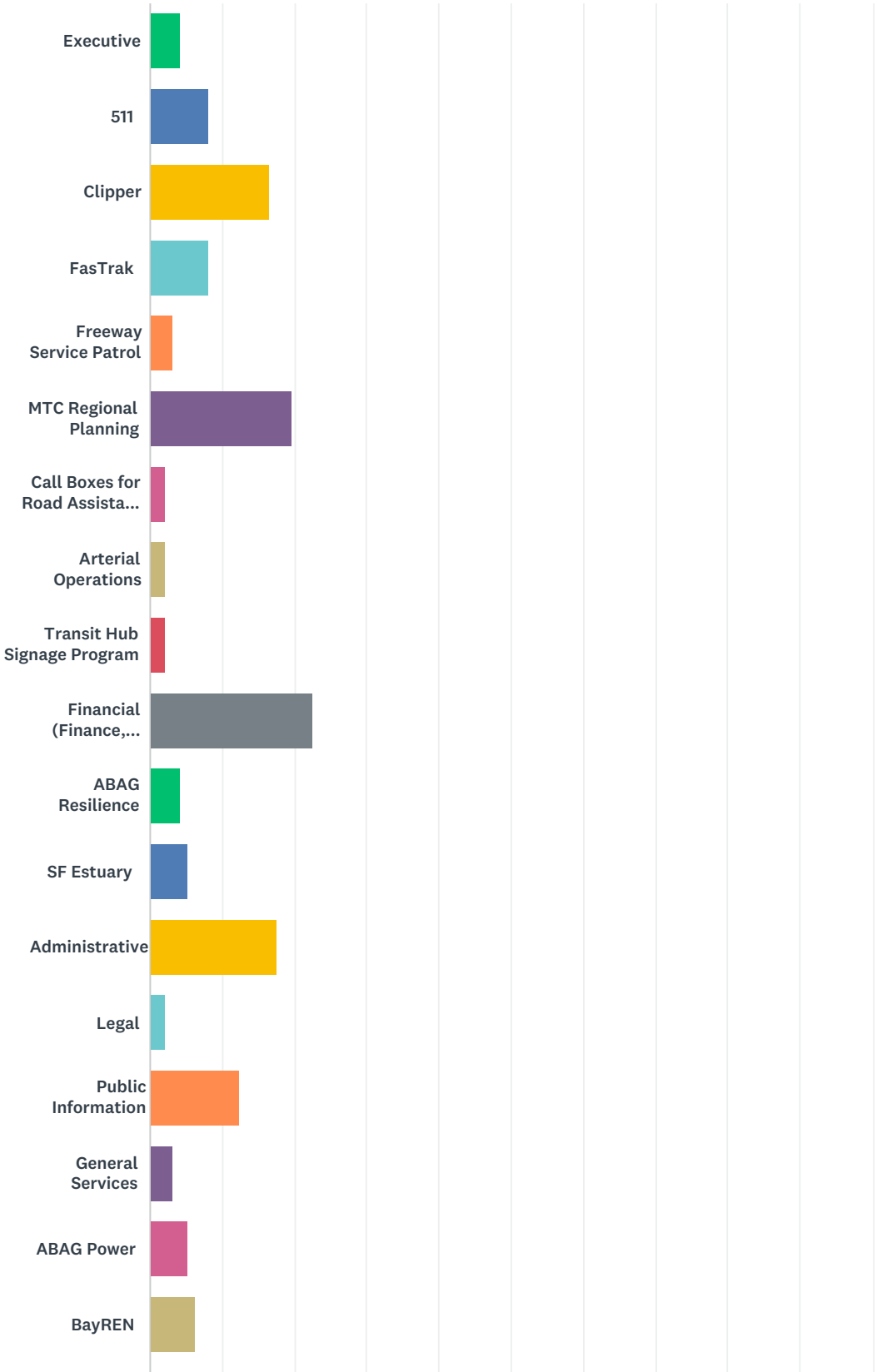
Answered: 97 Skipped: 0

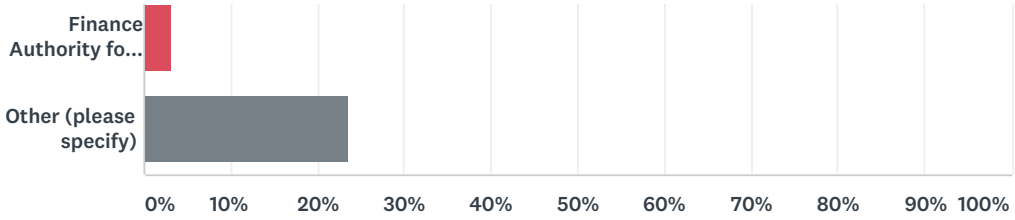


ANSWER CHOICES	RESPONSES	
Less than one year	8.25%	8
1-3 years	34.02%	33
3-5 years	7.22%	7
5 or more years	50.52%	49
TOTAL		97

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

Answered: 97 Skipped: 0

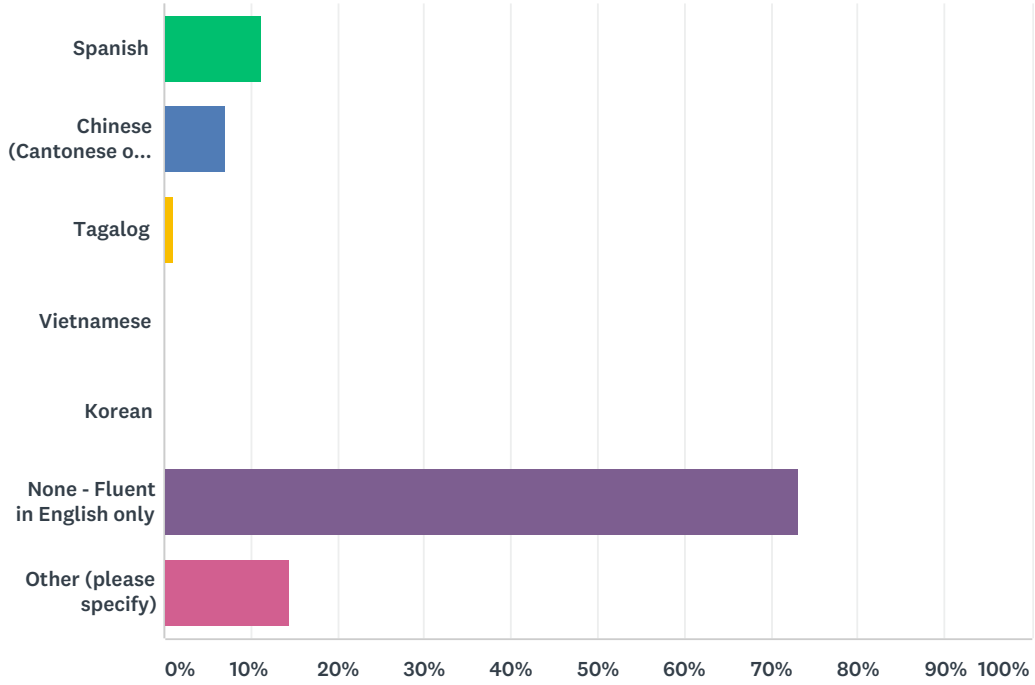




ANSWER CHOICES	RESPONSES	
Executive	4.12%	4
511	8.25%	8
Clipper	16.49%	16
FasTrak	8.25%	8
Freeway Service Patrol	3.09%	3
MTC Regional Planning	19.59%	19
Call Boxes for Road Assistance	2.06%	2
Arterial Operations	2.06%	2
Transit Hub Signage Program	2.06%	2
Financial (Finance, Programming & Allocations, etc.)	22.68%	22
ABAG Resilience	4.12%	4
SF Estuary	5.15%	5
Administrative	17.53%	17
Legal	2.06%	2
Public Information	12.37%	12
General Services	3.09%	3
ABAG Power	5.15%	5
BayREN	6.19%	6
Finance Authority for Nonprofit Corp. (FAN)	3.09%	3
Other (please specify)	23.71%	23
Total Respondents: 97		

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

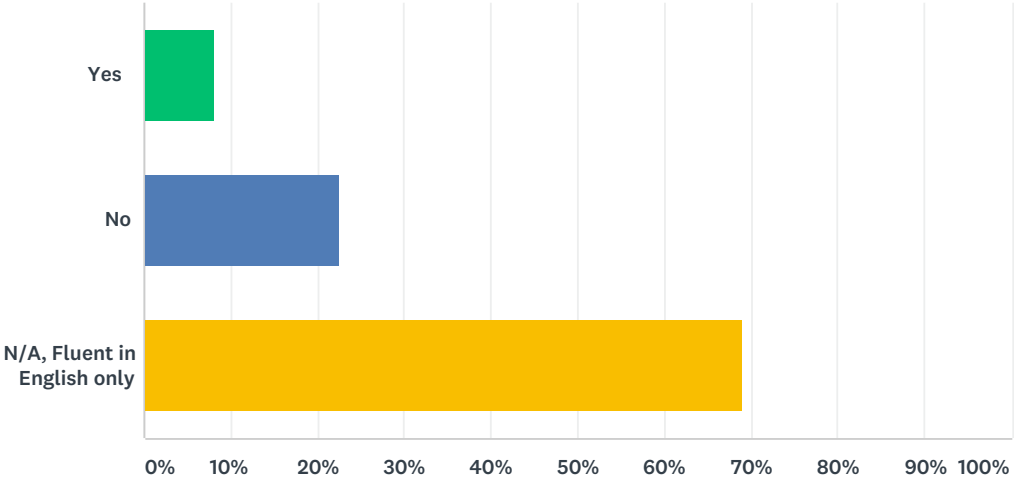
Answered: 97 Skipped: 0



ANSWER CHOICES	RESPONSES	
Spanish	11.34%	11
Chinese (Cantonese or Mandarin)	7.22%	7
Tagalog	1.03%	1
Vietnamese	0.00%	0
Korean	0.00%	0
None - Fluent in English only	73.20%	71
Other (please specify)	14.43%	14
Total Respondents: 97		

Q5 If you are fluent in a language other than English, have you ever used your language capabilities to support communications with Limited English Proficient (LEP) individuals?

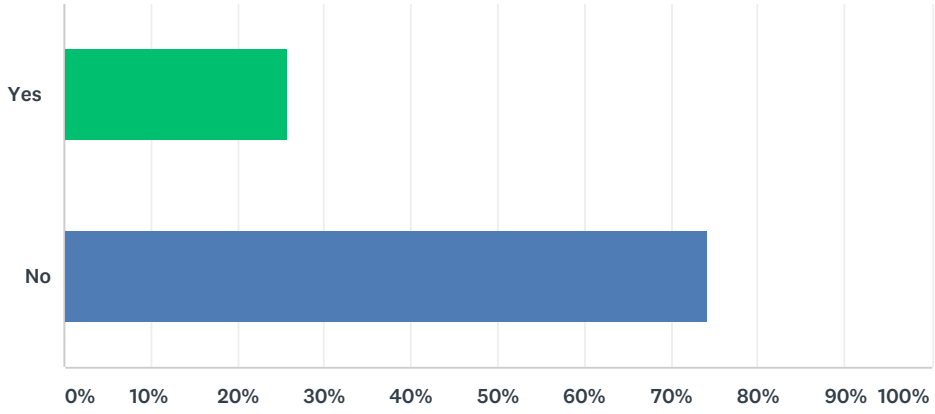
Answered: 97 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	8.25%	8
No	22.68%	22
N/A, Fluent in English only	69.07%	67
TOTAL		97

Q6 Are any services/activities provided by your section frequently sought by Limited English Proficient (LEP) persons?

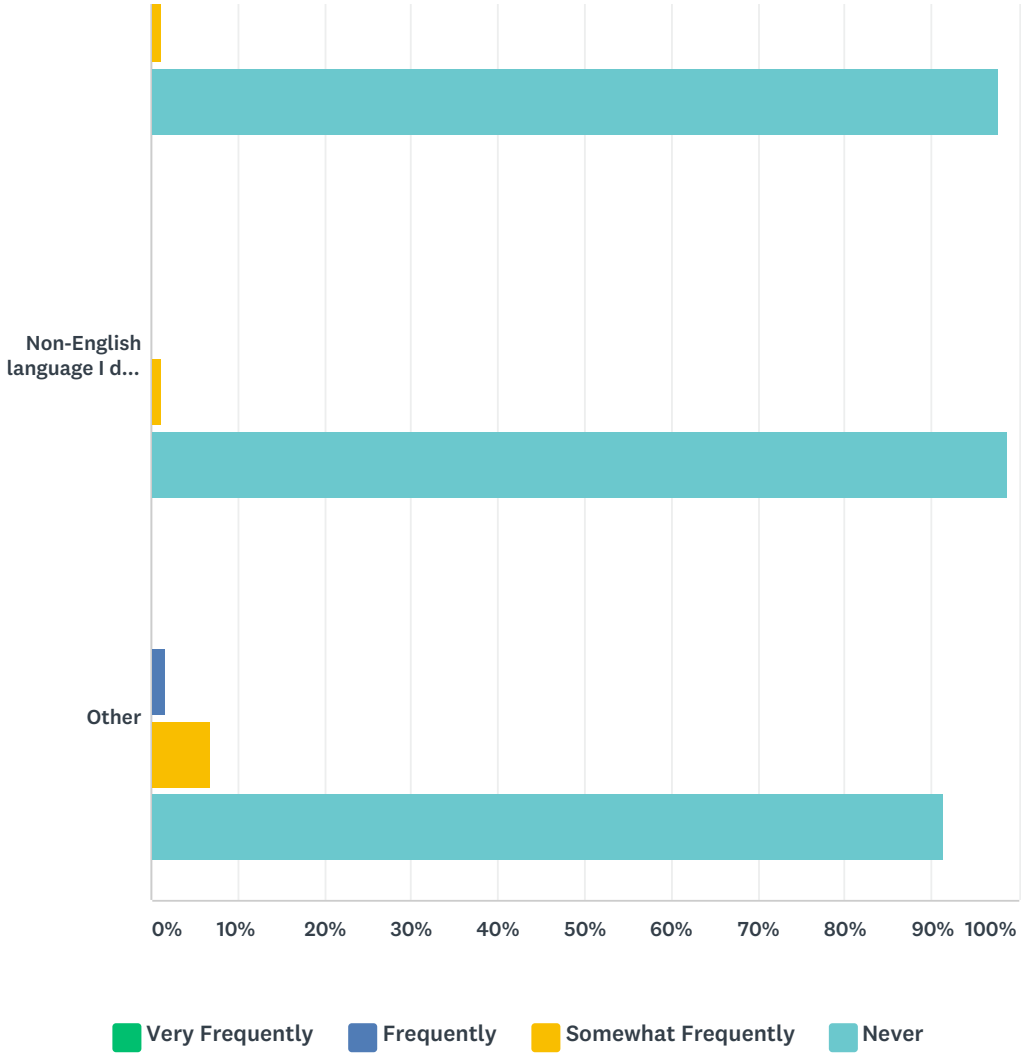
Answered: 97 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	25.77%	25
No	74.23%	72
TOTAL		97

Q7 How frequently do you communicate (verbally or written) with Limited English Proficient (LEP) persons?

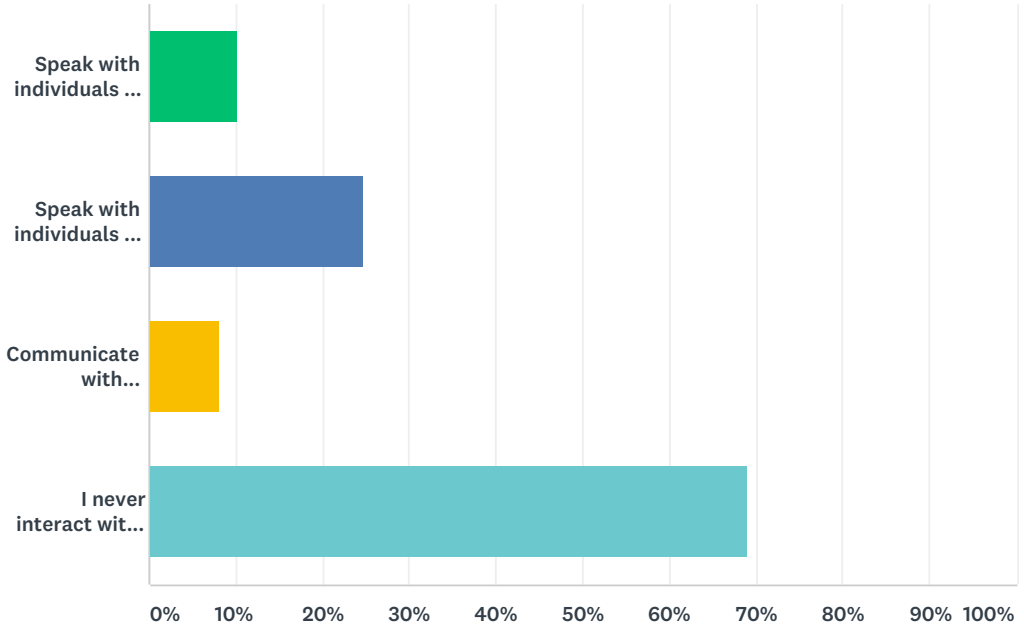
Answered: 97 Skipped: 0



	VERY FREQUENTLY	FREQUENTLY	SOMEWHAT FREQUENTLY	NEVER	TOTAL RESPONDENTS
Spanish	2.27% 2	2.27% 2	18.18% 16	77.27% 68	88
Chinese (Cantonese or Mandarin)	1.11% 1	3.33% 3	8.89% 8	86.67% 78	90
Tagalog	0.00% 0	1.19% 1	2.38% 2	96.43% 81	84
Vietnamese	1.20% 1	0.00% 0	0.00% 0	98.80% 82	83
Korean	0.00% 0	1.18% 1	1.18% 1	97.65% 83	85
Non-English language I did not recognized	0.00% 0	0.00% 0	1.22% 1	98.78% 81	82
Other	0.00% 0	1.72% 1	6.90% 4	91.38% 53	58

Q8 How do you normally interact with Limited English Proficient (LEP) persons? (check all that apply)

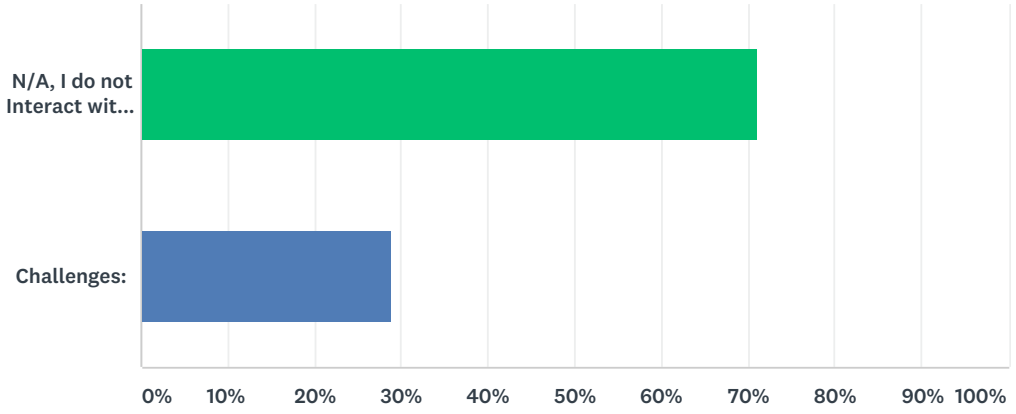
Answered: 97 Skipped: 0



ANSWER CHOICES	RESPONSES	
Speak with individuals on the phone	10.31%	10
Speak with individuals in person	24.74%	24
Communicate with individuals through written correspondence	8.25%	8
I never interact with Limited English Proficient (LEP) persons	69.07%	67
Total Respondents: 97		

Q9 What are the challenges you face when interacting with Limited English Proficient (LEP) populations?

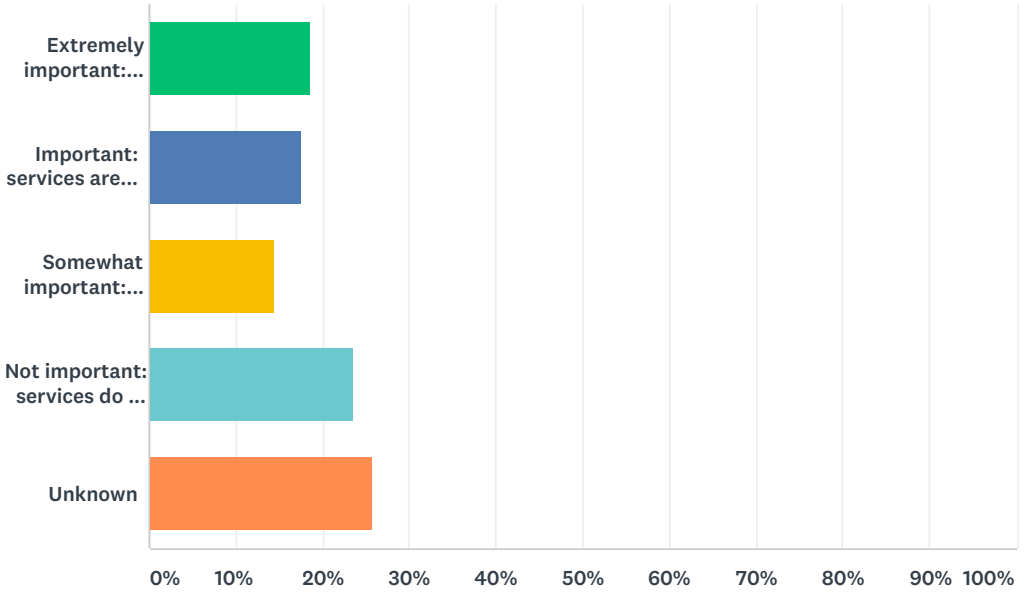
Answered: 97 Skipped: 0



ANSWER CHOICES	RESPONSES	
N/A, I do not Interact with Limited English Proficient (LEP) persons	71.13%	69
Challenges:	28.87%	28
TOTAL		97

Q10 To the best of your knowledge, how important are the services provided by your section to Limited English Proficient (LEP) persons?

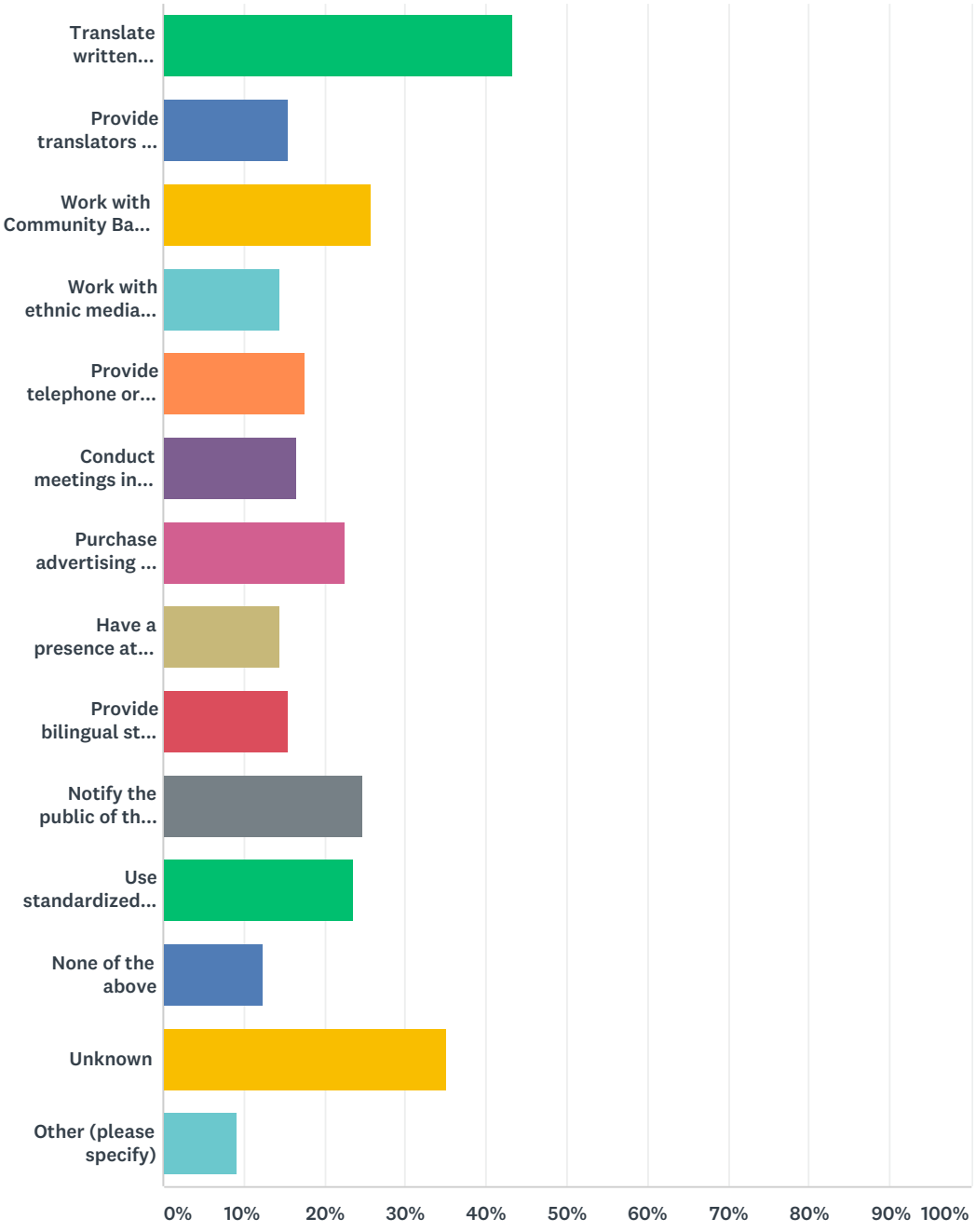
Answered: 97 Skipped: 0



ANSWER CHOICES	RESPONSES	
Extremely important: services are critical to day-to-day activities	18.56%	18
Important: services are helpful to day-to-day activities	17.53%	17
Somewhat important: services may help day-to-day activities	14.43%	14
Not important: services do not impact day-to-day activities	23.71%	23
Unknown	25.77%	25
TOTAL		97

Q11 What language assistance efforts have you or your section made to assist Limited English Proficient (LEP) persons? (check all that apply)

Answered: 97 Skipped: 0

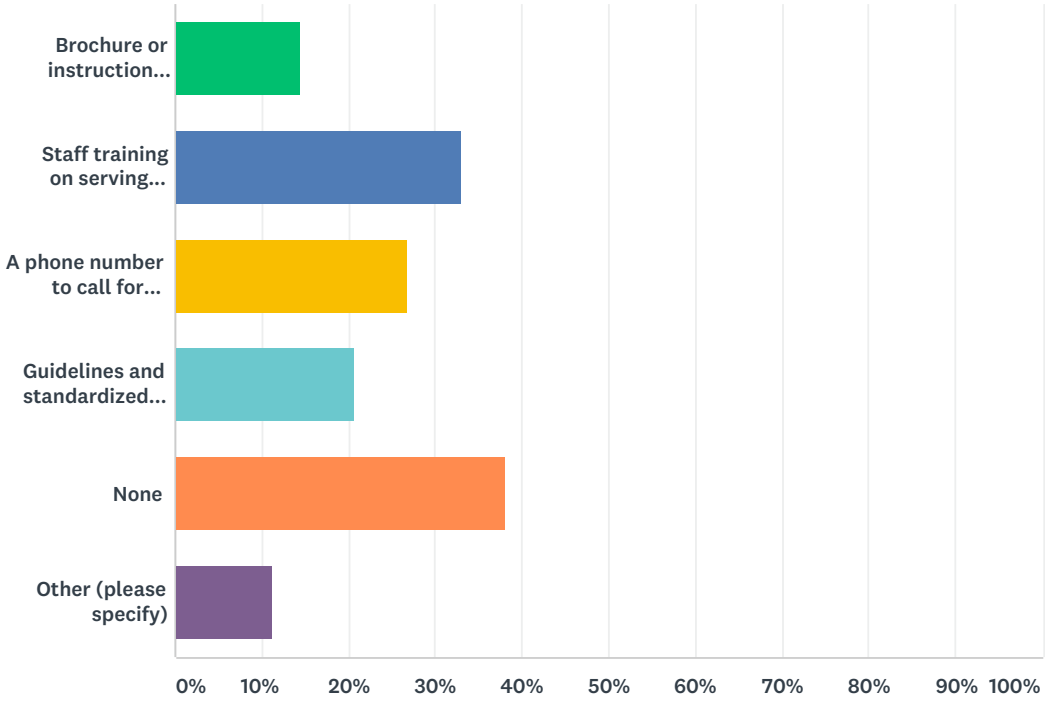


ANSWER CHOICES	RESPONSES	
Translate written materials	43.30%	42
Provide translators for meetings	15.46%	15
Work with Community Based Organizations and/or third-party firms to help distribute information to Limited English Proficient (LEP) persons	25.77%	25

Work with ethnic media to provide information on MTC projects	14.43%	14
Provide telephone or in-person customer service	17.53%	17
Conduct meetings in neighborhoods with high concentrations of Limited English Proficient (LEP) persons	16.49%	16
Purchase advertising in ethnic or non-English media	22.68%	22
Have a presence at events that Limited English Proficient (LEP) persons may attend	14.43%	14
Provide bilingual staff for meetings/ events that Limited English Proficient (LEP) persons may attend	15.46%	15
Notify the public of the availability of translation by request	24.74%	24
Use standardized translated materials	23.71%	23
None of the above	12.37%	12
Unknown	35.05%	34
Other (please specify)	9.28%	9
Total Respondents: 97		

Q12 What other language assistance tools would help you to better serve Limited English Proficient (LEP) persons? (check all that apply)

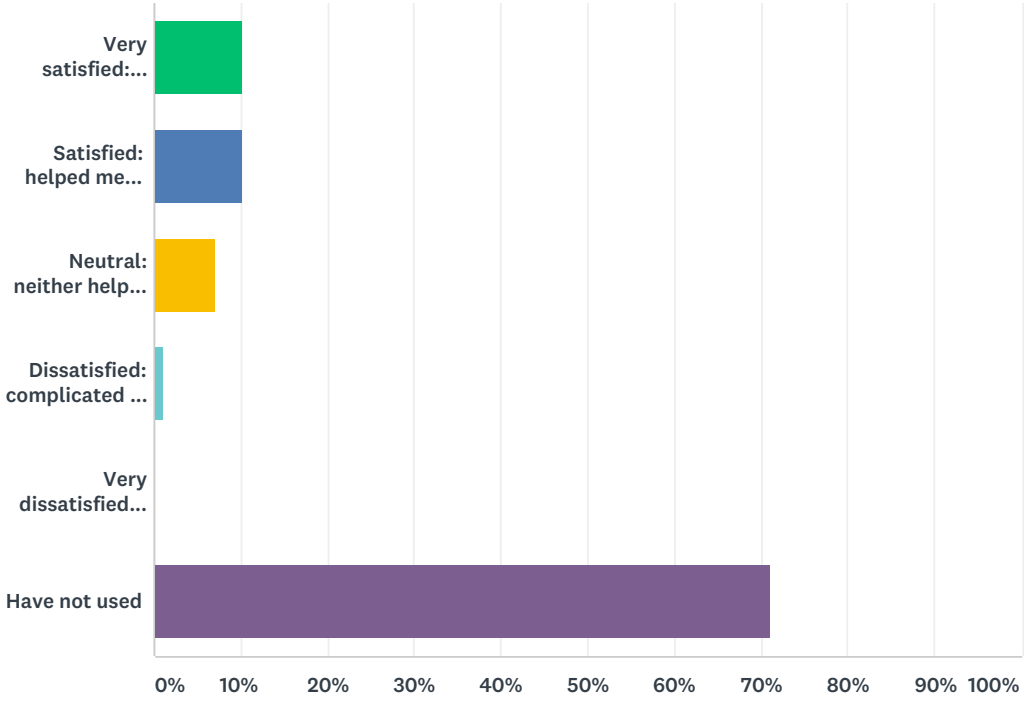
Answered: 97 Skipped: 0



ANSWER CHOICES	RESPONSES	
Brochure or instruction card in their language	14.43%	14
Staff training on serving Limited English Proficient (LEP) persons	32.99%	32
A phone number to call for assistance	26.80%	26
Guidelines and standardized materials to conduct outreach to Limited English Proficient (LEP) persons	20.62%	20
None	38.14%	37
Other (please specify)	11.34%	11
Total Respondents: 97		

Q13 If you have used MTC's language assistance tools (translated notices to the public, translation services, multiple language telephone service), what is your satisfaction level with MTC's existing tools to provide language assistance for Limited English Proficient (LEP) persons?

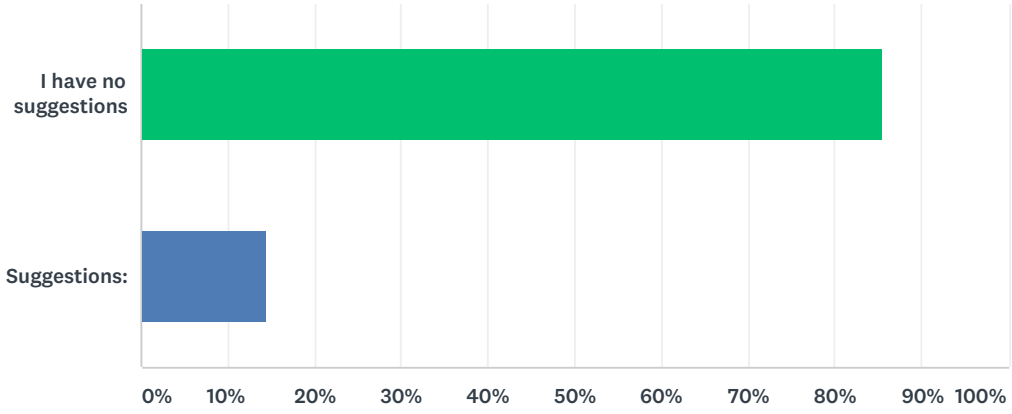
Answered: 97 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very satisfied: successfully allowed me to communicate to or with LEP persons	10.31%	10
Satisfied: helped me better communicate to or with LEP persons	10.31%	10
Neutral: neither helped nor hindered by ability to communicate to or with LEP persons	7.22%	7
Dissatisfied: complicated my ability to communicate to or with LEP persons	1.03%	1
Very dissatisfied: greatly hindered my ability to communicate to or with LEP persons	0.00%	0
Have not used	71.13%	69
TOTAL		97

Q14 Do you have suggestions for future language assistance measures that MTC should consider implementing? Please be specific

Answered: 97 Skipped: 0



ANSWER CHOICES	RESPONSES	
I have no suggestions	85.57%	83
Suggestions:	14.43%	14
TOTAL		97

APPENDIX E

MTC Third-Party Contractor Survey (2018)

MTC Language Assistance Plan (LAP)
Contractor Staff Questionnaire

Please help the Metropolitan Transportation Commission (MTC) collect the data needed to update the agency's Language Assistance Plan (LAP). MTC's 2013 Language Assistance Plan can be found online at https://mtc.ca.gov/about-mtc/public-participation/get-language-assistance and aims to help Limited English Proficient persons who speak English "less than well' and who have a limited ability to read, write, or understand English access MTC's services.

The following questions are about your interactions (if any) with Limited English Proficient (LEP) persons. Your answers will allow us to better serve people who speak languages other than English.

Your answers to this staff questionnaire will be treated confidentially and will be used only for MTC planning. Thank you for your assistance!

Check the appropriate box to answer questions or fill in the appropriate blanks.

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

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

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

☐ Executive
☐ 511
☐ Clipper
☐ FasTrak
☐ Freeway Service Patrol
☐ MTC Regional Planning
☐ Call Boxes for Roadside Assistance
☐ Arterial Operations
☐ Transit Hub Signage Program
☐ Financial (Finance, Programming and Allocations, etc.)
☐ ABAG Resilience
☐ SF Estuary
☐ Administrative
☐ Legal
☐ Public Information
☐ General Services
☐ ABAG Power
☐ BayREN
☐ Finance Authority for Nonprofit Corp. (FAN)
☐ Other:_____

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

☐ Spanish
☐ Chinese (Cantonese or Mandarin)
☐ Tagalog
☐ None-Fluent in English only
☐ Vietnamese
☐ Korean
☐ Other:_____

4. If you are fluent in a language other than English, have you ever used your language capabilities to support communications with Limited English Proficient (LEP) individuals?

☐ Yes☐ No ☐ N/A, Fluent in English only

If so, please provide additional detail.

Continue on next side ⇨

_____

_____

5. Are any services/activities provided by your section frequently sought by Limited English Proficient (LEP) persons? ☐ Yes ☐ No

If you answered Yes, please describe the services/activities provided your section that are sought by Limited English Proficient (LEP) persons.

_____

_____

_____

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

Language:	Very Frequently	Frequently	Somewhat Frequently	Never
Spanish	☐	☐	☐	☐
Chinese (Cantonese or Mandarin)	☐	☐	☐	☐
Tagalog	☐	☐	☐	☐
Vietnamese	☐	☐	☐	☐
Korean	☐	☐	☐	☐
Other:_____	☐	☐	☐	☐
Non-English language I did not recognize	☐	☐	☐	☐

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

☐ Speak with individuals on the phone

☐ Speak with individuals in person

☐ Communicate with individuals through written correspondence

☐ I never interact with Limited English Proficient (LEP) persons

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

_____

_____

_____

☐ N/A, I do not interact with Limited English Proficient (LEP) persons

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

☐ Extremely important: services are critical to day-to-day activities

☐ Important: services are helpful to day-to-day activities

☐ Unknown

☐ Somewhat important: services may help day-to-day activities

☐ Not important: services do not impact day-to-day activities

Continue on next side ⇨

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

- ☐ Translate written materials
- ☐ Provide translators for meetings
- ☐ Work with Community Based Organizations and/or third-party firms to help distribute information to Limited English Proficient (LEP) persons
- ☐ Work with ethnic media to provide information on MTC projects
- ☐ Provide telephone or in-person customer service
- ☐ Conduct meetings in neighborhoods with high concentrations of Limited English Proficient (LEP) persons
- ☐ Unknown
- ☐ Purchase advertising in ethnic or non-English media
- ☐ Have a presence at events that Limited English Proficient (LEP) persons may attend
- ☐ Provide bilingual staff for meetings/ events that Limited English Proficient (LEP) persons may attend
- ☐ Notify the public of the availability of translation by request
- ☐ Use standardized translated materials
- ☐ None of the above
- ☐ Other: _____

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

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

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

- ☐ Very satisfied: successfully allowed me to communicate to or with LEP persons
- ☐ Satisfied: helped me better communicate to or with LEP persons
- ☐ Neutral: neither helped nor hindered by ability to communicate to or with LEP persons
- ☐ Dissatisfied: complicated my ability to communicate to or with LEP persons
- ☐ Very dissatisfied: greatly hindered my ability to communicate to or with LEP persons
- ☐ Have not used

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

_____

_____

_____

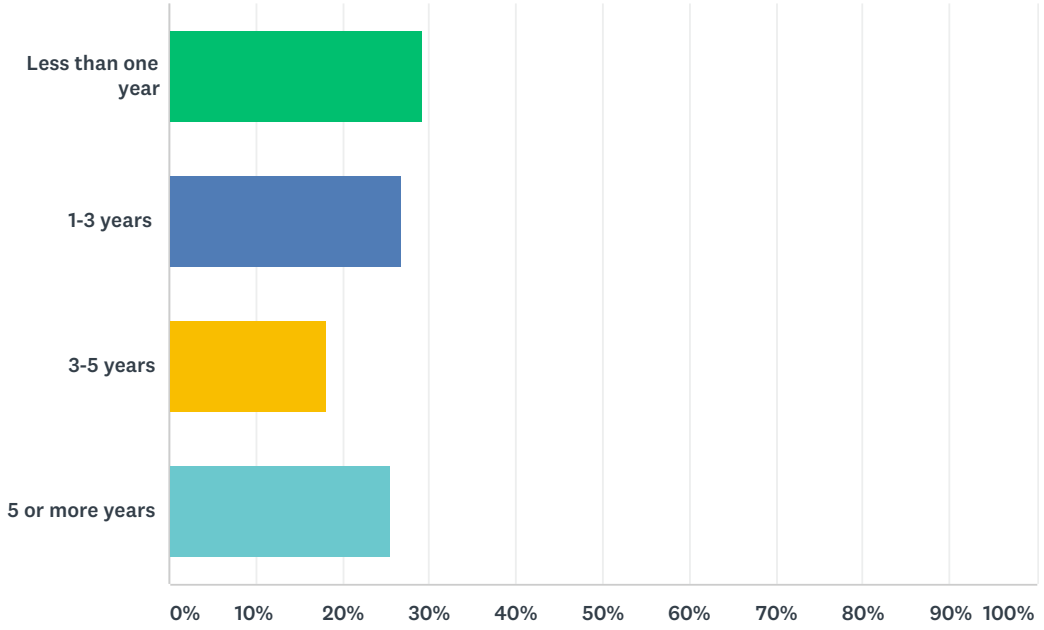
- ☐ I have no suggestions

APPENDIX F

MTC Third-Party Contractor Survey Results (2018)

Q1 How long have you provided services for the MTC?

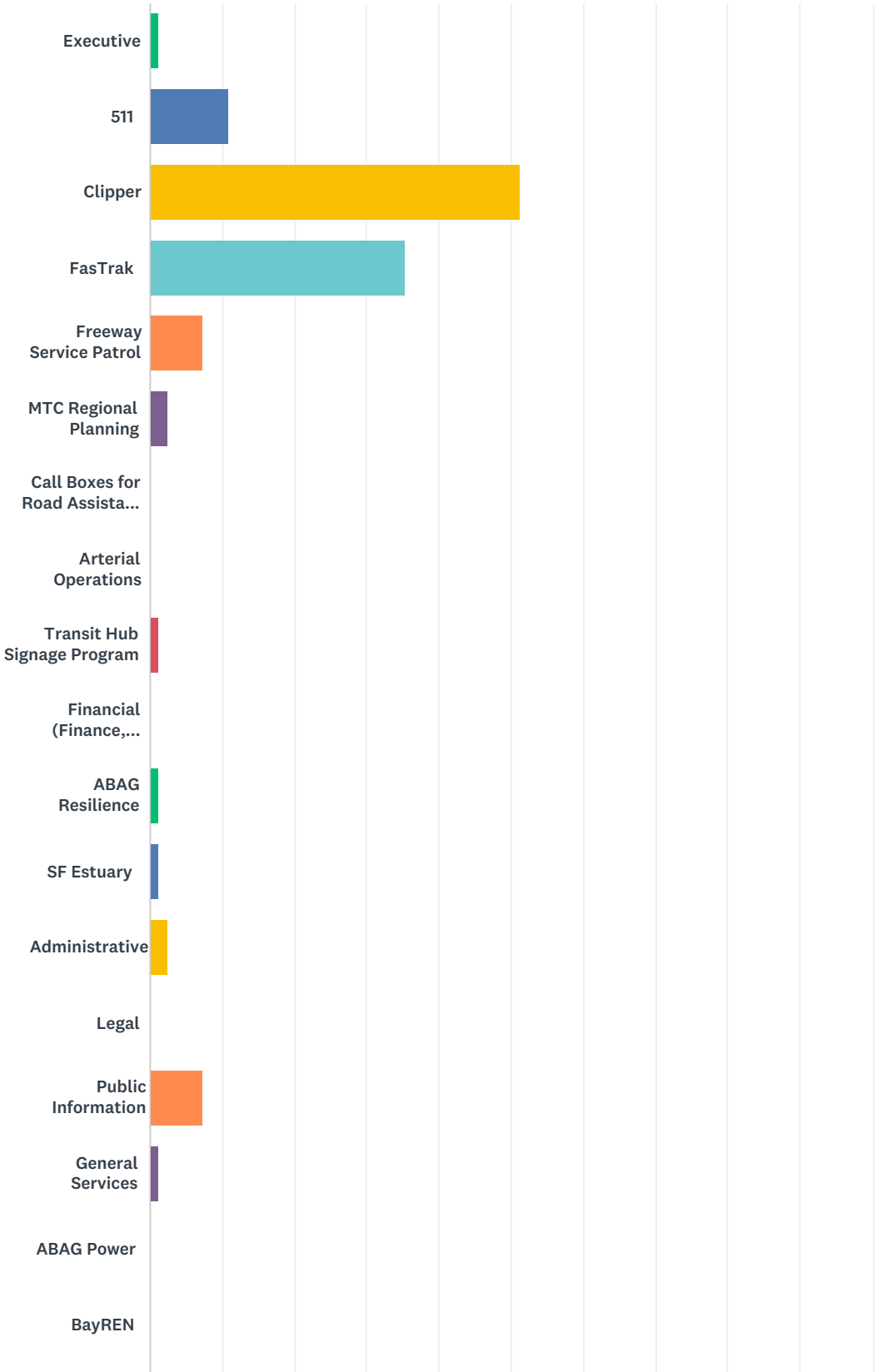
Answered: 82 Skipped: 0

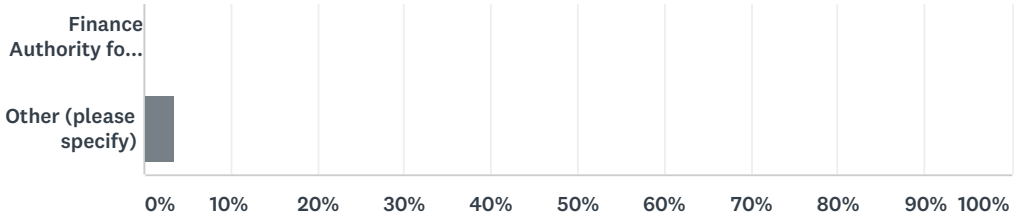


ANSWER CHOICES	RESPONSES	
Less than one year	29.27%	24
1-3 years	26.83%	22
3-5 years	18.29%	15
5 or more years	25.61%	21
TOTAL		82

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

Answered: 82 Skipped: 0

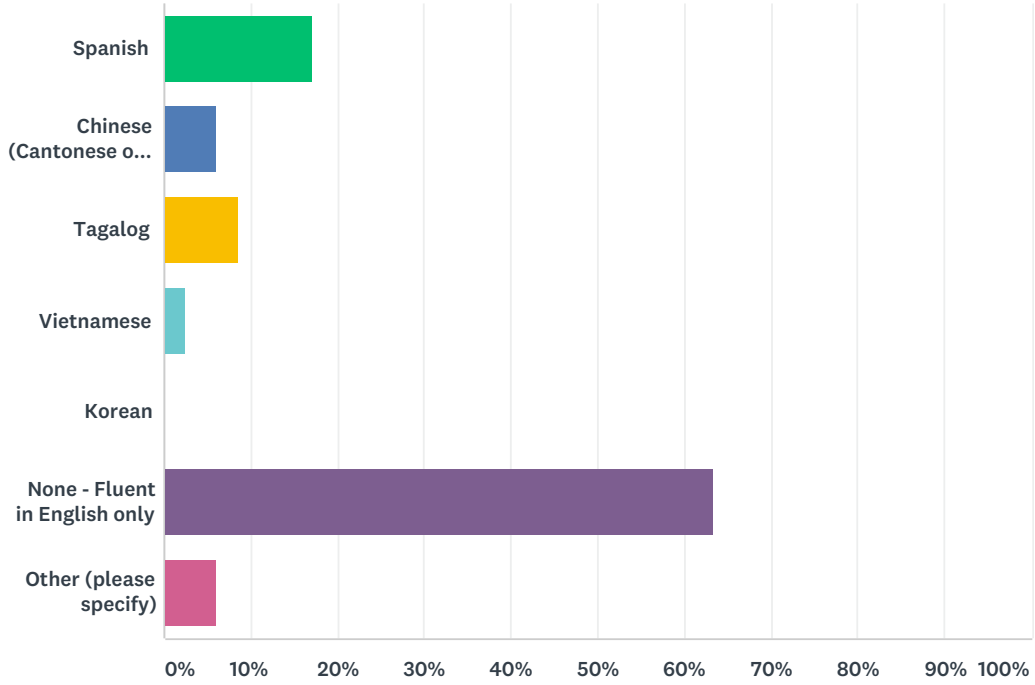




ANSWER CHOICES	RESPONSES	
Executive	1.22%	1
511	10.98%	9
Clipper	51.22%	42
FasTrak	35.37%	29
Freeway Service Patrol	7.32%	6
MTC Regional Planning	2.44%	2
Call Boxes for Road Assistance	0.00%	0
Arterial Operations	0.00%	0
Transit Hub Signage Program	1.22%	1
Financial (Finance, Programming & Allocations, etc.)	0.00%	0
ABAG Resilience	1.22%	1
SF Estuary	1.22%	1
Administrative	2.44%	2
Legal	0.00%	0
Public Information	7.32%	6
General Services	1.22%	1
ABAG Power	0.00%	0
BayREN	0.00%	0
Finance Authority for Nonprofit Corp. (FAN)	0.00%	0
Other (please specify)	3.66%	3
Total Respondents: 82		

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

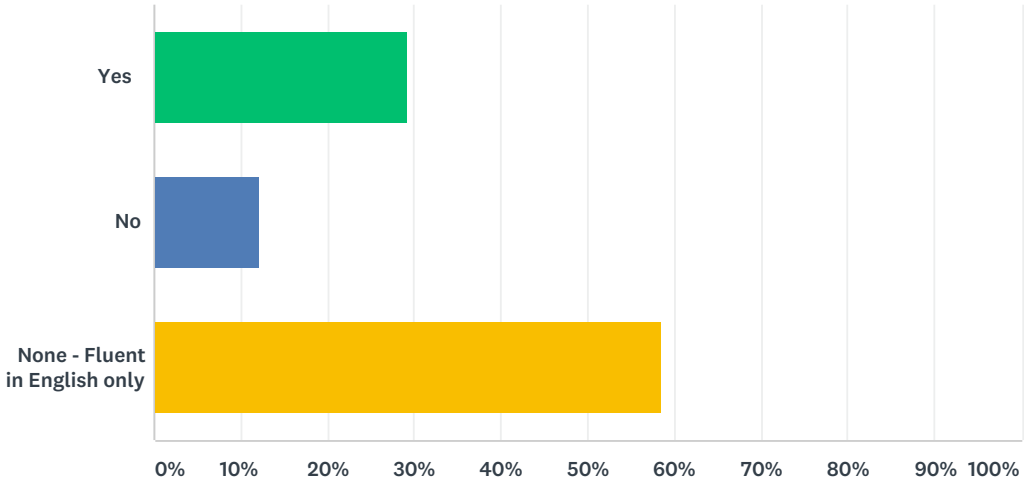
Answered: 82 Skipped: 0



ANSWER CHOICES	RESPONSES	
Spanish	17.07%	14
Chinese (Cantonese or Mandarin)	6.10%	5
Tagalog	8.54%	7
Vietnamese	2.44%	2
Korean	0.00%	0
None - Fluent in English only	63.41%	52
Other (please specify)	6.10%	5
Total Respondents: 82		

Q4 If you are fluent in a language other than English, have you ever used your language capabilities to support communications with Limited English Proficient (LEP) individuals?

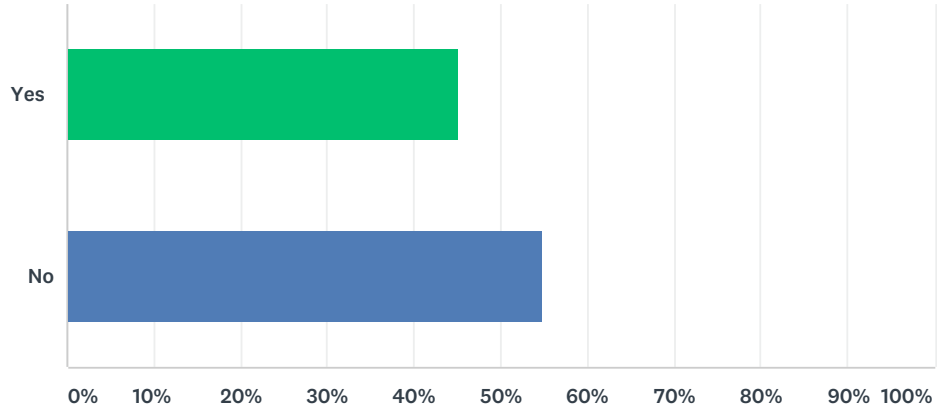
Answered: 82 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	29.27%	24
No	12.20%	10
None - Fluent in English only	58.54%	48
TOTAL		82

Q5 Are any services/activities provided by your section frequently sought by Limited English Proficient (LEP) persons?

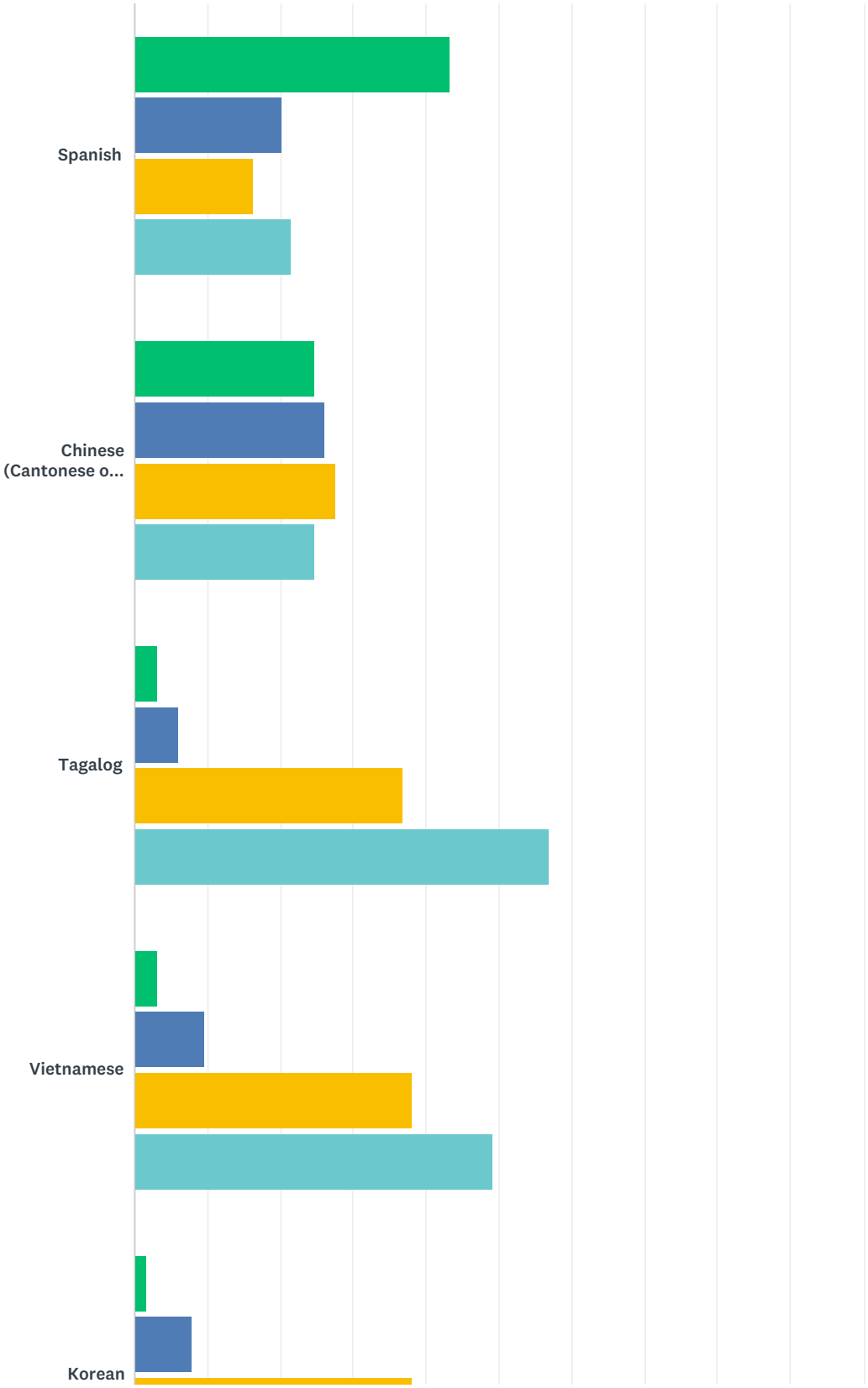
Answered: 82 Skipped: 0

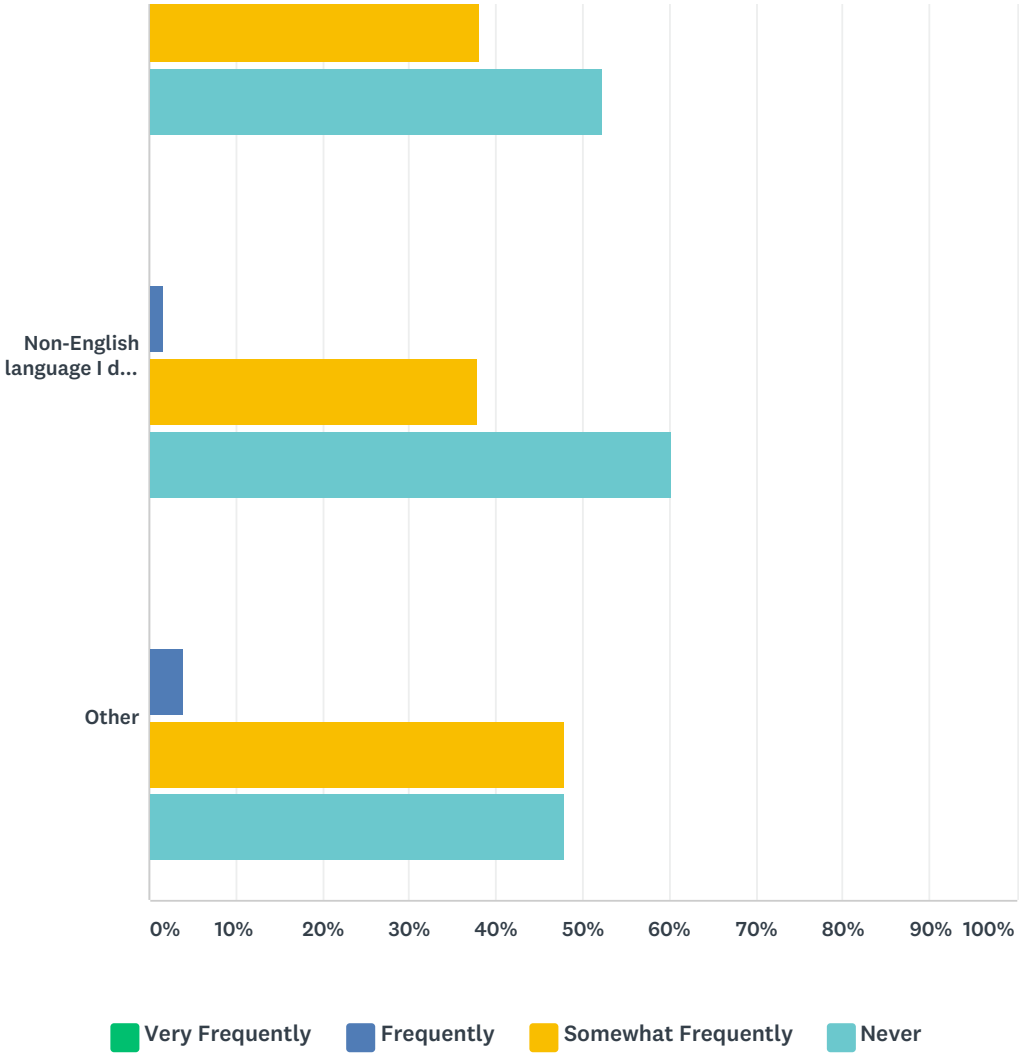


ANSWER CHOICES	RESPONSES	
Yes	45.12%	37
No	54.88%	45
TOTAL		82

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

Answered: 82 Skipped: 0

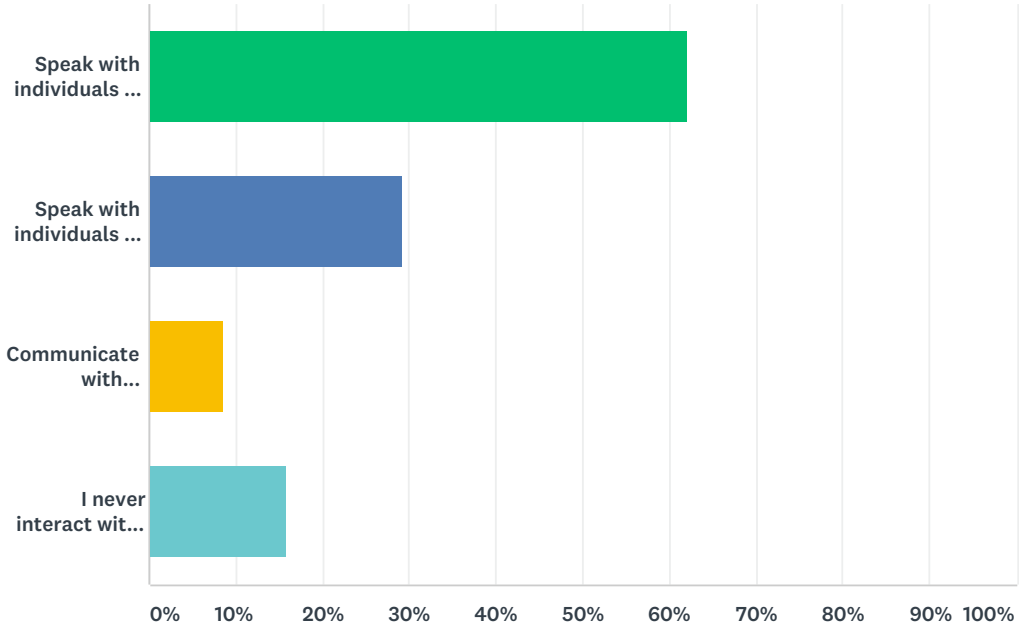




	VERY FREQUENTLY	FREQUENTLY	SOMEWHAT FREQUENTLY	NEVER	TOTAL RESPONDENTS
Spanish	43.24% 32	20.27% 15	16.22% 12	21.62% 16	74
Chinese (Cantonese or Mandarin)	24.64% 17	26.09% 18	27.54% 19	24.64% 17	69
Tagalog	3.08% 2	6.15% 4	36.92% 24	56.92% 37	65
Vietnamese	3.17% 2	9.52% 6	38.10% 24	49.21% 31	63
Korean	1.59% 1	7.94% 5	38.10% 24	52.38% 33	63
Non-English language I did not recognized	0.00% 0	1.72% 1	37.93% 22	60.34% 35	58
Other	0.00% 0	4.00% 2	48.00% 24	48.00% 24	50

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

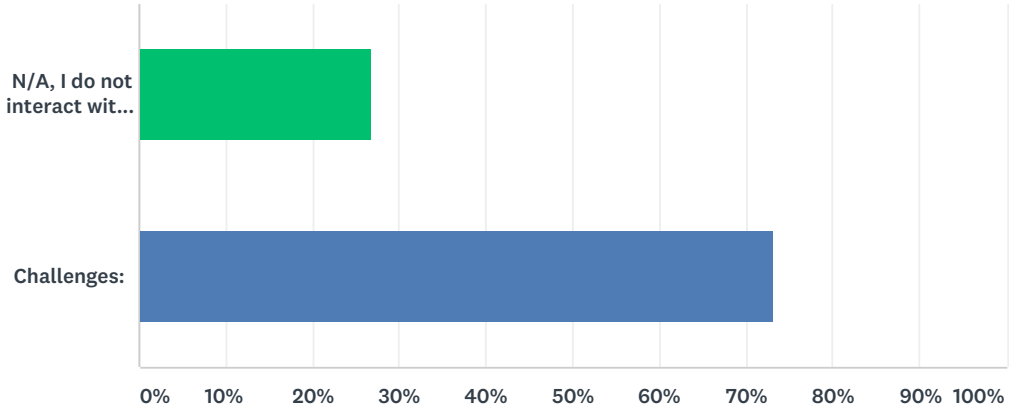
Answered: 82 Skipped: 0



ANSWER CHOICES	RESPONSES	
Speak with individuals on the phone	62.20%	51
Speak with individuals in person	29.27%	24
Communicate with individuals through written correspondence	8.54%	7
I never interact with Limited English Proficient (LEP) persons	15.85%	13
Total Respondents: 82		

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

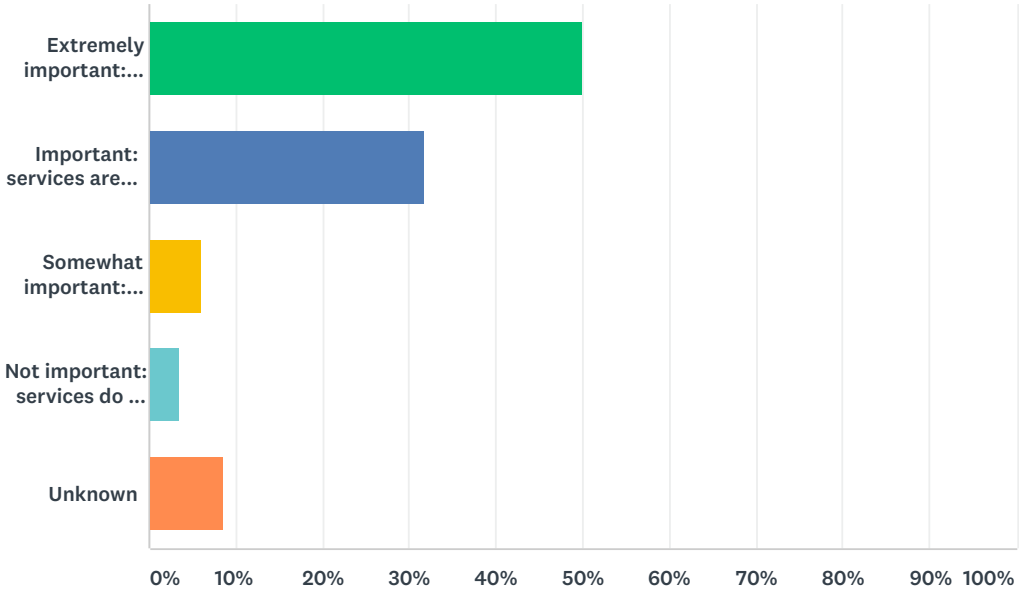
Answered: 82 Skipped: 0



ANSWER CHOICES	RESPONSES	
N/A, I do not interact with Limited English Proficient (LEP) persons	26.83%	22
Challenges:	73.17%	60
TOTAL		82

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

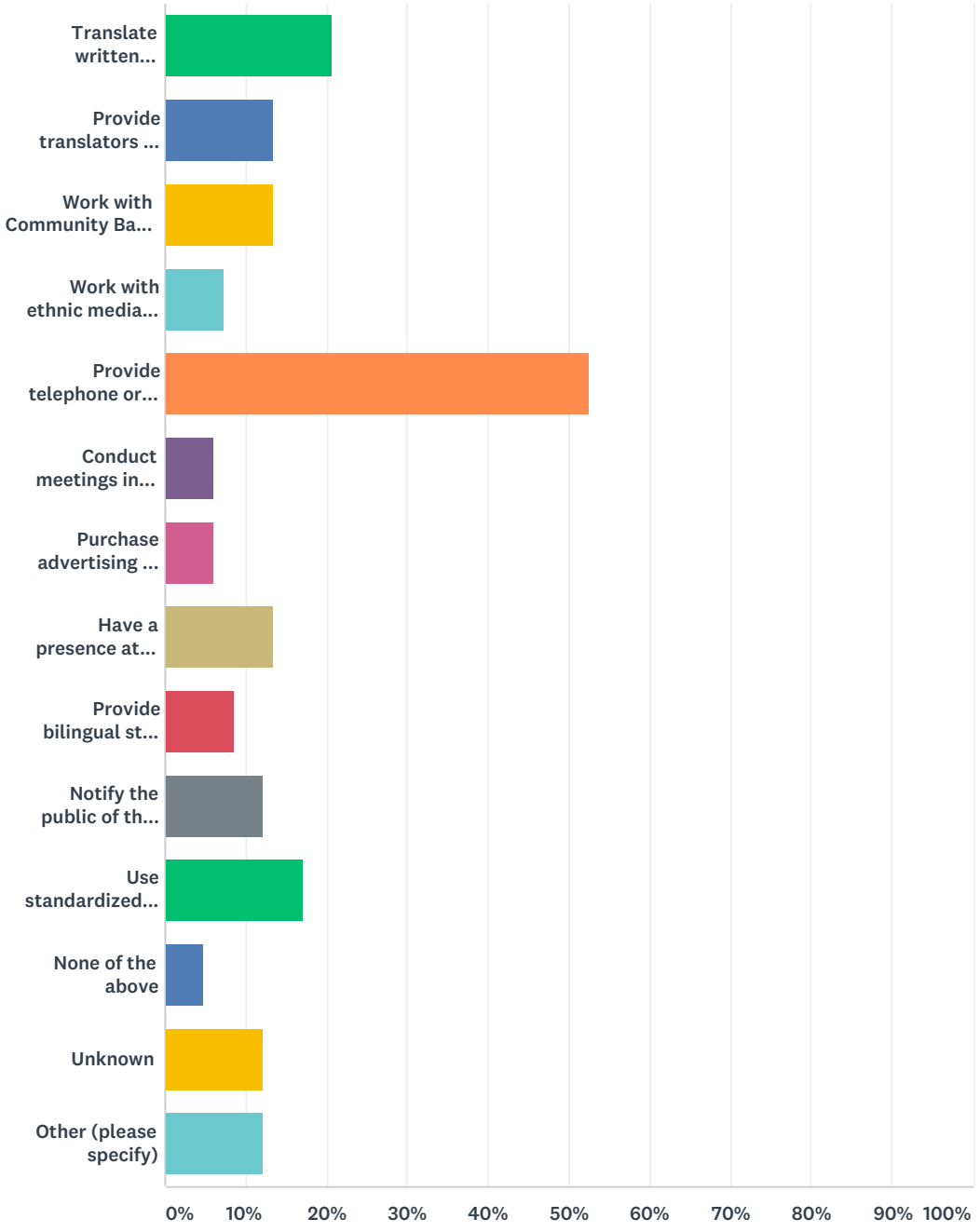
Answered: 82 Skipped: 0



ANSWER CHOICES	RESPONSES	
Extremely important: services are critical to day-to-day activities	50.00%	41
Important: services are helpful to day-to-day activities	31.71%	26
Somewhat important: services may help day-to-day activities	6.10%	5
Not important: services do not impact day-to-day activities	3.66%	3
Unknown	8.54%	7
TOTAL		82

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

Answered: 82 Skipped: 0

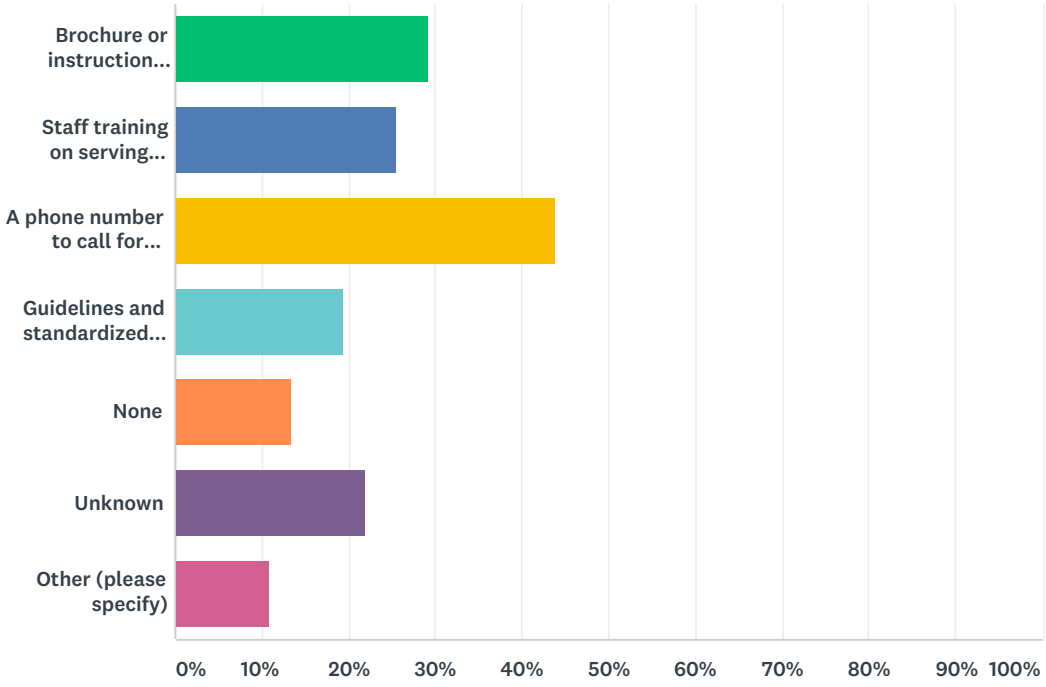


ANSWER CHOICES	RESPONSES	
Translate written materials	20.73%	17
Provide translators for meetings	13.41%	11
Work with Community Based Organizations and/or third-party firms to help distribute information to Limited English Proficient (LEP) persons	13.41%	11

Work with ethnic media to provide information on MTC projects	7.32%	6
Provide telephone or in-person customer service	52.44%	43
Conduct meetings in neighborhoods with high concentrations of Limited English Proficient (LEP) persons	6.10%	5
Purchase advertising in ethnic or non-English media	6.10%	5
Have a presence at events that Limited English Proficient (LEP) persons may attend	13.41%	11
Provide bilingual staff for meetings/ events that Limited English Proficient (LEP) persons may attend	8.54%	7
Notify the public of the availability of translation by request	12.20%	10
Use standardized translated materials	17.07%	14
None of the above	4.88%	4
Unknown	12.20%	10
Other (please specify)	12.20%	10
Total Respondents: 82		

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

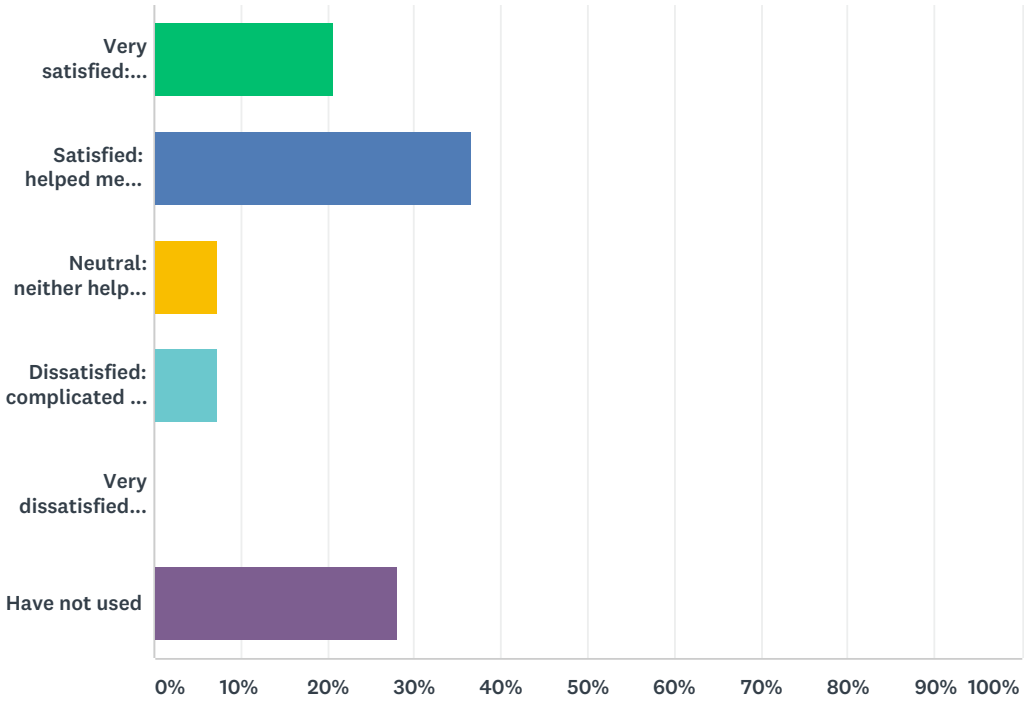
Answered: 82 Skipped: 0



ANSWER CHOICES	RESPONSES	
Brochure or instruction card in their language	29.27%	24
Staff training on serving Limited English Proficient (LEP) persons	25.61%	21
A phone number to call for assistance	43.90%	36
Guidelines and standardized materials to conduct outreach to Limited English Proficient (LEP) persons	19.51%	16
None	13.41%	11
Unknown	21.95%	18
Other (please specify)	10.98%	9
Total Respondents: 82		

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

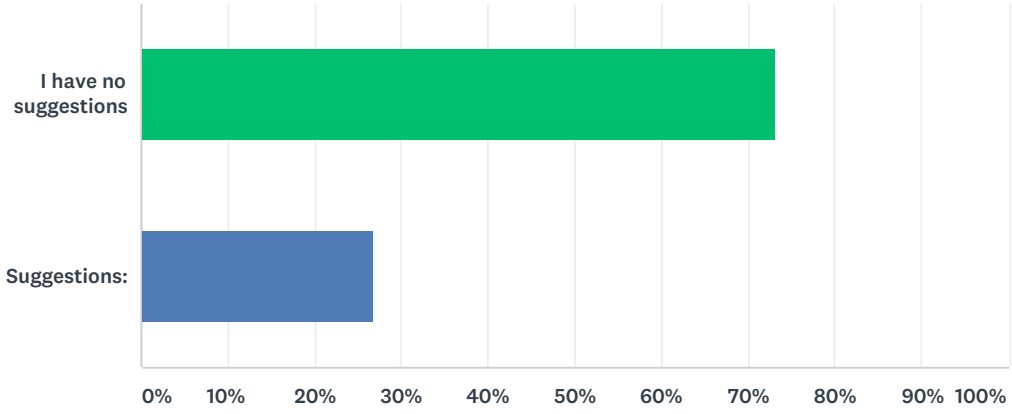
Answered: 82 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very satisfied: successfully allowed me to communicate to or with LEP persons	20.73%	17
Satisfied: helped me better communicate to or with LEP persons	36.59%	30
Neutral: neither helped nor hindered by ability to communicate to or with LEP persons	7.32%	6
Dissatisfied: complicated my ability to communicate to or with LEP persons	7.32%	6
Very dissatisfied: greatly hindered my ability to communicate to or with LEP persons	0.00%	0
Have not used	28.05%	23
TOTAL		82

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

Answered: 82 Skipped: 0



ANSWER CHOICES	RESPONSES	
I have no suggestions	73.17%	60
Suggestions:	26.83%	22
TOTAL		82

APPENDIX G

Community-Based Organization Survey Partners

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

APPENDIX H

LEP Person Survey (2013)

Language Questionnaire

Help Your Community Get Connected To Important Transportation Information

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

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

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

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

_____

3. What language do you speak at home?

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

4. Please identify how well you speak English.

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

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

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

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

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

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

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

Continue to next side ⇨

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

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

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

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

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

_____

_____

_____

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

☐ Yes
☐ No

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

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

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

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

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

☐ Very familiar
☐ Somewhat familiar
☐ Not familiar at all

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

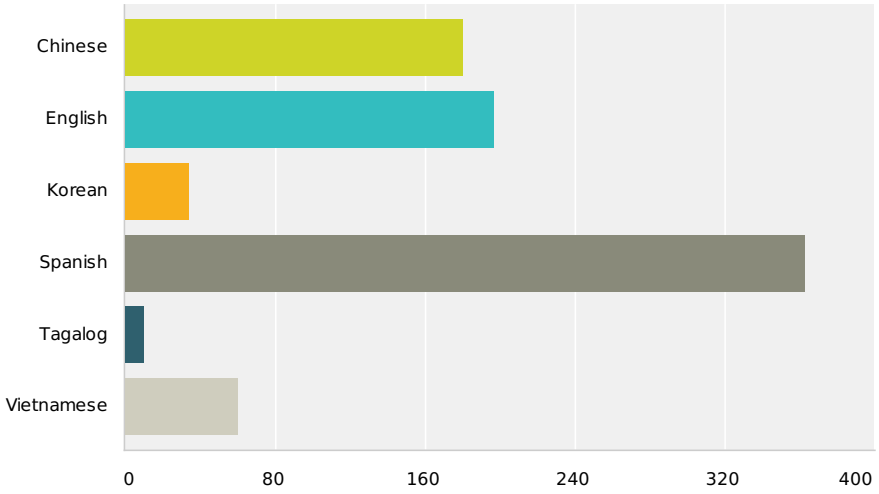
☐ Very important
☐ Important
☐ Somewhat important
☐ Not important

APPENDIX I

LEP Person Survey Results (2013)

Q1 What language was this survey taken in?

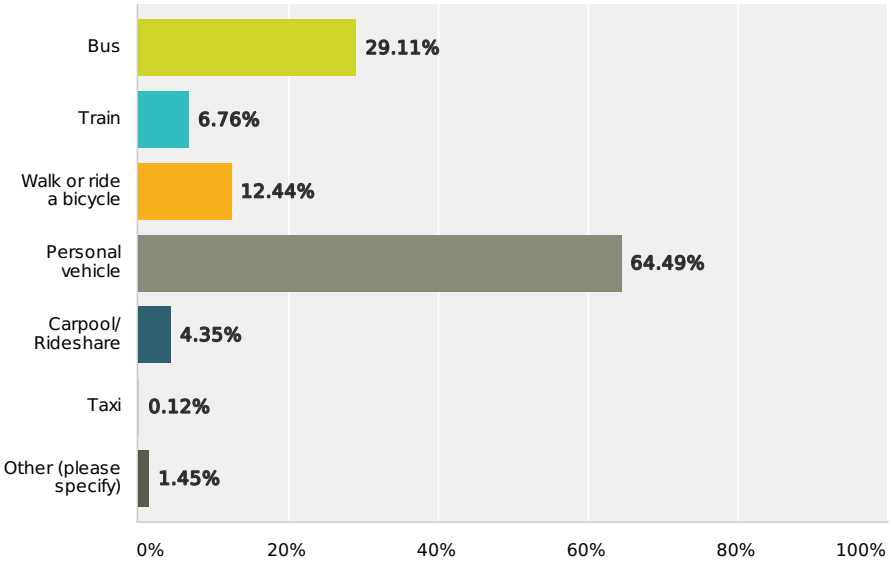
Answered: 844 Skipped: 1



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

Q2 What type of transportation do you use most often?

Answered: 828 Skipped: 17



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

Q2 "Other" Responses

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

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

Answered: 776 Skipped: 69

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

LEP Person Survey

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

LEP Person Survey

#	Responses	Date
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87	Farfield	1/31/2013 3:17 PM
88	Farfield	1/31/2013 3:16 PM
89	Farfield	1/31/2013 3:15 PM
90	Farfield	1/31/2013 3:13 PM
91	Farfield	1/31/2013 3:12 PM
92	Farfield	1/31/2013 3:10 PM
93	Farfield	1/31/2013 3:08 PM
94	Farfield	1/31/2013 3:07 PM
95	Suisan City	1/31/2013 3:06 PM
96	Farfield	1/31/2013 3:05 PM
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122	Vacaville	1/31/2013 2:25 PM
123	Farfield	1/31/2013 2:24 PM
124	Farfield	1/31/2013 2:23 PM
125	Farfield	1/31/2013 2:21 PM
126	Farfield	1/31/2013 2:19 PM
127	Farfield	1/31/2013 2:18 PM
128	Farfield	1/31/2013 2:17 PM

LEP Person Survey

#	Responses	Date
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131	Farfield	1/31/2013 2:12 PM
132	Farfield	1/31/2013 2:11 PM
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135	Suisan city	1/31/2013 2:06 PM
136	Farfield	1/31/2013 2:05 PM
137	Farfield	1/31/2013 2:03 PM
138	Farfield	1/31/2013 2:02 PM
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141	Farfield	1/31/2013 1:56 PM
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143	Farfield	1/31/2013 1:54 PM
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145	Suisan City	1/31/2013 1:52 PM
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147	Farfield	1/31/2013 1:47 PM
148	Farfield	1/31/2013 1:46 PM
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152	Half Moon Bay	1/31/2013 1:37 PM
153	Half Moon Bay	1/31/2013 1:37 PM
154	Half Moon Bay	1/31/2013 1:36 PM
155	RWC	1/31/2013 1:35 PM
156	San Mateo	1/31/2013 1:33 PM
157	San Jose	1/30/2013 2:47 PM
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159	San Jose	1/30/2013 2:36 PM
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172	San Jose	1/30/2013 2:23 PM

LEP Person Survey

#	Responses	Date
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182	San Jose	1/30/2013 1:09 PM
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185	San Jose	1/30/2013 1:06 PM
186	San Jose	1/30/2013 1:05 PM
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212	San Jose	1/30/2013 12:27 PM
213	San Jose	1/30/2013 12:26 PM
214	San Jose	1/30/2013 12:25 PM
215	San Jose	1/30/2013 12:24 PM
216	San Jose	1/30/2013 12:13 PM

LEP Person Survey

#	Responses	Date
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253	San Jose	1/29/2013 4:42 PM
254	San Jose	1/29/2013 4:40 PM
255	San Jose	1/29/2013 4:38 PM
256	San Jose	1/29/2013 4:37 PM
257	San Jose	1/29/2013 4:36 PM
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259	San Jose	1/29/2013 4:34 PM
260	San Jose	1/29/2013 4:34 PM

LEP Person Survey

#	Responses	Date
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273	San Jose	1/29/2013 4:05 PM
274	San Jose	1/29/2013 4:03 PM
275	San Jose	1/29/2013 4:02 PM
276	San Jose	1/29/2013 4:01 PM
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283	Los Gatos	1/29/2013 3:48 PM
284	San Jose	1/29/2013 3:42 PM
285	San Jose	1/29/2013 3:41 PM
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288	San Jose	1/29/2013 3:38 PM
289	Thailand	1/29/2013 3:37 PM
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291	San Jose	1/29/2013 3:35 PM
292	San Jose	1/29/2013 3:34 PM
293	San Jose	1/29/2013 3:32 PM
294	San Jose	1/29/2013 3:31 PM
295	San Jose	1/29/2013 3:30 PM
296	San Jose	1/29/2013 3:30 PM
297	San Jose	1/29/2013 3:29 PM
298	San Jose	1/29/2013 3:28 PM
299	San Jose	1/29/2013 3:27 PM
300	San Jose	1/29/2013 3:26 PM
301	San Jose	1/29/2013 3:25 PM
302	San Jose	1/29/2013 3:23 PM
303	San Jose	1/29/2013 3:20 PM
304	San Jose	1/29/2013 3:19 PM

LEP Person Survey

#	Responses	Date
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310	San Jose	1/29/2013 3:09 PM
311	San Jose	1/29/2013 3:07 PM
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316	San Jose	1/29/2013 2:51 PM
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342	San Jose	1/29/2013 2:13 PM
343	San Jose	1/28/2013 5:01 PM
344	Campbell	1/28/2013 4:59 PM
345	San Jose	1/28/2013 4:58 PM
346	San Jose	1/28/2013 4:56 PM
347	San Jose	1/28/2013 4:55 PM
348	San Jose	1/28/2013 4:54 PM

LEP Person Survey

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

LEP Person Survey

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

LEP Person Survey

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

LEP Person Survey

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

LEP Person Survey

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

LEP Person Survey

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

LEP Person Survey

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

LEP Person Survey

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

LEP Person Survey

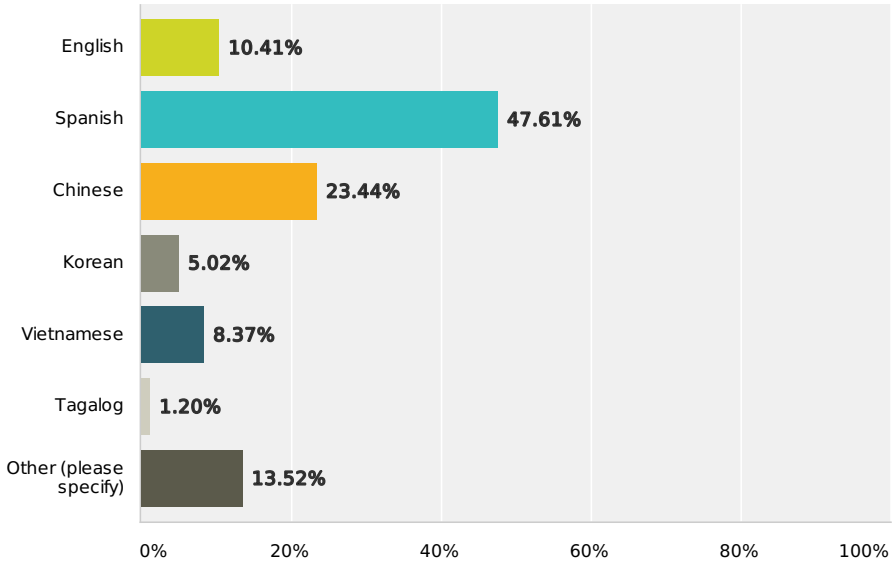
#	Responses	Date
701	Fremont	1/15/2013 4:04 PM
702	San Bruno	1/15/2013 4:04 PM
703	San Leandro	1/2/2013 3:02 PM
704	San Lorenzo	1/2/2013 3:01 PM
705	San Leandro	1/2/2013 3:00 PM
706	San Jose	1/2/2013 2:58 PM
707	San Jose	1/2/2013 2:57 PM
708	San Jose	1/2/2013 2:57 PM
709	San Jose	1/2/2013 2:55 PM
710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

LEP Person Survey

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

Q4 What language do you speak at home?

Answered: 836 Skipped: 9



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

Q4 "Other" Responses

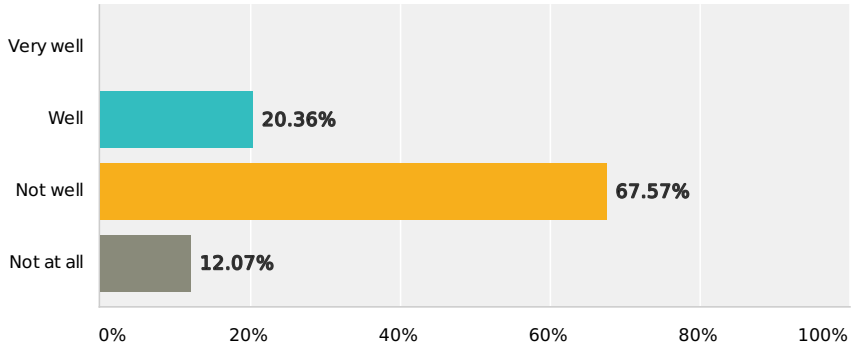
#	Other:	Date
1	Japanese	Feb 14, 2013 8:25 PM
2	none given	Feb 1, 2013 12:03 AM
3	Farsi	Jan 31, 2013 10:36 PM
4	Thai	Jan 31, 2013 10:34 PM
5	Farsi	Jan 31, 2013 10:32 PM
6	French	Jan 31, 2013 10:29 PM
7	French	Jan 31, 2013 10:28 PM
8	Arabic	Jan 31, 2013 10:26 PM
9	Arabic	Jan 31, 2013 10:25 PM
10	Arabic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

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

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

Q5 Please identify how well you speak English.

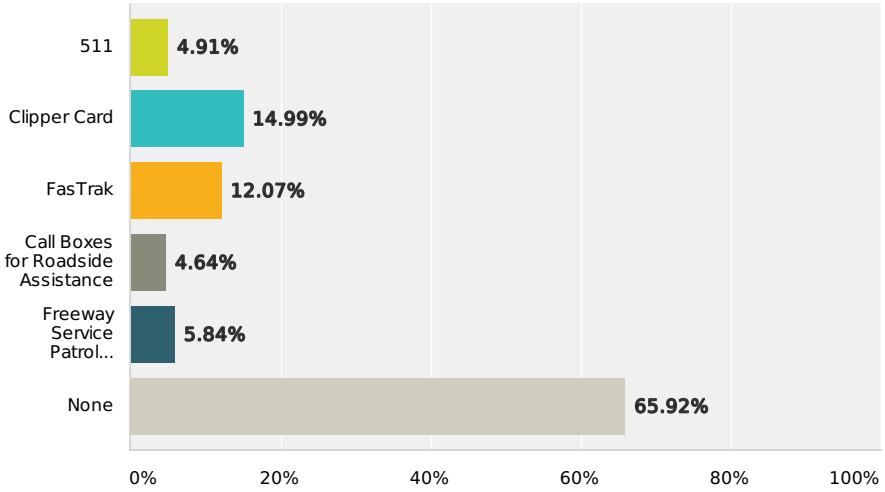
Answered: 845 Skipped: 0



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

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

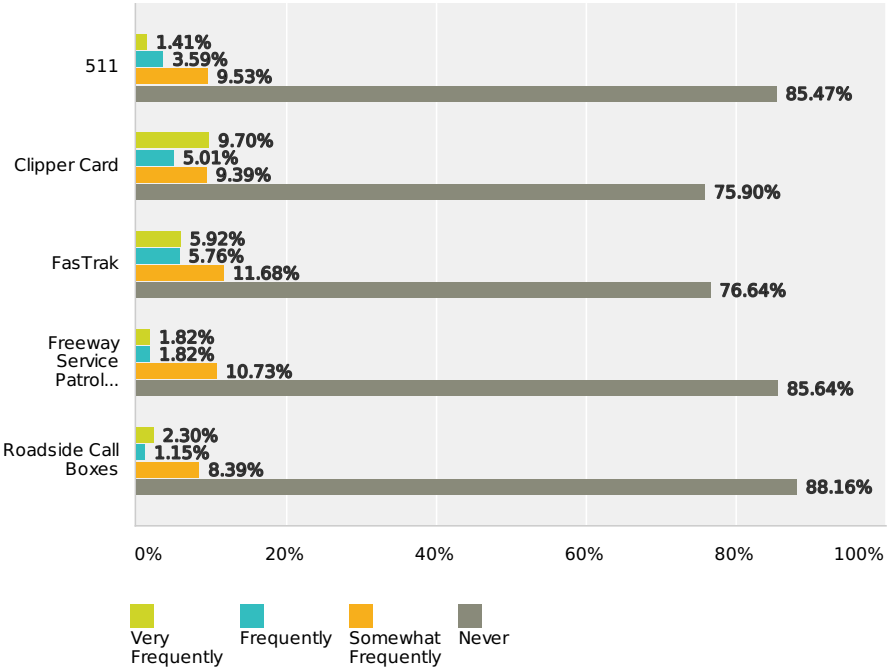
Answered: 754 Skipped: 91



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

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

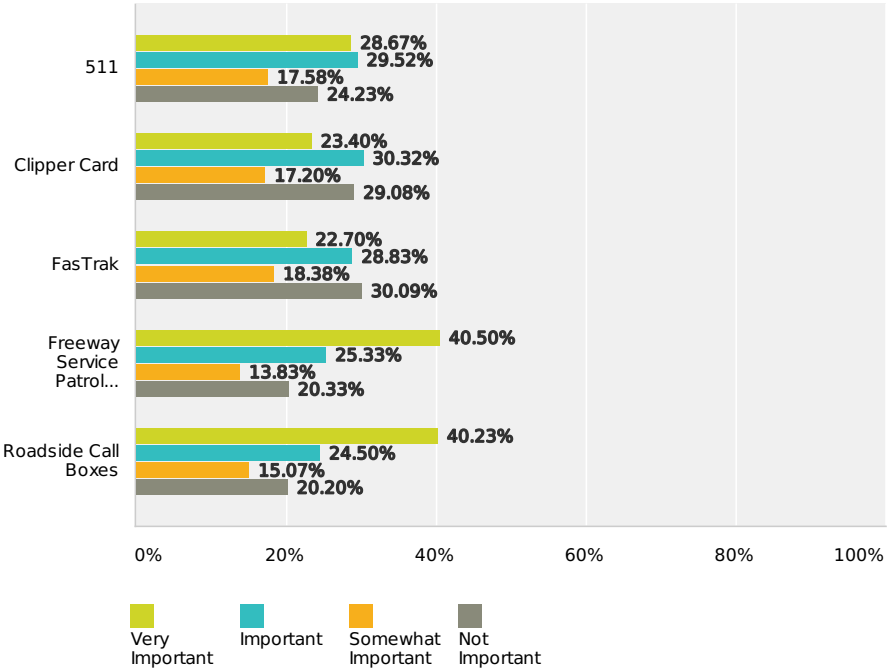
Answered: 761 Skipped: 84



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

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

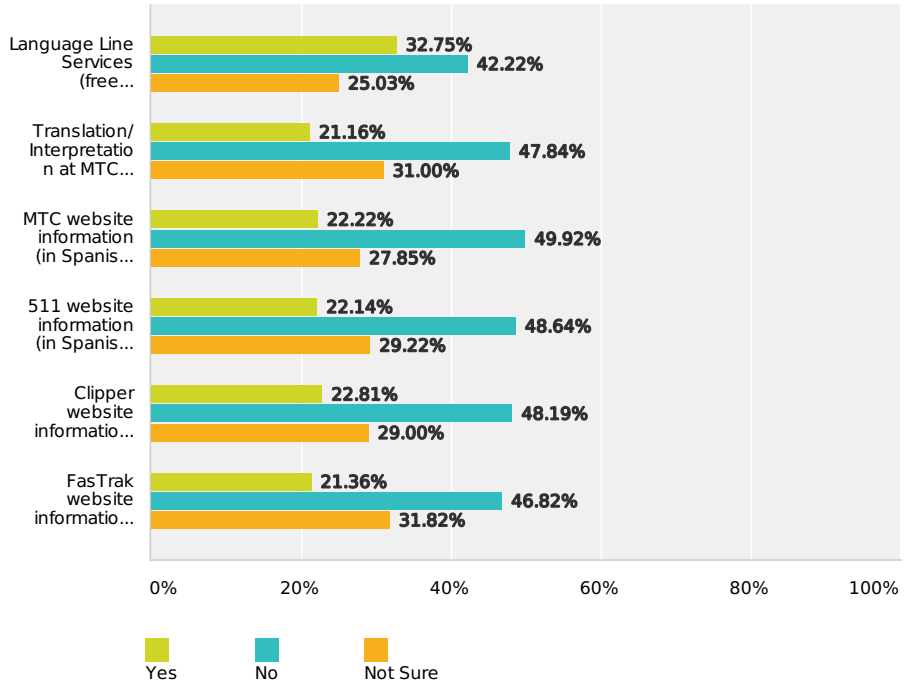
Answered: 748 Skipped: 97



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

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

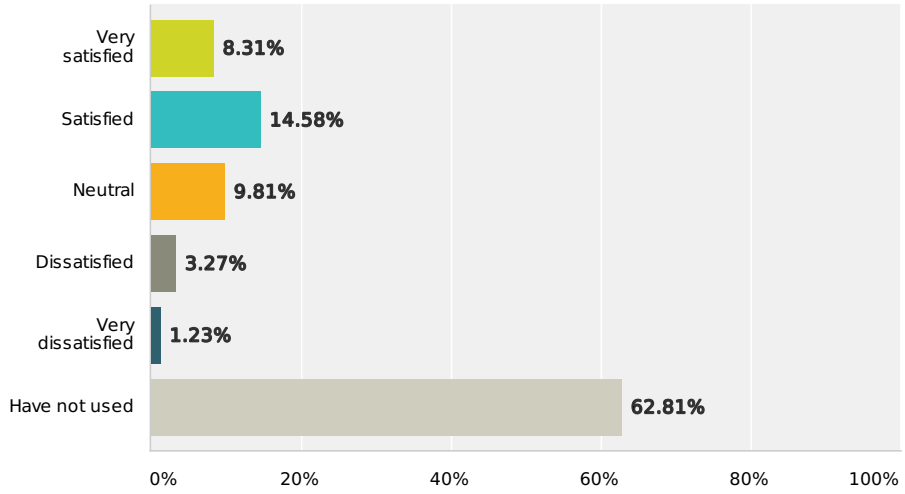
Answered: 769 Skipped: 76



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

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

Answered: 734 Skipped: 111



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

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

Answered: 275 Skipped: 570

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

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

LEP Person Survey

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

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

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

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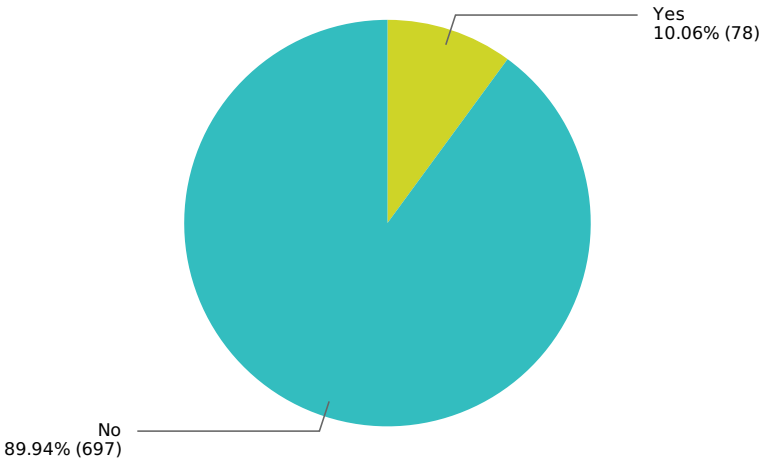
#	Responses	Date
206	All the best. Happiness and Thanks!!!	1/16/2013 11:08 AM
207	everything is great.	1/16/2013 11:06 AM
208	better translators	1/16/2013 11:01 AM
209	That they provide more help to vehicles stuck on the highways.	1/16/2013 10:54 AM
210	Spanish language announcements and information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

LEP Person Survey

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

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

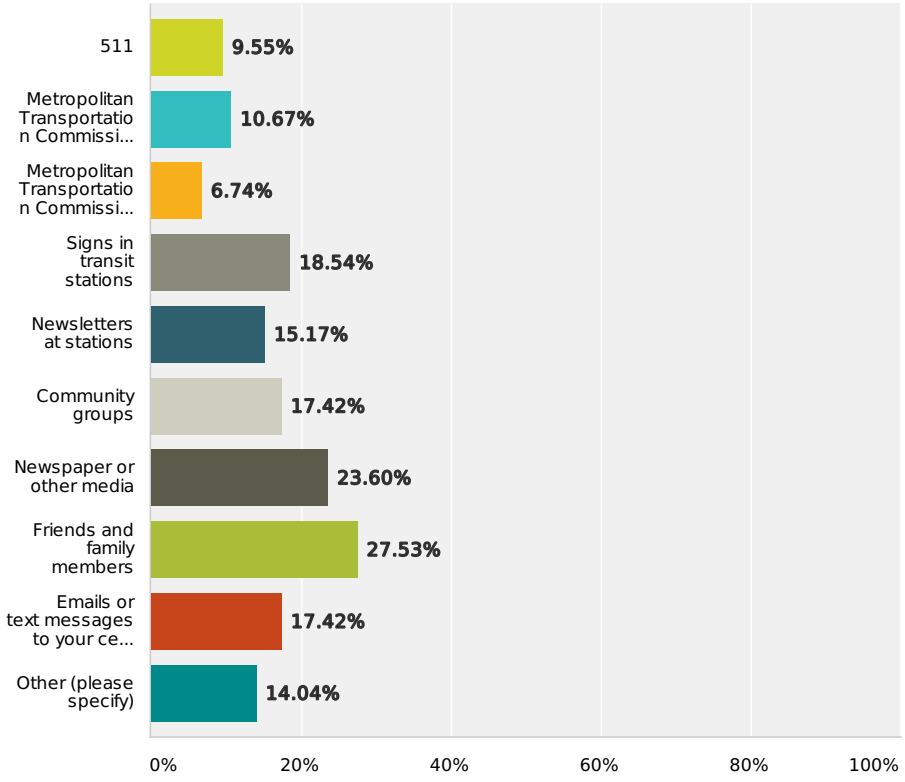
Answered: 775 Skipped: 70



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

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

Answered: 178 Skipped: 667



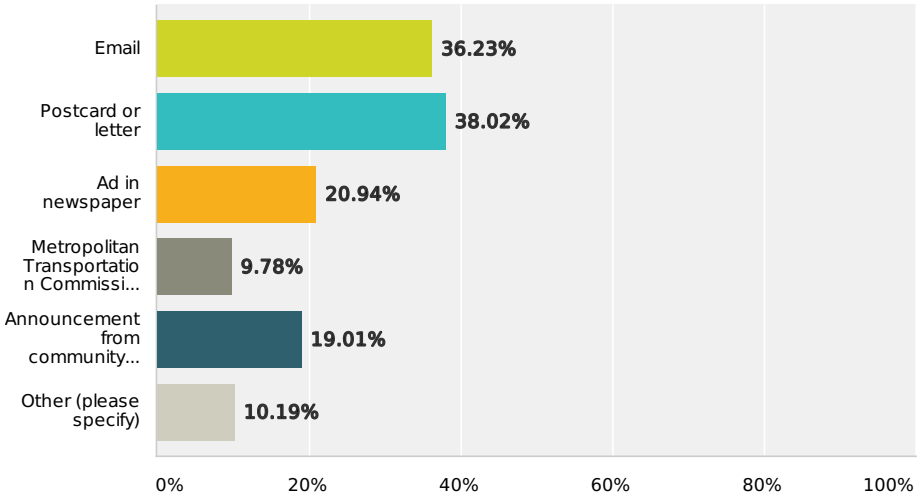
Answer Choices	Responses	
Friends and family members	**27.53%**	49
Newspaper or other media	**23.60%**	42
Signs in transit stations	**18.54%**	33
Community groups	**17.42%**	31
Emails or text messages to your cell phone	**17.42%**	31
Newsletters at stations	**15.17%**	27
Metropolitan Transportation Commission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

Q13 "Other" Responses

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

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

Answered: 726 Skipped: 119



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

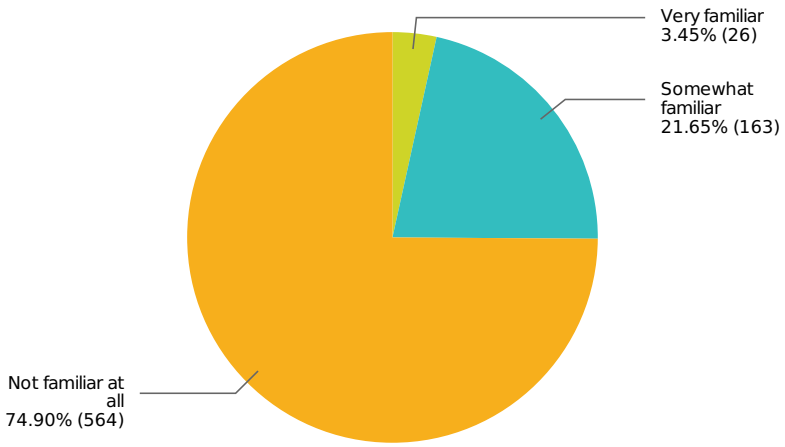
Q14 "Other" Responses

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

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

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

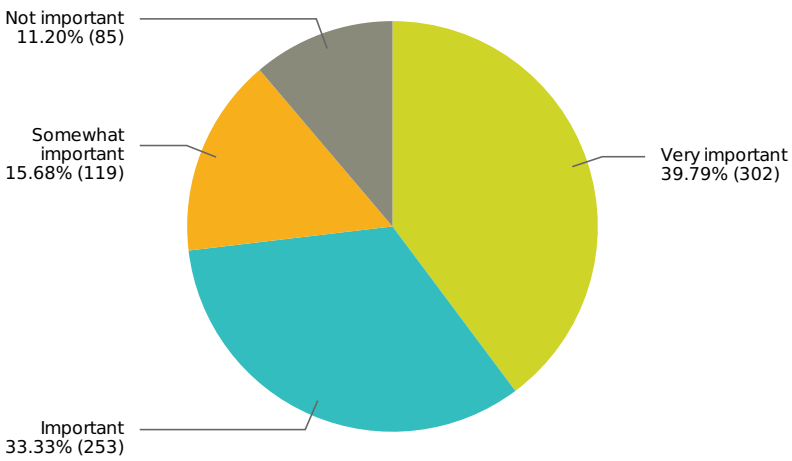
Answered: 753 Skipped: 92



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

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

Answered: 759 Skipped: 86



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

APPENDIX J

Focus Group Summary Responses (2013)

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

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

Regarding Translation Process at Meetings:

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

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

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

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

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

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

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

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

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

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

Regarding Translation Process at Meetings:

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Additional key findings:

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Additional key findings:

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

APPENDIX K

List of Interviewed Community-Based Organizations and Languages Served (2013)

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

APPENDIX L

List of Community-Based Organization Interview Questions (2013)

Population Overview

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

Transportation

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

Communication

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

APPENDIX M

Summary Responses of Community-Based Organization Interviews

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

CBO Staff: Gabriel Hernandez, Executive Director

January 4th, 2012

Population Overview

1. What geographic area does your agency serve?

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

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

350 to 400 members annually.

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

Increased.

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

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

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

Mostly rural.

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

Spanish, Quiche, Quetzal and English.

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

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

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

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

Transportation

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

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

10. What are the most frequently traveled destinations?

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

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

Travel patterns vary by gender and age.

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

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

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

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

Communication

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

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

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

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

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

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

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

Collaborate with community organizations and trusted community leaders.

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

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

CBO Interview #2: Community Learning Center (South San Francisco)
CBO Staff: Marta Bookbinder, Collaborative Projects Coordinator
January 15th, 2012

Population Overview

1. What geographic area does your agency serve?

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

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

Agency serves 737 people annually.

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

Stayed the same.

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

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

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

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

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

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

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

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

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

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

Transportation

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

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

10. What are the most frequently traveled destinations?

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

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

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

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

Travel patterns vary by gender and age.

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

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

Communication

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

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

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

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

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

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

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

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

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

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

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

CBO Staff: Cat Nguyen, Director of Operations

January 16th, 2013

Population Overview

1. What geographic area does your agency serve?

Santa Clara County.

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

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

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

Increased.

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

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

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

Approximately 90% are from rural backgrounds.

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

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

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

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

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

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

Transportation

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

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

10. What are the most frequently traveled destinations?

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

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

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

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

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

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

No.

Communication

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

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

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

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

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

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

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

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

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

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

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

CBO Staff: George Chan, Program Coordinator

February 13th, 2013

Population Overview

1. What geographic area does your agency serve?

San Francisco Chinatown.

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

The agency averages about 100 clients per day.

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

Increased.

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

China, Vietnam, Hong Kong, Taiwan, Singapore.

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

Mainly urban.

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

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

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

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

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

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

Transportation

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

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

10. What are the most frequently traveled destinations?

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

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

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

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

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

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

Not quite.

Communication

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

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

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

Provide a route map for the Muni lines in Chinese.

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

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

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

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

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

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

APPENDIX N

Breakdown of Translation Costs

I. Written Translation Services

Standard Rates for Translation Services

Language	Cost Per Word
Spanish	14 cents
Chinese	16 cents
Vietnamese	16 cents
Tagalog	17 cents
Other Languages	Depending on language

Turnaround Time for Translation Services

Word Limit	Turnaround Time	Language	Cost
Up to 500 words	Same-day (Super Rush)	All languages	16 to 30 cents per word depending on language
Up to 1,000 words	24-hour (Rush)	All languages	15 to 26 cents per word depending on language
Up to 4,000 words	48-hour (Standard)	All languages	See costs in table above

Graphic Work

Service	Cost
Standard formatting in Microsoft Word	N/A
Layout in InDesign, Quark, Adobe Illustrator or Photoshop	$50 per hour for all languages

II. Oral Interpretation Services

Oral Interpretation Service Rates

Language	Cost Per Hour (Consecutive)	Cost Per Hour (Simultaneous)	Travel Charges
Spanish	$50	$95	None
Chinese	$65	$120	
Vietnamese	$65	$120	
All Other Languages	$70-95	$130-$150 depending on language	

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

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

III. Simultaneous Interpretation Equipment Rates

Standard Interpreting Equipment

Equipment	Cost
Headset	$10 per hour
Receiver / Transmitter	$75 per transmitter
Shipping	Shipping charges

IV. American Sign Language (ASL) Interpreter Services

American Sign Language (ASL) Interpreter Services

Service	Cost Per Hour (Consecutive)	Cost Per Hour (Simultaneous)	Travel Charges
ASL	$95	$95	$30 per hour

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

APPENDIX O

Vital Documents Guidelines

4.0 VITAL DOCUMENT GUIDELINES

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

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

4.1 - Language Translation Threshold

The Factor 1 Analysis, described in Section 2.1, identified 1,264,820 individuals over the age of five who speak English less than "very well" (U.S. Census Bureau, 2016 American Community Survey). This figure accounts for 17.5 percent of the San Francisco Bay Area population. Using American Community Survey data, MTC identified thirty-one individual languages and language groups with 1,000 or more people who speak English less than "very well" and would be considered LEP persons (see Appendix B).

Within the nine-county MTC service area, Spanish-speaking persons account for the largest share of the LEP population with 7.3 percent, followed by Chinese-speaking persons with 4.2 percent. Within the remaining six percent of other LEP languages in the San Francisco Bay Area, there is no language that exceeds two percent of the LEP population share. Based on the Four- Factor Analysis related to 1) the number and proportion of LEP persons in the MTC service area, 2) the frequency of contact with LEP persons, 3) the importance of MTC programs and services to LEP persons' lives and 4) the resources available to MTC, the Agency has determined that only Spanish and Chinese meet the Language Translation Threshold.

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

4.2 - Categories of Vital Documents

MTC's Vital Documents have been defined as follows:

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

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

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

Tier 1: Critical documents

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

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

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

- Notification to beneficiaries of protection under Title VI
- Title VI complaint form
- Documents which would have life-threatening consequences, if not translated, such as information on construction projects that include information on construction safety and impacts
- Fare and service change notices related to the Clipper® program

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

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

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

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

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

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