

# **Limited English Proficiency (LEP) Plan**

Improving Access to Services for Persons with  
Limited English Proficiency

**April 2019**



Livermore Amador Valley Transit Authority  
1362 Rutan Court, Suite 100  
Livermore, CA 94551

(925) 455-7555 Fax (925) 443-1375  
[www.wheelsbus.com](http://www.wheelsbus.com)

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# 2019 LEP Plan

## 1. Introduction

This Limited English Proficiency (LEP) Plan has been prepared to address the responsibilities of the Livermore Amador Valley Transit Authority (LAVTA) as a recipient of federal financial assistance as they relate to the needs of individuals with limited English language skills. The plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, et seq, and its implementing regulations, which state that no person shall be subjected to discrimination on the basis of race, color or national origin.

Executive Order 13166, titled Improving Access to Services for Persons with Limited English Proficiency, indicates that differing treatment based upon a person's inability to speak, read, write or understand English is a type of national origin discrimination. It directs each federal agency to publish guidance for its respective recipients clarifying their obligation to ensure that such discrimination does not take place. The Executive Order applies to all state and local agencies which receive federal funds, including LAVTA, which receives federal assistance through the U.S. Department of Transportation (U.S. DOT).

## 2. Plan Summary

LAVTA has developed this LEP Plan to help identify reasonable steps for providing language assistance to persons with limited English proficiency who wish to access LAVTA's services. As defined in Executive Order 13166, LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write or understand English.

This plan outlines how to identify a person who may need language assistance, the ways in which assistance may be provided, staff training that may be required, and how to notify LEP persons that assistance is available.

## 3. LEP Four Factor Analysis

In order to prepare this plan, LAVTA undertook the U.S. DOT four-factor LEP analysis which considers the following factors:

1. The number or proportion of LEP persons in the service area who may be served or are likely to encounter a LAVTA program, activity or service.
2. The frequency with which LEP persons come in contact with LAVTA programs, activities or services.
3. The nature and importance of programs, activities or services provided by LAVTA to the LEP population.
4. The resources available to LAVTA and overall cost to provide LEP assistance.

A summary of the results from the four-factor analysis follows.

- 3.1 Factor One: The number or proportion of LEP persons in the service area who may be served or are likely to encounter a LAVTA program, activity or service

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LEP persons are most likely to interact with LAVTA staff and resources through the fixed route system, which serves the general public, and the demand-response (Dial-A-Ride) system, which serves primarily disabled persons. Census data from the three Tri-Valley cities (Dublin, Pleasanton, and Livermore) that constitute LAVTA's service area has been used to assess the population's overall level of English proficiency.

The Census Bureau has defined classifications of how well people speak English. The classifications are 1.) people that speak English "very well;" 2.) people that speak English "well;" 3.) people that speak English "not well;" and 4.) people that speak English "not at all." For the purposes of the LEP Plan, a limited English proficient person is someone who reports as speaking English less than "very well."

Within the LAVTA service area, 10.8% of the population speaks English less than very well. On a percentage basis, Dublin has the highest percentage of less than proficient English speakers in the service area. Pleasanton has a slightly smaller percentage than Dublin, while Livermore has the lowest percentage of persons who speak English less than "very well". Table 1 shows the distribution of English proficiency within the population, aged 5 years and older.

**Table 1:**  
**English Language Spoken at Home within the LAVTA Service Area -**  
**Persons 5 years of Age and Older**

English Proficiency Classification	Dublin		Pleasanton		Livermore		Total Service Area	
	Estimated Population	Percent of Population	Estimated Population	Percent of Population	Estimated Population	Percent of Population	Estimated Population	Percent of Population
Speaks English Well	45,709	86.7%	67,184	88.6%	75,115	91.4%	188,008	89.2%
Speaks English Less than Well	7,042	13.3%	8,649	11.4%	7,071	8.6%	22,762	10.8%
Total	52,751	100.0%	75,833	100.0%	82,186	100.0%	210,770	100.0%

Source: American Community Survey (ACS), 2013-2017

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**Table 2: Languages spoken at home for those who speak English less than "very well"**

Language Spoken at Home	City of Dublin	City of Pleasanton	City of Livermore	LAVTA Service Area	
	Population	Population	Population	Population	Percent
Total:	52,751	75,833	82,186	210,770	100.00%
Speak only English	30,587	50,359	64,159	145,105	68.85%
Spanish:	2,748	3,210	9,917	15,875	7.53%
Speak English "very well"	1,861	2,218	5,784	9,863	4.68%
Speak English less than "very well"	887	992	4,133	6,012	2.85%
French, Haitian, or Cajun:	114	254	420	788	0.37%
Speak English "very well"	114	241	335	690	0.33%
Speak English less than "very well"	-	13	85	98	0.05%
German or other West Germanic languages:	267	406	213	886	0.42%
Speak English "very well"	249	303	205	757	0.36%
Speak English less than "very well"	18	103	8	129	0.06%
Russian, Polish, or other Slavic languages:	826	697	174	1,697	0.81%
Speak English "very well"	380	537	140	1,057	0.50%
Speak English less than "very well"	446	160	34	640	0.30%
Other Indo-European languages:	5,982	6,000	2,675	14,657	6.95%
Speak English "very well"	4,662	4,935	1,875	11,472	5.44%
Speak English less than "very well"	1,320	1,065	800	3,185	1.51%
Korean:	667	2,662	132	3,461	1.64%
Speak English "very well"	314	1,178	107	1,599	0.76%
Speak English less than "very well"	353	1,484	25	1,862	0.88%
Chinese (incl. Mandarin, Cantonese):	5,060	5,172	1,530	11,762	5.58%
Speak English "very well"	2,594	2,793	714	6,101	2.89%
Speak English less than "very well"	2,466	2,379	816	5,661	2.69%
Vietnamese:	707	364	414	1,485	0.70%
Speak English "very well"	390	259	240	889	0.42%
Speak English less than "very well"	317	105	174	596	0.28%
Tagalog (incl. Filipino):	1,399	814	1,271	3,484	1.65%
Speak English "very well"	1,017	488	696	2,201	1.04%
Speak English less than "very well"	382	326	575	1,283	0.61%
Other Asian and Pacific Island languages:	3,702	5,050	854	9,606	4.56%
Speak English "very well"	3,002	3,299	547	6,848	3.25%
Speak English less than "very well"	700	1,751	307	2,758	1.31%
Arabic:	473	592	332	1,397	0.66%
Speak English "very well"	377	426	241	1,044	0.50%
Speak English less than "very well"	96	166	91	353	0.17%
Other and unspecified languages:	219	253	95	567	0.27%
Speak English "very well"	162	148	72	382	0.18%
Speak English less than "very well"	57	105	23	185	0.09%
<b>Total Speak English "very well"</b>	<b>45,709</b>	<b>67,184</b>	<b>75,115</b>	<b>188,008</b>	<b>89.20%</b>
<b>Total Speak English less than "very well"</b>	<b>7,042</b>	<b>8,649</b>	<b>7,071</b>	<b>22,762</b>	<b>10.80%</b>

**Source: American Community Survey, 2013-2017**

Population data in Table 2 shows the languages spoken at home for all persons, aged five years old and older, within the LAVTA service area. Of the total population, 65,665 people (31.15%) speak a language other than English at home. The six most prevalent languages spoken at home other than English are Spanish with 15,875 people (7.53%), Chinese with 11,762 people (5.58%), Tagalog with 3,484 people (1.65%), Korean with 3,461 people (1.64%), Vietnamese with 1,485 people (0.70%), and Arabic with 1,397 people (0.66%).

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The people speaking a language other than English at home (31.15%) is larger than the group reporting that they speak English less than very well (10.8%). Within the language groups mentioned above, those groups that report speaking English less than very well and are considered Safe Harbor languages because they constitute 5% or 1,000 persons, whichever is less, of the total population eligible to be served by LAVTA, include Spanish with 6,012 (2.85%), Chinese with 5,661 people (2.69%), Korean with 1,862 people (0.88%), and Tagalog with 1,283 people (0.61%). The remaining language groups do not have 1,000 people or 5% speaking English less than very well.

The following four maps represent the concentrations of populations who speak Spanish, Chinese, Korean, and Tagalog, and speak English less than very well, in the Tri-Valley, overlaid with LAVTA's bus routes. Each map portrays the demographic information by Census tract in five quantitative groupings: less than 100 people, 100-200 people, 200-300 people, 300-500 people, and more than 500 people.



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## ACS 2013-2017 Estimated Population by Census Tract of Spanish Speakers That Speak English Less Than "Very Well"

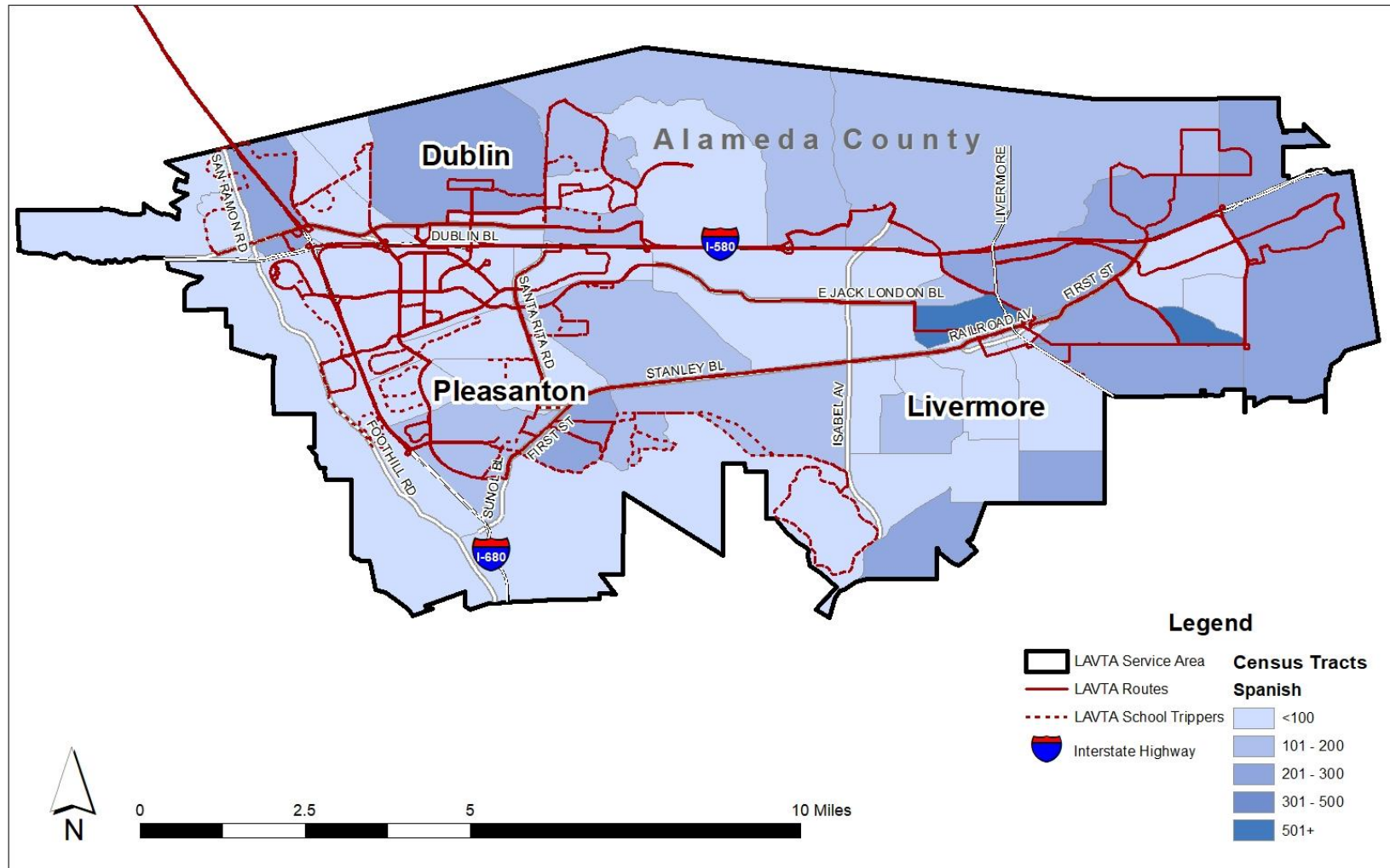


Figure 1

# 2019 LEP Plan

## ACS 2013-2017 Estimated Population by Census Tract of Chinese Speakers That Speak English Less Than "Very Well"

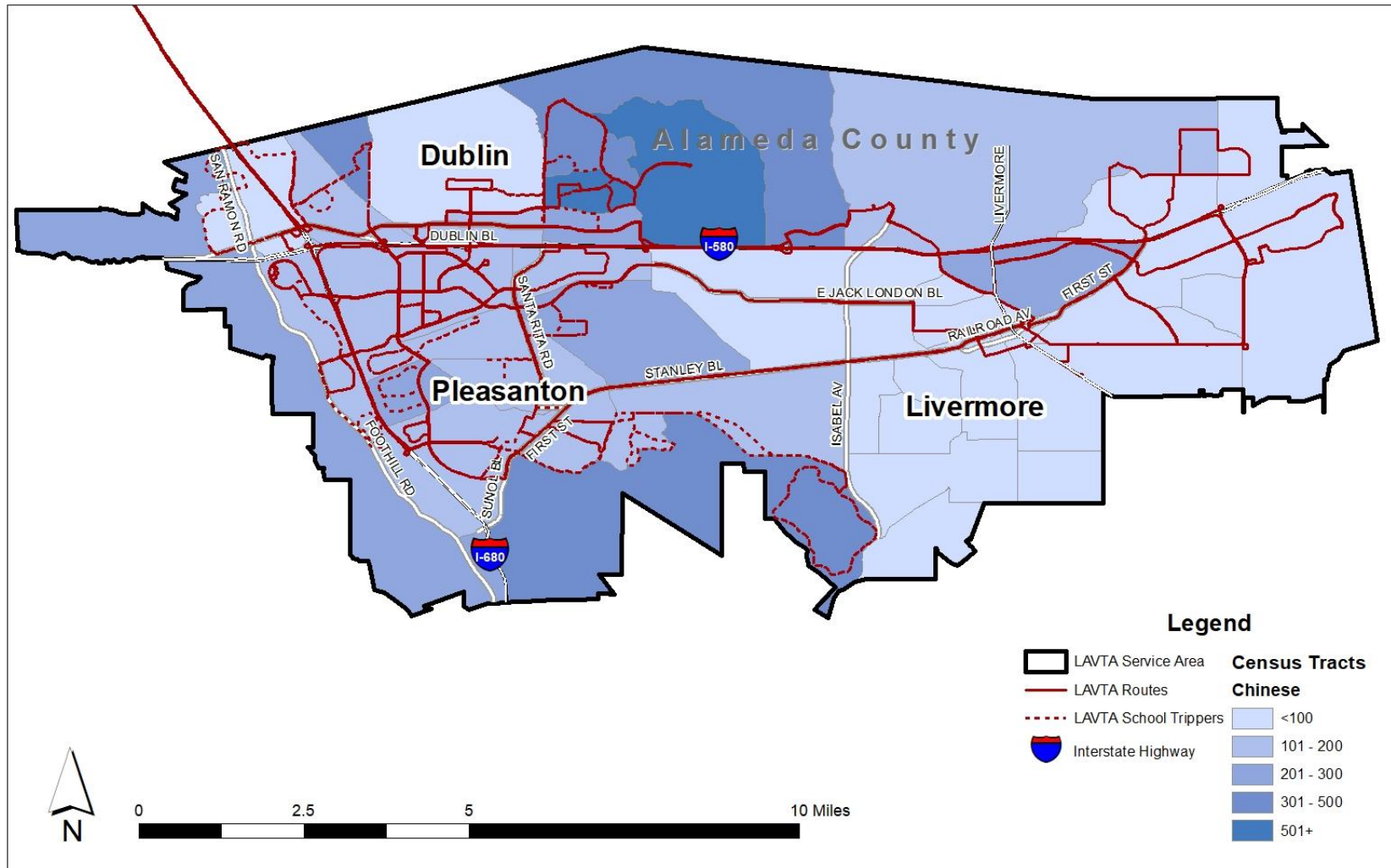


Figure 2

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## ACS 2013-2017 Estimated Population by Census Tract of Korean Speakers That Speak English Less Than "Very Well"

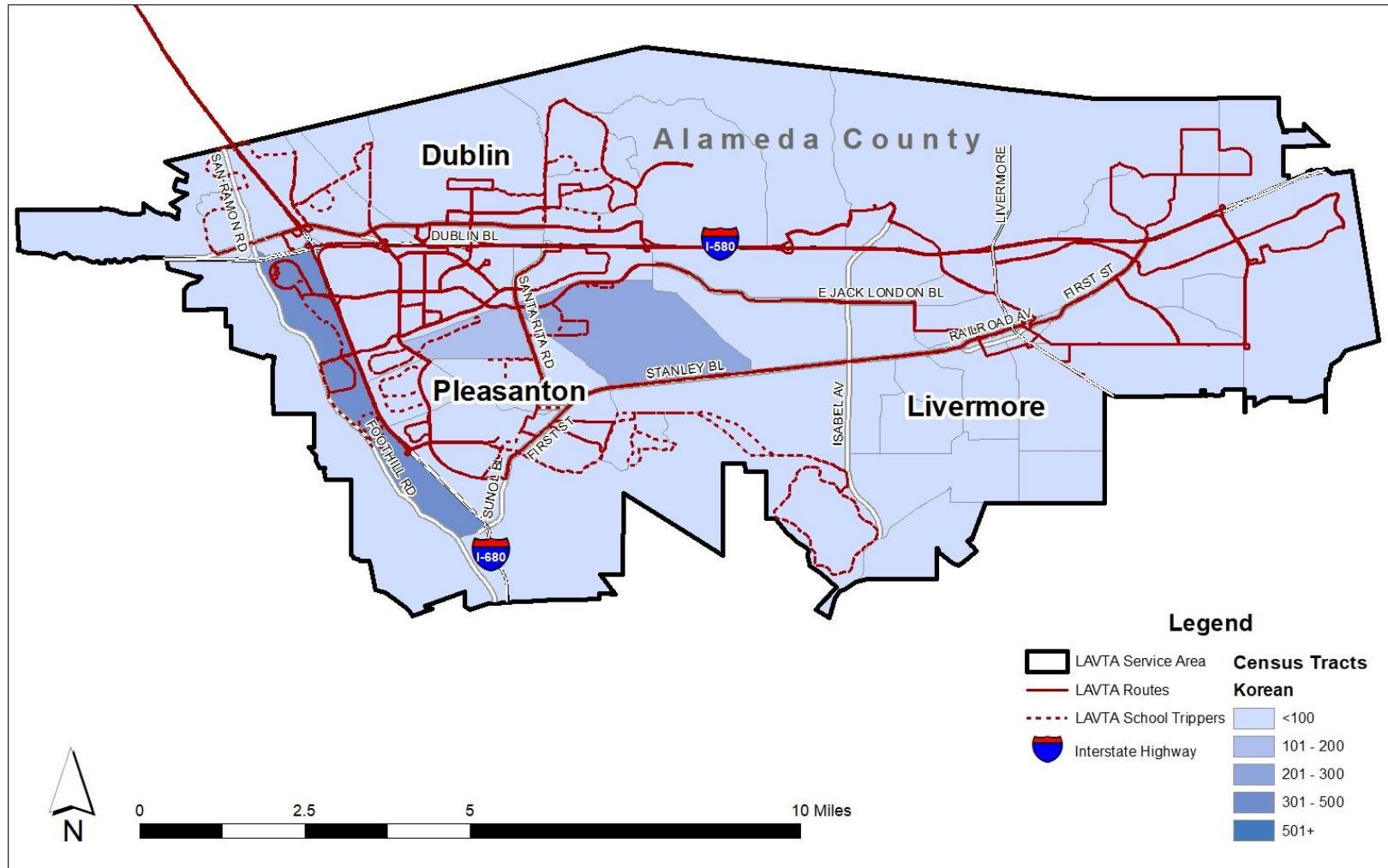


Figure 3

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## ACS 2013-2017 Estimated Population by Census Tract of Tagalog Speakers That Speak English Less Than "Very Well"

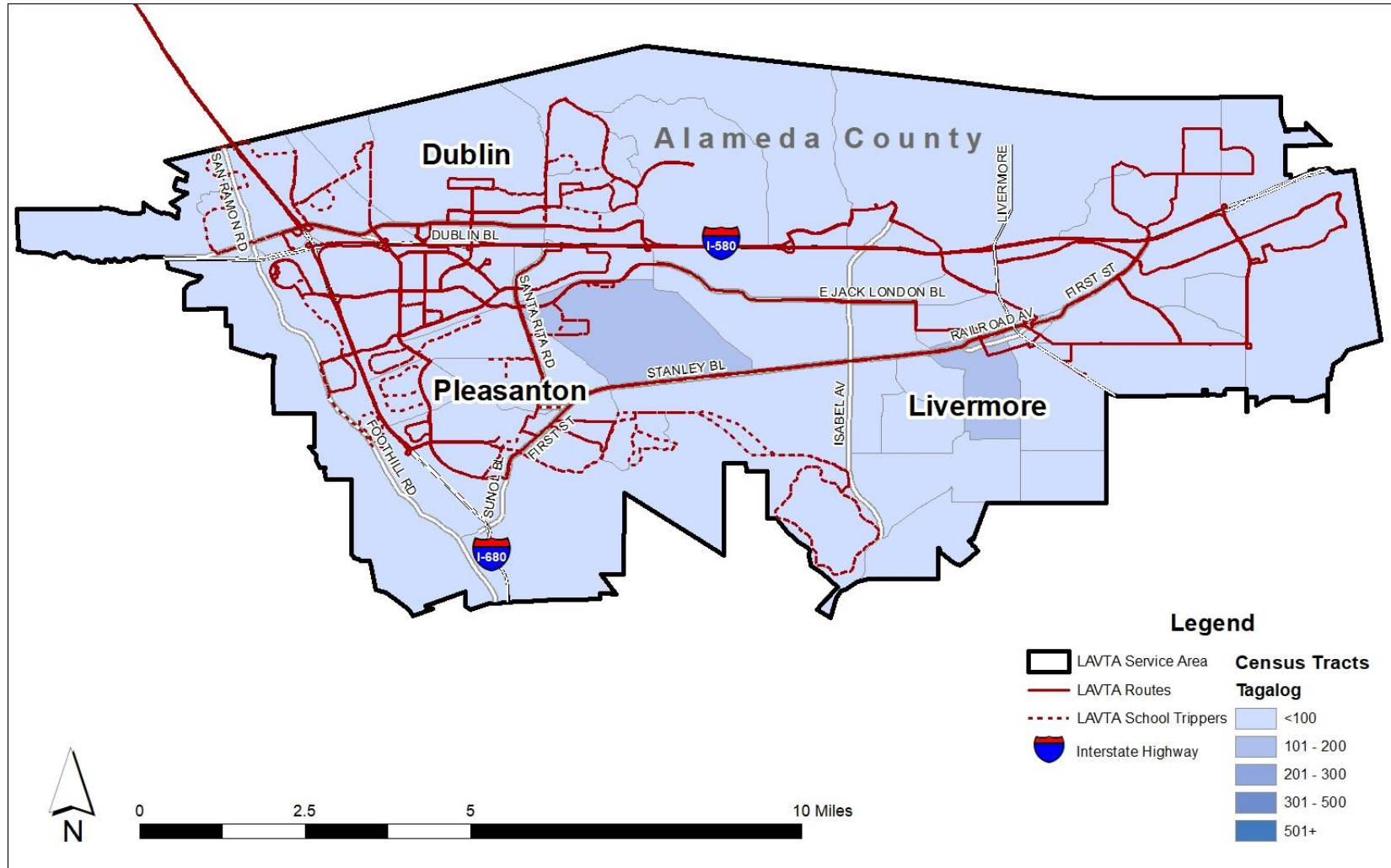


Figure 4



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### 3.2 Factor Two: The frequency with which LEP persons come in contact with LAVTA programs, activities or services

LAVTA assessed the frequency with which LEP persons have, or could have, contact with LAVTA's services, including its staff and drivers. LAVTA assesses the frequencies on an order of magnitude scale, by determining a specific point of contact and how often a person comes in contact, including frequently (daily), often (weekly), and occasionally (monthly). The following “touch points” and frequencies have been identified.

TOUCH POINTS	FREQUENCY
Bus	Frequently
Drivers	Frequently
Transit Center information line	Often
Transit Guide	Often – frequently
Dispatchers (after-hours customer service)	Occasionally
Dial-A-Ride reservationists	Occasionally
Interior car cards	Frequently
On-street signage	Frequently
Website	Occasionally
Interior fare car cards	Frequently
Receptionist	Occasionally
Ticket vendors	Occasionally – often
Road Supervisors	Occasionally
Print media	Occasionally
Broadcast media	Occasionally
Public relations media	Occasionally
Transit fairs	Occasionally

### 3.3 Factor Three: The nature and importance of programs, activities or services provided by LAVTA to the LEP population

The largest concentrations of LEP individuals in the LAVTA service area are people who speak Spanish, followed by Chinese, Korean, and Tagalog. Services provided by LAVTA that are most likely to be encountered by LEP individuals are the fixed route system and the demand-response (Dial-A-Ride) system. It is also likely that LEP individuals will encounter LAVTA resources or staff at the Livermore Transit Center, where different fares options are sold. On occasion, LEP individuals come into contact with LAVTA staff at the Administrative Offices when arriving for in-person Dial-A-Ride eligibility interviews. Community outreach events act as additional opportunities where LEP individuals and LAVTA staff can communicate through language services.

### 3.4 Factor Four: The resources available to LAVTA and overall cost to provide LEP assistance

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LAVTA assessed the available resources that could be used to provide LEP assistance, including determining the costs of professional interpreters and translation and taking an inventory of available organizations with whom resources could be shared. LAVTA used this information to determine which of its documents and materials would be the most valuable to be available in multiple languages. Translation of documents and other printed material is achieved through a contractor on an as needed basis, costing the agency approximately of \$2,000 per year. Depending on which languages become more prominent in the Tri-Valley area, more money may be spent on translation services in the next few years.

LAVTA currently employs several Spanish-speaking staff members, including the entire staff of three who work at the Downtown Livermore Transit Center. Transit Center staff now handle about twenty Spanish-speaking calls a day compared to 2016 when there were less than ten Spanish-speaking calls per day. Overall, approximately one out of twenty people encountered by Customer Service are not proficient in English. Customer Service indicates individuals who are not proficient in English, speak other languages including Chinese, Tagalog, Spanish, Arab, and Farsi. Additionally, LAVTA has access to a Language Line for on-the-spot translation for languages. For in-person meetings, LAVTA staff can be accompanied by a translator to ensure there's clear communication with the LEP individual.

### 4. LEP Plan

This LEP Plan is the implementation plan to ensure meaningful access to LAVTA services, resources, benefits, and information through language assistance for LEP persons.

LAVTA has identified LEP populations based on 2013-2017 American Community Services (ACS) findings and staff interactions with LEP individuals. Within the LAVTA service area, 65,665 people, which is approximately 31% of the LAVTA service area, speak a language other than English at home. The most predominant languages spoken at home other than English are Spanish, Chinese, Tagalog, Korean, Vietnamese, and Arabic. Of these predominant languages, Spanish, Chinese, Korean, and Tagalog are considered Safe Harbor languages because they constitute 5% or 1,000 persons, whichever is less, of the total population eligible to be served by LAVTA. The Four Factor Analysis shows the geographic breakdown of Spanish, Chinese, Korean, and Tagalog speakers who speak English less than very well using Census Tract and 2013-2017 ACS findings (Figures 1, 2, 3, and 4). Spanish and Chinese speakers account for 51% of the population who identifies as speaking English less than very well in the LAVTA service area (5.54% of the overall LAVTA service area population). LEP Korean speakers consist of 1,862 people (0.88% of the overall LAVTA service area population). The Tagalog LEP population consists of 1,283 persons (0.61% of the overall LAVTA service area population). LAVTA has previously translated all vital documents into Spanish and Chinese. Effective with the development of this LEP Plan, Korean, and Tagalog will be added to that list.

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Based on the four-factor analysis, LAVTA developed its LEP Plan into five areas as follows:

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

### 4.1 Identifying LEP individuals who need language assistance

#### ***How LAVTA may identify an LEP person who needs language assistance***

- Utilize Census data, provided in response to Factor One, to determine the number and proportion of LEP persons eligible for service;
- Examine customer service records for language assistance that have been received in the past, either at meetings, online or over the phone, to determine whether language assistance might be needed at which future events;
- Look at utilization of LAVTA's language line, as well as the number of calls by both Dial A Ride and Transit Center Customer Service Representatives;
- When LAVTA sponsors an event, have a staff person greet participants as they arrive. By informally engaging participants in conversation it is possible to informally gauge each attendee's ability to speak and understand English;
- Look at how many times and into what languages the LAVTA website pages have been translated and consider pre-translation of those pages in LAVTA's website updates;
- Work with community based organizations (CBOs) to identify LEP persons in LAVTA's service area as well as their frequency and points of contact with the LAVTA's services.

### 4.2 Language Assistance Measures

There are numerous language assistance measures available to LEP persons, including both oral and written language services. There are also various ways in which LAVTA staff responds to LEP persons, whether in person, by telephone or in writing.

#### ***How LAVTA will assist an LEP person who needs language assistance***

- LAVTA will work with local senior centers to provide vital information to LEP groups on LAVTA programs and services;
- Network with local human service organizations that provide services to LEP individuals and seek opportunities to provide information on LAVTA programs and services;
- Provide a statement in notices and publications that interpreter services are available for public hearings and Board of Director meetings, with seven day advance notice;

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- Provide a statement in flyers that interpreter services are available at public hearings and workshops, with a 72-hour advance notice;
- When an interpreter is needed for a language other than Spanish, in person or on the telephone, staff access on-demand language assistance services from a professional translation service via a language line;
- Work with our bus operations contractor to survey their front-line staff on which routes they see the most LEP individuals;
- Encourage the skill to speak multiple languages in the recruitment of customer service representatives and bus drivers;
- Provide documents (including public hearing information, how to ride information) in Spanish and translate all vital documents into all Safe Harbor languages;
- Utilize the Public Participation Plan to perform targeted outreach to LEP persons.

### 4.3 Staff Training

#### ***How LAVTA will train staff on its role and responsibilities in providing meaningful access to services for LEP persons***

- Identify LAVTA staff that are likely to come in contact with LEP persons, including bus drivers, customer service, etc.
- Develop curriculum and a corresponding PowerPoint to educate LAVTA staff on providing meaningful access to services for LEP persons;
- Provide staff with a description of language assistance services offered by LAVTA;
- Provide staff with specific procedures to be followed when encountering an LEP person;
- Provide the bus operations contractor with information regarding Title VI responsibilities to be shared at safety meetings and through the contractor's monthly newsletter.

### 4.4 Communications with LEP Persons

#### ***How LAVTA will provide Communications to LEP Persons***

##### *Oral communications:*

- Ensure that Transit Center and Dial-A-Ride Customer Service Representatives have the ability to speak English and Spanish;
- Provide a statement affirming that LAVTA will make reasonable accommodations to provide an interpreter at public hearings and meetings with advance notice.
- Utilize the Public Participation Plan to perform outreach to LEP persons;



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- Utilize a language line when a customer calls in and is unable to speak English or Spanish;

### *Written communications:*

- Use the services of a professional translation provider to ensure that vital documents are accurate (vital documents are defined as those documents without which a person would be unable to access services);
- Information about LAVTA's non-discrimination policies and information on the local/federal complaint process will be provided in Spanish, Chinese, Korean, and Tagalog on the LAVTA website and will be provided in other languages upon request;
- The Fares and Policies brochure, which contains information on fares, accessibility, locations where discount tickets and passes are sold, and general riding information, is printed in English and Spanish and available upon request in Chinese, Korean, and Tagalog. Translations will be updated every other year or when changes to vital information are required;
- The [www.wheelsbus.com](http://www.wheelsbus.com) website can be viewed in English, Spanish, Chinese, Korean, Tagalog, and Vietnamese, from an easily accessed dropdown menu at the top of any page;
- Onboard "take one" flyers containing information about route changes, rider alerts, fare increases and public hearings are provided in English and Spanish;
- Temporary signs at bus stops and transit centers informing customers of any detours or route changes are provided in English and Spanish;
- Interior bus cards displaying cash fare, cost of monthly discount passes and special promotions/campaigns are provided in English and Spanish;
- Interior bus stickers and posters at Transit Center that display safety or system policy information are provided in English and Spanish;
- Interior bus cards with Title VI Information are provided in English and Spanish;
- Interior bus cards with Title VI Information include a sentence that information can be provided in Chinese, Korean, and Tagalog upon request, written in each respective LEP language;
- Onboard surveys are provided in English and Spanish;
- Utilize the Public Participation Plan to perform outreach to LEP persons.

### 4.5 Monitoring and Updating the LEP plan

This plan is designed to be flexible, and should be viewed as a "living document." As such, it is important to consider whether new documents and services need to be made accessible for LEP persons, and also to monitor changes in demographics and types of services.

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### ***How LAVTA will examine and update its LEP Plan***

LAVTA will periodically update the LEP Plan. At a minimum, the plan will be reviewed and updated when it is clear that higher concentrations of LEP individuals are present in the LAVTA service area. The following details the methodology that will be used:

- Record and report on the number of LEP persons encountered annually through LAVTA's communications with local Senior Centers;
- Record how many times the language line has been utilized and for which languages;
- Determine how the needs of LEP persons have been addressed;
- Determine the current LEP population in the service area and whether the need for translation services has changed;
- Determine whether local language assistance programs have been effective and sufficient to meet the need;
- Determine whether the transit system's financial resources are sufficient to fund language assistance resources needed;
- Determine whether LAVTA and its operations providers (e.g. drivers, dispatchers) have fully complied with the goals of this LEP Plan;
- Determine whether complaints have been received concerning the agency's failure to meet the needs of LEP individuals;
- Obtain input from customers and the general community via LAVTA's Market Segmentation Study, which is conducted every 3 years;
- Obtain rider demographic information from on-board surveys as they are conducted (no less than every 5 years).

### ***Dissemination of the LAVTA LEP Plan***

The LAVTA LEP Plan will be disseminated to customers and the community as follows:

- A link to the LAVTA LEP Plan and the Title VI Program will be included on the LAVTA website, [www.wheelsbus.com](http://www.wheelsbus.com).
- LAVTA's LEP Plan will also be shared with human service organizations in LAVTA's service area.
- Any person or agency with internet access will be able to access and download the plan from the LAVTA website. Alternatively, any person or agency may request a copy of the plan via telephone, fax, mail, or in person, and will be provided a copy of the plan at no cost. LEP individuals may request copies of the plan in translation which LAVTA will provide, if feasible.

## **5. Contact Information**

Questions or comments regarding the LEP Plan may be submitted to the LAVTA Executive Director as follows:

Michael Tree, Executive Director  
Livermore Amador Valley Transit Authority  
1362 Rutan Court, Suite 100  
Livermore, CA 94551  
Phone: (925) 455-7555  
Fax: (925) 443-1375