

# Limited English Proficiency (LEP) Plan Update

**Business Services Division  
Office of Diversity & Inclusion  
Title VI Unit**

September 1, 2016



# TITLE VI – Know Your Rights

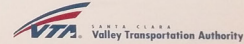
# Title VI-Conozca sus Derechos

# TITLE VI – Biết Quyền của bạn

The Santa Clara Valley Transportation Authority (VTA) operates its programs and services without regard to **race, color, or national origin** in accordance with Title VI of the Civil Rights Act of 1964. Any person who believes that he or she has been discriminated against may file a complaint with VTA at [www.vta.org](http://www.vta.org), the Federal Transit Administration at [www.fta.dot.gov](http://www.fta.dot.gov), or other agencies. To file a complaint with VTA or if information is needed in other languages, please call VTA's Customer Service Center at (408) 321-2300.

Santa Clara Valley Transportation Authority (VTA) provee todos sus programas y servicios en conformidad con el estatuto VI (Title VI) del acta de derechos civiles de 1964 (Civil Rights Act of 1964). VTA no niega servicios por causa de **raza, color de piel, u origen nacional**. Cualquiera persona que sienta que ha sido discriminada, tiene derecho a presentar una queja a VTA ([www.vta.org](http://www.vta.org)), a la administración federal de transporte público (Federal Transit Administration, [www.fta.dot.gov](http://www.fta.dot.gov)), u otras agencias. Para presentar una queja ante VTA, o si necesita información en otro idioma, comuníquese al número (408) 321-2300 con el centro de atención al cliente de VTA (VTA's Customer Service Center), y con gusto le atenderemos.

The Santa Clara Valley Transportation Authority (VTA) không phân biệt đối xử theo **chủng tộc, màu da hoặc quốc tịch** trong việc điều hành các chương trình và dịch vụ của mình. Theo đúng Title VI của Civil Rights Act of 1964. Bất kỳ ai tin rằng mình đã bị phân biệt đối xử có thể nộp đơn khiếu nại với VTA tại [www.vta.org](http://www.vta.org), tại Federal Transit Administration tại [www.fta.dot.gov](http://www.fta.dot.gov), hoặc tại các cơ quan khác. Để nộp đơn khiếu nại với VTA hoặc cần có thêm thông tin bằng các ngôn ngữ khác, xin vui lòng gọi cho trung tâm dịch vụ khách hàng của VTA tại (408) 321-2300.



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# VTA Employee National Origins Map



## Show Us Your Roots!

Embrace the diversity in your workplace and you are on the way to a more fulfilling and productive organization!

The world is a beautiful mosaic of differences and the workplace should be as well.

Respecting your co-workers and employees is paramount to celebrating the valuable diversity within our organization.

Indicate your own family history here with a push pin.

This map represents the origins of many of VTA's diverse employees.

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## Executive Summary

The Santa Clara Valley Transportation Authority (VTA) is an independent special district which provides bus, light rail, and paratransit services throughout Santa Clara County. VTA is a recipient of funding from the federal government, and as such must comply with strict federal requirements under Title VI of the Civil Rights Act of 1964, which prohibits discrimination on the basis of race, color, or national origin. National origin discrimination can occur when individuals with limited English proficiency (LEP) are not given meaningful access to the information and services provided by funding recipients.

In 2000, Executive Order 13166 further emphasized this requirement by explicitly prohibiting practices that discriminate against LEP populations by failing to provide meaningful access to individuals who, as a result of their national origin, have limited English proficiency. The Department of Justice released additional guidance for funding recipients which defined limited English proficiency as “a limited ability to read, write, speak, or understand English.” According to the U.S. Census, a person is considered to be LEP if he or she “speaks English less than ‘very well’.” In 2012, The Department of Transportation released Circular 4702.1B in order to provide specific guidance on how recipients can comply with Title VI requirements. This guidance contains a four factor analysis which provides recipients with information that should be used to ensure equal access for LEP populations to all of the recipient’s programs and activities. This analysis requires recipients to examine the needs of LEP populations, and to determine whether it is necessary to provide additional language services to improve their level of access. The four-factor analysis in this document is taken from guidance provided by the Department of Transportation, and it is used to ensure that information on VTA’s customers who are LEP has been validated amongst several data sources. It further establishes that the needs and concerns of individuals who are LEP and use VTA are taken into account in future projects in order to both maintain and improve their access to services.

VTA has created a Limited English Proficiency (LEP) Plan as part of its continued commitment to maintaining strict compliance with Title VI. The following update was conducted in order to reexamine the language needs within VTA’s service area since the previous LEP Plan was released in 2013. The information provided in this plan update includes what languages are currently spoken most frequently in VTA’s service area, which VTA services are utilized most often, how VTA customers get information about public transportation, and if customers experience any barriers to accessing VTA services. VTA’s LEP Plan is used in conjunction with the Public Participation Plan as guidance on how to communicate most effectively with its customers, assist VTA staff in conducting outreach to individuals who are LEP, and soliciting feedback from the community on a continual basis.

VTA's community outreach efforts as part of this update included the administration of a survey that was designed to show trends within the community, and to identify any potential difficulties faced by LEP populations relating to VTA's services, programs, or activities. The survey was translated into 12 languages other than English, and was administered in a variety of different settings. The information obtained from this survey included what languages are spoken most in VTA's service area, which VTA services are utilized most often, how VTA customers get information about public transportation, and if customers experience any barriers to accessing VTA services.

The results of the survey indicated some interesting trends within VTA's customer base, all of which are outlined in the following report. Some of these findings included the fact that participants consider both VTA bus and light rail services to be very important overall, although bus services were shown to be slightly more popular and important to a higher percentage of individuals. While a majority of participants did not report experiencing language barriers, the most common issue appeared to involve purchasing tickets, with 26.4 percent indicating some level of difficulty due to language. A majority of VTA's customers live in households with a combined annual income of less than \$25,000. It was also shown that among households which have no vehicles, VTA transportation services were found to be of particular importance.

In addition to the information provided through the survey, this update also incorporates the most recently available American Community Survey data (U.S. Census data) dated 2010–2014, data from language line services utilized by VTA's customer service call center, and feedback from individuals who use VTA services. All of this information is contained in the following plan update, and will be utilized by VTA to ensure that all members of the community have meaningful access to its services, regardless of their level of English proficiency.

## **Introduction**

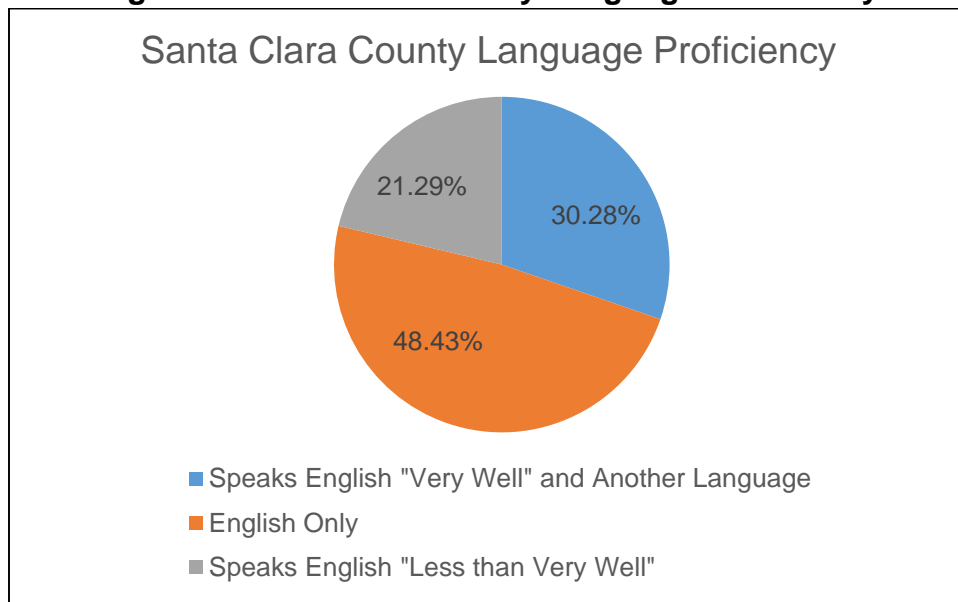
VTA is an independent special district that provides sustainable, accessible, community-focused transportation options that are innovative, environmentally responsible, and promote the vitality of the region. VTA is responsible for bus, light rail and paratransit operations; congestion management; specific highway improvement projects; countywide transportation planning and provides these services throughout Santa Clara County including the cities of Campbell, Cupertino, Gilroy, Los Altos, Los Altos Hills, Los Gatos, Milpitas, Monte Sereno, Morgan Hill, Mountain View, Palo Alto, San Jose, Santa Clara, Saratoga and Sunnyvale.

In addition to Santa Clara County, VTA currently provides bus service at the Fremont Bay Area Rapid Transit (BART) station, located in Alameda County. With the planned 16-mile extension of BART that VTA is working on, VTA will soon be serving additional areas of Alameda County as well. In addition to BART, VTA continues to explore new

projects and build partnerships that deliver transportation solutions which meet the evolving mobility needs of the residents of Santa Clara County.

According to the 2010–2014 American Community Survey (ACS) data used in this Limited English Proficiency Plan update, completed in accordance with the Federal Title VI Circular (FTA C 4702.1B), the amount of VTA’s service population comprised of people who are Limited English Proficient (LEP) is 21.29 percent of the overall population of Santa Clara County (see Figure 1). In other words, 366,028 out of the total 1,718,445 people that live in Santa Clara County are individuals who are LEP. This data result indicates a significant LEP population, especially considering the percentage of those who are LEP for California overall is 19.1 percent and for the U.S. overall it is 8.6 percent. When comparing the percentage of each county’s population that is LEP within California, Santa Clara County is the eighth highest. Based on number of people, Santa Clara County has the 4th highest number of individuals who are LEP of all counties in California.

**Figure 1: Santa Clara County Language Proficiency**



Source: US Census Bureau, 2010-2014 American Community Survey

### **VTA Title VI and Limited English Proficiency Organizational Commitment**

VTA is committed to ensuring its regulatory requirements under Title VI are met. The organization is structured such that oversight and management of regulatory compliance, policy development, training, reporting, and monitoring of all anti-discrimination policies as it relates to Title VI and limited English proficiency are centralized in one department: the Office of Diversity and Inclusion.

Employees from every division within VTA work cooperatively to contribute to the success of our Title VI program, and it has resulted in recognition such as the award

from the American Public Transportation Association included in Appendix E. This award was presented to VTA for the Envision Silicon Valley project, a multi-year effort which highlighted the transit needs of the public through the combined use of digital community engagement tools in addition to more traditional techniques.

With respect to Title VI, VTA will:

- Ensure that the level and quality of transportation service is provided without regard to race, color, or national origin.
- Identify and address, as appropriate, disproportionately high and adverse human health and environmental effects, including social and economic effects of programs and activities on minority populations and low-income populations.
- Promote full and fair participation of all affected populations in transportation decision-making.
- Prevent the denial, reduction, or delay in benefits related to programs and activities that benefit minority populations or low-income populations.
- Ensure meaningful access to programs and activities by individuals who have limited English proficiency.

### **Authority and Guidance**

Title VI of the Civil Rights Act of 1964, 42 U.S.C. §§ 2000d, et seq. provides that no person shall “on the ground 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 receiving Federal financial assistance.”

Executive Order 13166 was issued on August 11, 2000, “Improving Access to Services for Persons with Limited English Proficiency.” Under that order, funding recipients are forbidden from “restrict[ing] an individual in any way in the enjoyment of any advantage or privilege enjoyed by others receiving any service, financial aid, or other benefit under the program” or from “utilize[ing] criteria or methods of administration which have the effect of subjecting individuals to discrimination because of their race, color, or national origin, or have the effect of defeating or substantially impairing accomplishment of the objectives of the program with respect to individuals of a particular race, color, or national origin.” According to the Federal Transit Administration’s (FTA) brochure on limited English proficiency, “different treatment based on a person’s inability to speak, read, write, or understand English may be a type of national origin discrimination.”

Circular 4702.1B explains the administrative and reporting requirements for recipients and sub recipients of FTA financial assistance to comply with Title VI and its executive orders on limited English proficiency and environmental justice. Chapter V of the Circular “provides program specific guidance for recipients that provide service to geographic areas with a population of 200,000 people or greater under 49 U.S.C. §§ 5307.”

The FTA's publication "Implementing the Department of Transportation's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons: A Handbook for Public Transportation Providers," provides technical guidance to assist public transportation providers with implementing "DOT LEP Guidance, Federal Register, vol. 70, no. 239, pp. 74087-74100, December 14, 2005."

VTA's Limited English Proficiency Plan details the four-factor analysis and implementation plan completed to comply with requirements of Department of Transportation (DOT) LEP guidance.

Furthermore, Circular 4703.1, which was approved on August 15, 2012, provides updated guidance on including environmental justice principles into plans, projects, and activities for recipients of FTA financial assistance. Although the purpose and requirements of Title VI and environmental justice are different, depending on the circumstances, they are often both required and complimentary focuses of plans, projects, and activities. Environmental justice requires that recipients of FTA financial assistance, "avoid, minimize, or mitigate disproportionately high and adverse human health and environmental effects, including social and economic effects, on minority populations and low-income populations."

#### **Four-Factor Analysis**

VTA's Limited English Proficiency Plan update reflects information and input received as of August 24, 2016. This information was obtained through community outreach in the form of a survey and group discussions with community-based organizations. This update also incorporates the most recent American Community Survey data (U.S. Census data) dated 2010–2014, data from language line services utilized by VTA's customer service call center, and feedback from individuals who use VTA services.

This document therefore reflects the viewpoints of people who have limited English proficiency (LEP) in VTA's service area. VTA seeks input from language groups meeting FTA's Safe Harbor Provision. This provision indicates that transit agencies must translate vital documents into languages spoken by LEP populations and represented by 5 percent or 1,000 individuals, whichever is less, of a transit agency's overall service population. Vital documents may include documents such as written notices of rights, consent and complaint forms, and intake and application forms. VTA has created a Vital Documents Plan (Appendix G) which outlines how it prioritizes translations.

Because of the large size of Santa Clara County's population, (1,718,445 people according to 2010 – 2014 American Community Survey data), there are 18 languages that meet this Safe Harbor criteria for Santa Clara County, further reflecting the great diversity within VTA's service area.

This Limited English Proficiency Plan will remain in form until VTA has completed its LEP outreach efforts which are currently continuous. VTA will continue to meet with LEP organizations and community members and will update this Plan as we obtain feedback.

VTA has conducted and continues to conduct the following analysis using the four factors identified in the Department of Transportation LEP Guidance:

- Factor 1:** Identifying the number and proportion of persons who are LEP that are served or encountered in the eligible service population
- Factor 2:** Determining the frequency with which individuals who are LEP come into contact with VTA's programs, activities, and services
- Factor 3:** Gauging the importance of VTA's programs, activities, and services to persons who are LEP
- Factor 4:** Assessing the current resources available and the costs to provide language assistance

### **Identification of Individuals who are LEP**

For the first step of the four-factor needs assessment, the individuals who would be considered LEP are defined as those persons who reported to the U.S. Census Bureau that they "Speak English less than 'very well'."

According to the 2010 – 2014 American Community Survey data used in this document, completed in accordance with the Federal Title VI Circular (FTA C 4702.1B), 21.29 percent of VTA's service population is LEP.

After looking at VTA specific data, the 2013 On-Board Passenger Survey showed that the typical VTA passenger is from a low-income household, is a minority, and is young. More than half of VTA passengers (55 percent) have a household income of less than \$25,000. The largest percentage of VTA passengers is from the 18 to 24 year old group (31 percent) and those in the 25 to 34 years of age category make up another 21 percent. When combined with even younger age groups, this gives a total of 59 percent of VTA's ridership that is younger than 35 years old.

### **Factor 1: The Number and Proportion of Persons who are LEP that are Served or Encountered in the Eligible Service Populations**

#### **Task 1, Step 1: Examine prior experiences with individuals who are LEP**

This step involves reviewing the relevant benefits, services, and information provided by VTA and determining the extent to which individuals who are LEP have come into contact with these functions.



### **Call Center Data:**

This information has been collected for calendar years 2014 and 2015 through phone record data from language line, a service available through VTA's call center that provides interpreters in the safe harbor languages of VTA's service area. This data is significant because it shows which languages VTA staff encounters the most through its call center, and in turn, likely reflects the languages most present in our service area. By having this information, we can tailor our services in a way that meets the needs of our diverse community.

**Table 1: Language Line Data – Calendar Year 2015**

	<b>Language</b>	<b>Number of Calls (%)</b>	<b>% of Minutes</b>	<b>Average Length (Minutes)</b>
1	Spanish	56.4	48.4	7.1
2	Mandarin	22.8	27.9	10.3
3	Vietnamese	13.4	14.8	9.3
4	Cantonese	2.0	2.8	10.4
5	Korean	0.9	0.9	8.8
6	Farsi	0.8	1.0	10.9
7	Punjabi	0.8	0.7	7.9
8	Japanese	0.6	1.0	11.7
9	Russian	0.6	0.9	13.8
10	Tagalog	0.5	0.5	8.1
11	Arabic	0.3	0.3	6.3
12	Hindi	0.2	0.1	7.0
13	Telugu	0.2	0.1	6.5
14	Gujarati	0.1	0.2	20.0
15	Turkish	0.1	0.1	11.0
16	Fuzhou	0.1	0.1	9.0
17	Tigrinya	0.1	0.1	5.0
18	Urdu	0.1	0.0	2.0

Source: VTA Language Line Data, Calendar Year 2015

As reflected in Table 1, during calendar year 2015, customers who spoke 18 different languages requested assistance through VTA's call center. Spanish speaking callers represented 56 percent of those who requested assistance. Mandarin speakers represented nearly 23 percent of all calls, Vietnamese speakers 13 percent, and Cantonese speakers represented two percent of all calls. The remaining 14 languages amounted to approximately five percent of all language line calls collectively. Although the same number of languages were requested, in comparison to data from the 2013 LEP Plan, the year 2015 lacked the inclusion of some languages that had appeared previously. In the year 2012, five languages (Bengali, Bosnian, Laotian, Portuguese, and Romanian) were requested, but these did not appear in call center data for 2015. This is interesting to note and may reflect possible changes in the makeup of our service area.

**Table 2: Language Line Data – Calendar Year 2014**

	<b>Language</b>	<b>Number of Calls (%)</b>	<b>% of Minutes</b>	<b>Average Length (Minutes)</b>
1	Spanish	56.7	53.1	7.7
2	Mandarin	22.7	25.6	9.3
3	Vietnamese	12.9	13.4	8.9
4	Cantonese	2.0	1.8	8.0
5	Korean	1.2	1.4	9.7
6	Russian	1.0	1.3	11.8
7	Farsi	0.5	0.6	11.1
8	Tagalog	0.5	0.5	9.6
9	Cambodian	0.4	0.3	7.0
10	Hindi	0.4	0.2	5.3
11	Amharic	0.3	0.6	17.3
12	French	0.3	0.4	10.0
13	Taiwanese	0.2	0.3	15.0
14	Japanese	0.2	0.1	5.5
15	Somali	0.2	0.1	3.5
16	Italian	0.2	0.1	3.0
17	Punjabi	0.1	0.1	8.0
18	Arabic	0.1	0.1	5.0
19	Samoan	0.1	0.0	3.0
20	Armenian	0.1	0.0	2.0
21	Urdu	0.1	0.0	2.0

Source: VTA Language Line Data, Calendar Year 2014

As reflected in Table 2, during calendar year 2014, customers who spoke 21 different languages requested assistance. Roughly 57 percent of all callers who requested assistance spoke Spanish. Mandarin speakers represented nearly 23 percent of all calls, Vietnamese speakers approximately 13 percent, and Cantonese speakers represented 2 percent of all calls. The remaining 17 languages represented approximately 6 percent of all language line calls collectively.

The top five languages between calendar years 2014 and 2015 remained consistent in terms of percentage of language line calls. Translation in Gujarati, Turkish, Telugu, Fuzhou, and Tigrinya were only requested in 2015. Translation in Cambodian, Amharic, French, Taiwanese, Somali, Italian, Samoan, and Armenian were only requested in 2014. The differences in data between 2014 and 2015 can be explained by the fact that, when combined, all languages outside of the top five account for only 4.5 percent of all calls each year. For 2015, languages other than the top five combined to a total of 52 calls, and for 2014, they combined to a total of 48 calls. Because so few calls were received in these other languages, the likelihood of having this variance from one year to the next is great. This could also explain how once again, five languages (Bengali, Bosnian, Laotian, Portuguese, and Romanian) were requested in 2012 but not 2014.

More language line data for calendar years 2014 and 2015 is included in Appendix A.

**Task 1, Step 2: Become familiar with data from the U.S. Census**

This step involves collecting the most recent U.S. Census data for Santa Clara County, which comprises most of VTA’s service area. The census data used throughout this document is 2010–2014 American Community Survey (ACS). This data is available online at <http://www.census.gov/>.

Data obtained from the 2010–2014 ACS for individuals over five years of age is the most current census data which indicates the languages spoken in VTA’s service area. The top five non-English languages spoken in Santa Clara County households are shown in Table 3 below. It is important to note, however, that the data reflected in this table includes people who are proficient in English, not just individuals who have limited English proficiency (LEP).

**Table 3: Top Five Non-English Languages Spoken in Santa Clara County**

	<b>Language</b>	<b>Estimate</b>	<b>Percent</b>
<b>1</b>	Spanish (or Spanish Creole)	324,362	18.88%
<b>2</b>	Chinese	132,296	7.70%
<b>3</b>	Vietnamese	116,113	6.76%
<b>4</b>	Tagalog	54,920	3.20%
<b>5</b>	Hindi	34,965	2.03%

Source: US Census Bureau, 2010-2014 American Community Survey

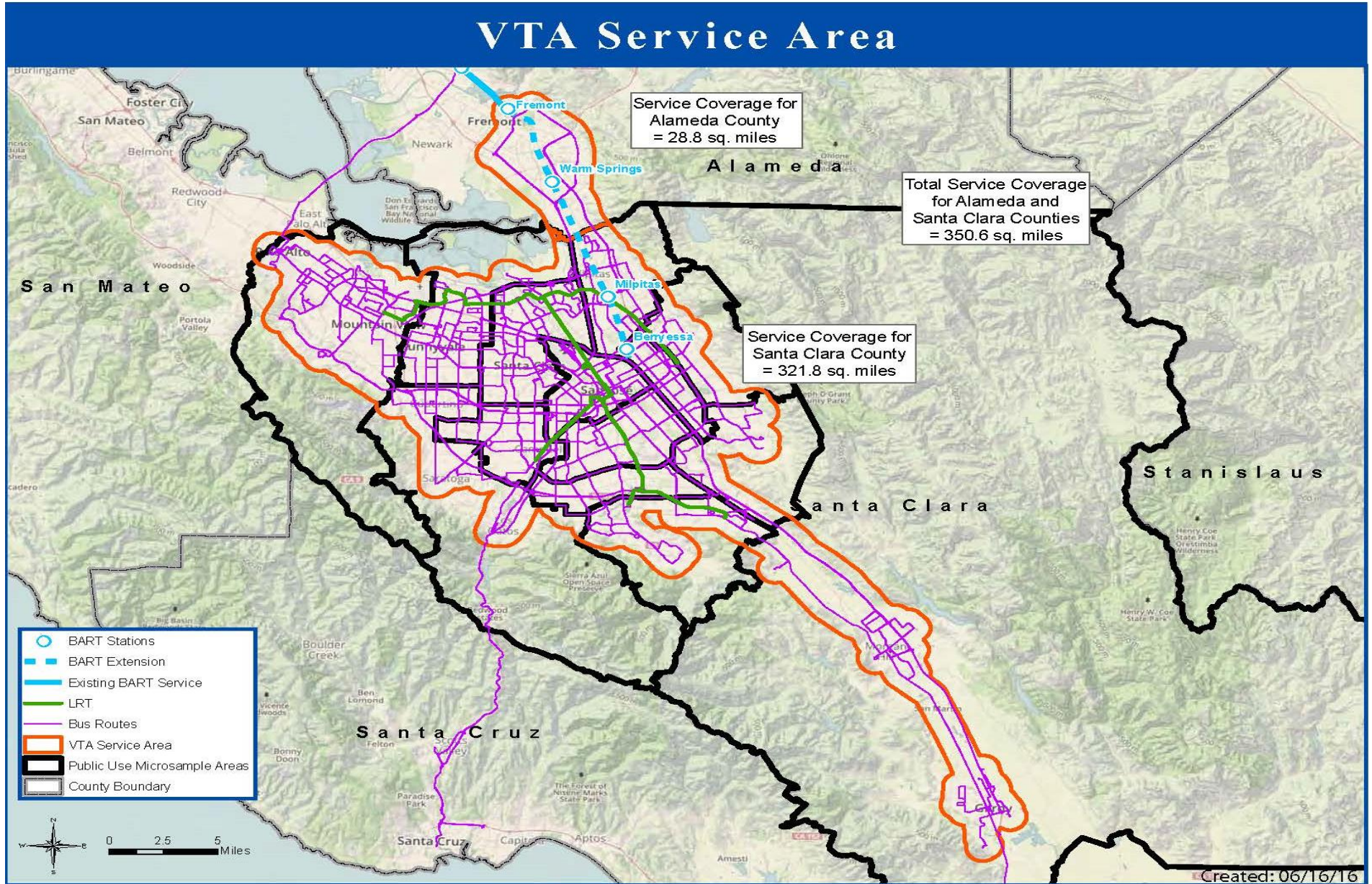
The data shown in Table 3 has the same top four languages represented by the top four LEP groups in Santa Clara County, as noted by 2010 – 2014 ACS data. Although Hindi is the fifth most spoken non-English language in Santa Clara County, the number of Hindi speakers in this geographic area who qualify as LEP is far less than the number of individuals who speak Korean and are LEP.

**Task 1, Step 2A: Identify the geographic boundaries of the area that your agency serves**

This step involves creating a map showing the census tracts for the service area VTA encompasses.

VTA’s primary service area is Santa Clara County, with the only exception being bus service to the BART station in Fremont, which is a part of Alameda County. With the planned extension of BART into Santa Clara County expected to serve passengers beginning fall 2017, VTA will be receiving more customers from that area, although Alameda County will not be part of VTA’s jurisdiction. Figure 2 on the next page depicts VTA’s service area.

Figure 2: VTA Service Area



### Task 1, Step 2B: Obtain Census data on the LEP population in your service area

This step involves using the “American Fact Finder” link on the Census website to obtain information showing the population that is Limited English Proficient (LEP) in VTA’s service area. Individuals who are considered LEP are those who “Speak English less than ‘very well’.” Although call center data had variations from the previous years’ data, the data below shows fairly consistent data compared to 2006 – 2010 American Community Survey (ACS) data. This can probably be explained by the fact that ACS data is collected for considerably more people than VTA’s call center can reflect.

**Table 4: Population of Individuals who are LEP in VTA Service Area**  
(Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over)

Language	# Persons	Margin of Error	Percent of Total Population
Total:	<b>1,718,445</b>	****	-
Speak only English	<b>832,327</b>	+/-6,144	<b>48.43%</b>
Do Not Only Speak English	<b>886,118</b>	****	<b>51.57%</b>
Speak English "very well" and another language	520,327	****	30.28%
LEP (Speak English less than "very well")	365,791	****	21.29%
Spanish or Spanish Creole:	<b>324,362</b>	<b>+/-4,198</b>	<b>18.88%</b>
Speak English "very well"	188,278	+/-3,665	10.96%
Speak English less than "very well"	136,084	+/-3,238	7.92%
Chinese:	<b>132,296</b>	<b>+/-3,281</b>	<b>7.70%</b>
Speak English "very well"	67,622	+/-1,992	3.94%
Speak English less than "very well"	64,674	+/-2,165	3.76%
Vietnamese:	<b>116,113</b>	<b>+/-3,347</b>	<b>6.76%</b>
Speak English "very well"	43,736	+/-2,000	2.55%
Speak English less than "very well"	72,377	+/-2,191	4.21%
Tagalog:	<b>54,920</b>	<b>+/-2,333</b>	<b>3.20%</b>
Speak English "very well"	35,395	+/-1,649	2.06%
Speak English less than "very well"	19,525	+/-1,389	1.14%
Hindi:	<b>34,965</b>	<b>+/-1,921</b>	<b>2.03%</b>
Speak English "very well"	30,634	+/-1,858	1.78%
Speak English less than "very well"	4,331	+/-530	0.25%
Korean:	<b>23,715</b>	<b>+/-1,701</b>	<b>1.38%</b>
Speak English "very well"	11,607	+/-1,051	0.68%
Speak English less than "very well"	12,108	+/-1,039	0.70%
Persian:	<b>14,164</b>	<b>+/-1,294</b>	<b>0.82%</b>
Speak English "very well"	8,924	+/-929	0.52%
Speak English less than "very well"	5,240	+/-650	0.30%
Japanese:	<b>13,616</b>	<b>+/-1,026</b>	<b>0.79%</b>
Speak English "very well"	7,224	+/-744	0.42%
Speak English less than "very well"	6,392	+/-640	0.37%
Russian:	<b>12,592</b>	<b>+/-1,349</b>	<b>0.73%</b>
Speak English "very well"	7,747	+/-992	0.45%
Speak English less than "very well"	4,845	+/-609	0.28%
French (incl. Patois, Cajun):	<b>8,664</b>	<b>+/-688</b>	<b>0.50%</b>
Speak English "very well"	7,420	+/-634	0.43%
Speak English less than "very well"	1,244	+/-241	0.07%

Source: US Census Bureau, 2010-2014 American Community Survey

**Table 4: Population of Individuals who are LEP in VTA Service Area (continued)**  
 (Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over)

<b>Language</b>	<b># Persons</b>	<b>Margin of Error</b>	<b>Percent of Total Population</b>
<b>Portuguese or Portuguese Creole:</b>	<b>7,719</b>	<b>+/-753</b>	<b>0.45%</b>
Speak English "very well"	4,878	+/-644	0.28%
Speak English less than "very well"	2,841	+/-365	0.17%
<b>Gujarati:</b>	<b>6,082</b>	<b>+/-825</b>	<b>0.35%</b>
Speak English "very well"	4,851	+/-678	0.28%
Speak English less than "very well"	1,231	+/-339	0.07%
<b>Urdu:</b>	<b>5,953</b>	<b>+/-869</b>	<b>0.35%</b>
Speak English "very well"	4,642	+/-713	0.27%
Speak English less than "very well"	1,311	+/-407	0.08%
<b>Arabic:</b>	<b>5,726</b>	<b>+/-830</b>	<b>0.33%</b>
Speak English "very well"	4,191	+/-616	0.24%
Speak English less than "very well"	1,535	+/-377	0.09%
<b>Mon-Khmer, Cambodian:</b>	<b>3,875</b>	<b>+/-698</b>	<b>0.23%</b>
Speak English "very well"	1,666	+/-420	0.10%
Speak English less than "very well"	2,209	+/-392	0.13%
<b>Italian:</b>	<b>3,869</b>	<b>+/-475</b>	<b>0.23%</b>
Speak English "very well"	2,864	+/-400	0.17%
Speak English less than "very well"	1,005	+/-209	0.06%
<b>Serbo-Croatian:</b>	<b>3,182</b>	<b>+/-689</b>	<b>0.19%</b>
Speak English "very well"	2,199	+/-532	0.13%
Speak English less than "very well"	983	+/-316	0.06%
<b>Thai:</b>	<b>2,050</b>	<b>+/-509</b>	<b>0.12%</b>
Speak English "very well"	1,003	+/-314	0.06%
Speak English less than "very well"	1,047	+/-353	0.06%

Source: US Census Bureau, 2010-2014 American Community Survey

**Task 1, Step 2C: Analyze the data you have collected**

After census (ACS) data has been collected, the languages most frequently spoken by individuals who are LEP in Santa Clara County must be determined.

According to 2010–2014 ACS data, there are 18 safe harbor languages (represented by 5 percent or 1,000 LEP individuals, whichever is less, of the overall service population) for Santa Clara County. Table 4 shows LEP populations in Santa Clara County that meet this criteria. As shown in Table 4, for VTA’s service area, 886,118 persons over the age of five years (51.57 percent) do not only speak English at home, compared to 832,327 (48.43 percent) who speak English only. The following percentages are based on the total number of individuals who are LEP in Santa Clara County: Spanish (37.20 percent), Vietnamese (19.79 percent), Chinese (17.68 percent), Tagalog (5.34 percent), and Korean (3.31 percent). Although more people in VTA’s service area speak Hindi, more Korean speakers are LEP.

The top five languages spoken by individuals with limited English proficiency:

- Spanish (136,084 individuals)
- Vietnamese (72,377 individuals)
- Chinese (64,674 individuals)
- Tagalog (19,525 individuals)
- Korean (12,108 individuals)

### **Data Evaluation:**

There are a few data sources which indicate the 2010 – 2014 American Community Survey (ACS) data may not include all of the populations within Santa Clara County which exceed 1,000 people and have limited English proficiency. Those data sources include state data from the California Department of Education and data from VTA itself through the information gathered from language line calls. The languages these sources note which are not included in the 2010–2014 ACS data are: Amharic, Armenian, Hmong, Fuzhou, Punjabi, Samoan, Somali, Telugu, Tigrinya, and Turkish. With immigration patterns changing frequently, the data from the ACS might be more dynamic than it has been since the Limited English Proficiency Plan was created by VTA in 2013. With this in mind, it is necessary to supplement this data with information from other sources, such as those presented under Task 1, Step 3: Consult state and local sources of data. Furthermore, it is important to note that sample updates and margin of error can affect the findings from the 2010 – 2014 ACS data.

As for differences that have arisen since the last Limited English Proficiency Plan, ACS data no longer shows Hebrew and German as safe harbor languages for Santa Clara County. Thai, however, is now considered a safe harbor language whereas it had not been in the 2013 Limited English Proficiency Plan.

For language line calls, the languages requested varied greatly between the 2013 Limited English Proficiency Plan and this update. Romanian, Bengali, Bosnian, Portuguese, and Laotian were languages shown in VTA's 2013 Limited English Proficiency Plan, but none of these languages were requested through this service in 2014 or 2015. However, Telugu, Gujarati, Fuzhou, Tigrinya, Taiwanese, Somali, Italian, Samoan, Armenian, and Urdu were requested in either 2014 or 2015, but none of these languages are reflected in language line data from VTA's 2013 Limited English Proficiency Plan. It is evident there is a great difference between languages requested through language line between the data from the 2013 VTA LEP Plan and this update. This can be explained by the fact that each of the languages mentioned in this paragraph had two calls or less through language line services per calendar year, with the exception of Bosnian, which was only requested in 2012 with a total of seven phone calls. With such a small number of requests, the languages mentioned in this paragraph are likely to show up in language line data only once in a great while.

As shown in Table 5, at 51.6 percent, Santa Clara County has one of the highest populations in the state of California of persons five years and older who speak a language other than English at home. The state average is 43.8 percent.

**Table 5: State of California (by County with Population Over 100,000)**  
(Percent of Persons Over 5 Years Who Speak Non-English Languages)

<b>Geographic Area</b>	<b>Percent</b>
<b>California</b>	43.8%
<b>County</b>	
Alameda County	43.4%
Butte County	13.3%
Contra Costa County	33.5%
El Dorado County	13.3%
Fresno County	44.0%
Kern County	42.6%
Kings County	42.2%
Los Angeles County	56.8%
Marin County	23.5%
Merced County	51.9%
Monterey County	52.8%
Napa County	35.4%
Orange County	45.6%
Placer County	14.9%
Riverside County	39.9%
Sacramento County	31.3%
San Bernardino County	41.1%
San Diego County	37.3%
San Francisco County	44.6%
San Joaquin County	40.0%
San Luis Obispo County	18.1%
San Mateo County	46.0%
Santa Barbara County	39.6%
<b>Santa Clara County</b>	<b>51.6%</b>
Santa Cruz County	31.6%
Shasta County	8.4%
Solano County	29.5%
Sonoma County	25.7%
Stanislaus County	40.5%
Tulare County	50.3%
Ventura County	38.2%
Yolo County	35.0%

Source: US Census Bureau, 2010-2014 American Community Survey

The data above for California counties shows that Santa Clara County has the eighth highest percentage of people who speak Non-English languages out of all counties in the state. This is significant because it shows that VTA has a large multilingual community in its service area.



Table 6 includes 2010 – 2014 American Community Survey (ACS) data on the number of individuals who are Limited English Proficient (LEP), sorted by language, for the cities in Santa Clara County with available census data.

**Table 6: City Populations of Individuals who are LEP within VTA Service Area**  
(Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over)

	<b>Cupertino</b>		<b>Milpitas</b>		<b>Mountain View</b>		<b>Palo Alto</b>		<b>San Jose</b>		<b>Santa Clara</b>		<b>Sunnyvale</b>	
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
Total Population:	56,286	+/-369	65,039	+/-332	71,577	+/-480	62,773	+/-312	919,117	+/-1,108	110,198	+/-716	133,505	+/-806
Spanish or Spanish Creole:	459	+/-201	2,557	+/-474	5,068	+/-818	1,134	+/-401	94,294	+/-2,828	5,064	+/-841	7,914	+/-992
French (incl. Patois, Cajun):	51	+/-60	34	+/-42	142	+/-71	179	+/-99	383	+/-122	66	+/-44	225	+/-105
French Creole:	0	+/-29	0	+/-29	0	+/-29	0	+/-29	10	+/-13	0	+/-29	0	+/-29
Italian:	28	+/-46	0	+/-29	67	+/-57	26	+/-30	467	+/-146	101	+/-73	35	+/-36
Portuguese or Portuguese Creole:	0	+/-29	108	+/-76	65	+/-51	12	+/-21	1,547	+/-248	552	+/-185	161	+/-91
German:	12	+/-13	4	+/-6	204	+/-110	44	+/-33	219	+/-87	26	+/-30	89	+/-92
Yiddish:	0	+/-29	0	+/-29	0	+/-29	0	+/-29	0	+/-29	28	+/-45	0	+/-29
Greek:	6	+/-9	0	+/-29	0	+/-29	40	+/-65	277	+/-179	0	+/-29	0	+/-29
Russian:	317	+/-167	19	+/-18	1,063	+/-250	581	+/-170	1,317	+/-308	371	+/-173	724	+/-214
Polish:	7	+/-13	0	+/-29	9	+/-14	16	+/-27	221	+/-113	56	+/-47	50	+/-52
Serbo-Croatian:	33	+/-46	0	+/-29	0	+/-29	28	+/-45	645	+/-240	38	+/-40	58	+/-43
Armenian:	15	+/-25	0	+/-29	64	+/-102	3	+/-5	207	+/-99	11	+/-19	54	+/-58
Persian:	344	+/-205	72	+/-59	211	+/-142	183	+/-98	2,665	+/-452	373	+/-164	301	+/-154
Gujarati:	36	+/-40	249	+/-165	43	+/-62	0	+/-29	475	+/-192	211	+/-151	198	+/-92
Hindi:	644	+/-240	210	+/-90	113	+/-80	108	+/-74	1,606	+/-384	466	+/-227	832	+/-278
Urdu:	32	+/-31	47	+/-44	9	+/-16	155	+/-190	375	+/-171	584	+/-344	80	+/-66
Chinese:	5,960	+/-629	5,281	+/-657	2,665	+/-425	3,033	+/-375	31,532	+/-1,697	3,325	+/-490	7,082	+/-729
Japanese:	878	+/-234	58	+/-40	187	+/-106	500	+/-159	2,584	+/-498	631	+/-248	656	+/-185
Korean:	1,098	+/-331	245	+/-98	537	+/-236	839	+/-306	5,708	+/-810	1,305	+/-330	1,105	+/-345
Mon-Khmer, Cambodian:	56	+/-45	54	+/-54	44	+/-57	0	+/-29	1,927	+/-362	92	+/-88	6	+/-24
Hmong:	0	+/-29	0	+/-29	0	+/-29	0	+/-29	102	+/-82	0	+/-29	0	+/-29
Thai:	79	+/-78	55	+/-50	17	+/-25	185	+/-270	539	+/-158	60	+/-64	55	+/-48
Laotian:	0	+/-29	70	+/-74	0	+/-29	0	+/-29	429	+/-162	21	+/-32	0	+/-29

Source: US Census Bureau, 2010-2014 American Community Survey

**Table 6: City Populations of Individuals who are LEP within VTA Service Area (continued)**  
(Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over)

	<b>Cupertino</b>		<b>Milpitas</b>		<b>Mountain View</b>		<b>Palo Alto</b>		<b>San Jose</b>		<b>Santa Clara</b>		<b>Sunnyvale</b>	
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
Vietnamese:	175	+/-122	6,095	+/-578	200	+/-124	71	+/-60	60,041	+/-1,966	1,907	+/-495	1,495	+/-397
Tagalog:	52	+/-69	2,528	+/-486	295	+/-164	63	+/-48	12,612	+/-1,040	1,660	+/-418	1,586	+/-348
Navajo:	0	+/-29	0	+/-29	0	+/-29	0	+/-29	15	+/-23	0	+/-29	0	+/-29
Hungarian:	0	+/-29	0	+/-29	0	+/-29	0	+/-29	119	+/-67	0	+/-29	34	+/-40
Arabic:	0	+/-29	80	+/-79	90	+/-88	16	+/-23	747	+/-235	318	+/-176	146	+/-80
Hebrew:	91	+/-70	0	+/-29	27	+/-31	74	+/-67	144	+/-139	38	+/-56	197	+/-94

Source: US Census Bureau, 2010-2014 American Community Survey

The data in Table 6 shows that San Jose, the city with largest total population, is also the city in Santa Clara County with the most individuals who are LEP. However, when looking at all cities combined, the number of languages represented by individuals who are LEP is remarkable. There are several languages where individuals who are LEP exist in only one or two of the cities listed in Table 6. Examples of this include the fact that Santa Clara is the only city with a population who is LEP and speaks Yiddish, and San Jose and Sunnyvale are the only cities with populations that are LEP and speak Hungarian. The data in the table above shows that VTA should plan its outreach efforts with a particular emphasis on the different languages it may encounter in each city.

Table 7 lists 2010 – 2014 ACS data on the top five languages for LEP populations of each city with available census data. Consistent with data for Santa Clara County overall, the top language for LEP populations in four of the seven cities listed is Spanish. The table below shows the languages VTA will most likely encounter since a large portion of its customers live in these cities.

**Table 7: Top Five Languages of Populations that are LEP – Cities within Santa Clara County**  
 (Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over)

<b>Cupertino</b>		<b>Milpitas</b>		<b>Mountain View</b>		<b>Palo Alto</b>		<b>San Jose</b>		<b>Santa Clara</b>		<b>Sunnyvale</b>	
Chinese:	5,960	Vietnamese:	6,095	Spanish or Spanish Creole:	5,068	Chinese:	3,033	Spanish or Spanish Creole:	94,294	Spanish or Spanish Creole:	5,064	Spanish or Spanish Creole:	7,914
Korean:	1,098	Chinese:	5,281	Chinese:	2,665	Spanish or Spanish Creole:	1,134	Vietnamese:	60,041	Chinese:	3,325	Chinese:	7,082
Japanese:	878	Spanish or Spanish Creole:	2,557	Russian:	1,063	Korean:	839	Chinese:	31,532	Vietnamese:	1,907	Tagalog:	1,586
Hindi:	644	Tagalog:	2,528	Korean:	537	Russian:	581	Tagalog:	12,612	Tagalog:	1,660	Vietnamese:	1,495
Spanish or Spanish Creole:	459	Gujarati:	249	Tagalog:	295	Japanese:	500	Korean:	5,708	Korean:	1,305	Korean:	1,105

Source: US Census Bureau, 2010-2014 American Community Survey

## **Linguistic Isolation:**

Linguistic isolation occurs when all members of a household over the age of 14 have some difficulty with English. As shown in Table 8 below, 11.3 percent of all households in Santa Clara County are linguistically isolated. The largest group of people who are linguistically isolated speak Asian and Pacific Island languages at 27.2 percent, followed by Spanish speakers at 19.7 percent. This data will help VTA staff identify which language groups in its service area may experience linguistic isolation and thus would require the assistance of translation and interpretation services.

**Table 8: Linguistic Isolation in Santa Clara County**  
(No one age 14 or over speaks English only or speaks English “very well”)

<b>Subject</b>	<b>Estimate</b>	<b>Margin of Error</b>
All households	11.3%	+/-0.2
Households speaking --		
Spanish	19.7%	+/-0.8
Other Indo-European languages	11.0%	+/-0.8
Asian and Pacific Island languages	27.2%	+/-0.7
Other languages	16.0%	+/-2.1

Source: US Census Bureau, 2010-2014 American Community Survey

### **Task 1, Step 2D: Identify any concentrations of persons who are LEP within your service area**

This step involves working with VTA staff who access Geographic Information System (GIS) mapping to obtain maps that show the concentration of individuals who speak each of the top 5 non-English languages in Santa Clara County.

Santa Clara County has 15 cities. Of those cities, San Jose has the largest population and the largest concentration of persons who are LEP. Figure 3 on the next page depicts VTA’s concentration areas of individuals who are LEP in proximity to light rail and bus routes. Figures 4 through 8 depict LEP populations by language, census tract, and proximity to light rail and bus routes.

Figure 9 depicts school district boundaries. In addition to data for LEP populations in the VTA service area, since VTA also enforces Environmental Justice policies in its programs and services, this document also contains maps of the VTA service area which display low-income and minority population concentrations in Figure 10 and Figure 11, respectively.

Figure 3: Service Area-Wide LEP Concentrations

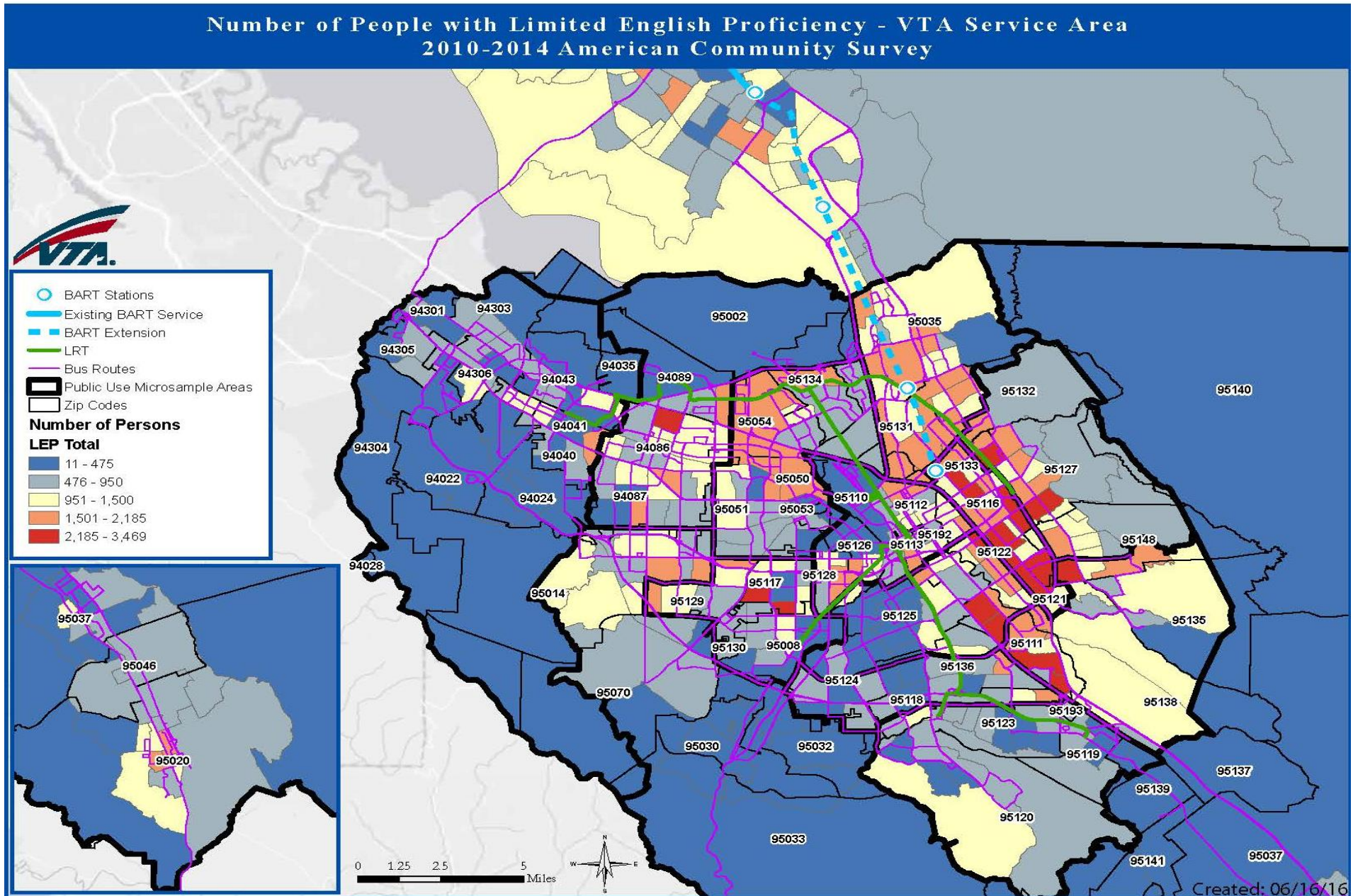


Figure 4: Number of Spanish Speaking Persons – VTA Service Area

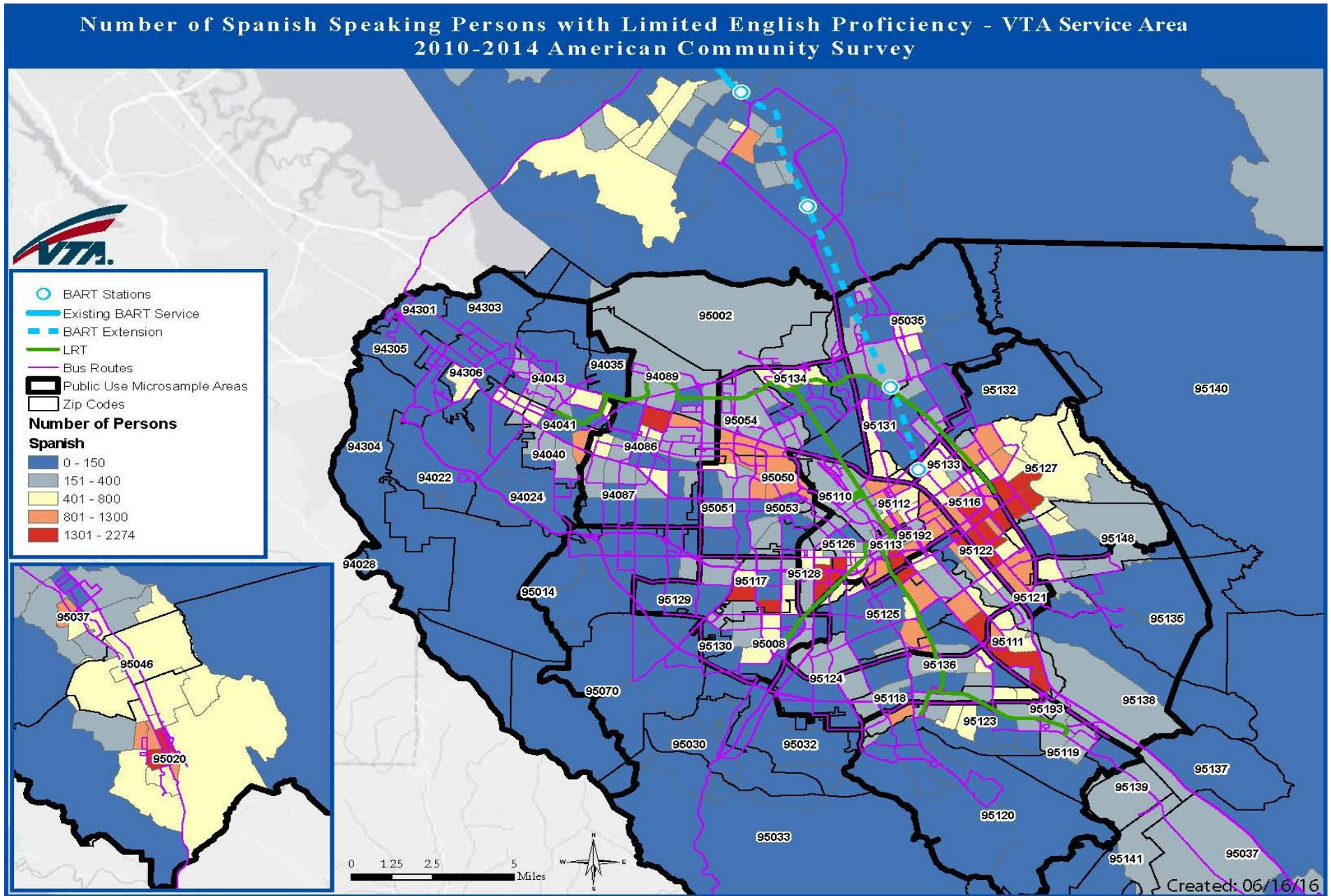


Figure 5: Number of Vietnamese Speaking Persons – VTA Service Area

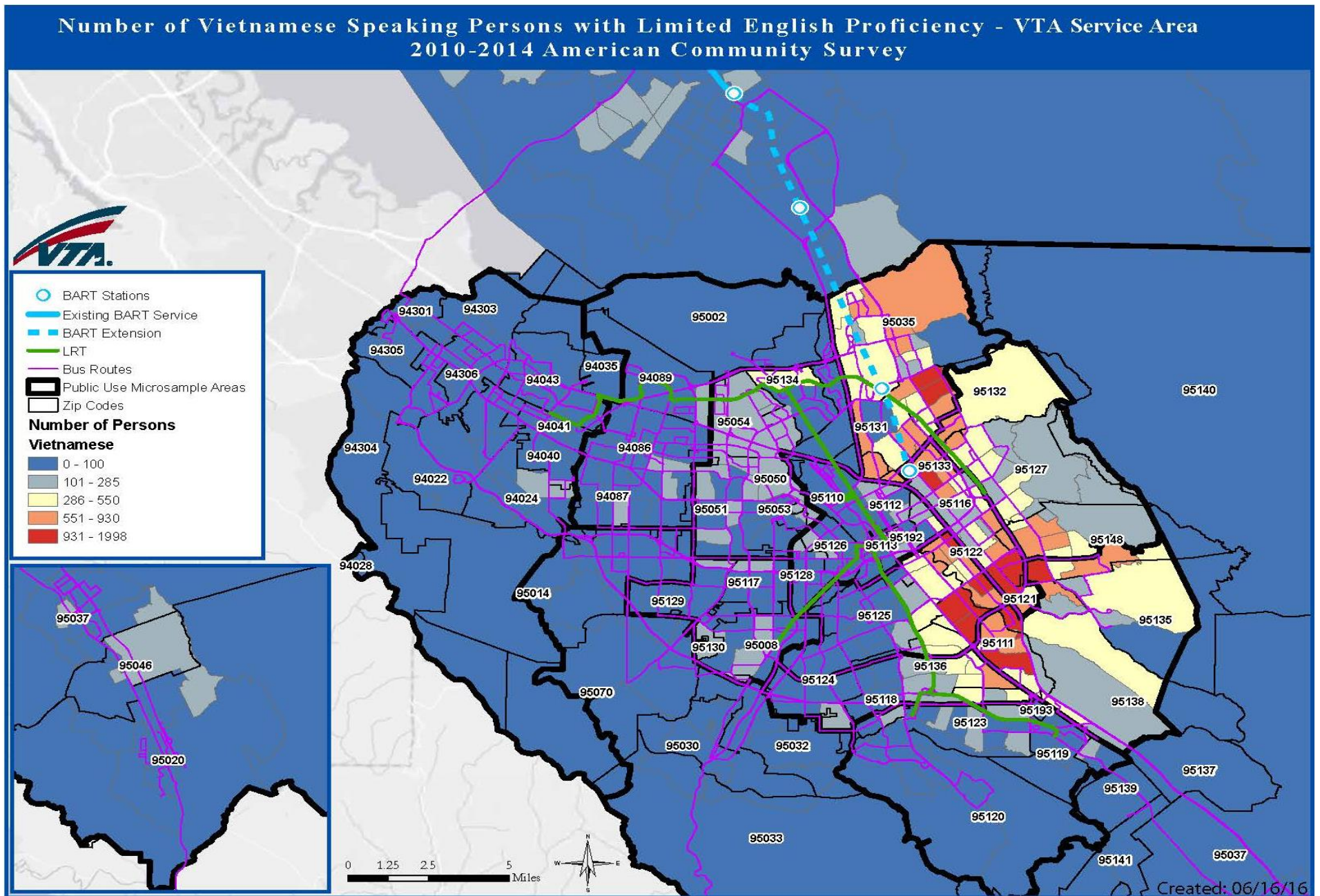


Figure 6: Number of Chinese Speaking Persons – VTA Service Area

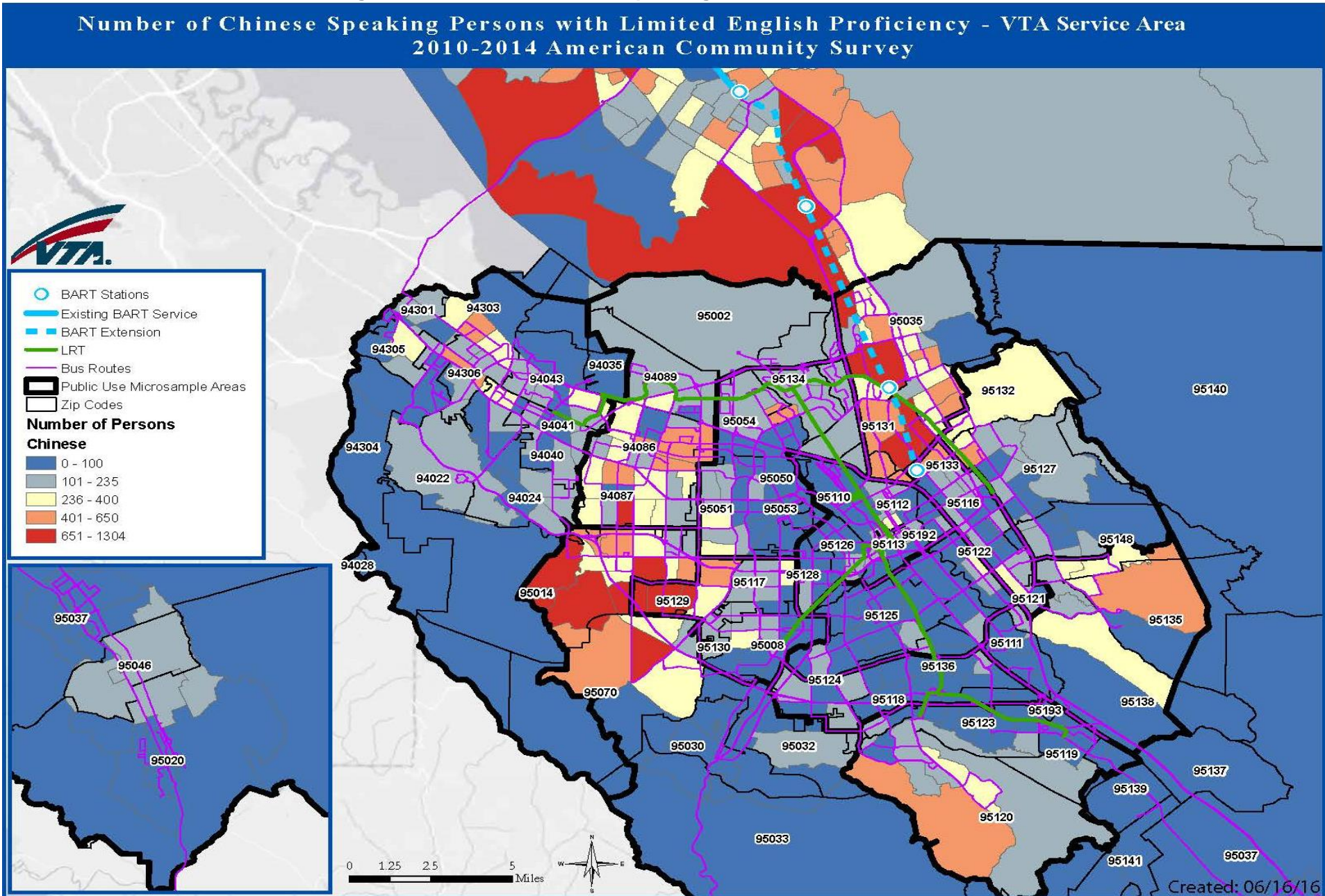




Figure 7: Number of Tagalog Speaking Persons – VTA Service Area

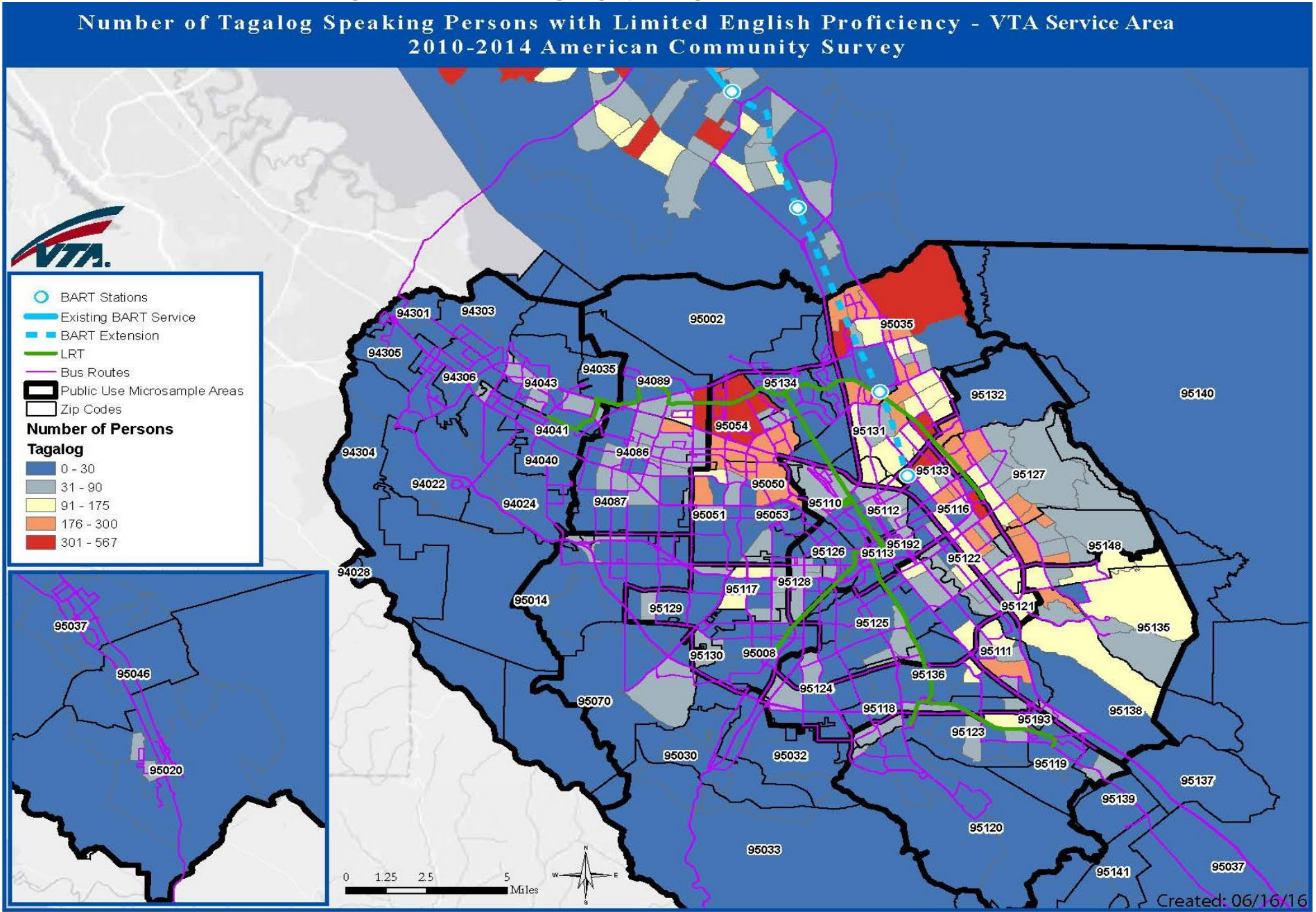


Figure 8: Number of Korean Speaking Persons – VTA Service Area

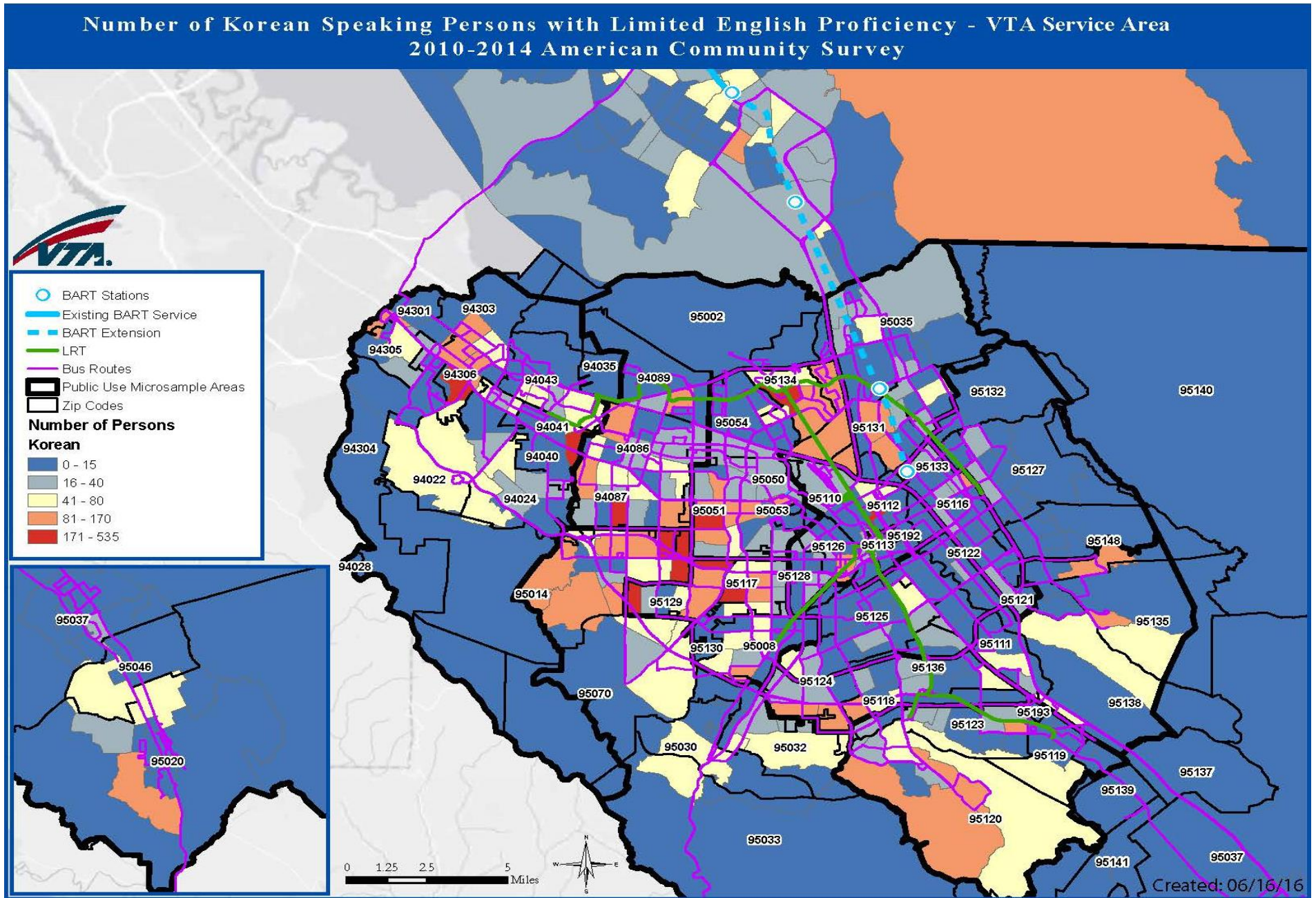


Figure 9: VTA Service Area School Districts

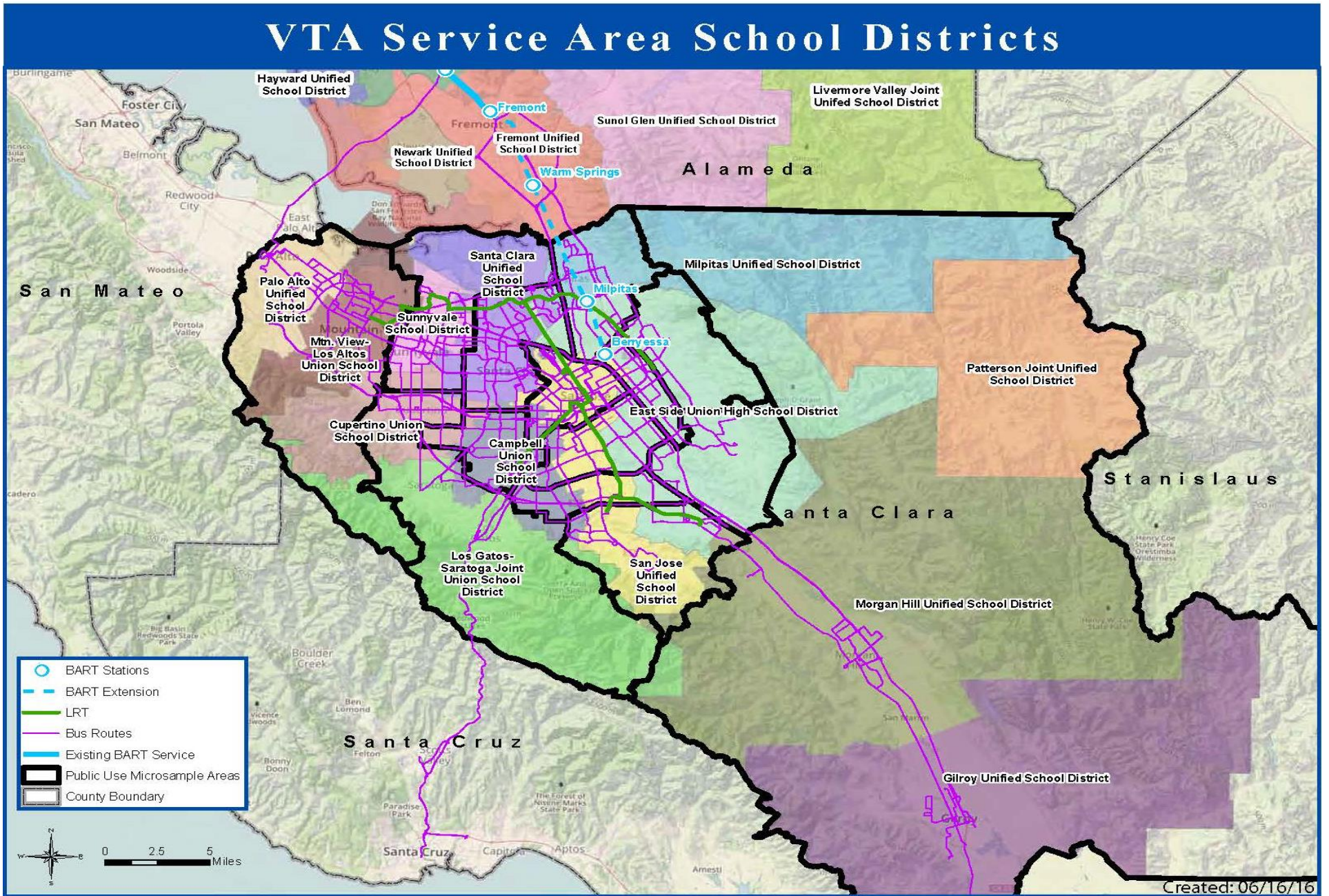


Figure 10: Concentration of Low-Income Population – VTA Transit Service Area

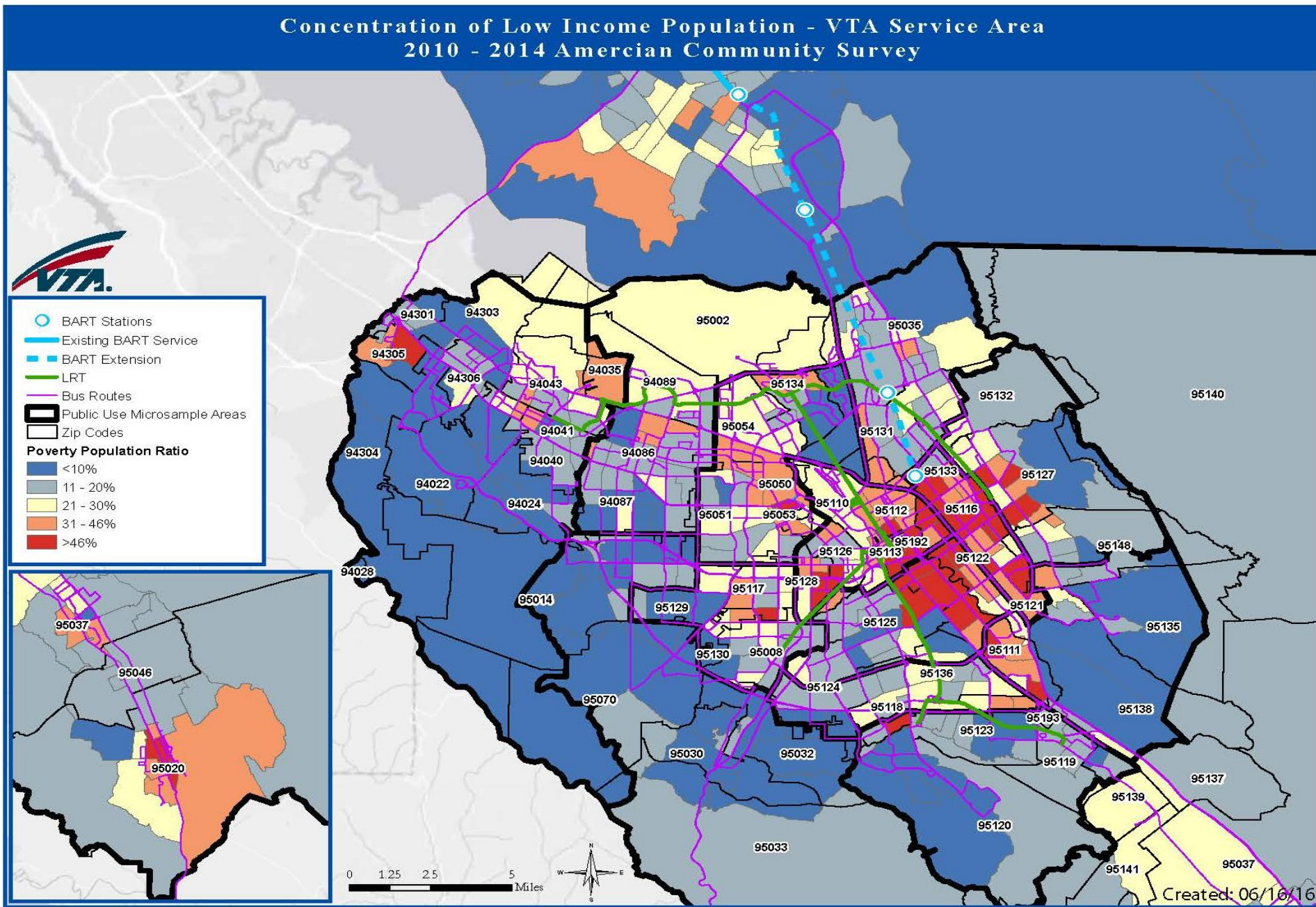
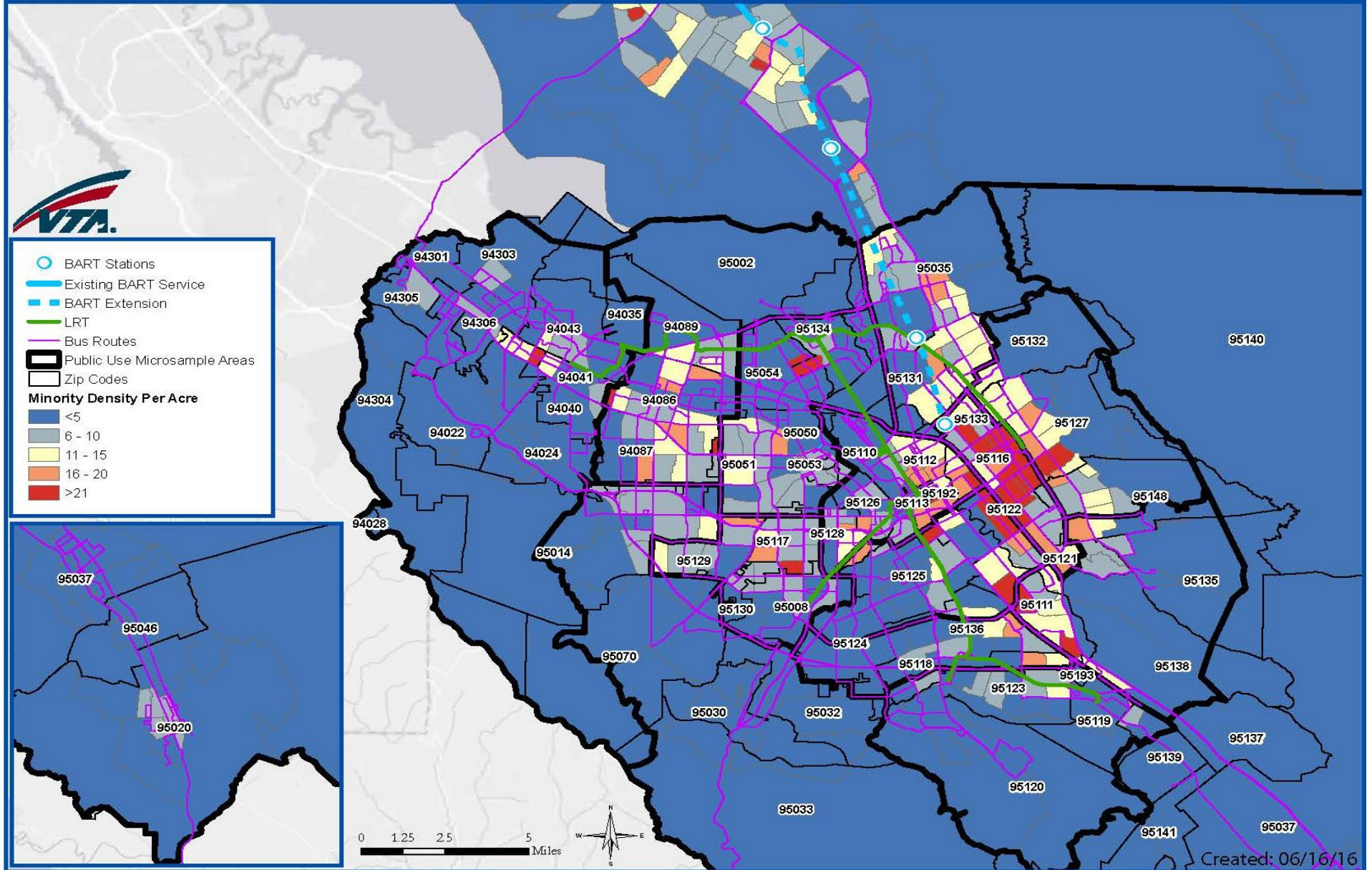


Figure 11: Concentration of Minority Population – VTA Transit Service Area

Concentration of Minority Population - VTA Service Area  
2010 Census



**Task 1, Step 3: Consult state and local sources of data**

This step involves locating data sources from local government entities, comparing it to census data, and noting similarities and differences.

Table 9 provides the number of English learners by language for the Santa Clara County School District, and Table 10 provides data on the threshold languages for Santa Clara County according to the database for California’s Medicare system, known as Medi-Cal. Both tables confirm the 2010 – 2014 American Community Survey’s data of the top four languages amongst individuals who are Limited English Proficient (LEP) in Santa Clara County. These languages are Spanish, Vietnamese, Chinese, and Tagalog. Table 9 also confirms the 2010–2014 data finding that Korean is the fifth most prevalent language amongst individuals who are LEP in Santa Clara County.

**Table 9: Santa Clara County School District Language Groups**

<b>Language Group</b>	<b>Number of English Learners</b>	<b>Percent of All Students</b>
Spanish	43,610	15.8%
Vietnamese	7,575	2.7%
Mandarin	2,752	1.0%
Filipino	1,906	0.7%
Cantonese	997	0.4%
Korean	969	0.4%
Punjabi	689	0.2%
Russian	575	0.2%
Arabic	383	0.1%
Hmong	15	0.0%
All Other Non-English Languages	7,313	2.7%
<b>English Learners Subtotal</b>	<b>66,784</b>	<b>24.1%</b>
English Speaking Students	209,905	75.9%
<b>Total Students Enrolled</b>	<b>276,689</b>	<b>100.0%</b>

Source: California Department of Education, English Learners by Grade and Language (2015)

**Table 10: Summary of Medi-Cal Threshold Languages for Santa Clara County**

<b>Primary Language Population</b>	<b>Number of Individuals Eligible for Medi-Cal</b>	<b>Percent of County Population</b>
<b>Entire Population</b>	305,102	100.0%
Spanish	103,372	33.9%
Vietnamese	36,416	11.9%
Mandarin	7,782	2.6%
Tagalog	5,305	1.7%
Cantonese	3,381	1.1%

Source: California Department of Health Care Services, Summary of Threshold Languages by County (2014)

#### **Task 1, Step 4: Community organizations that serve persons who are LEP**

This step involves conducting community outreach with organizations in VTA's service area that work with LEP populations.

As part of its outreach efforts for various projects and services, VTA conducts meetings with numerous social services agencies, cultural centers, places of worship, residential communities, and community based organizations (CBOs) that provide services to individuals who are LEP.

One of the main resources VTA uses to identify CBOs is the Refugee and Immigrant Forum of Santa Clara County. This group is an umbrella organization for smaller CBOs and agencies that serve minorities, low-income clients, and individuals that are LEP. Some members of the forum include American Red Cross, Catholic Charities of Santa Clara County, and the Santa Clara Social Services Agency, amongst others. The forum itself meets monthly to discuss resources, events, and opportunities for the clients its member agencies serve. By serving as a member of RIF, VTA is able to connect with any number of these organizations to conduct community outreach and gain feedback from a diverse segment of the community. VTA was able to work with some of these organizations to administer the survey on the following page (Figure 12) to different LEP populations.

The purpose of the survey was to ask questions that would inform VTA staff which of its services clients use most often, which services they consider most important, how they access information about public transit. It also served to provide information about demographics of these individuals including their English proficiency, their preferred language, race/ethnicity, and income. We wanted to focus as much of our outreach as possible on LEP groups. For these individuals, we wanted to see if they noted experiencing any language barriers while using VTA and if they were aware of VTA's free language assistance services.

Figure 12 – VTA Title VI Survey



**1. Which of the following do you ride on a regular basis? (Check all that apply)**

- VTA Bus Route(s) \_\_\_\_\_
- VTA Light Rail Route(s) \_\_\_\_\_
- Neither. Why not? \_\_\_\_\_

**2. If you do ride VTA on a regular basis, what do you typically use it for?**

- Work
- School
- Medical Appointments
- Recreational Use
- Other: \_\_\_\_\_

**3. How important is VTA bus service to you?**

- Very Important
- Somewhat Important
- Don't use it/No opinion
- Somewhat Unimportant
- Very Unimportant

**4. How important is VTA light rail service to you?**

- Very Important
- Somewhat Important
- Don't use it/No opinion
- Somewhat Unimportant
- Very Unimportant

**5. Are you limited or prevented from any of the following because of language? (Check all that are "yes")**

- Buying tickets for services provided by VTA.
  - Using services provided by VTA.
  - Getting information about VTA services, projects, or activities.
  - Attending public meetings provided by VTA.
- Please explain.
- \_\_\_\_\_
- \_\_\_\_\_

**6. Please identify how frequently you use the following means of obtaining information on public transit and/or construction projects. (Check one box for each row)**

Outlet	0 Not at all	1 Rarely	2 Sometimes	3 Often	4 Daily
Facebook					
Instagram					
LinkedIn					
Newspaper					
Radio					
Community Group/Center					
TV					
Twitter					
VTA Website					
VTA Customer Service Call Center					
511.org					
Gov Delivery					
Email					

**7. How do you usually access the internet? (Check one only)**

- Mobile Device (Smartphone/Tablet)
- Laptop
- Desktop
- Other: \_\_\_\_\_

**8. Which language do you most prefer to communicate in speaking, reading, writing, and understanding?**

Speak	
Read	
Write	
Understand	

**9. How well do you speak, read, write, and understand English?**

	0 Not At All	1 Not Very Well	2 Fairly Well	3 Well	4 Very Well
Speak					
Read					
Write					
Understand					

**10. Did you know VTA can provide free assistance in your primary language?**

- Yes
- No

**Bilingual representatives can provide information to help you use the bus, light rail (train), and participate in public meetings.**

**11. What is your current age? \_\_\_\_\_**

**12. How many people regularly live in your household? \_\_\_\_\_**

**13. How many vehicles do members of your household use?**

- None
- 1-2
- 3 or more

**14. Which ethnicities (cultural/national origin) and/or races do you identify with? (Check all that apply)**

- Hispanic or Latino
- American Indian or Alaska Native
- Asian
- Black or African American
- Native Hawaiian or Other Pacific Islander
- White
- Two or More Races
- Decline to state/No Answer

**15. What is your total annual household income?**

<input type="checkbox"/> 0 - \$24,999	<input type="checkbox"/> \$100,000 - \$149,999
<input type="checkbox"/> \$25,000 - \$49,999	<input type="checkbox"/> \$150,000 - \$199,999
<input type="checkbox"/> \$50,000 - \$74,999	<input type="checkbox"/> \$200,000 - \$249,999
<input type="checkbox"/> \$75,000 - \$99,999	<input type="checkbox"/> Over \$250,000

**Thank you for taking the survey!**



### **Survey Administration:**

VTA administered the above survey using several different methods. First, VTA staff handed out surveys in person at the downtown customer service center. This allowed us to gain information about the individuals who utilize the downtown customer service center in comparison to the overall population of people surveyed.

Other surveys were self-administered by Jewish Family Services of Silicon Valley, where discussion participants were allowed to complete the surveys on their own before participating in a larger group discussion.

Surveys were also sent out through mail, email, and in-person delivery to the following organizations: Day Worker Center of Mountain View, International Rescue Committee, and PARS Equality Center. This allowed us to reach these groups and gain their feedback despite not being able to conduct a guided discussion with clients.

Finally, this survey was also posted online through Survey Monkey so that those who visit the VTA website could participate in the survey as well. As shown in Appendix C, the survey was publicized on both VTA's main web page and its Headways blog, VTA's subscriber based e-newsletter.

VTA will use the feedback and information obtained through this survey to address issues reported by participants to ensure that they have equal access to VTA services and are not limited by their English proficiency.

### **Other Public Outreach:**

Other examples of VTA's public outreach is our Envision Silicon Valley initiative and NEXT Network project. Similar to the outreach done for this LEP Plan update, these projects also utilized the Refugee and Immigrant Forum of Santa Clara County to connect with community based organizations.

VTA launched Envision Silicon Valley to engage community leaders and county residents in a dynamic visioning process to discuss current and future transportation needs, identify solutions and craft funding priorities. This process has helped VTA prepare for a countywide sales tax measure to be placed on the November 2016 ballot to enhance transit, highways, expressways and active transportation (bicycles, pedestrians and complete streets).

With the NEXT Network project, VTA plans on redesigning its bus and light rail network based on an ideal combination of providing coverage to as much of its service area as possible while also focusing on the segments of its service area with particularly high ridership. In order to ensure this meets the needs of the constituents in its service area, VTA has been conducting extensive public outreach to gain feedback on what people

prefer most for VTA’s bus and light rail network in terms of balancing ridership and coverage. Fact sheets for VTA’s NEXT Network are included as Appendix F.

The following table is comprised of some of the organizations VTA reached out to for the VTA NEXT Network project and VTA’s Envision Silicon Valley initiative. These organizations are listed here because they work most directly with individuals in the community.

**Table 11: VTA Community Outreach Groups**

<b>Envision Silicon Valley</b>	<b>NEXT Network</b>
Billy DeFrank Vintage Program	Winchester Neighborhood Action Coalition
Jewish Community Group, The Villages	TransForm
Oshman Jewish Community Center	CaWORKs Advisory Council
Paulson Park Apartments	Traffic Safe Communities Network
Shorebreeze Apartments Mountain View	Refugee and Immigrant Forum
Silicon Valley Council of Non-Profits	Land Use/Transportation Integration Working Group
Summer Hill Homes	
The Fountains – Mountain View	
Transit Justice Alliance	
Working Partnerships USA	

**Task 1, Step 4A: Identify community organizations**

This step involves identifying resources to help identify community organizations that serve individuals who are LEP.

VTA continues to identify other community based organizations (CBOs) by contacting umbrella organizations such as the following:

- Refugee and Immigrant Forum of Santa Clara County
- County of Santa Clara Social Services Department

The Refugee and Immigrant Forum of Santa Clara County was a valuable resource for this LEP Plan update by connecting VTA staff with the following organizations that serve a diverse client base who represent different languages and ethnic backgrounds within the community.

Organizations:

- International Rescue Committee  
Languages: Amharic, Arabic, English, Farsi, Spanish, and Tigrinya
- Jewish Family Services of Silicon Valley  
Languages: Arabic, Armenian, English, Farsi, Russian, and Spanish
- PARS Equality Center  
Languages: English, Farsi

In addition, the Day Worker Center of Mountain View was also identified as a potential resource after consulting VTA's 2013 LEP Plan.

### **Task 1, Step 4B: Contact relevant community organizations**

This step involves contacting community organizations that serve individuals who are LEP to ask if their clients are willing to provide feedback on VTA services.

VTA staff connected with Maria Marroquin, Executive Director of the Day Worker Center of Mountain View, after identifying this agency as having previously participated in the original LEP Plan. Although Maria was unable to accommodate a guided discussion group with clients and VTA staff, she offered to administer the survey during one of her agency's weekly meetings. Maria requested surveys in Spanish and English, which VTA staff mailed out and received once they were completed. VTA received 23 completed surveys in total from this group.

VTA connected with staff from Jewish Family Services of Silicon Valley at the July Refugee and Immigrant Forum meeting and inquired about administering a survey to their clients. The following week VTA staff attended a life skills course offered by the organization to their clients. Eleven people in total were able to participate in a guided discussion wherein they filled out the survey and afterwards offered comments relating to their experiences using VTA services.

VTA also connected with staff from the International Rescue Committee at the July Refugee and Immigrant Forum meeting and inquired about administering a survey to their clients. The following week VTA staff visited the agency's office and provided them with copies of surveys in various languages so staff could administer them as clients visited their office. Six completed surveys were collected from their office a couple of weeks later.

The third group VTA staff connected with at the July Refugee and Immigrant Forum meeting was the PARS Equality Center. This group only requested surveys in English and Farsi. Once the translation of the survey into Farsi was completed, it was emailed along with the English version to the agency's staff. The following week PARS Equality Center staff contacted VTA to retrieve 19 completed surveys.

Throughout these efforts, VTA staff placed emphasis on educating people about its free language translation services through its call center, demonstrated how to use its VTAlerts app to receive real time information on bus and light rail schedules, helped obtain bus and light rail schedules, and forwarded complaints and requests to customer service, who then entered this data into VTA's Salesforce system for further review from VTA management. VTA staff offered the possibility of making future visits to collect feedback and conduct additional community discussions on VTA projects. For those

agencies who expressed interest in these opportunities, VTA contacts forwarded their information to community outreach and planning staff at VTA for future event planning.

Based on the outreach efforts completed for this Limited English Proficiency Plan update, Day After Reports summarizing the responses and feedback from each agency were compiled and can be found in Appendix D.

### **Task 1, Step 4C: Obtain Information**

This step involves communicating with representatives of the agencies who participated in VTA's outreach efforts, and gathering general information on the clients they serve.

For each of the agencies listed below, VTA staff contacted an agency representative to go over information such as number of clients the agency has, clients' country of origin, and destinations that are visited most often by clients via public transit.

#### **Day Worker Center of Mountain View**

The Day Worker Center of Mountain View administered surveys to their clients after receiving them from VTA staff via email. The areas frequented by their day worker employees, hereafter referred to as clients, are primarily in Sunnyvale, Mountain View, and Los Altos. Because the number of clients they serve is dependent on the number of jobs available in the local area, the number varies from year to year. However, the agency has noted a definite rise in their number of clients over the last five years. Most of their clients are Spanish speaking and come from Latin America. Approximately 65 percent of their clients are male, and about 35 percent are female. Although the age range of their clients is from 17 to 65, most are between the ages of 30 and 50 and have an elementary school education. Some of the most frequented destinations by these clients via public transit are major medical and retail complexes on El Camino Real, which spans throughout the Day Worker Center's primary service area.

#### **International Rescue Committee (IRC)**

Initially, VTA staff talked to the IRC staff manager at a Refugee and Immigrant Forum meeting about VTA's Limited English Proficiency Plan update. The following week, VTA staff met with this organization to deliver surveys, which their agency staff said would be best to administer at meetings and classes. International Rescue Committee spans a wide service area that includes the following counties: Alameda, Monterey, San Mateo, Santa Clara, and Santa Cruz. While the agency itself brings in about 200 clients a year lately, because other agencies refer clients there, lately they serve about 500 clients a year. This marks a definite increase in the number of clients they have seen over the last five years. Most of their clients come from Afghanistan, Iraq, and Iran. This group had recently collected demographic information on its clients and reported to VTA staff that they serve 56 percent men and 44 percent women, with most being single, employable adults in their 20s or 30s. Most clients have a high school education, although some have little to no education whatsoever. The destinations IRC clients

most frequently go to are Wells Fargo, the County of Santa Clara Social Services office, and the Valley Health Center on Lenzen Avenue, a clinic connected to Santa Clara Valley Medical Center.

### **Jewish Family Services**

Jewish Family Services was the first group VTA held outreach efforts with for the update of VTA's 2013 Limited English Proficiency Plan. The primary area they serve is Silicon Valley, and they provide services to about 150 people every year. The number of clients they serve has gone up slightly over the last five years. Although their clients come from several different countries, most of their recent clients are similar to clients from IRC in that they come from Iran, Iraq, and Afghanistan. Most of the clients who come to Jewish Family Services are at least high school graduates, with some having a bachelor's or master's degree. The number of male and female clients they have is about equal, but most clients are either in their mid-20s, 40s, or 50s. Clients from this agency most frequently travel to the following destinations via public transit: Santa Clara Valley Medical Center, Santa Clara Department of Motor Vehicles (DMV), Los Gatos DMV, and the County of Santa Clara Social Services office.

### **PARS Equality Center**

Initially, VTA staff talked to this agency's Director of Social Services at a Refugee and Immigrant Forum meeting about VTA's Limited English Proficiency Plan update. The following week, VTA staff emailed surveys to the Director of Social Services to administer to clients as they came to the agency's office. Although the organization has locations throughout California, the office VTA contacted primarily serves the South Bay Area. The agency currently serves about 100 clients per year, and the number has definitely gone up over the last five years. Nearly all of their clients come from Iran and are at least high school graduates. The amount of male and female clients they have is roughly equal, and the ages of their clients range widely since they work with many families. These clients most frequently use public transit to go to Santa Clara Valley Medical Center and the County of Santa Clara Social Services office.

## **Factor 2: The Frequency with which Individuals who are LEP Come into Contact with Your Programs, Activities, and Services**

### **Task 2, Step 1: Review the relevant programs, activities, and services you provide**

This step involves listing VTA's programs, activities, and services which individuals who have limited English proficiency (LEP) come into contact with most frequently.

Feedback obtained from the administered survey revealed that VTA's customers who are LEP come into contact with bus service most often (89.7 percent of participants), followed by light rail services (49.1 percent of participants). Several of these customers stated that they utilize their bus drivers and the VTA Downtown Customer Service Center for information on VTA services. 42.1 percent of participants also indicated that

they were unaware of VTA's free language assistance services. This will have to be taken into account during future outreach efforts and for future VTA promotional materials.

Some other trends from the survey data include:

- People with fewer vehicles in their household were more likely to consider bus and light rail services to be very important.
- Those who used VTA to get to work were more likely to access the internet via a mobile device.
- Older adults were less likely to use mobile devices and instead use laptops or desktops to access the internet.

Apart from the questions presented in the survey, feedback was also obtained on people's general experiences using VTA services. Participants submitted a variety of comments, but some common themes were present. Many people requested increased service frequency, including increased service hours, and greater coverage on bus routes. Individuals also wanted more bus shelters and bus stop amenities such as real time information (RTI) systems.

**Task 2, Step 2 and Step 3: Review the information obtained from community organizations and consult directly with people who are LEP**

This step involves reviewing the feedback obtained from the individuals and community groups contacted as part of this update to VTA's 2013 Limited English Proficiency Plan.

When VTA staff met with the organizations listed in Task 1, Step 4B, the survey in Figure 12 was used to get feedback about VTA's services.

The survey from Figure 12 was also translated into 12 languages other than English. This is a critical part of ensuring that the different LEP populations served by VTA are also able to participate in the survey and provide our organization with valuable feedback regarding its services. The translations of the survey can be found in Appendix B.

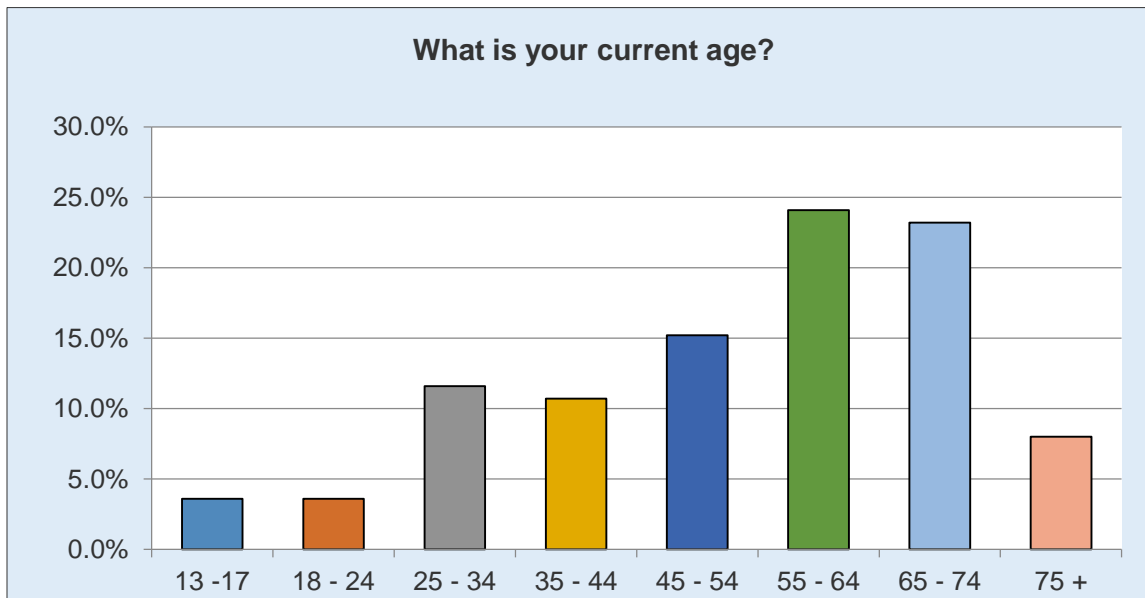
Included below are data trends for people surveyed at the VTA Downtown Customer Service Center, where the bulk of surveys were collected, as well as data trends for all people surveyed.

### **Data Trends: Downtown Customer Service Center**

VTA staff administered a total of 116 surveys at the Downtown Customer Service Center over the course of two days. Upon examining the data, there appeared to be some trends relating to the customer base of the center.

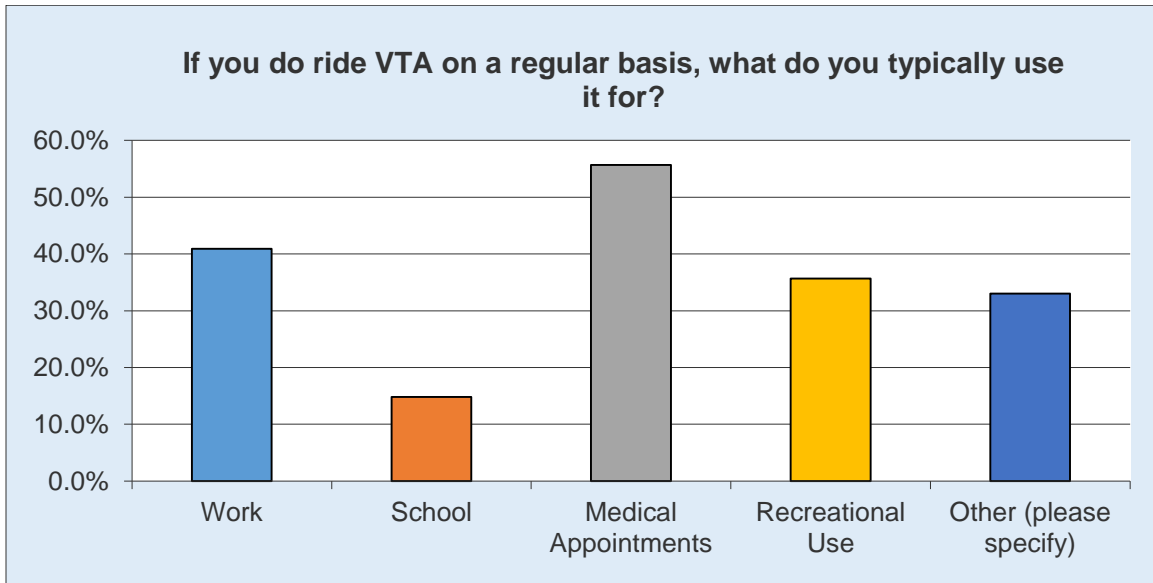
Demographically, individuals who use the Downtown Customer Service Center appear to be slightly older on average. As shown in the chart below, more than half of those surveyed at the center were over the age of 55.

**Figure 13: Downtown Customer Service Customers – Question 11**



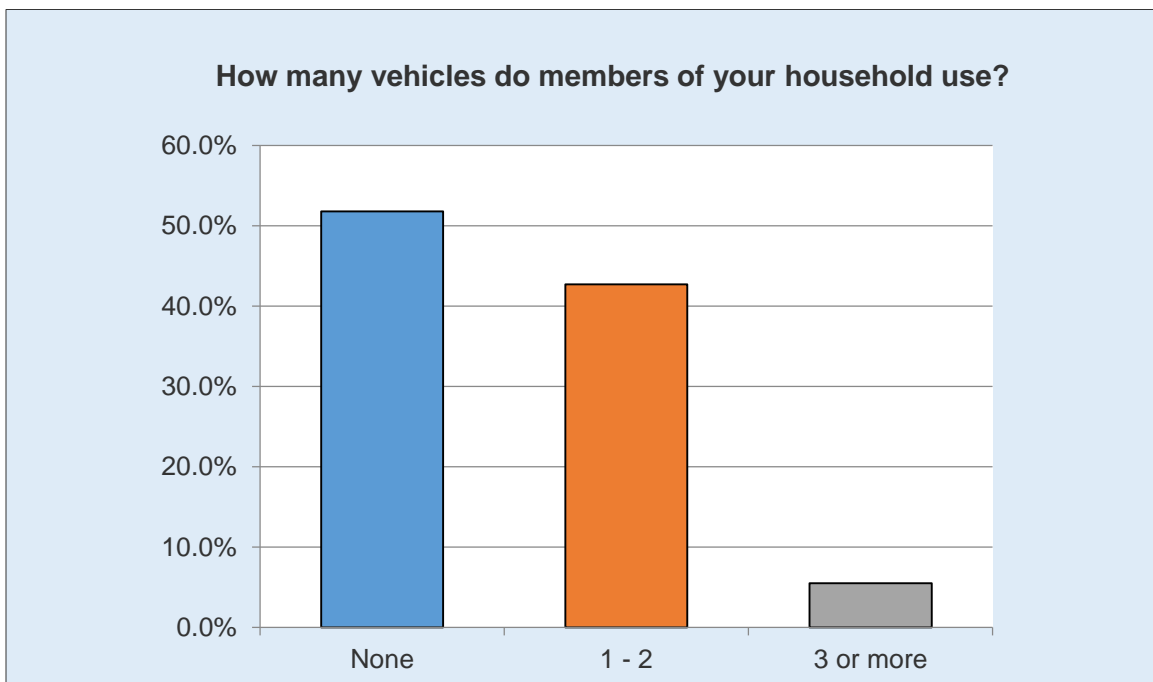
The data for this group also showed a slight increase for the amount of individuals who use VTA to get to medical appointments. This may relate to the fact that individuals using the center tend to be older and thus may attend medical appointments more frequently.

**Figure 14: Downtown Customer Service Customers – Question 2**



The vehicle use of this group of customers also appeared to be lower than average, with a majority of participants living in households without vehicles.

**Figure 15: Downtown Customer Service Customers – Question 13**

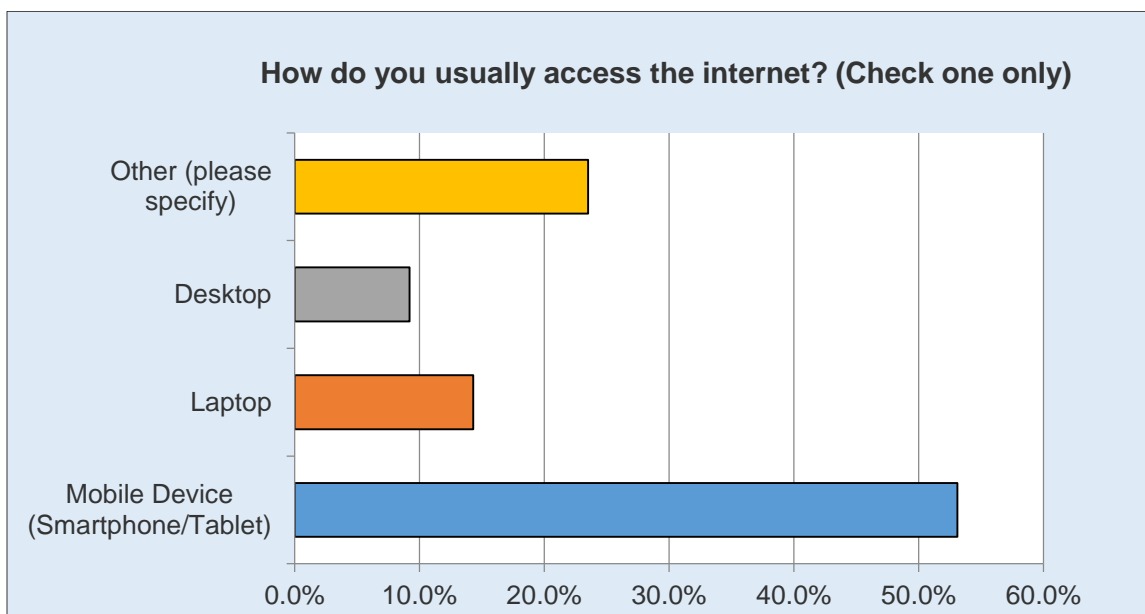




As seen in the chart below, those who visit the center are more likely on average to use something other than a mobile device to access the internet. Overall a majority still utilize mobile devices, but the amount who do not is far greater on average in comparison to the overall population of participants.

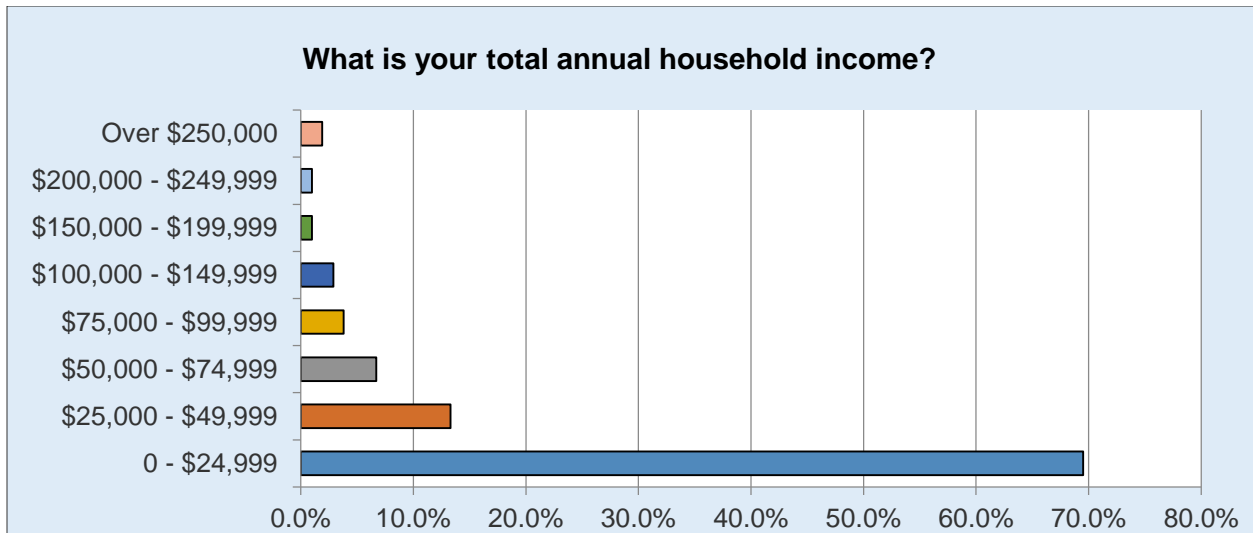
Many who selected “other” left the explanation space blank without providing any additional information. It is possible that they may have done so in order to indicate that they do not regularly use the internet. A few participants wrote “not often” or “none” in that space, which further seems to suggest that they were attempting to communicate a lack of internet use.

**Figure 16: Downtown Customer Service Customers – Question 7**



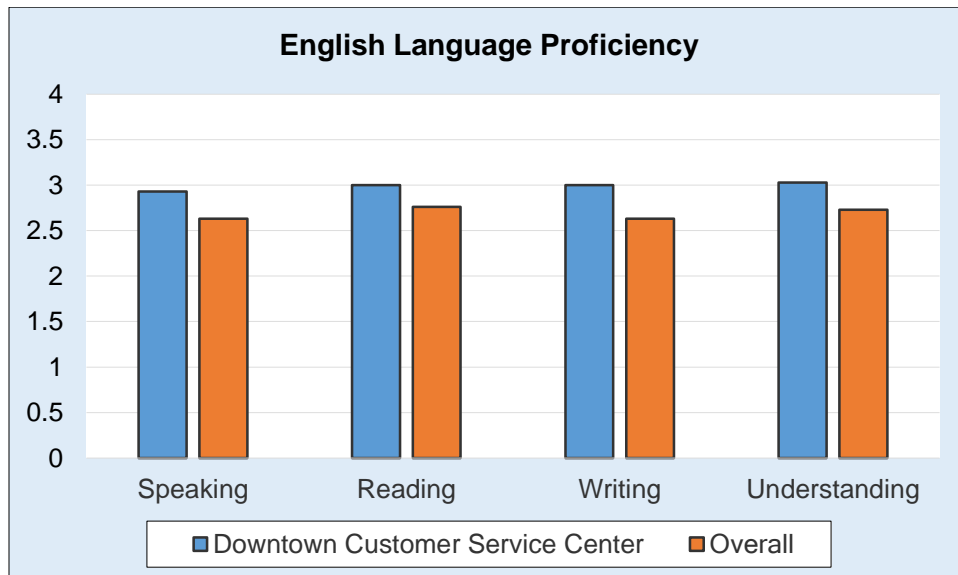
In terms of income, these customers supported the overall trend wherein the majority of those surveyed had a household income of less than \$25,000.

**Figure 17: Downtown Customer Service Customers – Question 15**



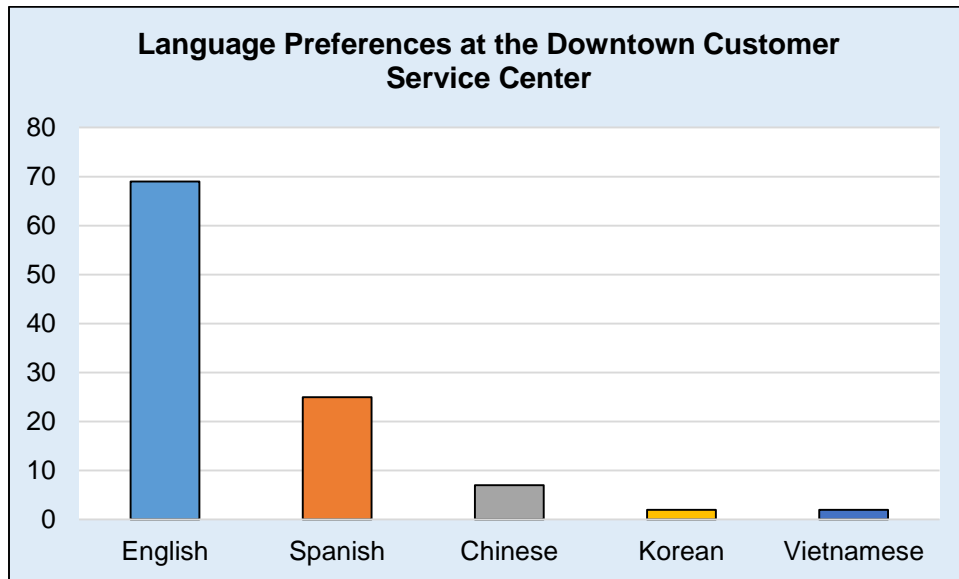
The English language proficiency of this group of customers did appear to be slightly higher than average compared to the total population surveyed.

**Figure 18: Downtown Customer Service Customers – Question 9**



This may relate to the fact that as indicated below, a majority of the customers selected English as their preferred language for speaking, reading, writing, and understanding. Spanish was the second most popular language, followed by Chinese. Korean and Vietnamese were each selected twice as a preferred language.

**Figure 19: Downtown Customer Service Customers – Question 8**



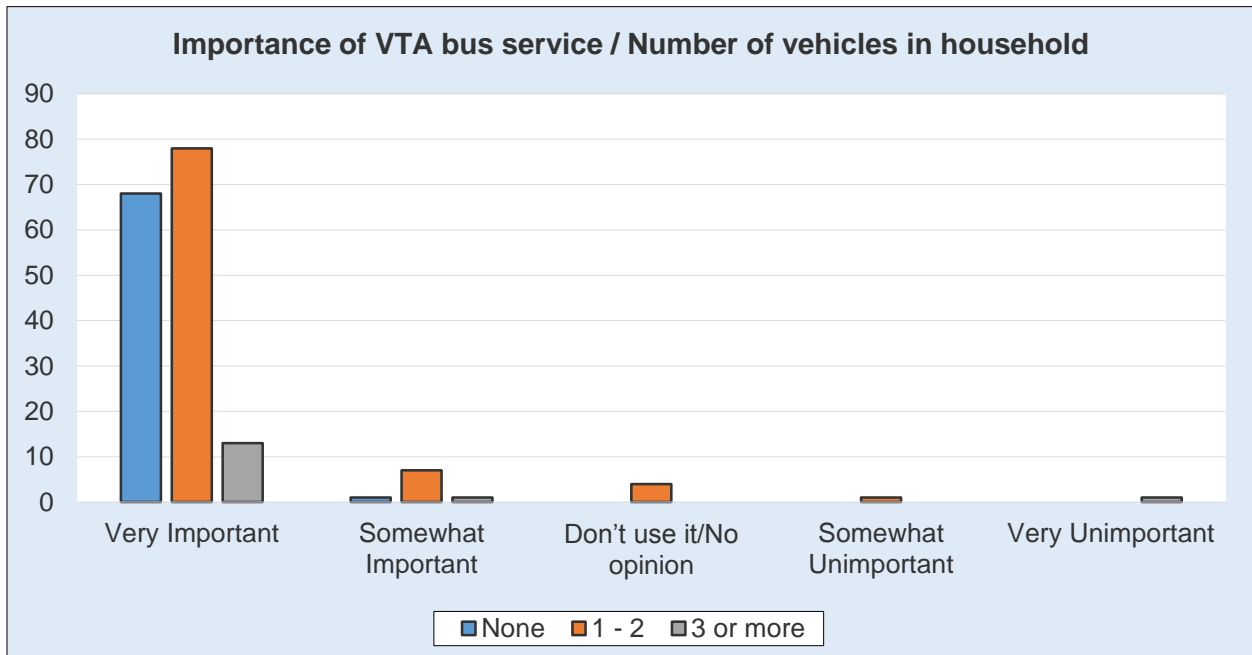
Overall the customers who utilize the Downtown Customer Service Center appear to be slightly older, with a higher level of English proficiency. They tend to have fewer vehicles, thus they may rely more heavily on public transit in order to get to common destinations such as work or medical appointments.

## Data Trend: Importance of VTA services in comparison to the number of vehicles per household

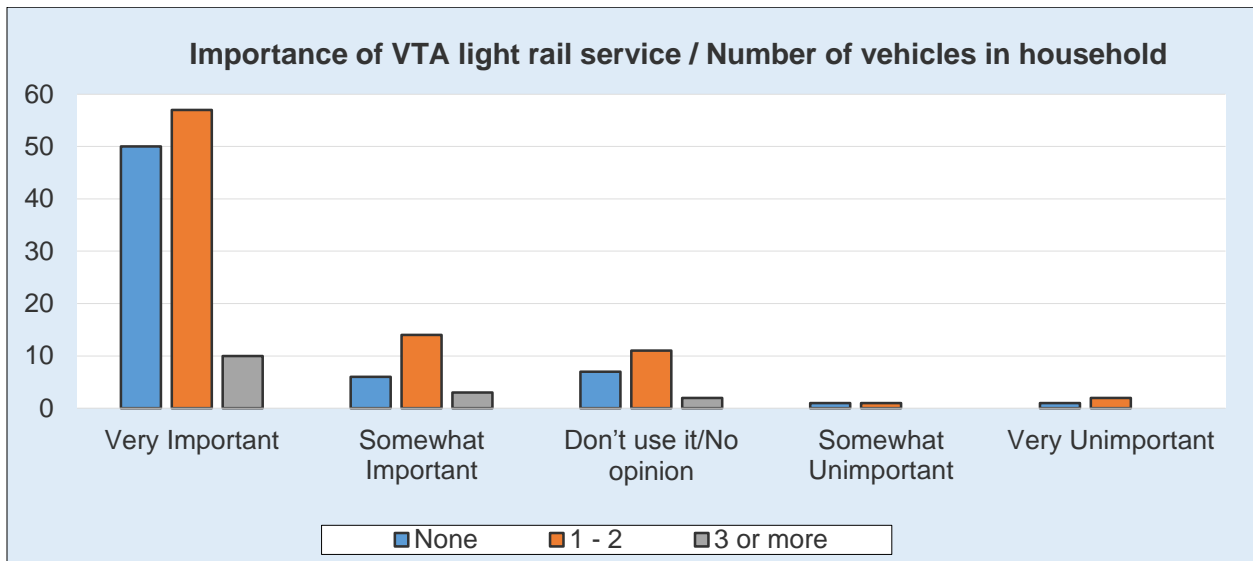
VTA received a total of 185 completed surveys including the 116 that were completed by customers at the Downtown Customer Service Center. An examination of all 185 total surveys indicates some other notable trends.

The data indicated a correlation between the number of vehicles in a household and the perceived importance of VTA bus and light rail services. A majority of participants indicated that VTA bus and light rail services were “very important” to them, but those who indicated that it was “somewhat important” or less also tended to have one or more vehicles in their household. As the charts below show, there are very few households without vehicles (blue bars) that indicated VTA services were anything less than “very important.” Those who selected “somewhat important” or less tended to live in households with one or more vehicles.

**Figure 20: All Respondents – Comparing Questions 3 and 13**



**Figure 21: All Respondents – Comparing Questions 4 and 13**

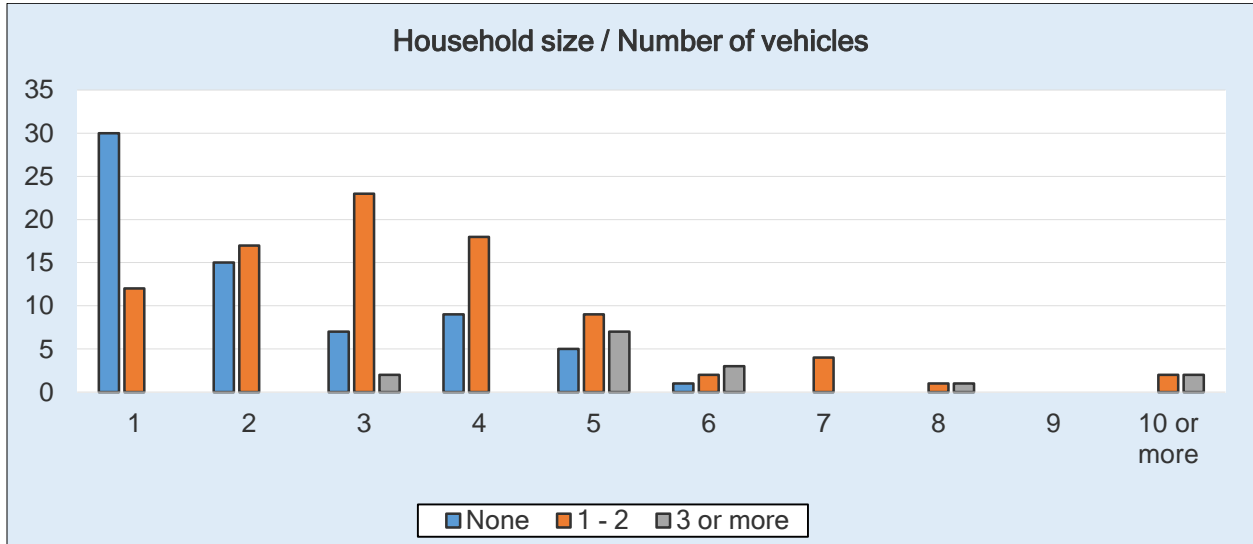


Thus there appears to be a negative correlation between the perceived importance of VTA bus and light rail service and the number of vehicles in a household. Households with no vehicles tend to consider these services more important than households with one or more vehicles. This is logical considering the fact that households without vehicles would likely have a greater reliance on public transit.

## Data Trend: Household size in comparison to number of vehicles per household

The data also indicated that households with fewer occupants were more likely to have a fewer number of vehicles. As the chart below indicates, those participants who lived alone were far more likely than any other group to have no vehicles. As household size increases, it becomes less likely that these households will have no vehicles.

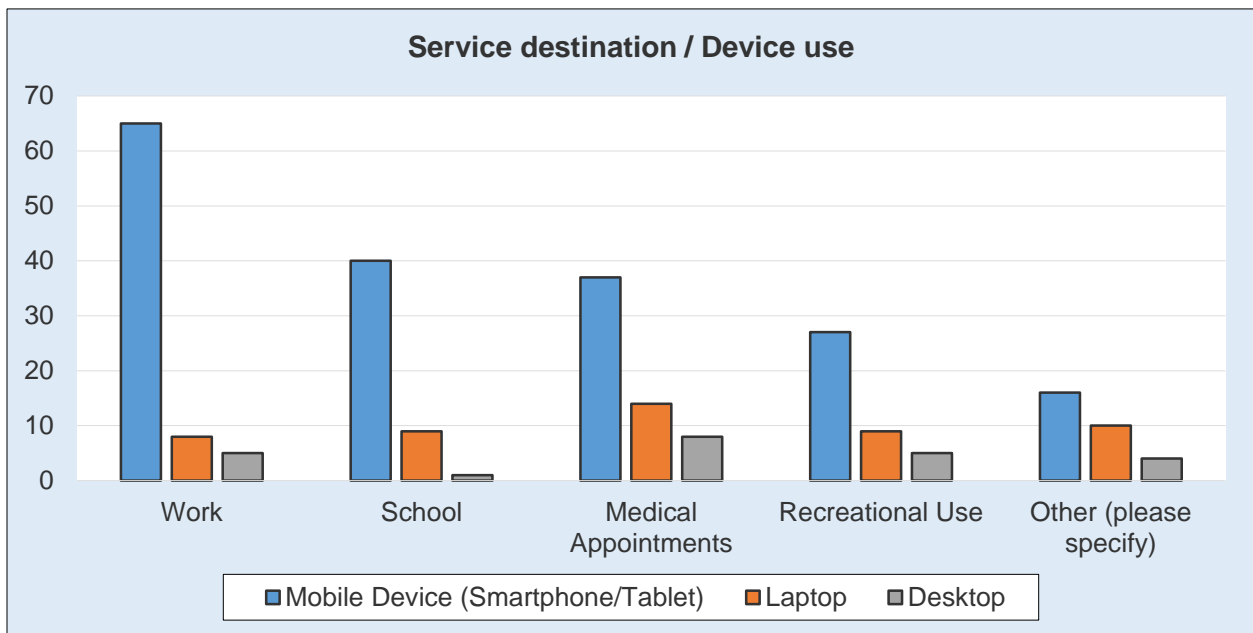
**Figure 22: All Respondents – Comparing Questions 12 and 13**



## Data Trend: Use of VTA services in comparison to device use.

It is interesting to note that there appears to be a trend between passenger destination and device use. The chart below shows that those who ride VTA bus or light rail to get to work are far more likely to use a mobile device to access the internet than any other group. Those who use VTA to get to school are the second most likely to access the internet on a mobile device. These groups' frequent use of mobile devices could relate to the fact that they use VTA service more regularly on weekdays, and thus may use their mobile devices during their frequent trips to and from work and school.

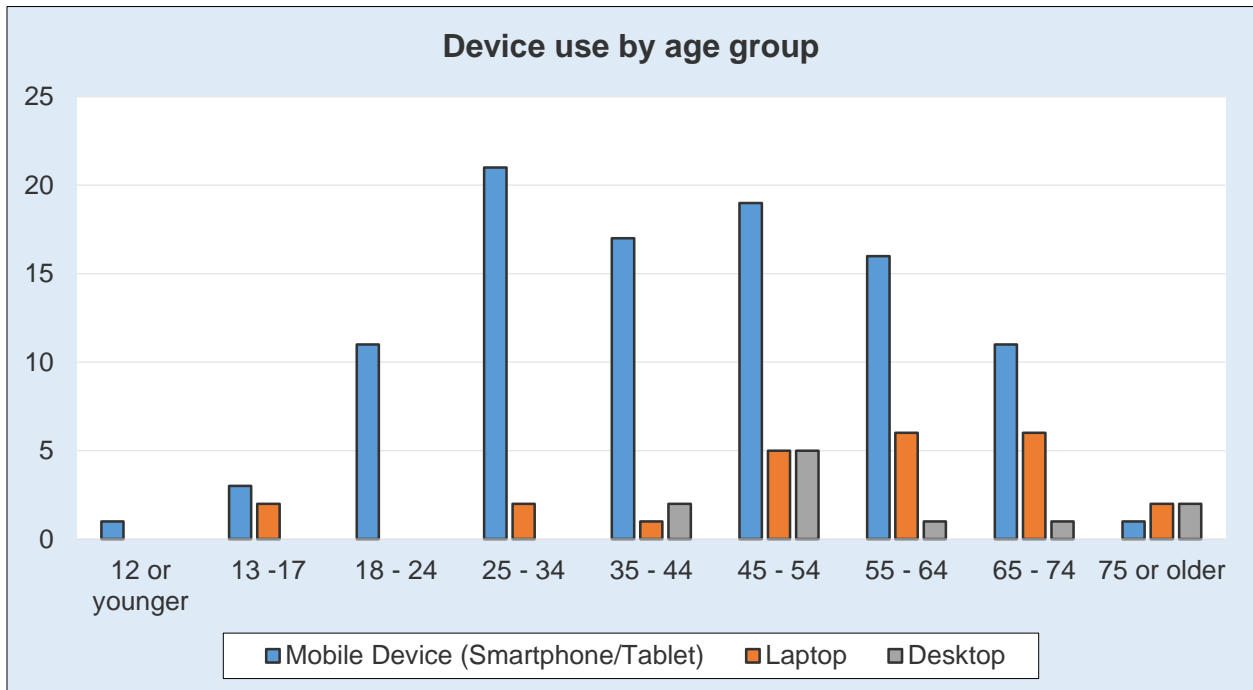
**Figure 23: All Respondents – Comparing Questions 2 and 7**



## Data Trend: Device use by age group

In terms of participants' device use, a majority tend to rely on their mobile devices to access the internet. However, there does appear to be a trend among those who use laptops and desktops as their preferred method of internet access. As the chart below indicates, those participants who use laptops and desktops to access the internet tend to be older overall. Individuals below the age of 35 did not use desktop computers, but would occasionally use laptops. Desktop and laptop use appears highest in individuals above the age of 45, with mobile device use dropping significantly within these groups.

**Figure 24: All Respondents – Comparing Questions 7 and 11**



Graphs and charts showing data for each survey question are included in Appendix D.

Below is a compilation of general feedback obtained from the groups and follow-up measures being taken by VTA staff.



## **Community Group Feedback**

### **Day Worker Center of Mountain View**

General Feedback: One of the respondents indicated that they do not attend VTA public meetings because “the meetings seem very selfish and driven by the contractors.”

Follow-Up: This comment will be forwarded to VTA staff to take into consideration for future meetings.

### **International Rescue Committee**

General Feedback:

IRC staff informed us that their clients would like increased bus coverage.

Staff also stated that some clients have concerns about the long travel times when riding the bus.

IRC staff wanted to learn more about Eco Passes and whether they could potentially sign up for these for use by their clients.

IRC staff mentioned that they were in the process of scheduling a “cultural orientation” for clients which would contain workshops to educate them on a variety of topics. They expressed interest in having VTA staff participate by teaching clients how to use bus and light rail service, as well as answer any other questions they may have about transportation.

Follow-Up:

VTA staff will discuss IRC’s “cultural orientation” events and determine which staff members would be available to participate. Information has also been sent to IRC’s Site Manager regarding VTA’s Eco Passes.

### **Jewish Family Services of Silicon Valley**

General Feedback:

Participants suggested increased bus frequency, with buses arriving approximately every 15 minutes. One man remarked that the bus stop at Williams and San Tomas was particularly problematic. A few others remarked that the #48 bus arrives too infrequently.

Participants coming from Santa Clara and Sunnyvale and travelling to the Jewish Family Services office commented that there was no direct bus route available, and that they would need to use several different bus lines to reach their destination.

Participants also suggested naming each bus stop and displaying this name on the bus stop sign so that each stop is more easily identifiable.

Participants wanted updates on whether buses were running late, and requested that all bus stops have Real Time Information, similar to the stop at West Valley College.

Many participants commented that they did not like waiting for the bus in the hot sun or in the rain. They requested that more bus stops have shelters, specifically the bus stop at Los Gatos and Lark near the organization.

A participant commented that many people come to Jewish Family Services from Good Samaritan Hospital, so they need to walk a long distance in order to reach Jewish Family Services because there are no direct bus routes.

Participants commented that they preferred the bus over the light rail because it is easier for them to get to the bus stops than the light rail stations.

Participants stated that they had no issues buying tickets for the bus, using clipper cards to pay for fare, or loading additional money onto their clipper cards.

Most participants felt that the price of the monthly pass was far too high, and they wanted to know whether they could get a refugee or immigrant discount, even if it only lasted for 2-4 months.

Participants wanted to learn more about Eco Passes.

Participants enjoyed using the VTAAlerts App to get travel information. Everyone in attendance had a smart phone and either already had the app, or expressed interest in downloading it.

#### Follow-Up:

As a result of feedback that was given during the small group discussion, VTA staff will follow up with the comments relating to requested changes to the bus routes and bus stops including shelters, names, Real Time Information, increased frequency, etc. Some participants also expressed interest in having discounted passes based on refugee status which would last 2-4 months, and VTA staff will look into this. VTA staff also explored initiating a request for a bus shelter at the Los Gatos and Lark stop as requested by the participants.

### **VTA Downtown Customer Service Center**

#### General Feedback:

Participants suggested increased bus frequency, with buses arriving approximately every 10 minutes. They also requested that buses run later into the early morning, until 4:00 or 5:00 am.

One participant specifically suggested that more 168 express buses should be available during the middle of the day for South Bay commuters. She also suggested that an

additional 168 bus should run for students in addition to the current route scheduled for 7:42 am.

One participant commented that previously she was very unhappy with VTA customer service, but later when a new supervisor was hired it improved greatly. She indicated she was very happy with the change and to keep up the good job.

In obtaining information about public transportation, many people said they use the VTA Downtown Customer Service Center for assistance in learning about public transit and/or construction projects. Several Spanish speaking customers indicated that they ask their bus drivers for information.

One woman explained that people in her community (which is largely Chinese) have issues with Outreach, VTA's current paratransit contractor, translations over the phone and during their rides. They say that the phone operators only speak English and sometimes Spanish. She said that during rides people often have trouble getting to their destinations due to language barriers.

As with Jewish Family Services, customers indicated that more bus shelters are needed because of the hot weather.

#### Follow-Up:

As a result of feedback that was given, VTA staff will follow up on comments relating to requested changes to the bus routes and bus stops including shelters, increased frequency, longer service hours, etc.

### **Factor 3: The Importance of Your Program, Activities and Services to Persons who have Limited English Proficiency (LEP)**

#### **Task 3, Step 1: Identify your agency's most critical services**

This step involves identifying which VTA services would have serious consequences if language barriers prevented a person from accessing them.

Most of VTA's customers who have limited English proficiency that were surveyed for this Plan update use both bus and light rail service, with a higher percentage using only bus services. Furthermore, a large number of them said they ask their bus operator for information they need regarding VTA services. With this knowledge in mind, it is important to ensure that our multilingual bus operators are providing assistance in as many languages as possible.

Because of its ability to provide interpreters for all of the safe harbor languages in VTA's service area, language line services provided through the VTA Customer Service Call Center are also critical for our clients who have limited English proficiency. Similarly, the contracted services VTA receives for translated documents and interpretation at public meetings is also essential for the LEP populations throughout the community.

After discussing VTA services with individuals who were surveyed, it is clear that many are dependent on VTA for transportation to important locations such as work, school, and medical appointments. If there were interruptions to our bus or light rail services, and no language assistance services were available, VTA's customers who have limited English proficiency would be unable to access many critical places. Since VTA also takes part in many construction projects, a lack of language assistance services could also result in safety hazards for these customers.

For information regarding VTA customers from individual agencies, including the VTA services they use most and what they use those services for, please refer to the Day After Reports in Appendix D.

### **Task 3, Step 2: Review input from community organizations and persons who are LEP**

This step involves documenting the importance of different services provided by VTA to individuals who are LEP, as well as suggestions and requests these individuals have made.

After reviewing feedback from the surveys administered as part of this update to VTA's 2013 Limited English Proficiency Plan, the vast majority of people surveyed indicated that both bus and light rail service is very important to them. They also indicated that it is important to have bilingual services available, particularly when it comes to bus operators providing assistance.

In order to ensure individuals who are LEP can access VTA services, project, and activities without language barriers, VTA offers the following language assistance services:

- Language line services through VTA's customer service call center. This provides interpreters for customers to speak with VTA staff in all safe harbor languages through VTA's service center.
- VTA has bilingual staff to provide interpretation at VTA public meetings and events.
- In case VTA does not have staff that speaks a customer's primary language, there are contracted services to provide interpretation at VTA public meetings and events for customers who require language assistance services.
- VTA also has contracted services to provide translation of documents, which is done for all documents as listed in the Vital Documents Plan (Appendix G). These services are also available upon request.

Furthermore, in response to feedback from community organizations, VTA has focused on accomplishing several goals, including:

- Providing free Clipper Cards to agencies serving clients that are low-income and have limited English proficiency.
- Providing presentations to CalWORKs clients on the upcoming NEXT Network Project. This is significant considering CalWORKs clients are low-income individuals who receive aid from the Santa Clara County Department of Social Services. Since many people who use VTA are low-income, this is a great opportunity for these VTA customers to give feedback on a project that aims to redesign VTA's bus and light rail network.
- Creating a multilingual video on how to use VTA bus and light rail services.
- Designing a tour on how to use VTA for immigrants and refugees in Santa Clara County.

VTA continues to address the following issues that were raised in the 2013 Limited English Proficiency Plan, although staff and financial resources are still limited.

1. Research current technology and software to enhance the use of machine translations on our website.

Challenge: Currently, technology is limited and machine translations do not always convey the correct meanings of documents, and not all words can be translated from English to another language. Using all human translations is not feasible due to time and financial constraints.

Update: VTA staff continue to research the most effective means of performing translations from English to other languages for VTA documents and information. Using only human translations is still not feasible due to costs and time, but staff does reach out to community groups to remind them that translations can be made available upon request.

2. Increase the number of documents that can be translated such as bus schedules and Take Ones (VTA rider newsletter), for riders from members of smaller LEP communities who frequently use our services.

Challenge: The cost of printed materials is based on volume. So, printing small quantities of schedules or Take Ones would not be economically feasible. Additionally, space is limited, so we could not have route schedules in multiple languages in our bus schedule racks.

Update: As mentioned above, in order to assess the needs of VTA's ridership as effectively as possible, outreach to different community groups is done to see which translations are needed for different languages in the VTA service area.

## Factor 4: The Resources Available to the Recipient and Costs

### Task 4, Step 1: Inventory language assistance measures currently being provided, along with associated costs

This step involves consulting VTA staff on the different language assistance measures provided to individuals who are limited English proficient (LEP) in order to help them access services and information.

VTA utilizes the following resources to ensure LEP populations in its service area can access its services without any language barriers:

- The language line service available through VTA's customer service call center. This service, which provides interpreters in the safe harbor languages for VTA's service area, helped 2,256 callers for calendar years 2014 and 2015 combined. These calls covered 26 different languages.
- Bilingual VTA staff who can provide translation for customers over the phone, in person at the downtown customer service center, and at public meetings. When needed, these staff members can also assist with translation of certain types of documents.
- Contracted vendors provide translation of documents according to the Vital Documents Plan (Appendix G). VTA created the Vital Documents Plan to ensure translations in the safe harbor languages for its area are completed. The document lists three tiers of different documents that are vital to using VTA's services and ensure customers are aware of their rights under applicable federal laws.
- Contracted vendors provide review and quality control of the various documents that have been translated and provided for public use.
- The VTA public website, which contains translations of various documents and contains a link for translations of individual web pages within the site.

After reviewing the feedback obtained from the LEP Plan, VTA created a Public Participation Plan to serve as guidance on how to provide the public with meaningful engagement opportunities relating to VTA services, activities, and projects. By providing frequent opportunities for community feedback, VTA preserves its commitment to serving the needs of the community as expressed by its members.

VTA utilizes the following resources to provide assistance to individuals who are LEP to navigate VTA services and information in several ways, including the following:

- The VTA Public Participation Plan, which gives guidance on how to effectively engage different communities in VTA's service area, particularly minorities, individuals who are LEP, and those with low-income.

- The VTA Vital Documents Plan, Appendix G, which VTA has created in order to ensure translations are completed for documents which are vital to using VTA's services and ensuring customers are aware of their rights under applicable federal laws.

In order to ensure individuals who are LEP can access information about their rights while using VTA, the following translations have been completed.

- A Notice to the Public for Title VI has been translated into the safe harbor languages for VTA's service area at every light rail station. It is also posted in all light rail and bus vehicles in the top three languages for VTA's service area. This document explains individuals' rights under Title VI and how to file complaints if they believe VTA is discriminating against them based on race, color, or national origin, which includes LEP status.
- A Notice to the Public for ADA is posted in all bus and light rail vehicles in the top three languages for VTA's service area. This document serves as a notice of people's rights under the Americans with Disabilities Act and how they can file a complaint if they believe VTA is discriminating against them based on a disability.

The following documents have been translated into the safe harbor languages for VTA's service area and posted on the VTA webpage:

- Title VI: Organizational Commitment
- Title VI: Notice to the Public
- Title VI: Fact Sheet
- Title VI: Complaint Process
- Title VI: Complaint Form
- Americans with Disabilities Act (ADA): Complaint Form
- ADA: Reasonable Modification Summary
- ADA: Reasonable Modification Policy
- ADA: Grievance Procedure
- ADA: Nondiscrimination Statement and Notice to the Public

The following documents have been translated into the top five languages spoken by individuals who are LEP in VTA's service area and posted on the VTA webpage:

- Clipper Card and VTA Day Pass Fact Sheet
- Alum Rock/Santa Clara Bus Rapid Transit Project Fact Sheet
- El Camino Real Bus Rapid Transit Project Fact Sheet
- VTA Silicon Valley Express Lanes Program Fact Sheet
- VTA's BART Silicon Valley Phase II Extension Project: Environmental Process – Fact Sheet

The following documents were translated into the top three languages spoken by people who are LEP in VTA's service area and posted on VTA's webpage:

- VTA paratransit services: Eligibility Brochure
- VTA paratransit services: Rider's Guide
- VTA paratransit services: Reasonable Accommodation Notification
- VTA paratransit services: Contact Information and Process
- VTA's BART Silicon Valley Phase I: Berryessa Station Fact Sheet
- VTA's BART Silicon Valley Phase I: Milpitas Station Fact Sheet

VTA spent \$88,558.04 in calendar year 2014 and \$133,151.51 in calendar year 2015 for language assistance services. Document translation expenses more than doubled from \$34,372.49 in 2014 to \$84,252.99 in 2015. Table 12 provides more information on VTA's Title VI expenses for calendar years 2014 and 2015.

#### **Task 4, Step 2: Determine what, if any, additional services are needed to provide meaningful access**

This step involves reviewing the top languages spoken in VTA's service area and ensuring that an appropriate amount of language assistance services are being provided to individuals who are LEP and use VTA.

The results of our survey indicated that 42.1 percent of survey respondents were not aware of VTA's free language assistance services. With such a large portion of the public being unaware that VTA offers this service, many individuals are not able to take full advantage of our language assistance services, and as a result they may face language barriers in using VTA.

VTA has also posted condensed Title VI notices on all buses and light rail trains with translations in Spanish and Vietnamese. Full Title VI notices which have been translated into the safe harbor languages are posted on light rail platforms and bus stop shelters where space is available, as well as on the VTA website. VTA has developed a custom Geographical Language Search Tool to assist with community outreach, so that staff are able to gain an increased awareness of the community dynamics and determine whether translation and interpretation services may be necessary for effective outreach efforts. VTA bilingual staff are available to assist customers, as well as the language line where riders can have access to real time bus information. Increased efforts are needed to spread awareness of these resources so LEP populations know that VTA is working to meet their needs.

#### **Task 4, Step 3: Analyze your budget**

This step involves determining what amount of VTA's budget is being devoted to language assistance measures for individuals who use VTA services and are LEP.



VTA spent \$88,558.04 in calendar year 2014 and \$133,151.51 in calendar year 2015 for language assistance services, representing a 50.4 percent increase. It is also noteworthy that document translation expenses more than doubled from \$34,372.49 in 2014 to \$84,252.99 in 2015.

The increase in expenditures for language assistance measures between calendar years 2014 and 2015 can be attributed to VTA’s continued commitment to upholding Title VI requirements and providing numerous valuable resources to our LEP populations. VTA prioritizes staff education by utilizing its Title VI unit as a resource devoted to ensuring staff are meeting the needs of the diverse community it serves.

VTA will continue to analyze the effectiveness of its language assistance services by obtaining community feedback, and the agency will determine if additional funds are needed to obtain more comprehensive services to assist individuals who are LEP. Please refer to Table 12 below for more details on VTA’s expenditures for language assistance services.

**Table 12: VTA Title VI Expenses (Calendar Years 2014 and 2015)**

Agency/Contractor	2014	2015
VTA Bilingual Staff Pay Differential	\$48,623.05	\$42,496.27
Document Translation Expenses	\$34,372.49	\$84,252.99
Quality Control for Translated Documents	\$5,562.50	6,402.25
<b>Total</b>	<b>\$88,558.04</b>	<b>\$133,151.51</b>

**Task 4, Step 4: Consider cost-effective practices for providing language services**

This step involves determining what cost-effective practices VTA is utilizing to provide language assistance measures to individuals who are LEP.

VTA goes through a formal, established process for certifying employees with proficiency in languages other than English. Certified bilingual employees at VTA provide assistance to customers who are LEP in a number of ways. When people who are LEP call VTA’s customer service line, there are employees who are able to speak the top languages for VTA’s service area. For other languages, the language line service is used to communicate with these customers and address their needs. For many other occasions, VTA employees are able to provide service in customers’ primary languages, interpret at meetings, and translate documents or other important information. When VTA staff is unable to provide assistance in a requested language, the requested service is contracted out. VTA also requests assistance from staff at community based organizations to serve as interpreters at outreach events, which reduces costs and utilizes members of the community who understand their peers well.





## Americans with Disabilities Act (ADA)

The Santa Clara Valley Transportation Authority (VTA) operates its programs and services without regard to *a person's level of ability* in accordance with the Americans with Disabilities Act of 1990. Any person who believes that he or she has been discriminated against because of their disability may file a complaint with VTA at [www.vta.org/adacomplaint](http://www.vta.org/adacomplaint), the Federal Transit Administration at [www.fta.dot.gov](http://www.fta.dot.gov), or other agencies. Complaints may also be filed by calling VTA's Customer Service Center at (408) 321-2300/TTY: (408) 321-2330.

Santa Clara Valley Transportation Authority (VTA) opera sus programas y servicios sin tomar en cuenta el *nivel de capacidad de una persona* de acuerdo con la Ley para los Estadounidenses con Discapacidades de 1990. Cualquier persona que crea que ha sido discriminada por causa de su discapacidad puede presentar una queja a VTA en [www.vta.org/adacomplaint](http://www.vta.org/adacomplaint), a la Administración Federal de Tránsito en [www.fta.dot.gov](http://www.fta.dot.gov), u otras agencias. Pueden presentarse quejas también llamando al Centro de Servicio al Pasajero Customer Service Center de VTA al 408-321-2300/TTY: 408-321-2330.

Cơ Quan Vận Chuyển Thung Lũng Santa Clara (VTA) vận hành các chương trình và dịch vụ của mình không phân biệt *mức độ khả năng của một người* theo Đạo Luật Người Mỹ Khuyết Tật Năm 1990. Bất kỳ người nào tin rằng mình đã bị kỳ thị vì khuyết tật của họ có thể nộp đơn khiếu nại với VTA tại [www.vta.org/adacomplaint](http://www.vta.org/adacomplaint), Cơ Quan Quản Lý Vận Chuyển Liên Bang tại [www.fta.dot.gov](http://www.fta.dot.gov), hoặc các cơ quan khác. Khiếu nại cũng có thể được nộp bằng cách gọi trung tâm dịch vụ khách hàng của VTA tại 408-321-2300/TTY: 408-321-2330.

اردو

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עברית



# Appendix A

## Language Line Data

# Language Line Data Analysis 2015 – Total Minute Usage

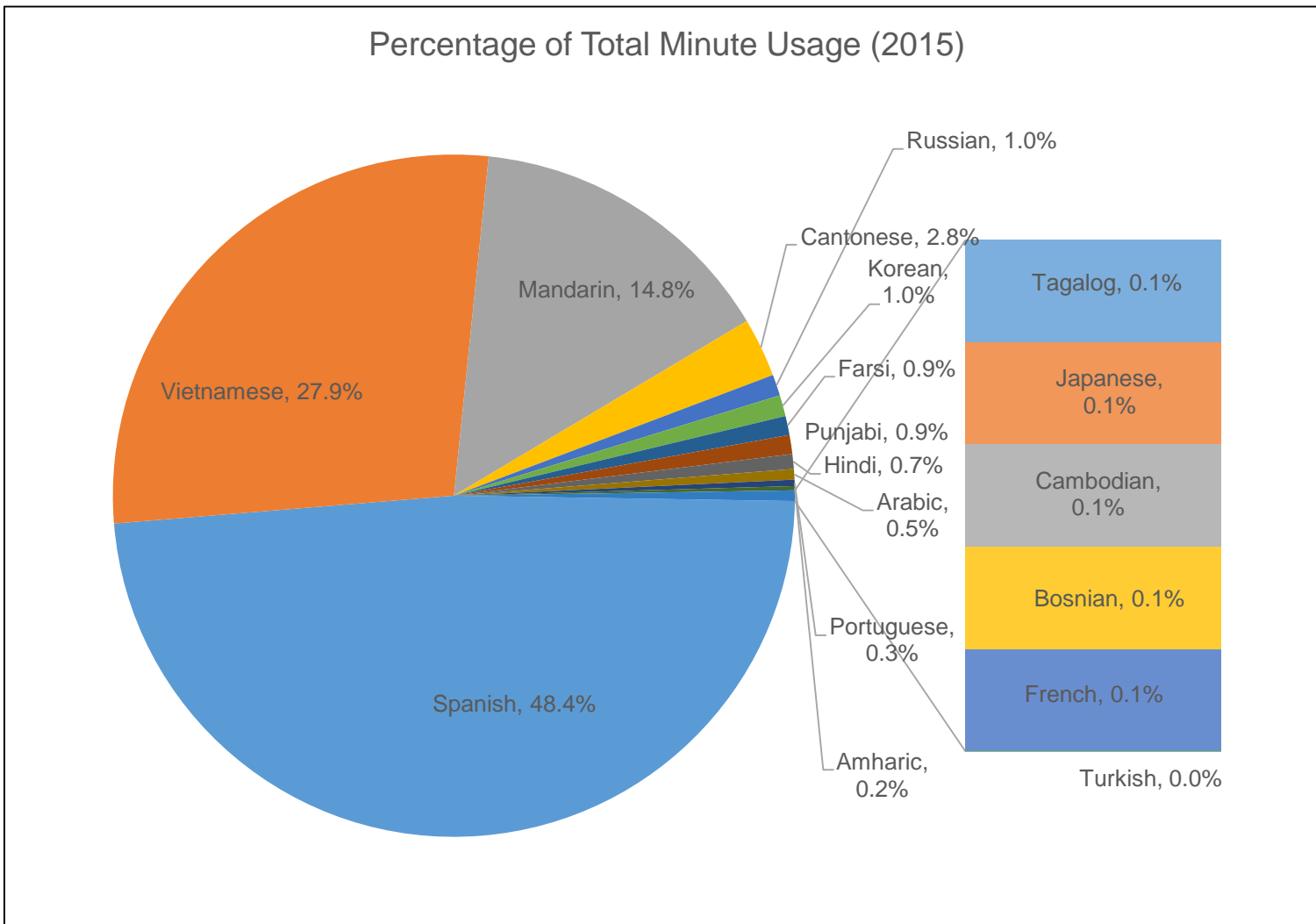
## Table 13

Calendar Year 2015	January	February	March	April	May	June	July	August	September	October	November	December	2015 Total Minutes Used
Spanish	187	451	431	392	285	384	411	579	482	424	406	293	4725
Mandarin	192	222	279	237	148	161	243	318	215	209	182	320	2726
Vietnamese	91	135	91	40	125	82	153	88	158	121	80	283	1447
Cantonese	75	8	40	2	24	12	61	13	11	10	2	19	277
Farsi	12	7	5	0	0	13	0	20	18	0	16	8	99
Japanese	0	0	0	0	8	56	0	7	15	0	8	0	94
Russian	41	32	0	0	0	0	7	6	0	0	0	0	86
Korean	7	0	24	8	4	18	18	0	5	0	0	0	84
Punjabi	0	0	0	0	5	5	0	12	0	20	15	14	71
Tagalog	23	5	0	0	0	5	0	0	0	6	13	0	52
Arabic	6	0	0	0	10	5	0	4	0	0	0	0	25
Gujarati	0	0	0	0	0	0	0	20	0	0	0	0	20
Hindi	0	0	0	0	0	0	0	0	0	6	8	0	14
Telugu	0	0	0	0	0	0	0	7	6	0	0	0	13
Turkish	11	0	0	0	0	0	0	0	0	0	0	0	11
Fuzhou	0	0	0	0	0	0	9	0	0	0	0	0	9
Tigrinya	0	0	0	0	0	5	0	0	0	0	0	0	5
Urdu	0	0	0	0	2	0	0	0	0	0	0	0	2
<b>Total</b>	<b>645</b>	<b>860</b>	<b>870</b>	<b>657</b>	<b>633</b>	<b>746</b>	<b>902</b>	<b>1,074</b>	<b>910</b>	<b>796</b>	<b>730</b>	<b>937</b>	<b>9760</b>

# Language Line Data Analysis 2015 – Percentage of Total Minute Usage

Figure 25

Table 14



Language	% of Total Minute Usage
Spanish	48.4%
Mandarin	27.9%
Vietnamese	14.8%
Cantonese	2.8%
Farsi	1.0%
Japanese	1.0%
Russian	0.9%
Korean	0.9%
Punjabi	0.7%
Tagalog	0.5%
Arabic	0.3%
Gujarati	0.2%
Hindi	0.1%
Telugu	0.1%
Turkish	0.1%
Fuzhou	0.1%
Tigrinya	0.1%
Urdu	0.0%
<b>Total</b>	<b>100%</b>

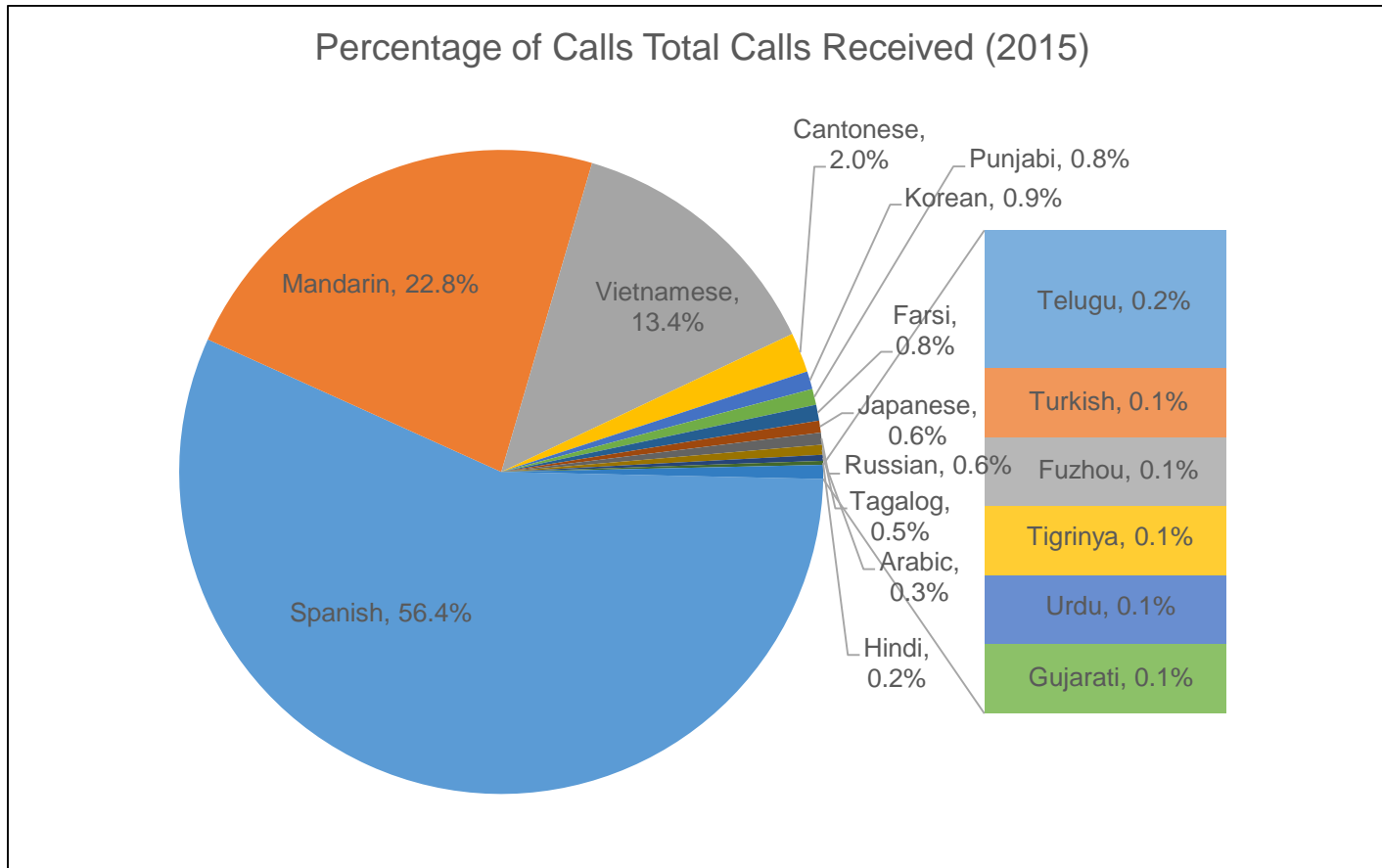
# Language Line Data Analysis 2015 – Total Calls Received

## Table 15

Calendar Year 2015	January	February	March	April	May	June	July	August	September	October	November	December	2015 Total Calls Received
Spanish	26	56	56	60	41	52	64	79	65	62	57	46	664
Mandarin	13	18	23	23	17	19	27	31	21	22	23	32	269
Vietnamese	13	11	9	5	12	12	21	11	18	14	6	26	158
Cantonese	2	2	3	1	2	2	4	1	2	2	1	2	24
Farsi	1	1	1	0	0	1	0	1	3	0	1	1	10
Japanese	0	0	0	0	1	2	0	1	2	0	1	0	7
Russian	4	1	0	0	0	0	1	1	0	0	0	0	7
Korean	1	0	1	1	1	4	2	0	1	0	0	0	11
Punjabi	0	0	0	0	1	1	0	2	0	2	2	1	9
Tagalog	2	1	0	0	0	1	0	0	0	1	1	0	6
Arabic	1	0	0	0	1	1	0	1	0	0	0	0	4
Gujarati	0	0	0	0	0	0	0	1	0	0	0	0	1
Hindi	0	0	0	0	0	0	0	0	0	1	1	0	2
Telugu	0	0	0	0	0	0	0	1	1	0	0	0	2
Turkish	1	0	0	0	0	0	0	0	0	0	0	0	1
Fuzhou	0	0	0	0	0	0	1	0	0	0	0	0	1
Tigrinya	0	0	0	0	0	1	0	0	0	0	0	0	1
Urdu	0	0	0	0	1	0	0	0	0	0	0	0	1
<b>Total</b>	<b>64</b>	<b>90</b>	<b>93</b>	<b>90</b>	<b>77</b>	<b>96</b>	<b>120</b>	<b>130</b>	<b>113</b>	<b>104</b>	<b>93</b>	<b>108</b>	<b>1178</b>

# Language Line Data Analysis 2015 – Percentage of Total Calls Received

**Figure 26**



**Table 16**

Language	% of Total Calls Received
Spanish	56.4%
Mandarin	22.8%
Vietnamese	13.4%
Cantonese	2.0%
Farsi	0.8%
Japanese	0.6%
Russian	0.6%
Korean	0.9%
Punjabi	0.8%
Tagalog	0.5%
Arabic	0.3%
Gujarati	0.1%
Hindi	0.2%
Telugu	0.2%
Turkish	0.1%
Fuzhou	0.1%
Tigrinya	0.1%
Urdu	0.1%
<b>Total</b>	<b>100%</b>



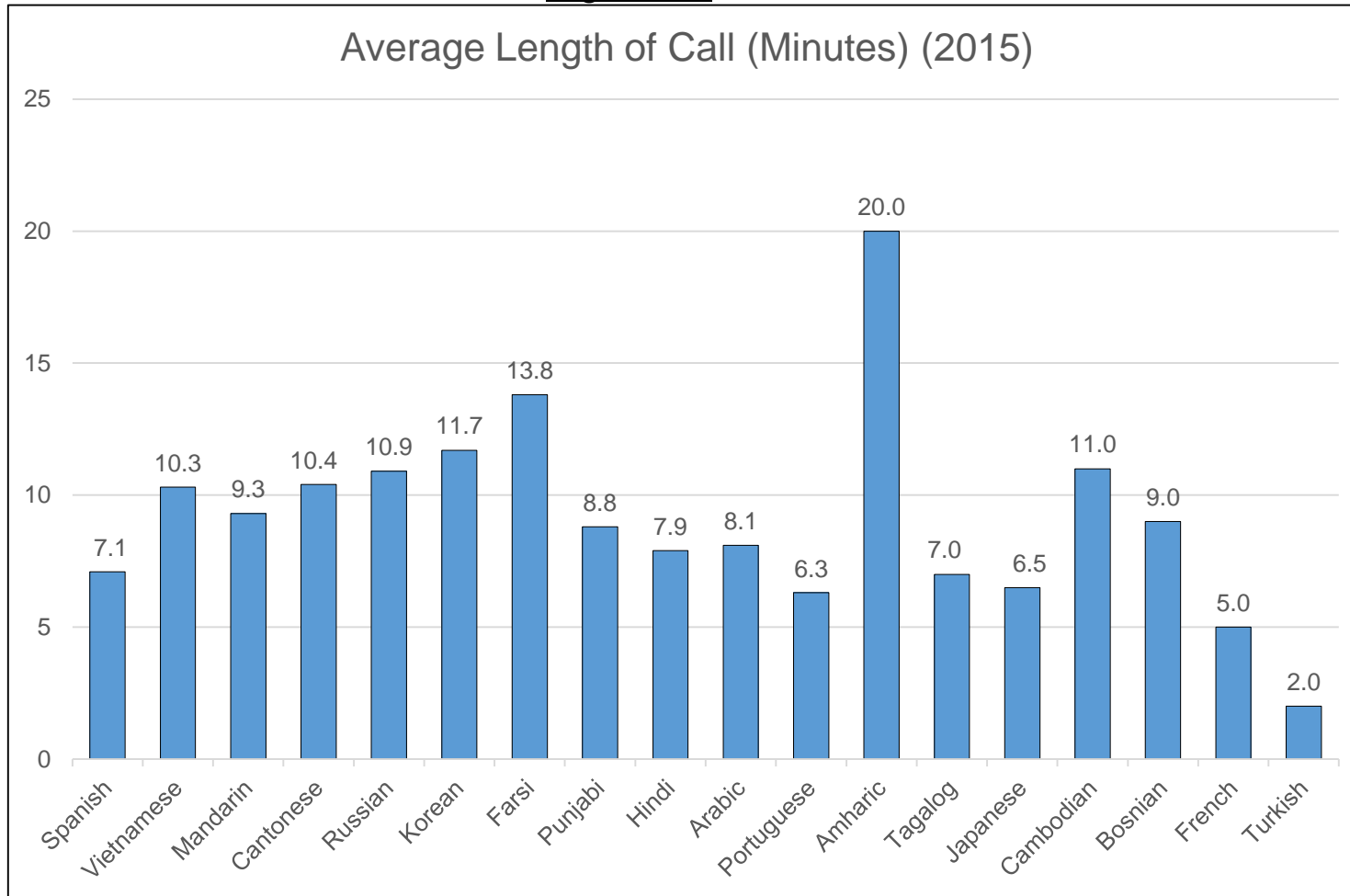
# Language Line Data Analysis 2015 – Average Length of Call (Minutes)

## Table 17

Calendar Year 2015	January	February	March	April	May	June	July	August	September	October	November	December	2015 Yearly Average (Minutes)
Spanish	7.2	8.1	7.7	6.5	7.0	7.4	6.4	7.3	7.4	6.8	7.1	6.4	7.1
Mandarin	14.8	12.3	12.1	10.3	8.7	8.5	9.0	10.3	10.2	9.5	7.9	10.0	10.3
Vietnamese	7.0	12.3	10.1	8.0	10.4	6.8	7.3	8.0	8.8	8.6	13.3	10.9	9.3
Cantonese	37.5	4.0	13.3	2.0	12.0	6.0	15.3	13.0	5.5	5.0	2.0	9.5	10.4
Farsi	12.0	7.0	5.0			13.0		20.0	6.0		16.0	8.0	10.9
Japanese					8.0	28.0		7.0	7.5		8.0		11.7
Russian	10.3	32.0					7.0	6.0					13.8
Korean	7.0		24.0	8.0	4.0	4.5	9.0		5.0				8.8
Punjabi					5.0	5.0		6.0		10.0	7.5	14.0	7.9
Tagalog	11.5	5.0				5.0				6.0	13.0		8.1
Arabic	6.0				10.0	5.0		4.0					6.3
Gujarati								20.0					20.0
Hindi										6.0	8.0		7.0
Telugu								7.0	6.0				6.5
Turkish	11.0												11.0
Fuzhou							9.0						9.0
Tigrinya						5.0							5.0
Urdu					2.0								2.0
<b>All Languages</b>	<b>12.4</b>	<b>11.5</b>	<b>12.0</b>	<b>7.0</b>	<b>7.5</b>	<b>8.6</b>	<b>9.0</b>	<b>9.9</b>	<b>7.1</b>	<b>7.4</b>	<b>9.2</b>	<b>9.8</b>	<b>9.2</b>

# Language Line Data Analysis 2015 – Average Length of Call (Minutes)

**Figure 27**



**Table 18**

Language	Yearly Average (Minutes)
Spanish	7.1
Vietnamese	10.3
Mandarin	9.3
Cantonese	10.4
Russian	10.9
Korean	11.7
Farsi	13.8
Punjabi	8.8
Hindi	7.9
Arabic	8.1
Portuguese	6.3
Amharic	20.0
Tagalog	7.0
Japanese	6.5
Cambodian	11.0
Bosnian	9.0
French	5.0
Turkish	2.0
<b>All Languages</b>	<b>9.2</b>

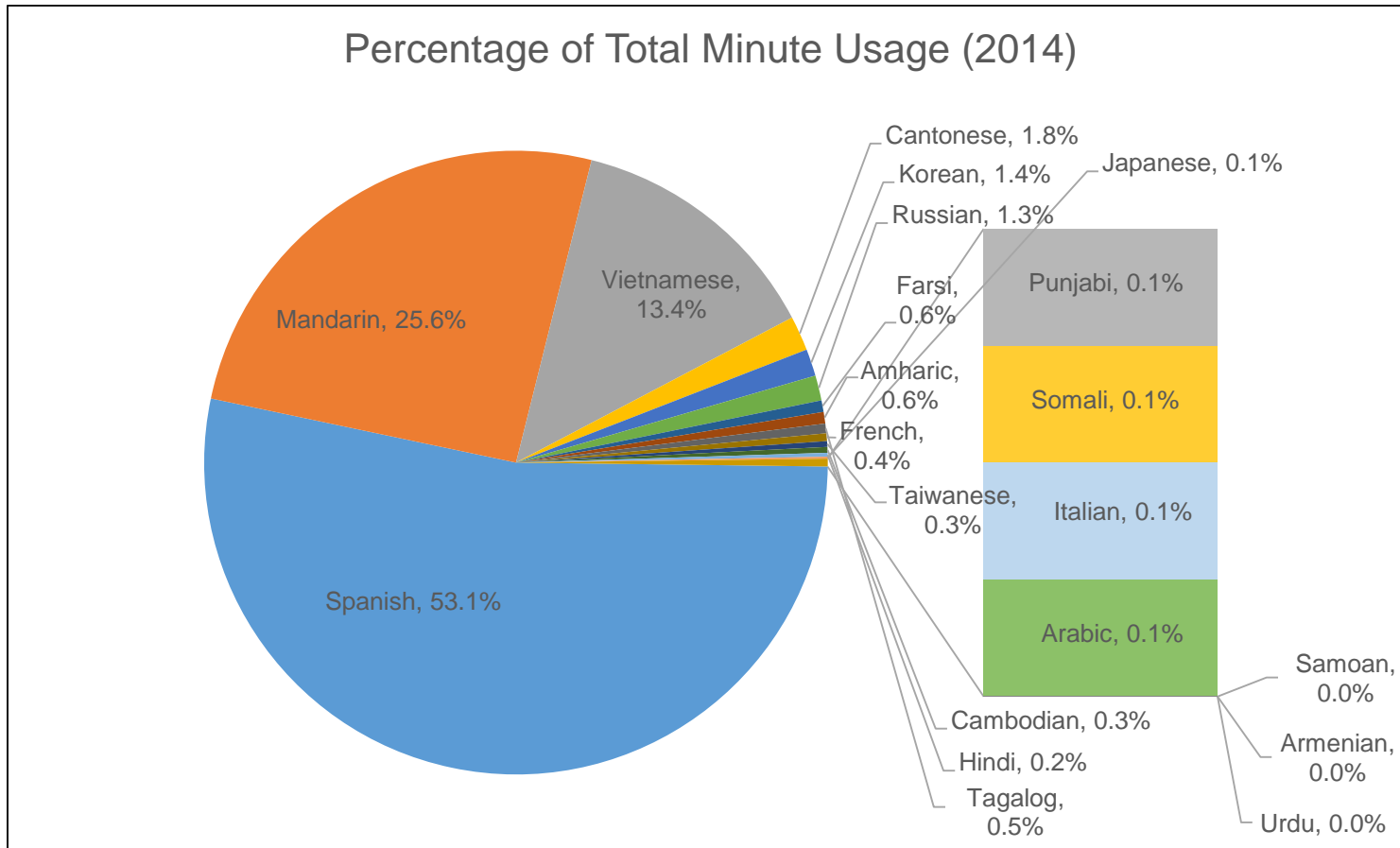
# Language Line Data Analysis 2014 – Total Minute Usage

## Table 19

Calendar Year 2014	January	February	March	April	May	June	July	August	September	October	November	December	2014 Total Minutes Used
Spanish	584	584	394	384	343	290	257	393	554	342	218	395	4738
Mandarin	449	268	160	147	144	181	189	103	249	113	145	135	2283
Vietnamese	187	63	36	77	94	67	85	122	64	62	131	205	1193
Cantonese	19	0	14	4	15	0	21	0	34	26	12	12	157
Korean	13	0	30	0	37	13	13	0	4	0	0	18	128
Russian	0	55	0	0	0	0	0	30	0	22	4	9	120
Farsi	7	0	20	0	0	0	0	21	0	0	7	0	55
Amharic	0	0	20	0	0	17	0	0	15	0	0	0	52
Tagalog	5	0	0	6	22	0	0	0	13	0	2	0	48
French	0	0	0	0	0	0	8	0	0	24	0	0	32
Taiwanese	13	0	0	0	0	0	17	0	0	0	0	0	30
Cambodian	0	11	0	0	0	0	0	4	0	12	0	0	27
Hindi	5	0	6	3	0	0	0	0	7	0	0	0	21
Japanese	0	0	0	0	7	0	0	4	0	0	0	0	11
Punjabi	0	0	0	0	0	0	0	0	0	0	0	8	8
Somali	0	0	0	0	0	0	0	0	0	0	7	0	7
Italian	0	0	0	0	4	2	0	0	0	0	0	0	6
Arabic	0	0	0	5	0	0	0	0	0	0	0	0	5
Samoan	0	0	0	0	0	0	3	0	0	0	0	0	3
Armenian	0	0	0	0	0	0	0	2	0	0	0	0	2
Urdu	0	0	0	0	0	0	0	2	0	0	0	0	2
<b>Total</b>	<b>1282</b>	<b>981</b>	<b>680</b>	<b>626</b>	<b>666</b>	<b>570</b>	<b>593</b>	<b>681</b>	<b>940</b>	<b>601</b>	<b>526</b>	<b>782</b>	<b>8928</b>

# Language Line Data Analysis 2014 – Percentage of Total Minute Usage

**Figure 28**



**Table 20**

Language	% of Total Minutes Used
Spanish	53.1%
Mandarin	25.6%
Vietnamese	13.4%
Cantonese	1.8%
Korean	1.4%
Russian	1.3%
Farsi	0.6%
Amharic	0.6%
Tagalog	0.5%
French	0.4%
Taiwanese	0.3%
Cambodian	0.3%
Hindi	0.2%
Japanese	0.1%
Punjabi	0.1%
Somali	0.1%
Italian	0.1%
Arabic	0.1%
Samoan	0.0%
Armenian	0.0%
Urdu	0.0%
<b>Total</b>	<b>100%</b>

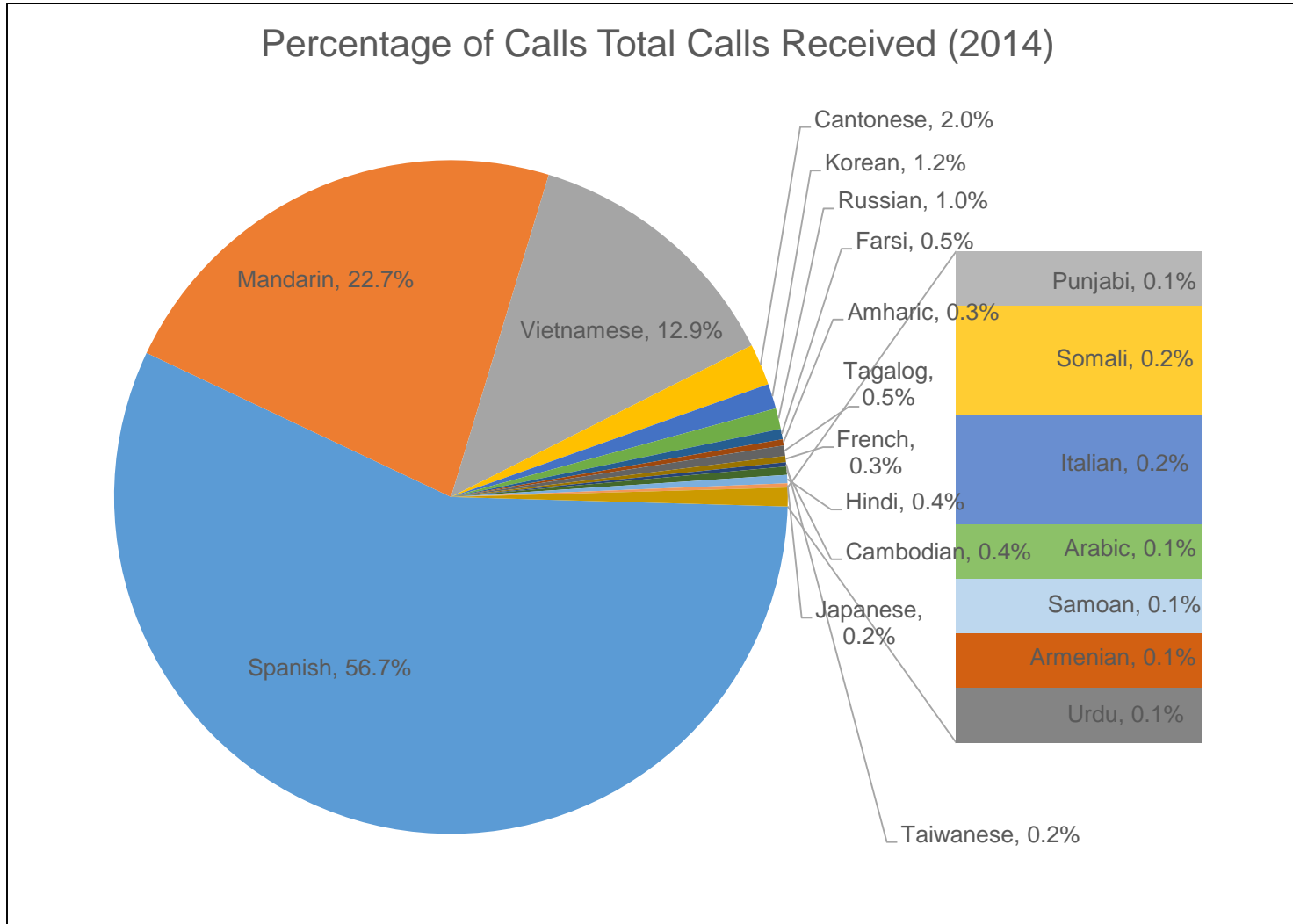
# Language Line Data Analysis 2014 – Total Calls Received

## Table 21

Calendar Year 2014	January	February	March	April	May	June	July	August	September	October	November	December	2014 Total Calls Received
Spanish	72	67	46	64	46	38	36	51	63	48	28	52	611
Mandarin	46	27	20	16	21	19	22	13	20	12	14	15	245
Vietnamese	21	13	4	12	11	10	9	15	7	4	16	17	139
Cantonese	3	0	3	1	2	0	1	0	3	5	2	2	22
Korean	1	0	3	0	3	1	2	0	1	0	0	2	13
Russian	0	6	0	0	0	0	0	2	0	1	1	1	11
Farsi	1	0	1	0	0	0	0	2	0	0	1	0	5
Amharic	0	0	1	0	0	1	0	0	1	0	0	0	3
Tagalog	1	0	0	1	1	0	0	0	1	0	1	0	5
French	0	0	0	0	0	0	1	0	0	2	0	0	3
Taiwanese	1	0	0	0	0	0	1	0	0	0	0	0	2
Cambodian	0	1	0	0	0	0	0	1	0	2	0	0	4
Hindi	1	0	1	1	0	0	0	0	1	0	0	0	4
Japanese	0	0	0	0	1	0	0	1	0	0	0	0	2
Punjabi	0	0	0	0	0	0	0	0	0	0	0	1	1
Somali	0	0	0	0	0	0	0	0	0	0	2	0	2
Italian	0	0	0	0	1	1	0	0	0	0	0	0	2
Arabic	0	0	0	1	0	0	0	0	0	0	0	0	1
Samoan	0	0	0	0	0	0	1	0	0	0	0	0	1
Armenian	0	0	0	0	0	0	0	1	0	0	0	0	1
Urdu	0	0	0	0	0	0	0	1	0	0	0	0	1
<b>Total</b>	147	114	79	96	86	70	73	87	97	74	65	90	<b>1078</b>

# Language Line Data Analysis 2014 – Percentage of Total Calls Received

**Figure 29**



**Table 22**

Language	% of Total Calls Received
Spanish	56.7%
Mandarin	22.7%
Vietnamese	12.9%
Cantonese	2.0%
Korean	1.2%
Russian	1.0%
Farsi	0.5%
Amharic	0.3%
Tagalog	0.5%
French	0.3%
Taiwanese	0.2%
Cambodian	0.4%
Hindi	0.4%
Japanese	0.2%
Punjabi	0.1%
Somali	0.2%
Italian	0.2%
Arabic	0.1%
Samoan	0.1%
Armenian	0.1%
Urdu	0.1%
<b>Total</b>	<b>100%</b>

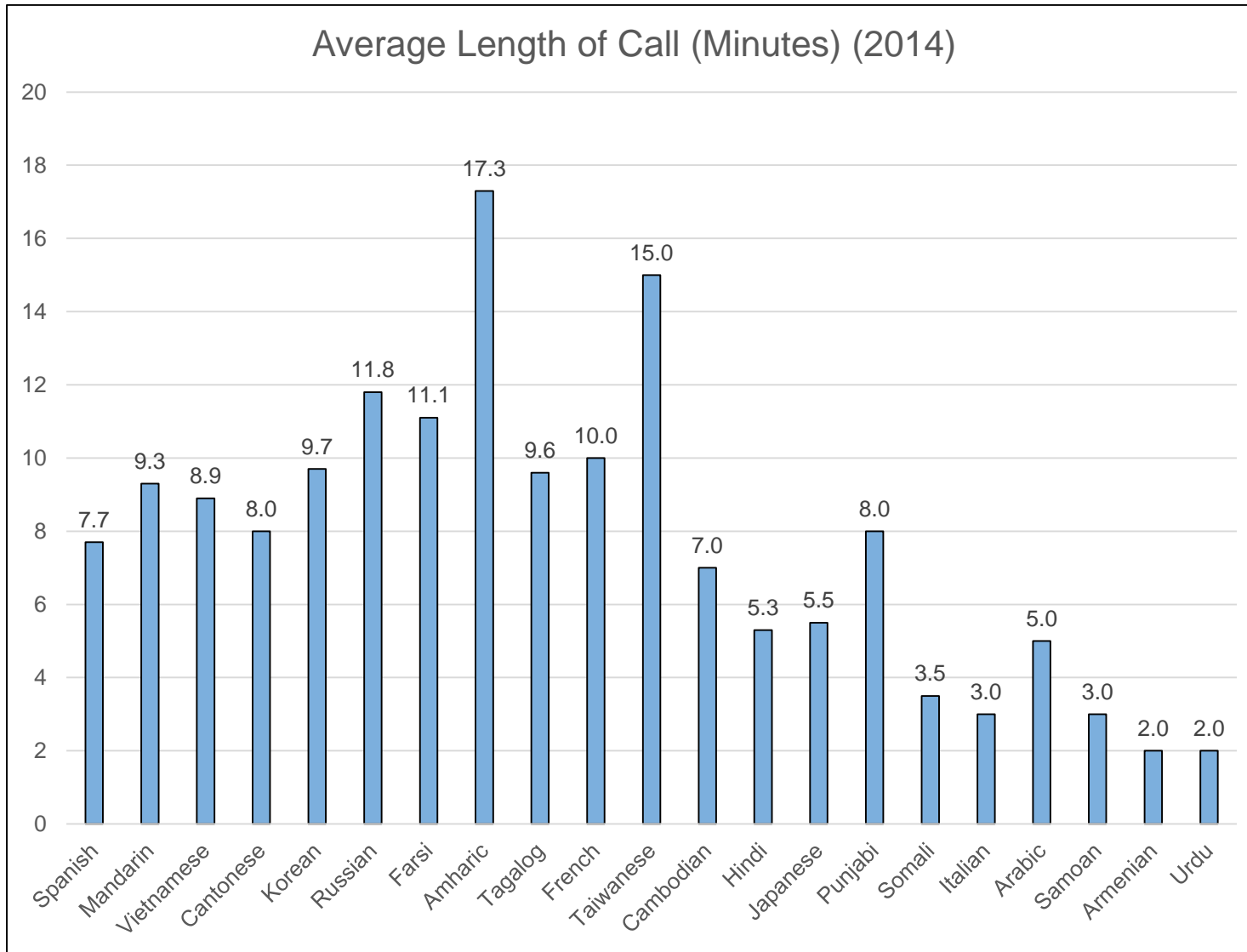
# Language Line Data Analysis 2014 – Average Length of Call (Minutes)

## Table 23

Calendar Year 2014	January	February	March	April	May	June	July	August	September	October	November	December	2015 Yearly Average (Minutes)
Spanish	8.1	8.7	8.6	6.0	7.5	7.6	7.1	7.7	8.8	7.1	7.8	7.6	7.7
Mandarin	9.8	9.9	8.0	9.2	6.9	9.5	8.6	7.9	12.5	9.4	10.4	9.0	9.3
Vietnamese	8.9	4.8	9.0	6.4	8.5	6.7	9.4	8.1	9.1	15.5	8.2	12.1	8.9
Cantonese	6.3		4.7	4.0	7.5		21.0		11.3	5.2	6.0	6.0	8.0
Korean	13.0		10.0		12.3	13.0	6.5		4.0			9.0	9.7
Russian		9.2						15.0		22.0	4.0	9.0	11.8
Farsi	7.0		20.0					10.5			7.0		11.1
Amharic			20.0			17.0			15.0				17.3
Tagalog	5.0			6.0	22.0				13.0		2.0		9.6
French							8.0			12.0			10.0
Taiwanese	13.0						17.0						15.0
Cambodian		11.0						4.0		6.0			7.0
Hindi	5.0		6.0	3.0					7.0				5.3
Japanese					7.0			4.0					5.5
Punjabi												8.0	8.0
Somali											3.5		3.5
Italian					4.0	2.0							3.0
Arabic				5.0									5.0
Samoan							3.0						3.0
Armenian								2.0					2.0
Urdu								2.0					2.0
<b>All Languages</b>	<b>8.5</b>	<b>8.7</b>	<b>10.8</b>	<b>5.7</b>	<b>9.5</b>	<b>9.3</b>	<b>10.1</b>	<b>6.8</b>	<b>10.1</b>	<b>11.0</b>	<b>6.1</b>	<b>8.7</b>	<b>7.7</b>

# Language Line Data Analysis 2014 – Average Length of Call (Minutes)

**Figure 30**



**Table 24**

Language	Yearly Average (Minutes)
Spanish	7.7
Mandarin	9.3
Vietnamese	8.9
Cantonese	8
Korean	9.7
Russian	11.8
Farsi	11.1
Amharic	17.3
Tagalog	9.6
French	10
Taiwanese	15
Cambodian	7
Hindi	5.3
Japanese	5.5
Punjabi	8
Somali	3.5
Italian	3
Arabic	5
Samoan	3
Armenian	2
Urdu	2
<b>All Languages</b>	<b>7.7</b>



# **Appendix B**

## **Title VI Survey (LEP Guided Discussion Questions) in Various Languages**

Figure 31A – Title VI Survey



1. ከሚከተሉት ውስጥ በመደበኛነት የሚጠቀሙት የትኛውን ነው? (ትክክል የሆኑትን ሁሉንም ምልክት ያድርጉ)
- VTA የአውቶቡስ አቅጣጫ(ዎች) \_\_\_\_\_
  - VTA የቀላል ባቡር አቅጣጫ(ዎች) \_\_\_\_\_
  - ሁለቱንም አልጠቀመም:: ለምን? \_\_\_\_\_

2. VTA በመደበኛነት የሚጓዙ ከሆነ ለምን አገልግሎት ነው የሚጠቀሙት?
- ስራ
  - ትምህርት ቤት
  - ለጤና ጉዳይ ቀጠሮዎች
  - ለመዝናኛት
  - Other: \_\_\_\_\_

3. የ VTA አውቶቡስ አገልግሎት ለአርሰዎ ምን ያህል ጠቀሜታ አለው?
- በጣም አስፈላጊ
  - የተወሰነ አስፈላጊ
  - አልጠቀመውም/ስተያየት የለኝም
  - አምብዛም አስፈላጊ
  - በጣም አላስፈላጊ

4. የ VTA ቀላል ባቡር አገልግሎት ለአርሰዎ ምን ያህል አስፈላጊ ነው?
- በጣም አስፈላጊ
  - የተወሰነ አስፈላጊ
  - አልጠቀመውም/ስተያየት የለኝም
  - አምብዛም አስፈላጊ
  - በጣም አላስፈላጊ

5. በቋንቋዎ ምክንያት ከሚከተሉት አንዱን ማድረግ ተስኖታል ወይም አቅቶታል? (“አዎን” የሆኑት ሁሉ ላይ ምልክት ያድርጉ)
- በ VTA ለሚሰጡ አገልግሎቶች ቴኬት መግዛት::
  - በ VTA የሚሰጡ አገልግሎቶች መጠቀም::
  - ስለ VTA አገልግሎቶች፣ ፕሮጀክቶች ወይም ተግባራት መረጃ ማግኘት::
  - በ VTA የሚዘጋጁ የህዝብ ውይይቶች ላይ መሳተፍ:: አባዘዎትን ያብራሩ

\_\_\_\_\_

6. ስለ ህዝብ ትራንዚት እና/ ወይም የግንባ ፕሮጀክቶች የሚከተሉትን መረጃ የሚገኝ መንገዶች ምን ያህል እንደሚጠቀሙብቸው አባዘዎትን ይለዩ:: (ለለያዮቹ መደዳ አንድ ሳጥን ላይ ምልክት ያድርጉ)

ማውጫ	0 በፍጹም	1 ከሰንት አንዴ	2 አንዳንድ ዜ	3 አብዛኛውን ጊዜ	4 በየቀኑ
ፌስቡክ					
ኢንስታግራም					
ሊንክደኢን					
ጋህጣ					
ራዲዮ					
ግንባራ ቡድን/ ማክከል					
ቲቪ					
ትዊተር					
VTA ድረገጽ					
VTA የደንበኞች አገልግሎት የጥሪ ማክከል					
511.org					
የመንግስት ርክትብ					
አሜሪካ					

7. ብዙ ጊዜ ኢነተርኔትን እንዴት ይጠቀማሉ? (አንዱ ብቻ ላይ ምልክት ያድርጉ)
- የተንቀሳቃሽ ስልክ(ስማርት ፎን/ታብሌት)
  - ላፕቶፕ
  - ዴስክቶፕ
  - ሌላ: \_\_\_\_\_

8. ለመረዳት ለመናገር ለማንበብ እና ለመጻፍ የትኛውን ቋንቋ የበለጠ ይስማማዎታል ?

ንግግር	
ንባብ	
መጻፍ	
መረዳት	

9. እንደዚህም ምን ያህል ይናገራሉ? ያንበሉ፣ ይጻፉ እና ይረዳሉ?

	0 ምንም	1 በጣም በትንሹ	2 በሚገባ	3 በደንብ	4 በጣም ጥሩ
ንግግር					
ንባብ					
መጻፍ					
መረዳት					

10. VTA በመጀመሪያ ቋንቋዎ ነጻ እገዛ እንደሚያደርግ ያውቁ ኖሯል?
- አዎ
  - አይ
- የሁለት ቋንቋ ተናጋሪዎች አውቶብስ የቀላል ባቡርን እንዲጠቀሙ እና በማህበራዊ ስብሰባዎች ላይ እንዲሳተፉ መረጃ ሊሰጥ ይችላሉ::

11. በአሁኑ ሰዓት አድሜዎ ስንት ነው? \_\_\_\_\_

12. በቤትዎ ውስጥ በቋሚነት ስንት ሰዎች ይኖራሉ? \_\_\_\_\_

13. የቤትዎ አባላት ምን ያህል መኪናዎችን ይጠቀማሉ?
- ምንም
  - 1-2
  - 3 ወይም ከዚያ በላይ

14. የትኛውን ብሄር (በህል/ ሀገራዊ መገኛ) እና/ ወይም ዘር የበለጠ ይረዳሉ? (ትክክል የሆኑትን ሁሉንም ምልክት ያድርጉ)
- ሂስፓኒክ ወይም ላቲኖ
  - የአሜሪካ ህንዳዊ ወይም አላስካ ተወላጅ
  - ኤስያዊ
  - ፕቆር ወይም አፍሮ አሜሪካዊ
  - የሀዋይ ተወላጅ ወይም ሌላ የፓሲፊክ ደሴት ተወላጅ
  - ነጭ
  - ሁለት ወይም ከዚያ በላይ ዘሮች
  - ተአቅቦ/ መልስ የለኝም

15. አጠቃላይ የቤተሰብዎ አመታዊ ገቢ ምን ያህል ነው?
- |  |  |
|--|--|
| <input type="checkbox"/> 0 - \$24,999        | <input type="checkbox"/> \$100,000 - \$149,999 |
| <input type="checkbox"/> \$25,000 - \$49,999 | <input type="checkbox"/> \$150,000 - \$199,999 |
| <input type="checkbox"/> \$50,000 - \$74,999 | <input type="checkbox"/> \$200,000 - \$249,999 |
| <input type="checkbox"/> \$75,000 - \$99,999 | <input type="checkbox"/> ከ \$250,000 በላይ       |

በዳሰሳ ጥናቱ ላይ ስለተሳተፉ እና መሰጠናችን!

## Figure 31B – Title VI Survey



7. كيف يمكنك عادة الوصول إلى الإنترنت؟ (اختر واحدة فقط)  
 جهاز محمول (هاتف ذكي/جهاز لوحي)  
 لايتوب  
 كمبيوتر سطح مكتب  
 أخرى:

8. اللغة التي تفضلها غالبًا للتواصل في التحدث والقراءة والكتابة والفهم؟

التحدث	
القراءة	
الكتابة	
الفهم	

1. أي مما يلي تستقله بشكل منتظم؟ (ضع علامة على كل ما ينطبق)  
 طريق (طرق) حافلة شركة VTA  
 طريق (طرق) السكك الحديدية الخفيفة لشركة VTA  
 لا هذا ولا ذلك. لما لا؟

2. إذا لم تستقل الوسائل التي توفرها شركة VTA بشكل منتظم، ففيما تستخدمها عادة؟  
 العمل  
 المدرسة  
 مواعيد العيادات الطبية  
 استعمال ترفيهي  
 أخرى:

9. ما مدى جودتك في التحدث وقراءة وكتابة وفهم اللغة الإنجليزية؟

4 ممتاز	3 جيد	2 جيد إلى حد ما	1 لست جيدًا	0 على الإطلاق	
					التحدث
					القراءة
					الكتابة
					الفهم

3. ما مدى أهمية خدمة حافلات شركة VTA بالنسبة لك؟

- مهمة للغاية  
 مهمة إلى حد ما  
 لا أستخدمها / ليس لدي فكرة  
 غير مهمة إلى حد ما  
 غير مهمة للغاية

4. ما مدى أهمية خدمة السكك الحديدية الخفيفة لشركة VTA بالنسبة لك؟

- مهمة للغاية  
 مهمة إلى حد ما  
 لا أستخدمها / ليس لدي فكرة  
 غير مهمة إلى حد ما  
 غير مهمة للغاية

5. هل أنت مقيد أو ممنوع مما يلي بسبب اللغة؟ (ضع علامة على كل ما يكون "نعم")

- شراء التذاكر الخاصة بالخدمات التي تقدمها شركة VTA.  
 استخدام الخدمات التي تقدمها VTA.  
 الحصول على معلومات بشأن خدمات شركة VTA أو المشاريع أو الأنشطة.  
 حضور الاجتماعات العامة التي تقدمها شركة VTA.  
 يرجى التوضيح.

10. هل تعلم أن شركة VTA يمكنها أن تقدم مساعدة مجانية بلغتك الأساسية؟  
 نعم  
 لا

يمكن للممثلين مزدوجي اللغة أن يقدموا المعلومات التي تساعدك في استخدام الحافلات والسكك الحديدية الخفيفة (القطار)، والمشاركة في الاجتماعات العامة.

11. ما عمرك الحالي؟ \_\_\_\_\_

12. كم عدد الأشخاص الذين يعيشون بانتظام في منزلك؟ \_\_\_\_\_

13. كم عدد المركبات التي يستخدمها أفراد أسرتك؟

- لا يوجد  
 1-2  
 3 أو أكثر

14. ما الأعراق (الأصل الثقافي/الوطني) و/أو الأجناس التي تنتمي إليها؟ (ضع علامة على كل ما ينطبق)

- إسباني أو لاتيني  
 أمريكي هندي أو من سكان الاسكا الأصليين  
 آسيوي  
 أمريكي أسود أو أفريقي  
 من جزر هاواي أو غيرها من جزء المحيط الهادئ الأصليين  
 أبيض  
 جنسان أو أكثر  
 امتنع عن الإفصاح / لا جواب

15. ما إجمالي دخل أسرتك السنوي؟

<input type="checkbox"/> 0 - 24,999 دولار	<input type="checkbox"/> 100,000 دولار - 149,999 دولار
<input type="checkbox"/> 25,000 دولار - 49,999 دولار	<input type="checkbox"/> 150,000 دولار - 199,999 دولار
<input type="checkbox"/> 50,000 دولار - 74,999 دولار	<input type="checkbox"/> 200,000 دولار - 249,999 دولار
<input type="checkbox"/> 75,000 دولار - 99,999 دولار	<input type="checkbox"/> أكثر من 250,000 دولار

6. يرجى تحديد عدد المرات التي استخدمت فيها الوسائل التالية للحصول على معلومات بشأن النقل العام و/أو مشاريع البناء. (ضع علامة على مربع واحد لكل صف)

المنفذ	0 على الإطلاق	1 نادرًا	2 أحيانًا	3 غالبًا	4 يوميًا
فيسبوك					
إنستجرام					
لينكد إن					
المجلات					
الراديو					
مجموعة/مركز مجتمعي					
التلفزيون					
تويتر					
الموقع الإلكتروني لشركة VTA					
مركز اتصالات خدمة عملاء شركة VTA					
org.511					
خدمة Gov Delivery					
البريد الإلكتروني					

نشكرك على إجراء الاستبيان!

# Figure 31C – Title VI Survey



1. Ազգանունը և հեռախոսահամարը՝ **Ներքին հեռախոսահամարը** (Ներքին հեռախոսահամարը) (Ներքին հեռախոսահամարը)

- VTA Ավտոբուսային կայաններ/հանգույցներ
- VTA Գնացիկի կայաններ/հանգույցներ
- Ոչ մեկը ոչ միայն: Ինչու՞ ոչ: \_\_\_\_\_

2. Նրան հետևողները կա՞նք VTA-ում, որոնք առկա չեն VTA-ում: (Ներքին հեռախոսահամարը)

- Աշխատանքի
- Դպրոցի
- Բժշկական կենտրոն/հիվանդանոց
- Կենտրոնացված բուժական կենտրոն/օգնություն
- Այլ՝ \_\_\_\_\_

3. Որո՞նք են կախարհի VTA ակտիվիստները Ձեր կողմից:

- Շատ կախարհի
- Որոշ չափով ակտիվիստներ
- Կախարհի և ոչ չափով
- Շատ ակտիվիստներ
- Ձեռն օգնություն/համակցություն չունեն

4. Որո՞նք են կախարհի VTA գնացիկի ակտիվիստները Ձեր կողմից:

- Շատ կախարհի
- Որոշ չափով ակտիվիստներ
- Կախարհի և ոչ չափով
- Շատ ակտիվիստներ
- Ձեռն օգնություն/համակցություն չունեն

5. Արդյո՞ք չլեզվական խնդիրները ընտանիքի անդամներին կամ հարևաններին հետևողները: (Ներքին հեռախոսահամարը)

- VTA կայանից տեղանքի խնդիրները ընտանիքի անդամներին հետևողները
  - VTA կայանից տեղանքի խնդիրները ընտանիքի անդամներին հետևողները
  - VTA ընտանիքի անդամներին, հարևաններին, կամ գործընկերներին վերաբերյալ տեղանքի խնդիրները
  - VTA կայանից կազմակերպվող հանձնարարություններին համակցություն չունեն
- Ինչու՞ ենք բացառելով՝ \_\_\_\_\_

6. Ինչու՞ ենք հետևողները, յուր ընտանիքի անդամներին կամ հարևաններին հետևողները: (Ներքին հեռախոսահամարը)

Միջոց	0	1	2	3	4
Facebook					
Instagram					
LinkedIn					
Թվիթթ					
ՈւոթսԱփ					
Համայնքի կայան/Կենտրոն					
Հասարակաց					
Twitter					
VTA կայան					
VTA Ազգային կայան					
Ազգային կայան/Կենտրոն					
511.org					
Կառավարության կայան					
Ինչպես					

7. Ինչպե՞ս եմ հետևողները առկա չեն VTA-ում: (Ներքին հեռախոսահամարը)

- Բջջային սմարթֆոն (Smartphone/Tablet)
- Անճամպերի համակարգիչ (Laptop)
- Անճամպերի սարքավորում համակարգիչ (Desktop)
- Այլ՝ \_\_\_\_\_

8. Որո՞նք են հետևողները հետևողներին հետևողները, ընտանիքի անդամները և հարևանները:

Ինչու՞	
Կախարհի	
Դպրոցի	
Բժշկական կենտրոն/հիվանդանոց	
Կենտրոնացված բուժական կենտրոն/օգնություն	

9. Որո՞նք են կախարհի կողմից, ընտանիքի անդամներին հետևողները:

	0	1	2	3	4
Կախարհի					
Դպրոցի					
Բժշկական կենտրոն/հիվանդանոց					
Կենտրոնացված բուժական կենտրոն/օգնություն					

10. Արդյո՞ք չլեզվական խնդիրները կախարհի անդամներին հետևողները: (Ներքին հեռախոսահամարը)

- Այո
  - Ոչ
- Եթե կա, ինչու՞ ենք հետևողները կախարհի անդամներին հետևողները: (Ներքին հեռախոսահամարը)

11. Որո՞նք են հետևողները հետևողներին հետևողները: (Ներքին հեռախոսահամարը)

12. Որո՞նք են հետևողները կախարհի անդամներին հետևողները: (Ներքին հեռախոսահամարը)

13. Կախարհի անդամներին հետևողները: (Ներքին հեռախոսահամարը)

- Ոչ մի
- 1-2
- 3 և ավելի

14. Որո՞նք են հետևողները (հետևողները/ազգային) և/կամ հարևաններին հետևողները: (Ներքին հեռախոսահամարը)

- Ինտերնետի կամ լուսնային
- Անհիմնական հեռախոսահամարի կամ Ալյուսակայանի տեղանքի
- Անհիմնական
- Անհիմնական կամ Ալյուսակայանի անհիմնական
- Հավանական կամ այլ տեղանքի անհիմնական կազմակերպչի տեղանքի
- Ապրանքային (Եվրոպայի)
- Եվրո կամ այլ լուսնային
- Հիմնական կամ ինչպես/Մասնավոր չունեն

15. Որո՞նք են կախարհի կողմից, ընտանիքի անդամներին հետևողները: (Ներքին հեռախոսահամարը)

<input type="checkbox"/> 0 - \$24,999	<input type="checkbox"/> \$100,000 - \$149,999
<input type="checkbox"/> \$25,000 - \$49,999	<input type="checkbox"/> \$150,000 - \$199,999
<input type="checkbox"/> \$50,000 - \$74,999	<input type="checkbox"/> \$200,000 - \$249,999
<input type="checkbox"/> \$75,000 - \$99,999	<input type="checkbox"/> Over \$250,000

Շնորհակալություն հարցաթերթի վրա լրացնելու համար:

Figure 31D – Title VI Survey



1. 您經常乘坐以下哪種線路？（勾選適用項）
- VTA 巴士線路 \_\_\_\_\_
  - VTA 輕軌線路 \_\_\_\_\_
  - 兩者皆非。為何不乘坐？ \_\_\_\_\_

2. 如果您經常乘坐 VTA，那麼您通常是出於何種目的乘坐？
- 工作
  - 上學
  - 醫療預約
  - 休閒娛樂
  - 其他： \_\_\_\_\_

3. VTA 巴士服務對您的重要性如何？
- 非常重要
  - 有點重要
  - 不使用/無意見
  - 有點不重要
  - 非常不重要

4. VTA 輕軌服務對您的重要性如何？
- 非常重要
  - 有點重要
  - 不使用/無意見
  - 有點不重要
  - 非常不重要

5. 您是否因為語言問題在進行以下活動時遇到限制或者障礙？（勾選所有「是」的項目）
- 購票以使用 VTA 提供的服務。
  - 使用 VTA 提供的服務。
  - 取得關於 VTA 服務、工程或活動的資訊。
  - 參加 VTA 舉辦的公共會議。
- 請說明。
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

6. 請指明您使用以下方式獲取公共交通和/或建設工程資訊的頻率。（每行勾選一個方塊）

方式	0 從未	1 很少	2 有時	3 經常	4 每天
Facebook					
Instagram					
LinkedIn					
報紙					
收音機					
社區團體/中心					
電視					
Twitter					
VTA 網站					
VTA 客戶服務 電話中心					
511.org					
Gov Delivery					
電子郵件					

7. 您平時如何存取互聯網 (internet)？（僅勾選一項）
- 流動裝置（智能手機/平板電腦）
  - 筆記型電腦
  - 桌上型電腦
  - 其他： \_\_\_\_\_

8. 在口語、閱讀、寫作與理解方面，您最常使用的語言是哪種？

口語	
閱讀	
寫作	
理解	

9. 您的英文口語、閱讀、寫作與理解水平如何？

	0 根本不 會	1 不是很 好	2 一般	3 很好	4 非常好
口語					
閱讀					
寫作					
理解					

10. 您知道 VTA 可以使用您的主要語言提供免費協助嗎？
- 是
  - 否

雙語代表可以提供資訊來幫助您使用巴士、輕軌（列車）以及參加公共會議。

11. 您現在的年齡是多少？ \_\_\_\_\_

12. 您家裡一般居住幾口人？ \_\_\_\_\_

13. 您的家人使用多少輛汽車？

- 無
- 1-2 輛
- 3 輛或以上

14. 您認為自己屬於哪個民族（文化/國籍）和/或種族？（勾選適用項）

- 西班牙人或拉丁美洲人
- 美洲印第安人或阿拉斯加原住民
- 亞洲人
- 黑人或非洲裔美國人
- 夏威夷原住民或其他太平洋島民
- 白人
- 兩個或更多種族
- 拒絕說明/不回答

15. 您的家庭年度總收入是多少？

• 0 - \$24,999	• \$100,000 - \$149,999
• \$25,000 - \$49,999	• \$150,000 - \$199,999
• \$50,000 - \$74,999	• \$200,000 - \$249,999
• \$75,000 - \$99,999	• 超過 \$250,000

謝謝您參與本次調查！

Figure 31E – Title VI Survey



7. معمولاً چگونه به اینترنت دسترسی پیدا می‌کنید؟ (فقط یک مورد را تیک بزنید)
- دستگاه همراه (تلفن هوشمند/قبلیت)
  - لپ‌تاپ
  - رایانه رومیزی
  - سایر: \_\_\_\_\_

8. بیشتر چه زبانی را برای برقراری ارتباط در صحبت کردن، خواندن، نوشتن و درک مطلب ترجیح می‌دهید؟

صحبت کردن	
خواندن	
نوشتن	
درک مطلب	

9. تا چه حد به انگلیسی صحبت می‌کنید، می‌خوانی، می‌نویسید و درک می‌کنید؟

4 بسیار خوب	3 خوب	2 نسبتاً خوب	1 نه‌چندان خوب	0 اصلاً	
					صحبت کردن
					خواندن
					نوشتن
					درک مطلب

10. آیا می‌دانستید VTA می‌تواند خدمات رایگانی را به زبان اصلی شما ارائه دهد؟

بله  خیر

نمایندگان دوزبانه ما می‌توانند اطلاعاتی را به شما ارائه دهند تا به شما در استفاده از اتوبوس ریل سبک (قطار) و شرکت در گردهمایی‌های عمومی کمک شود.

11. اکنون چند سال دارید؟ \_\_\_\_\_

12. در خانوار شما به‌طور معمول چند نفر زندگی می‌کنند؟

13. اعضای خانوار شما از چه تعداد وسیله نقلیه استفاده می‌کنند؟

- هیچ
- 1-2
- 3 یا بیشتر

14. از نظر قومی (فرهنگی/ملیت) و/یا نژاد در کدام دسته قرار می‌گیرید؟ (همه گزینه‌های درست را انتخاب کنید)

- بومی آمریکای لاتین
- بومی آمریکا یا بومی آلاسکا
- آسیایی
- سیاه یا آمریکایی-آفریقایی
- بومی هاوایی یا سایر جزایر اقیانوس آرام
- سفید
- یک یا چند نژادی
- عدم تمایل به ذکر/بدون پاسخ

15. درآمد سالانه‌ی خانوار شما چقدر است؟

<input type="checkbox"/> 0 الی 24999 دلار	<input type="checkbox"/> 100000 - 149999 دلار
<input type="checkbox"/> 25000 - 49999 دلار	<input type="checkbox"/> 150000 - 199999 دلار
<input type="checkbox"/> 50000 - 74999 دلار	<input type="checkbox"/> 200000 - 249999 دلار
<input type="checkbox"/> 75000 - 99999 دلار	<input type="checkbox"/> بیش از 250000 دلار

از اینکه به این نظرسنجی پاسخ دادید سپاسگزارم!

1. به‌طور مرتب از کدامیک از وسایل نقلیه زیر استفاده می‌کنید؟ (همه گزینه‌های درست را انتخاب کنید)
- خط (خطوط) اتوبوس VTA

خط (خطوط) قطار سبک VTA \_\_\_\_\_  
هیچ‌کدام. چرا هیچ‌کدام؟ \_\_\_\_\_

2. اگر به‌طور مرتب از وسایل نقلیه VTA استفاده می‌کنید، عموماً به چه منظور است؟

- کار
- مدرسه
- ملاقات پزشکی
- تفریحات
- سایر: \_\_\_\_\_

3. خدمات اتوبوس‌رانی VTA تا چه اندازه برایتان مهم است؟

- بسیار مهم
- تا حدودی مهم
- استفاده نمی‌کنم/نظری ندارم
- تا حدودی بی‌اهمیت
- بسیار بی‌اهمیت

4. خدمات قطار سبک VTA تا چه اندازه برایتان مهم است؟

- بسیار مهم
- تا حدودی مهم
- استفاده نمی‌کنم/نظری ندارم
- تا حدودی بی‌اهمیت
- بسیار بی‌اهمیت

5. آیا به دلیل زبان، در استفاده از موارد زیر با محدودیت روبرو بوده‌اید یا اینکه از آن بازداشته شده‌اید؟ (همه گزینه‌های «درست» را انتخاب کنید)

- خریدن بلیت برای خدمات ارائه‌شده توسط VTA.
- استفاده از خدمات ارائه‌شده توسط VTA.
- دریافت اطلاعات درباره خدمات، پروژه‌ها یا فعالیت‌های VTA.
- شرکت در گردهمایی‌های عمومی برگزارشده از سوی VTA.
- لطفاً توضیح دهید. \_\_\_\_\_

6. لطفاً مشخص نمایید چه اندازه از ابزار دریافت اطلاعات در مورد حمل‌ونقل عمومی و/یا پروژه‌های ساخت‌وساز استفاده می‌کنید؟ (برای هر ردیف، تنها یک مورد را تیک بزنید)

4 روزانه	3 اغلب	2 گاهی اوقات	1 به‌ندرت	0 اصلاً	ارائه‌دهنده
					Facebook
					Instagram
					LinkedIn
					روزنامه
					رادیو
					گروه/مرکز اجتماعی
					تلویزیون
					Twitter
					وبسایت VTA
					مرکز تماس خدمات مشتریان VTA
					org.511
					Gov Delivery
					ایمیل

Figure 31F – Title VI Survey

 시민권법 제 6 장 설문조사

1. 다음 중 정기적으로 이용하는 서비스는 무엇입니까? (해당하는 항목을 모두 고르시오.)

- VTA 버스 노선 \_\_\_\_\_
- VTA 경전철 노선 \_\_\_\_\_
- 해당 사항 없음. 이유 \_\_\_\_\_

2. VTA 서비스를 정기적으로 이용하는 목적은 무엇입니까?

- 일
- 학업
- 병원 진료
- 여가 생활
- 기타: \_\_\_\_\_

3. VTA 버스 서비스는 여러분께 얼마나 중요합니까?

- 매우 중요함
- 조금 중요함
- 이용하지 않음/상관없음
- 별로 중요하지 않음
- 전혀 중요하지 않음

4. VTA 경전철 서비스는 여러분께 얼마나 중요합니까?

- 매우 중요함
- 조금 중요함
- 이용하지 않음/상관없음
- 별로 중요하지 않음
- 전혀 중요하지 않음

5. 언어 때문에 다음 중 이용에 제한을 받거나 방해 받은 사항이 있습니까? (해당하는 항목을 모두 고르시오.)

- VTA 제공 서비스의 티켓 구매
  - VTA 제공 서비스 이용
  - VTA 서비스, 프로젝트, 액티비티 등에 대한 정보입수
  - VTA 공청회 참여
- 추가 설명 \_\_\_\_\_

6. 대중 교통 및 건설 프로젝트에 관한 정보를 얻는 방법으로 다음 매체를 얼마나 자주 이용하시는지 체크하십시오. (각 항목별로 1 개씩 선택하십시오.)

매체	0 전혀 이용하지 않음	1 거의 이용하 지 않음	2 가끔 이용 함	3 종종 이용 함	4 매일 이용 함
Facebook					
Instagram					
LinkedIn					
신문					
라디오					
커뮤니티 그룹/센터					
TV					
Twitter					
VTA 웹사이트					
VTA 고객 센터					
511.org					
Gov Delivery					
이메일					

7. 사용하지는 인터넷 접속 방식은 무엇입니까? (해당하는 항목을 1 개만 선택하십시오.)

- 모바일 기기 (스마트 폰/태블릿)
- 노트북
- 데스크탑
- 기타: \_\_\_\_\_

8. 말하고 읽고 쓰고 이해하는데 가장 편한 언어는 무엇입니까?

말하기	
읽기	
쓰기	
이해하기	

9. 영어를 얼마나 말하고 읽고 쓰고 이해할 수 있습니까?

	0 전혀 하지 못함	1 그렇게 잘 하지 못함	2 괜찮 게 함	3 잘함	4 매우 잘함
말하기					
읽기					
쓰기					
이해하기					

10. VTA 에서 여러분의 모국어로 무료 지원 서비스를 제공하고 있는 것을 알고 계셨습니까?

- 네  아니오

이중 언어를 사용하는 직원들로부터 버스, 경전철 이용 및 공청회 참여에 도움이 되는 정보를 제공받을 수 있습니다.

11. 현재 나이는 몇 살입니까? \_\_\_\_\_

12. 가족 구성원은 몇 명입니까? \_\_\_\_\_

13. 가족 구성원이 소유하고 있는 차량은 몇 대입니까?

- 없음
- 1-2 대
- 3 대 이상

14. 민족(출신 문화/국가) 및 인종은 무엇입니까? (해당하는 항목을 모두 고르시오.)

- 히스패닉 또는 라틴계
- 아메리칸인디언 또는 알래스카 원주민
- 아시아계
- 흑인 또는 아프리카계 미국인
- 하와이 원주민 또는 다른 태평양 섬 주민
- 백인
- 2 개 이상의 인종
- 명시 거부/무응답

15. 1 년 가계 총소득은 얼마입니까?

<input type="checkbox"/> 0 - \$24,999	<input type="checkbox"/> \$100,000 - \$149,999
<input type="checkbox"/> \$25,000 - \$49,999	<input type="checkbox"/> \$150,000 - \$199,999
<input type="checkbox"/> \$50,000 - \$74,999	<input type="checkbox"/> \$200,000 - \$249,999
<input type="checkbox"/> \$75,000 - \$99,999	<input type="checkbox"/> \$250,000 이상

설문 조사에 참여해 주셔서 감사합니다!

Figure 31G – Title VI Survey



1. 在以下的出行方式中，您经常采用哪一种？（勾选适用项）

- VTA 巴士线路 \_\_\_\_\_
- VTA 轻轨线路 \_\_\_\_\_
- 两者皆非。为何？ \_\_\_\_\_

2. 如果您经常乘坐 VTA 公车，通常是出于何种目的？

- 工作
- 上学
- 看病
- 休闲娱乐
- 其他： \_\_\_\_\_

3. VTA 巴士服务对您的重要性如何？

- 非常重要
- 有点重要
- 不使用/无意见
- 有点不重要
- 非常不重要

4. VTA 轻轨服务对您的重要性如何？

- 非常重要
- 有点重要
- 不使用/无意见
- 有点不重要
- 非常不重要

5. 您是否因为语言问题在进行以下活动时遇到限制或者障碍？（勾选所有“是”的项目）

- 购票以使用 VTA 提供的服务。
  - 使用 VTA 提供的服务。
  - 取得关于 VTA 服务、工程或活动的信息。
  - 参加 VTA 举办的公共会议。
- 请说明。

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

6. 请指明您使用以下方式获取公共交通和/或建设工程信息的频率。（每行勾选一个方块）

方式	0 从未	1 很少	2 有时	3 经常	4 每天
Facebook					
Instagram					
LinkedIn					
报纸					
收音机					
小区团体/中心					
电视					
Twitter					
VTA 网站					
VTA 客户服务 电话中心					
511.org					
政府提供资料					
电子邮件					

7. 您平时如何上网？（仅勾选一项）

- 移动设备（智能手机/平板电脑）
- 笔记本电脑
- 台式机
- 其他： \_\_\_\_\_

8. 在口语、阅读、写作与理解方面，您最常使用的语言是哪一种？

口语	
阅读	
写作	
理解	

9. 您的英语口语、阅读、写作与理解水平如何？

	0 根本不会	1 不是很好	2 一般	3 很好	4 非常好
口语					
阅读					
写作					
理解					

10. 您知道 VTA 可以使用您的主要语言提供免费协助吗？

- 是
- 否

双语代表可以提供信息帮助您使用巴士、轻轨（列车）以及参加公共会议。

11. 您现在的年龄是多大？ \_\_\_\_\_

12. 您家里一般居住几口人？ \_\_\_\_\_

13. 您的家人使用多少辆汽车？

- 无
- 1-2 辆
- 3 辆或以上

14. 您认为自己属于哪个民族（文化/国籍）和/或种族？（勾选适用项）

- 西班牙语裔或拉丁裔
- 美洲印第安人或阿拉斯加原住民
- 亚裔
- 黑人或非洲裔美国人
- 夏威夷原住民或其他太平洋岛民
- 白人
- 两个或更多种族
- 拒绝说明/不回答

15. 您的家庭年度总收入是多少？

• 0 - \$24,999	• \$100,000 - \$149,999
• \$25,000 - \$49,999	• \$150,000 - \$199,999
• \$50,000 - \$74,999	• \$200,000 - \$249,999
• \$75,000 - \$99,999	• 超过 \$250,000

感谢您参与本次调查！



## Figure 31H – Title VI Survey



Анкета-Опросник Транспортного Управления VTA в Соответствии с Разделом VI Закона о Гражданских Правах

1. Каким из следующих видов транспорта Вы пользуетесь на регулярной основе? (Отметьте всё, что имеет отношение к Вам)

- Автобусным(и) маршрутом(ами) VTA \_\_\_\_\_  
 Маршрутом(ами) скоростного трамвая VTA \_\_\_\_\_  
 Ни тем и не другим. Почему не пользуетесь? \_\_\_\_\_

2. Если Вы пользуетесь транспортными средствами VTA на регулярной основе, то куда Вы на них обычно ездите?

- На работу  
 На занятия в учебное заведение  
 На приёмы к врачу  
 На отдых/развлечения  
 Другое: \_\_\_\_\_

3. Насколько важным для Вас является автобусное сообщение, предоставляемое транспортным управлением VTA?

- Очень важным  
 До некоторой степени важным  
 Я им не пользуюсь/Нет мнения  
 До некоторой степени неважным  
 Совершенно неважным

4. Насколько важным для Вас является скоростное трамвайное сообщение, предоставляемое транспортным управлением VTA?

- Очень важным  
 До некоторой степени важным  
 Я им не пользуюсь/ Нет мнения  
 До некоторой степени неважным  
 Совершенно неважным

5. Испытываете ли Вы языковые трудности или ограничения в какой-либо из следующих ситуаций? (Отметьте квадратик только в том случае, если вы собираетесь дать утвердительный ответ – “Да”)

- Приобретение билетов на транспортные услуги, предоставляемые транспортным управлением VTA.  
 Пользование транспортными услугами, предоставляемыми VTA.  
 Получение информации об услугах, проектах и мероприятиях VTA.  
 Посещение общественных мероприятий, организуемых транспортным управлением VTA.

Пожалуйста, объясните.

\_\_\_\_\_

6. Пожалуйста, укажите, как часто Вы пользуетесь следующими информационными средствами для получения информации, касающейся общественного транспорта и/или строительных проектов. (Отметьте один из разделов на каждой строчке данной таблицы)

Средство информации или социальная сеть	0 Никогда	1 Редко	2 Иногда	3 Часто	4 Ежедневно
Фейсбук					
Инстаграм					
Линкд Ин					
Газеты					
Радио					
Общественная группа/центр					
Телевидение					
Твиттер					
Вебсайт VTA					
Операторский центр обслуживания клиентов VTA					
511.org					
Сеть GovDelivery					
Электронная почта					

7. Как Вы обычно подключаетесь к Интернету? (Отметьте только один квадратик)

- Мобильное устройство (Смартфон/Планшет)  
 Ноутбук  
 Настольный компьютер  
 Другое: \_\_\_\_\_

8. Какой язык Вы предпочитаете в качестве средства общения – для устной речи, чтения, письменной речи и понимания?

Устная речь	
Чтение	
Письменная речь	
Понимание	

9. Насколько хорошо Вы владеете английским языком – т.е., говорите, читаете, пишете и понимаете по-английски?

	0 Совсем не владею	1 Не очень хорошо	2 Неплохо	3 Хорошо	4 Очень хорошо
Устная речь					
Чтение					
Письменная речь					
Понимание					

10. Знали ли Вы о том, что транспортное управление VTA может предоставить Вам бесплатную помощь на Вашем родном языке?  
 Да  Нет

Представитель VTA, владеющий обоими языками, может предоставить Вам такую информацию, которая поможет Вам пользоваться автобусом, скоростным трамваем (поездом) и участвовать в общественных мероприятиях.

11. Укажите свой настоящий возраст \_\_\_\_\_

12. Сколько человек постоянно проживают в Вашей семье? \_\_\_\_\_

13. Сколько автомобилей используют члены Вашей семьи?

- Ни одного  
 1-2  
 3 или более

14. К какой этнической группе (культурно-национальному происхождению) и/или расе Вы себя относите? (Отметьте всё, что имеет отношение к Вам)

- Испаноязычный или латиноамериканец  
 Американский индеец или коренной житель Аляски  
 Азиат  
 Представитель чёрной расы или афро-американец  
 Коренной гаваец или иной коренной житель тихоокеанских островов  
 Представитель белой расы  
 Две или более расы  
 Отказываюсь отвечать/Нет ответа

15. Каков общий ежегодный доход Вашей семьи?

<input type="checkbox"/> 0 - \$24,999	<input type="checkbox"/> \$100,000 - \$149,999
<input type="checkbox"/> \$25,000 - \$49,999	<input type="checkbox"/> \$150,000 - \$199,999
<input type="checkbox"/> \$50,000 - \$74,999	<input type="checkbox"/> \$200,000 - \$249,999
<input type="checkbox"/> \$75,000 - \$99,999	<input type="checkbox"/> Свыше \$250,000

**Спасибо за участие в нашем опросе!**

# Figure 31I – Title VI Survey



1. ¿De cuál de los siguientes es usted un pasajero regular? (Marque todo lo que aplique)

- Ruta(s) de autobuses VTA \_\_\_\_\_
- Ruta(s) de tranvía VTA \_\_\_\_\_
- Ninguno. ¿Por qué no? \_\_\_\_\_

2. Si usted es pasajero de VTA en forma regular, ¿para qué usa el transporte público normalmente?

- Trabajo
- Escuela
- Citas médicas
- Uso recreativo
- Otro: \_\_\_\_\_

3. ¿Qué tan importante es el servicio de autobuses de VTA para usted?

- Muy importante
- Relativamente importante
- No lo uso/No tengo opinión
- Relativamente sin importancia
- Completamente sin importancia

4. ¿Qué tan importante es el servicio de tranvías de VTA para usted?

- Muy importante
- Relativamente importante
- No lo uso/No tengo opinión
- Relativamente sin importancia
- Completamente sin importancia

5. ¿Se siente usted limitado o excluido de alguno de los siguientes servicios por causa de su idioma? (Marque todos los que sean "sí")

- Comprar boletos para servicios proporcionados por la VTA.
  - Usar servicios proporcionados por la VTA.
  - Obtener información sobre los servicios, proyectos o actividades de la VTA.
  - Asistir a reuniones públicas organizadas por la VTA.
- Favor de explicar.
- \_\_\_\_\_
- \_\_\_\_\_

6. Favor de identificar con qué frecuencia usa los siguientes medios para obtener información sobre el transporte público y/o los proyectos de construcción. (Marque un recuadro en cada fila)

Medio de comunicación	0 Nunca	1 Rara vez	2 Algunas veces	3 Con frecuencia	4 A diario
Facebook					
Instagram					
LinkedIn					
Periódico					
Radio					
Grupo/Centro comunitario					
Televisión					
Twitter					
Sitio web de VTA					
Centro de llamadas de Servicio al Pasajero de VTA					
511.org					
Gov Delivery					
Correo electrónico					

7. ¿Cómo tiene acceso usualmente al Internet? (Marque uno solamente)

- Dispositivos móviles (Teléfono inteligente/Tableta)
- Computadora portátil
- Computadora de escritorio
- Otro: \_\_\_\_\_

8. ¿Qué idioma prefiere usted para comunicarse al hablar, leer, escribir y comprender?

Hablar	
Leer	
Escribir	
Comprender	

9. ¿Qué tan bien habla, lee, escribe y comprende el idioma inglés?

	0 Nada	1 No muy bien	2 Bastante bien	3 Bien	4 Muy bien
Hablar					
Leer					
Escribir					
Comprender					

10. ¿Sabía usted que la VTA puede proveer ayuda gratuita en su idioma principal?

- Sí
- No

Hay representantes bilingües que pueden proporcionarle información para usar el autobús, el tranvía y participar en las reuniones públicas.

11. ¿Qué edad tiene actualmente? \_\_\_\_\_

12. ¿Cuántas personas viven normalmente en su hogar? \_\_\_\_\_

13. ¿Cuántos vehículos usan los miembros de su hogar?

- Ninguno
- 1-2
- 3 o más

14. ¿Con qué grupos étnicos (culturales/origen nacional) y/o razas se identifica usted? (Marque todo lo que aplique)

- Hispano o latino
- Indígena americano o nativo de Alaska
- Asiático
- Negro o afroamericano
- Nativo de Hawái o de otras islas del Pacífico
- Blanco
- Dos o más razas
- Declina indicarlo/Sin respuesta

15. ¿Cuál es el ingreso total de su hogar?

<input type="checkbox"/> 0 - \$24,999	<input type="checkbox"/> \$100,000 - \$149,999
<input type="checkbox"/> \$25,000 - \$49,999	<input type="checkbox"/> \$150,000 - \$199,999
<input type="checkbox"/> \$50,000 - \$74,999	<input type="checkbox"/> \$200,000 - \$249,999
<input type="checkbox"/> \$75,000 - \$99,999	<input type="checkbox"/> Más de \$250,000

**¡Muchas gracias por responder la encuesta!**

Figure 31J – Title VI Survey



1. Alin sa mga serbisyo ang palagi/madalas niyong sinasakyan? (Itsek ang lahat ng umaaplay)

- (Mga) Ruta ng Bus ng VTA \_\_\_\_\_
- (Mga) Ruta ng Light Rail ng VTA \_\_\_\_\_
- Wala sa alinman. Bakit hindi? \_\_\_\_\_

2. Kung kayo ay regular na sumasakay sa VTA, para saan niyo ito na karaniwang ginagamit?

- Trabaho
- Eskwela
- Mga Medikal Appointment
- Panlibangan
- Iba pa \_\_\_\_\_

3. Gaano kahalaga ang serbisyo ng VTA bus sa iyo?

- Napakahalaga
- Medyo Mahalaga
- Hindi gumagamit nito/Walang opinyon
- Medyo Hindi Mahalaga
- Lubos na Hindi Mahalaga

4. Gaano kahalaga ang serbisyo ng VTA light rail sa iyo?

- Napakahalaga
- Medyo Mahalaga
- Hindi gumagamit nito/Walang opinyon
- Medyo Hindi Mahalaga
- Lubos na Hindi Mahalaga

5. Limitado ba kayo o napipigilan mula sa alinman na mga sumusunod dahil sa wika? (Itsek ang lahat ng “oo”)

- Pagbili ng mga tiket para sa mga serbisyo ng VTA.
- Paggamit sa mga serbisyo na binibigay ng VTA.
- Pagkuha ng impormasyon tungkol sa mga serbisyo, proyekto o aktibidad ng VTA.
- Pagdalo sa mga pampublikong pagpupulong na binibigay ng VTA. Pakipaliwanag.

6. Pakitukoy kung gaano kadalas mo ginagamit ang mga sumusunod na paraan para kumuha ng impormasyon tungkol sa pampublikong masasakyan at/o konstruksyon ng proyekto. (Itsek ang isang kahon para sa bawat hanay)

Paraan	0 Di- kailaman	1 Bihira	2 Minsan	3 Madalas	4 Araw- araw
Facebook					
Instagram					
LinkedIn					
Peryodiko					
Radyo					
Grupo/Sentro ng Komunidad					
Telebisyon					
Twitter					
Website ng VTA					
Customer Service Call Center ng VTA					
511.org					
Gov Delivery					
Email					

7. Paano mo karaniwang ina-access ang internet? (Itsek ang isa lamang)

- Mobile Device (Smartphone/Tablet)
- Laptop
- Desktop
- Iba pa: \_\_\_\_\_

8. Anong wika ang pinakagusto mong gamitin sa pakikipagkomunika sa pagsasalita, pagbabasa, pagsusulat at pag-unawa?

Pagsasalita	
Pagbabasa	
Pagsusulat	
Pag-unawa	

9. Gaano ka kagaling sa pagsasalita, pagsusulat, pagbabasa at pag-unawa sa Ingles?

	0 Hindi Magali ng	1 Medyo Hindi Magali ng	2 Katamt aman Lang	3 Magali ng	4 Magali ng na Magali ng
Pagsasalita					
Pagbabasa					
Pagsusulat					
Pag-unawa					

10. Alam mo ba na maaaring magbigay ang VTA ng libreng tulong sa iyong pangunahing wika?

- Oo
- Hindi

Ang mga kinatawan na nagsasalita ng dalawang wika ay maaaring magbigay ng impormasyon upang tulungan ka sa paggamit ng bus, light rail (tren) at paglahok sa mga pampublikong pagpupulong.

11. Ano ang kasalukuyang edad mo? \_\_\_\_\_

12. Ilang tao ang karaniwang nakatira sa iyong sambahayan? \_\_\_\_\_

13. Ilang sasakyan ang ginagamit ng mga miyembro ng iyong sambahayan?

- Wala
- 1-2
- 3 o higit pa

14. Anong etnisidad (pangkultura/bansang pinanggalingan) at/o lahi ang kinabibilangan mo? (Itsek ang lahat ng umaaplay)

- Hispanic o Latino
- American Indian o Alaska Native
- Asyano
- Black o Aprikanong Amerikano
- Native Hawaiian o Iba pang Taga-Isa Pasipiko
- Puti
- Isa o Higit Pang Lahi
- Tumangging ipahayag/Walang Sagot

15. Ano ang kabuuang taunang kita ng iyong sambahayan?

<input type="checkbox"/> 0 - \$24,999	<input type="checkbox"/> \$100,000 - \$149,999
<input type="checkbox"/> \$25,000 - \$49,999	<input type="checkbox"/> \$150,000 - \$199,999
<input type="checkbox"/> \$50,000 - \$74,999	<input type="checkbox"/> \$200,000 - \$249,999
<input type="checkbox"/> \$75,000 - \$99,999	<input type="checkbox"/> Higit sa \$250,000

Salamat sa pagsagot sa survey

Figure 31K – Title VI Survey



1. ካብዞም ዝሰዕቡ ብበዝሒ ኣብ መንጎም ይጎዳዓዙ?  
(ዝምልከቶም ኩሎም ፈትኹ)  
 VTA መንገዲ ኣውቶብሰሰ (ሳት) \_\_\_\_\_  
 VTA መንገዲ ቀለልቲ ባቡር(ራት) \_\_\_\_\_  
 ክልቲኦም ኣይጥቀምን ንምንታይ? \_\_\_\_\_

2. ኣንድሕር ብ VTA ብበዝሒ ተጻጻፊም ንምንታይ እዮም ዝጥቀሙሉ?  
 ስራሕ  
 ቤት ትምህርቲ  
 ናይ ሕክምና ቁፀርታት  
 ንምዝንጋዕ  
 ካልእ: \_\_\_\_\_

3. ናይ VTA ኣውቶብሰሰ ግልጋሎት ንዕኡም ክንደየናይ ጠቓሚ እዩ?  
 ኣዝዩ ጠቓሚ  
 ክንድቲ ጠቓሚ ኣይኮነን  
 ክይጥቀምዎ/ርኢቶ የብሉን  
 ክንድቲ ዘይጠቓም ኣይኮነን  
 ኣዝዩ ዘይጠቓም እዩ

4. ናይ VTA ቀለል ባቡር ግልጋሎት ንዕኡም ክንደየናይ ጠቓሚ እዩ?  
 ኣዝዩ ጠቓሚ  
 ክንድቲ ጠቓሚ ኣይኮነን  
 ክይጥቀምዎ/ርኢቶ የብሉን  
 ክንድቲ ዘይጠቓም ኣይኮነን  
 ኣዝዩ ዘይጠቓም እዩ

5. ብቋንቋ ምኽንያት ካብዞም ዝሰዕቡ ተገዲቦም ወይ ከዓ ተሽከሪኡም ደዮም?  
(ኩሎም "ኣው" ዝኾኑ ፈትኹ)  
 ካብ ብ VTA ዝቐረቡ ግልጋሎታት ቲኬት ምግባር።  
 ካብ ብ VTA ዝቐረቡ ግልጋሎታት ምጥቃም።  
 ካብ ብዛዕባ ናይ VTA ግልጋሎታት & ስራሕቲ ወይ ንጥፈታት ሓበሬታ ምርካብ።  
 ካብ ብ VTA ዝቐረቡ ህዝባዊ ኣኼባታት ምስታፍ  
 ብደዘኣም የብረህርሁ።

6. ባይዘኣም ዝም ዝሰዕቡ ናይ ህዝባዊ መጎዳዓዚያን /ወይ ናይ ህጎን ስራሕቲን ናይ ሓበሬታ ኣተላኻኽብ መንገድታት ክንደየናይ ከም ዝጥቀሙሎም የብራህርሁ። (ንኹሎም መደባታት ሓደ ሳፁን ይፈትኹ)

መውጫ	0 ኣይፋል	1 ሳሕቲ	2 ሓልሓሊፈ	3 ብዙሕ ግዝ	4 በቢመዓ ልቱ
ፌሰቡክ					
ኢንሰትግራም					
ሊንከድን					
ጋዜጣ					
ሬድዮ					
ንጅላ ማሕበረ ሰብ/ምእኸል					
ቱዪ					
ትዊተር					
መርብብ ሓበሬታ VTA					
ናይ ግማይል ግልጋሎት ምድዎል ማእኸል VTA					
511.org					
Gov መብጻሕ					
ኢመይል					

7. ኢንተርኔት ብዙሕግዝ ከመይ ይረኽቡ? (ሓደ ጥራሕ ይፈትኹ)  
 ተንቀሳቓሲ መሳርሒ (ስማርት ፎን/ታብሌት)  
 ላፕቶፕ  
 ዴስክቶፕ  
 ካልእ: \_\_\_\_\_

8. ኣብ ምዝራብ & ምንባብ & ምፅሓፍ & ምርዳእ ከጥቀሙሉ ዝመርፁ ቋንቋ ኣንታይ እዩ?

ምዝራብ	
ምንባብ	
ምፅሓፍ	
ምርዳእ	

9. ክንደየናይ ኣንግሊዝኛ ናይ ምዝራብ & ምንባብ & ምፅሓፍን & ምርዳእን ክለላት ኣለዎም?

	0 ምንም ክለላት የብሉይን	1 ብዙሕ ኣይኮነን? ?	2 ብመጠኑ	3 ፅቡቕ	4 ብጣዕሚ ፅቡቕ
ምዝራብ					
ምንባብ					
ምፅሓፍ					
ምርዳእ					

10. ኣብ ናይ መባሊታዊ ቋንቋኣም VTA ናይ ናይ ሓገዝ ክቕርብሎም ከም ዝኾኑልኡ ይፈልጡ ዶ?  
 ኣው  ኣይ

ድርብ- ልሳናዊ ተወከልቲ ኣውቶብሰሰ & ቀለል ባቡር(ባቡር) ንምጥቃምን ኣብ ህዝባዊ ኣኼባታት ንምሳታፍን ንክሕግዎም ሓበሬታታት ክቕርቡሎም ይኽእሉ።

11. ሕዚ ዕድመኣም ክንደይ እዮም? \_\_\_\_\_

12. ኣብ ግዝኣም ክንደይ ሰብ ይነብር? \_\_\_\_\_

13. ናይ ገዝኣም ኣባላት ክንደይ ተኸከርከርቲ ይጥቀሙ?  
 ምንም  
 1-2  
 3 ን ልዕሊኡን

14. ኣየናይ ዓሌት (ብህሊ/መብቐል( ን/ወይ ዘርኢን ይውከሎም? (ዝምልከቶም ኩሎም ፈትኹ)  
 ሂስታንያዊ ወይ ላቲን  
 ኣሜሪካ ህንጻዊ ወይ ናይ ኣላስካ ተወላዲ  
 ኤስያዊ  
 ፀለምቲ ወይ ኣፍሪካ ኣሜሪካዊ  
 ናይ ሃዋይ ተወላዲ ወይ ካልእ ናይ ፓስፊክ ደሴታዊ  
 ግዳዲ  
 ክልተን ልዕሊኡን ዘርኢ  
 ንስቴት ምእባይ መልሲ የለን

15. ናይ ገዝኣም ጠቕላላ ዓመታዊ ኣታዊ ክንደይ እዩ?  
 0 - \$24,999  \$100,000 - \$149,999  
 \$25,000 - \$49,999  \$150,000 - \$199,999  
 \$50,000 - \$74,999  \$200,000 - \$249,999  
 \$75,000 - \$99,999  Over \$250,000

ነዚ ፅንፍት ብምውሳይም ነመስግን!

## Figure 31L – Title VI Survey



1. Bạn thường xuyên dùng phương tiện đi chuyển nào?  
(Đánh dấu tất cả các phương tiện phù hợp)

- Tuyến đường xe buýt VTA \_\_\_\_\_  
 Tuyến xe điện VTA \_\_\_\_\_  
 Không dùng phương tiện nào. Tại sao không? \_\_\_\_\_

2. Nếu bạn đi xe VTA một cách thường xuyên, bạn thường đi trong mục đích gì?

- Đi làm  
 Đi học  
 Đi khám chữa bệnh  
 Giải trí  
 Khác: \_\_\_\_\_

3. Dịch vụ xe buýt VTA quan trọng với bạn như thế nào?

- Rất quan trọng  
 Hơi quan trọng  
 Không sử dụng / Không có ý kiến  
 Ít quan trọng  
 Rất ít quan trọng

4. Dịch vụ xe điện VTA quan trọng với bạn như thế nào?

- Rất quan trọng  
 Hơi quan trọng  
 Không sử dụng / Không có ý kiến  
 Ít quan trọng  
 Rất ít quan trọng

5. Bạn có bị hạn chế hoặc cản trở trong bất kỳ việc gì sau đây vì ngôn ngữ? (Đánh dấu tất cả những việc "có" bị hạn chế hoặc cản trở)

- Mua vé các dịch vụ của VTA.  
 Sử dụng các dịch vụ của VTA.  
 Nhận thông tin về các dịch vụ, dự án, hoặc hoạt động của VTA.  
 Dự các buổi họp công cộng do VTA tổ chức.  
 Vui lòng giải thích.  
 \_\_\_\_\_  
 \_\_\_\_\_

6. Hãy xác định mức độ thường xuyên bạn dùng các cách sau đây để lấy thông tin về vận chuyển công cộng và / hoặc các dự án xây dựng.  
(Đánh dấu một ô cho mỗi hàng)

Cách	0 Không chút nào	1 Hiếm khi	2 Đôi khi	3 Thường	4 Hàng ngày
Facebook					
Instagram					
LinkedIn					
Báo chí					
Đài phát thanh					
Nhóm/Trung Tâm cộng đồng					
TV					
Twitter					
Website VTA					
Trung tâm dịch vụ KH VTA					
511.org					
Gov Delivery					
Email					

7. Bạn thường truy cập internet như thế nào? (Chỉ chọn một)

- Điện thoại di động (Smartphone/Tablet)  
 Laptop  
 Desktop  
 Cách Khác: \_\_\_\_\_

8. Bạn thích giao tiếp bằng ngôn ngữ nào nhất khi nói, đọc, viết, và hiểu?

Nói	
Đọc	
Viết	
Hiểu	

9. Bạn nói, đọc, viết, và hiểu tiếng Anh ở mức độ nào?

	0 Không chút nào	1 Không tốt lắm	2 Khá	3 Tốt	4 Rất tốt
Nói					
Đọc					
Viết					
Hiểu					

10. Bạn có biết VTA có thể trợ giúp miễn phí trong ngôn ngữ chính của bạn?

- Có  Không

**Đại diện nói song ngữ có thể cung cấp thông tin để giúp bạn sử dụng xe buýt, xe điện (tàu điện), và tham gia các cuộc họp công cộng.**

11. Hiện nay bạn bao nhiêu tuổi? \_\_\_\_\_

12. Có bao nhiêu người thường xuyên sống trong nhà bạn? \_\_\_\_\_

13. Các thành viên trong nhà bạn dùng bao nhiêu chiếc xe?

- Không chiếc nào  
 1-2  
 3 hoặc nhiều hơn

14. Bạn thuộc về gốc người (nguồn gốc văn hóa / quốc gia) và / hoặc chủng tộc gì? (Đánh dấu tất cả những chỗ phù hợp)

- Tây Ban Nha và Bồ Đào Nha hoặc Latin  
 Mỹ Da Đỏ hoặc Alaska  
 Châu Á  
 Mỹ da đen hoặc gốc Phi  
 Bản địa Hawaii hoặc Đảo Thái Bình Dương  
 Da trắng  
 Hai hoặc nhiều chủng tộc hơn  
 Từ chối phát biểu / Không trả lời

15. Tổng thu nhập hàng năm của nhà bạn là bao nhiêu?

<input type="checkbox"/> 0 - \$24,999	<input type="checkbox"/> \$100,000 - \$149,999
<input type="checkbox"/> \$25,000 - \$49,999	<input type="checkbox"/> \$150,000 - \$199,999
<input type="checkbox"/> \$50,000 - \$74,999	<input type="checkbox"/> \$200,000 - \$249,999
<input type="checkbox"/> \$75,000 - \$99,999	<input type="checkbox"/> Over \$250,000

**Cám ơn bạn đã tham gia khảo sát!**

# **Appendix C**

## **VTA Web Page Links and Blog Posts for Title VI Survey**

# Figure 32 – VTA Main Web Page

8/8/2016

Santa Clara Valley Transportation Authority



Search Powered by Google

The Web  VTA

- Getting Around
- News & Media
- Projects & Programs
- BART Silicon Valley
- About Us
- Transparency

**Trip Planner**

Enter address (use city or zip)  Destination address or Stop ID

Leave  08/08/2016 9:00 AM

## Headlines



### Survey to Provide Input into VTA's Limited English Proficiency Plan Update

Aug 05 2016

VTA is seeking public input to assess how well we are accommodating individuals who speak primary languages other than English. The survey has been translated into 12 different languages. Please take the survey before August 15!

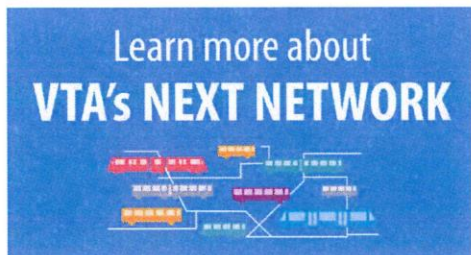
### Notices & Service Alerts

Last update: 06/22/2016

**Reroute of Line 55: Wednesdays & Saturdays Through August 31st**

### Connect with VTA

[Tweets by @VTA](#)



### August Meetings Scheduled for VTA's Transit Redesign

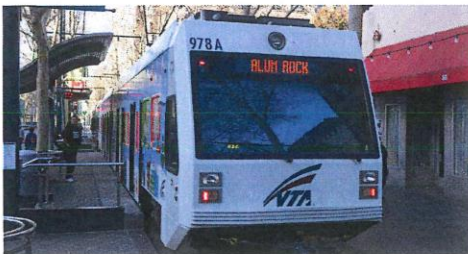
Aug 04 2016

You are invited to come out and provide input at one of three August meetings being held in Sunnyvale, Campbell and Cupertino.



### Calendar of Events August

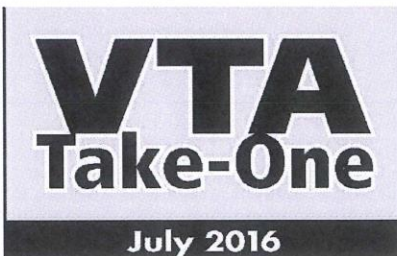
8/2/16 9:00 AM	Joint Disadvantaged Business Enterprise (San Carlos)
8/4/16 5:30 PM	Board of Directors Meeting
8/8/16 10:00 AM	SVRT PWC Regular Meeting Cancelled
8/8/16 1:00 PM	CTA Workshop Meeting
8/10/16 4:00 PM	CAC Regular Meeting
8/10/16 6:30 PM	BPAC Regular Meeting
8/11/16 1:30 PM	TAC Regular Meeting



### What's in Store for Light Rail?

Aug 04 2016

This fall, VTA Board of Directors will review and give guidance on a draft plan that outlines possible light rail operating plan changes that VTA staff is considering.



### We're Going Greener with Less Paper

Aug 04 2016

VTA is boosting its efforts to be environmentally conscious and reduce paper waste by shifting our monthly newsletter, VTA Take-One, to a quarterly publishing schedule.

# Figure 33A – VTA Title VI Survey Web Page

8/8/2016

Survey to Provide Input into VTA's Limited English Proficiency Plan Update




Search Powered by Google

The Web  VTA

- Getting Around
- News & Media
- Projects & Programs
- BART Silicon Valley
- About Us
- Transparency

- Newsroom
- Multimedia
- Resources
- Connect with VTA**
- Social Media
- Newsletters & Email Updates
- Headways Blog
- Crowdsourcing

**Contact Me**



**Customer Service**  
(408) 321-2300  
customer.service@vta.org

Type here...

Email or Phone (Optional)

Home>News and Media>Connect with VTA>Survey to Provide Input into VTA's Limited English Proficiency Plan Update

## Survey to Provide Input into VTA's Limited English Proficiency Plan Update

8/5/2016 3:21 PM | Brandi Childress

2



VTA is seeking public input to assess how well we are accommodating individuals who speak primary languages other than English. As part of the update of our Limited English Proficiency (LEP) Plan, VTA will be reviewing its language assistance services to determine whether there are any language barriers for individuals using VTA buses or light rail. VTA would also like to determine whether

individuals impacted by VTA activities experience language barriers which prevent them from attending and actively participating in meetings. This feedback will be used to determine if barriers exist and help us improve our language assistance services.

VTA has always been committed to serving the public, including all individuals regardless of their level of English proficiency. Title VI of the Civil Rights Act of 1964 prohibits discrimination against individuals based on their race, color, or national origin. VTA is committed to upholding this important law and ensuring that all individuals have equal access to VTA's transportation services.

Some examples of services that VTA provides include offering assistance in multiple languages through our customer service line (408) 321-2300/TTY (408) 321-2330. VTA also translates vital documents into languages other than English upon request. Finally, customers can also request interpreters in advance if they wish to attend VTA's public meetings.

"VTA is proud to serve the people of Santa Clara Valley by providing reliable and safe transportation for everyone," says VTA's Accessible Services Program Manager Camille Williams, whose team is undertaking VTA's self-evaluation project.

Public input is very important to the successful completion of VTA's LEP Plan update. Please fill out the below survey, which has been translated into 12 different languages, and let your voice be heard! VTA appreciates the time that you have taken to help us improve our services. The deadline to submit your response to this survey is **August 15, 2016**.

- Title VI Survey (English)
- Encuesta de Title VI (Español)
- Khảo Sát Tiêu Đề VI (Tiếng Việt)
- 第六章调查 (简体中文)
- 第六章調查 (繁體中文)
- Tagalog - Title VI Survey
- فارسی - Title VI Survey
- Русский - Title VI Survey
- العربية (الفصل السادس)



### Connect with VTA

Tweets by @VTA

www.flickr.com



### Related Articles

Tags:



# Figure 33B – VTA Title VI Survey Web Page

8/8/2016

Survey to Provide Input into VTA's Limited English Proficiency Plan Update

ՀՃՆ VI ՎՅՈՒՆ ԿՎԻՆ (ԱՊԿԿ)

Գլուխ VI Հարցաթերթիկ (Armenian)

አርአሲ: VI ዕገዓት (Tigrinya)

시민권법 제6장 설문조사 (한국어)

0 Comments VTA Website

Login

Recommend Share

Sort by Best



Start the discussion...

Be the first to comment.

### ALSO ON VTA WEBSITE

#### 40 Years of Investment: Strengthening the County's

3 comments • 3 months ago



Jason — These photos bring back some great memories! We should be thankful to visionaries like Rod

#### VTA's Next Network Concepts

60 comments • 4 months ago



Jonathan — I embody the conundrum that VTA planners face. For 5 years, I rode a meandering

#### VTA's Joint Development Program Seeks to Boost Affordable Housing

1 comment • 2 months ago



NOTPC — Will we, VTA employees or retirees qualify for this housing?

#### Summer Youth Passes: A Great Deal for Fun or Work

7 comments • 3 months ago



Jennifer — To answer my own question (since I didn't get a reply from VTA Staff (after email, web, or

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Select Language

VTA is committed to operating its programs and services in accordance with federal, state and local civil rights laws and regulations. The following VTA programs are designed to ensure compliance:

- American's with Disabilities Act (ADA)
- Reasonable Modifications
- Title VI
- Public Participation Plan
- Limited English Proficiency Plan

Individuals or organizations interested in receiving information about upcoming public meetings or events can sign-up on our outreach list.

#### Downtown Customer Service Center:

55-A West Santa Clara Street  
San Jose, CA 95113 Map  
Weekdays: 9 a.m. - 6 p.m.  
Closed weekends and most holidays

#### River Oaks Administrative Offices:

3331 North First Street  
San Jose, CA 95134 Map  
Weekdays: 8 a.m. - 4:30 p.m.  
Closed weekends and most holidays

#### Customer Service Call Center:

(408) 321-2300

Automated information available 24 hours in English and Spanish (800) 894-9908 outside Santa Clara County (408) 321-2330 TTY customer.service@vta.org

## Figure 34 – VTA Headways Blog Post Email

**From:** VTA <scvta@service.govdelivery.com>  
**Sent:** Friday, August 12, 2016 7:57 AM  
**To:**  
**Subject:** Latest VTA News from Headways: Stay Safe, Stay Alive! and New 49ers Express Train



### Survey to Provide Input into VTA's Limited English Proficiency Plan Update



VTA is seeking public input to assess how well we are accommodating individuals who speak primary languages other than English. As part of the update of our Limited English Proficiency (LEP) Plan, VTA will be reviewing its language assistance services to determine whether there are any language barriers for individuals using VTA buses or light rail.

VTA would also like to determine whether individuals impacted by VTA activities experience language barriers which prevent them from attending and

actively participating in meetings. This feedback will be used to determine if barriers exist and help us improve our language assistance services.

[Read full story here.](#)

Follow [@VTA on Twitter](#), like our [Facebook page](#), or [click here to subscribe to updates](#) from Headways, VTA's official blog.

Update your subscriptions, modify your password, or update your phone number or e-mail address on your [Subscriber Preferences Page](#). You may also [unsubscribe from all VTA messages](#). You will need to use your e-mail address to log in. If you have questions or problems with the subscription service, please contact [subscriberhelp.govdelivery.com](mailto:subscriberhelp.govdelivery.com). All other inquiries regarding VTA can be directed to [customer.service@vta.org](mailto:customer.service@vta.org). Follow [@VTA on Twitter](#) and [like us on Facebook](#) for updates on social media.

This service is provided to you at no charge by [VTA](#). Visit us on the web at <http://www.vta.org/>.

This email was sent to  
2300

using GovDelivery, on behalf of: VTA · 3331 North First Street · San Jose, CA · 408-321-

govDELIVERY

# **Appendix D**

## **Title VI Survey Graphs and Day After Reports**

## VTA Title VI Survey - Question 1:

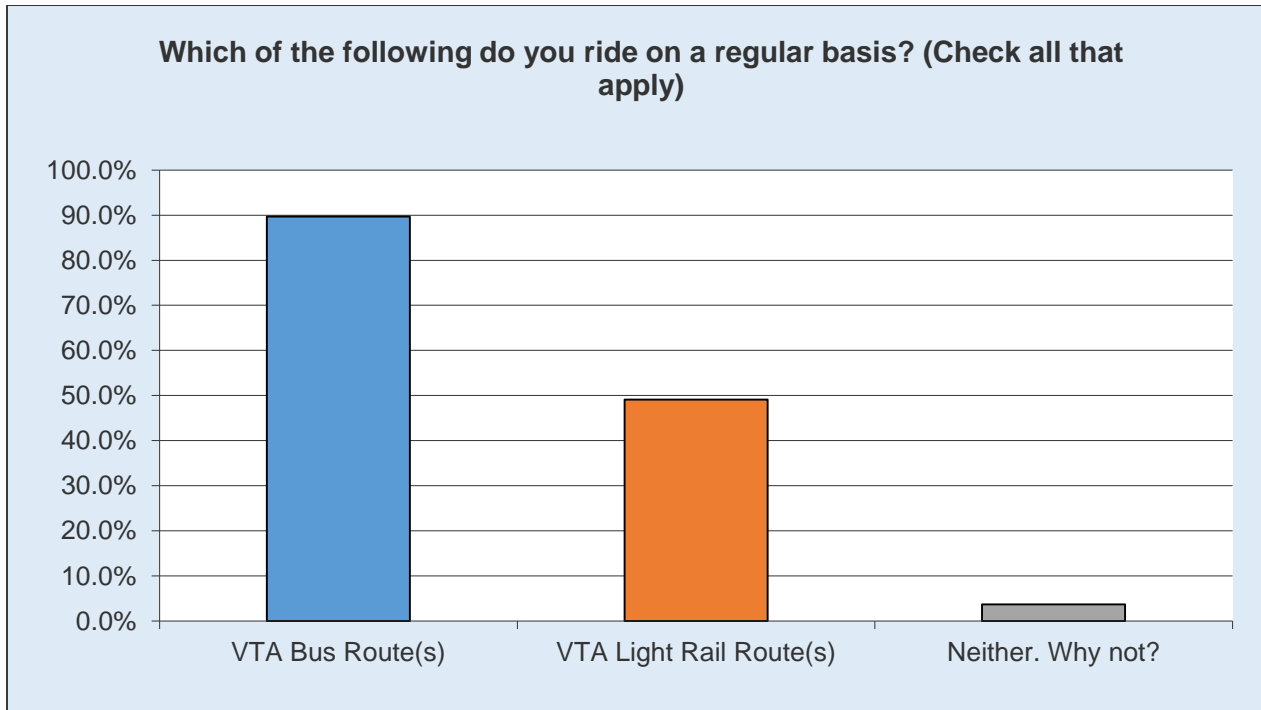
### Which of the following do you ride on a regular basis? (Check all that apply)

Table 25: Survey Question 1

<b>Which of the following do you ride on a regular basis? (Check all that apply)</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
VTA Bus Route(s)	89.7%	166
VTA Light Rail Route(s)	49.1%	91
Neither. Why not?	3.7%	7
<b><i>answered question</i></b>		<b>182</b>
<b><i>skipped question</i></b>		<b>3</b>

Note: Response percent may total more than 100% due to participants being allowed to choose more than one response.

Figure 35 – Survey Question 1 (Graph)



## VTA Title VI Survey - Question 2:

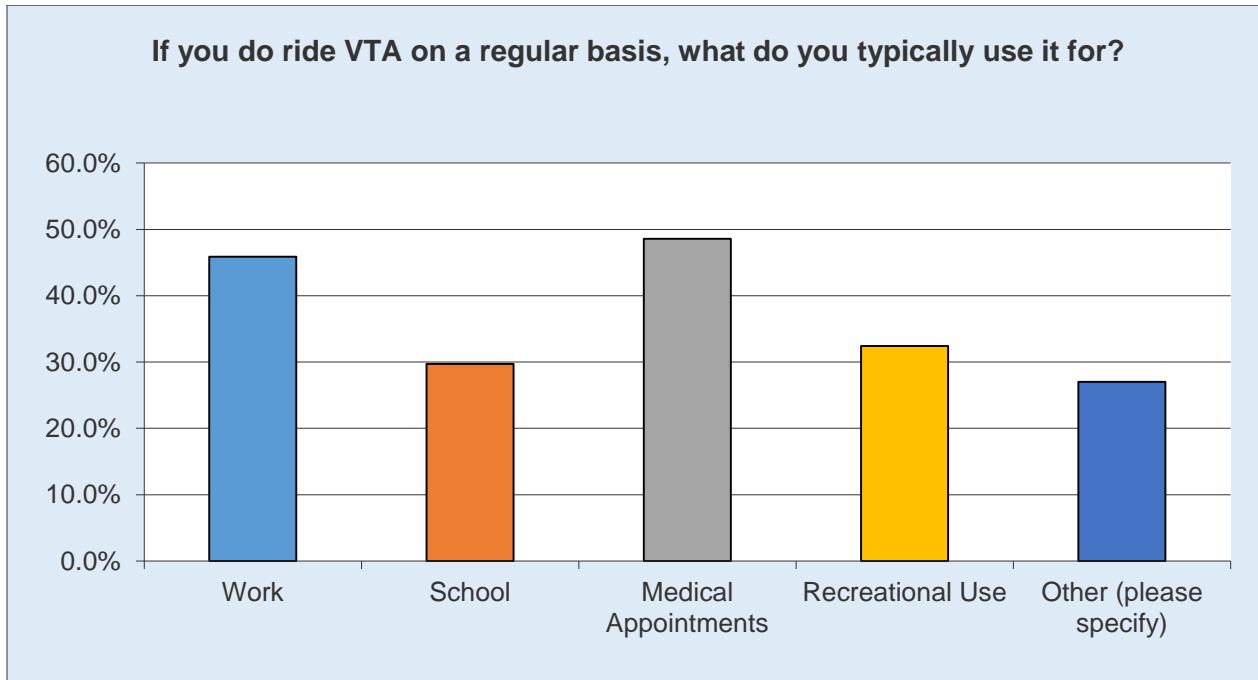
If you do ride VTA on a regular basis, what do you typically use it for? (Check all that apply)

Table 26: Survey Question 2

If you do ride VTA on a regular basis, what do you typically use it for?		
Answer Options	Response Percent	Response Count
Work	45.9%	85
School	29.7%	55
Medical Appointments	48.6%	90
Recreational Use	32.4%	60
Other (please specify)	27.0%	50
<b><i>answered question</i></b>		<b>181</b>
<b><i>skipped question</i></b>		<b>4</b>

Note: Response percent may total more than 100% due to participants being allowed to choose more than one response.

Figure 36 – Survey Question 2 (Graph)

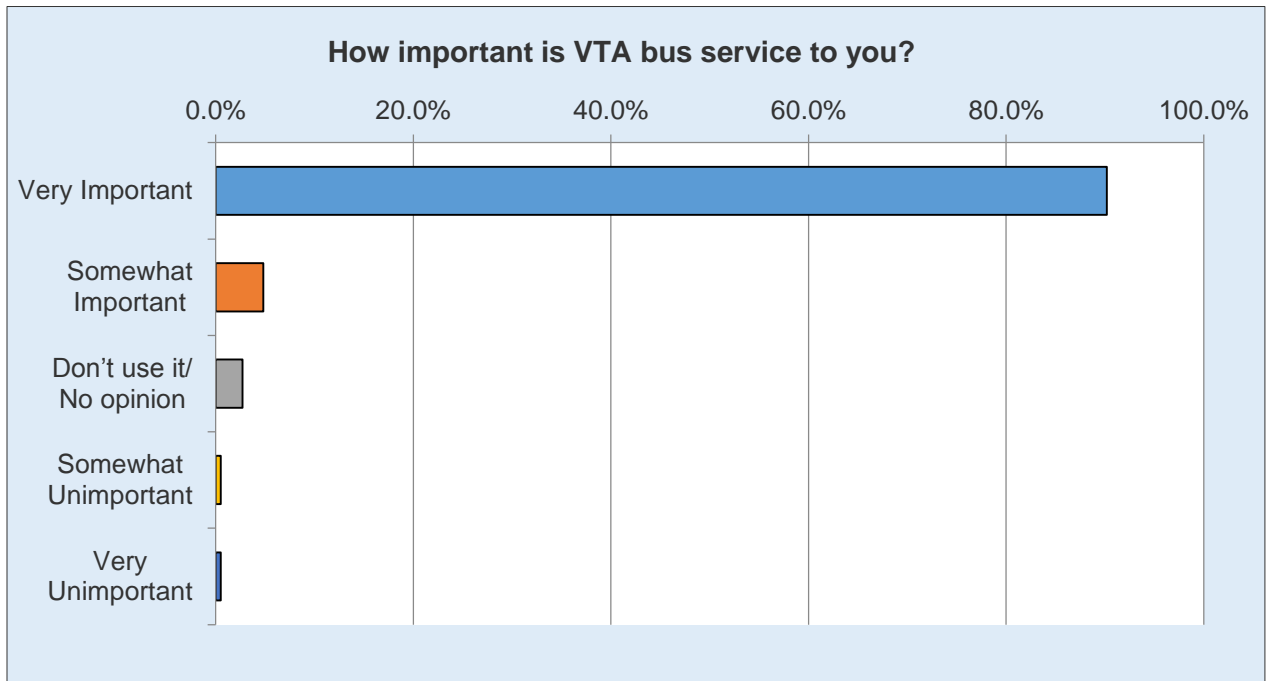


VTA Title VI Survey - Question 3:  
How important is VTA bus service to you?

Table 27: Survey Question 3

How important is VTA bus service to you?		
Answer Options	Response Percent	Response Count
Very Important	90.2%	167
Somewhat Important	4.8%	9
Don't use it/ No opinion	2.7%	5
Somewhat Unimportant	0.5%	1
Very Unimportant	0.5%	1
<b><i>answered question</i></b>		<b>183</b>
<b><i>skipped question</i></b>		<b>2</b>

Figure 37 – Survey Question 3 (Graph)

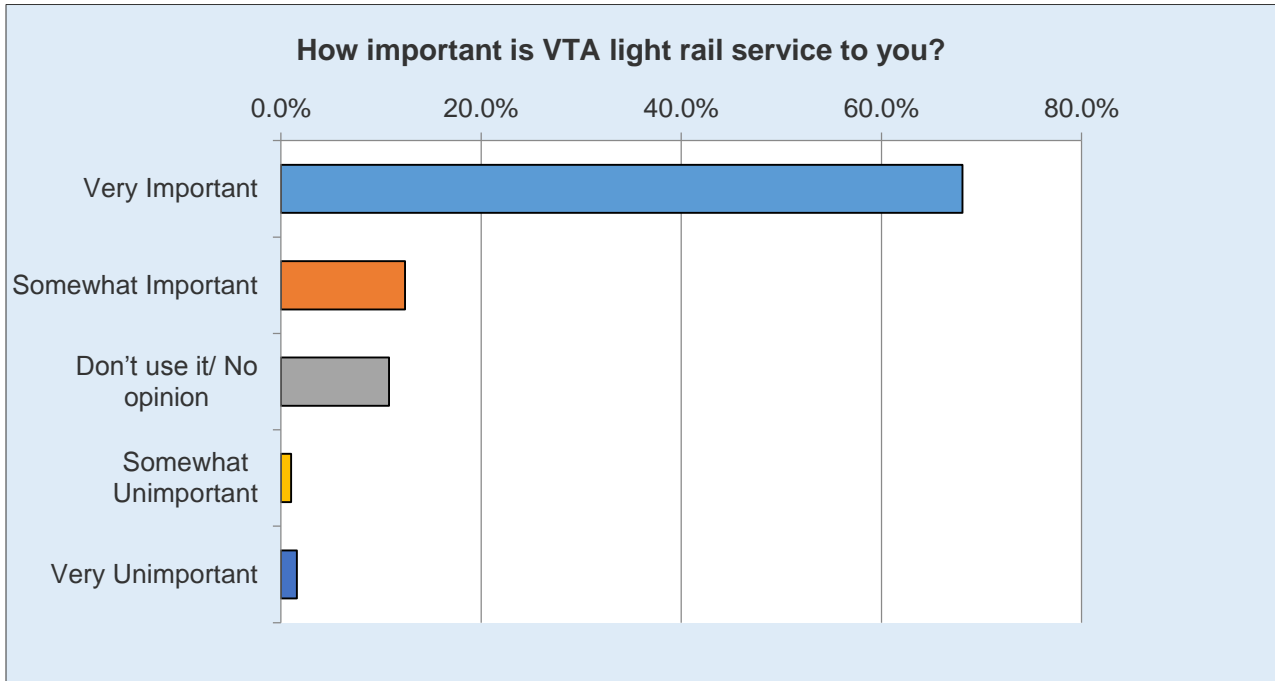


VTA Title VI Survey – Question 4:  
How important is VTA light rail service to you?

Table 28: Survey Question 4

How important is VTA light rail service to you?		
Answer Options	Response Percent	Response Count
Very Important	68.1%	126
Somewhat Important	12.4%	23
Don't use it/ No opinion	10.8%	20
Somewhat Unimportant	1.0%	2
Very Unimportant	1.6%	3
<b><i>answered question</i></b>		<b>174</b>
<b><i>skipped question</i></b>		<b>11</b>

Figure 38 – Survey Question 4 (Graph)



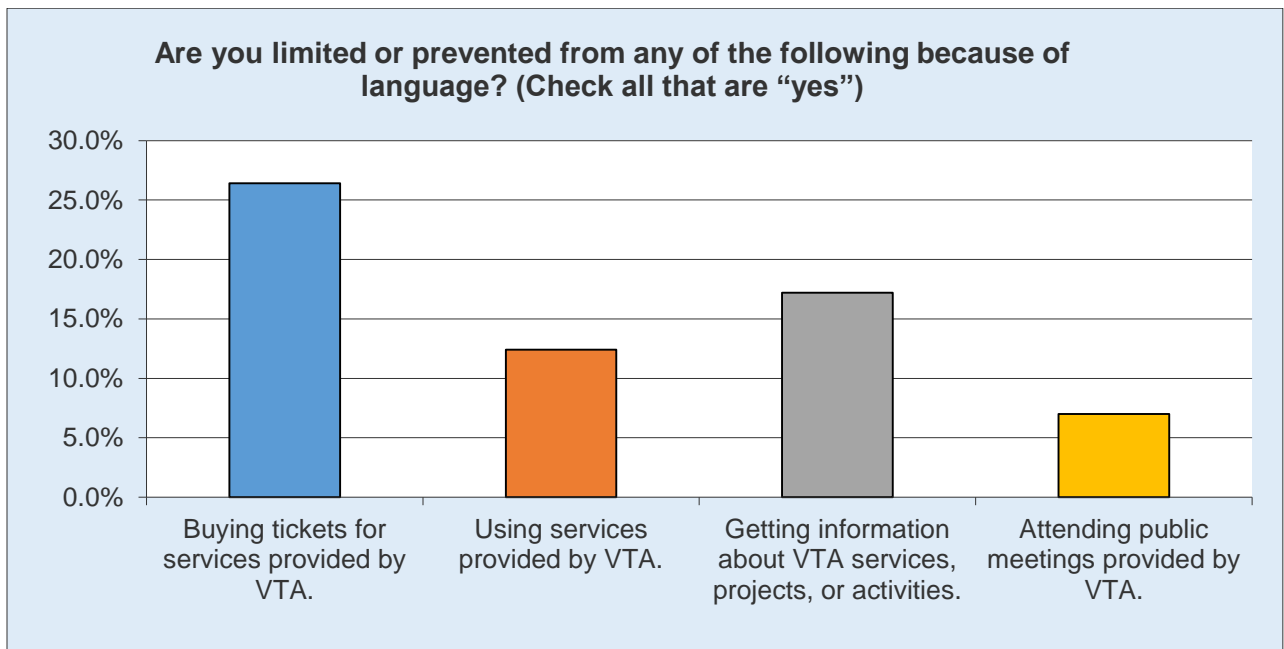
## VTA Title VI Survey - Question 5:

Are you limited or prevented from any of the following because of language? (Check all that are “yes”)

Table 29: Survey Question 5

<b>Are you limited or prevented from any of the following because of language? (Check all that are “yes”)</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Buying tickets for services provided by VTA.	26.4%	49
Using services provided by VTA.	12.4%	23
Getting information about VTA services, projects, or activities.	17.2%	32
Attending public meetings provided by VTA.	7.0%	13
<b><i>answered question</i></b>		<b>79</b>
<b><i>skipped question</i></b>		<b>106</b>

Figure 39 – Survey Question 5 (Graph)





## VTA Title VI Survey - Question 6:

Please identify how frequently you use the following means of obtaining information on public transit and/or construction projects. (Check one box for each row).

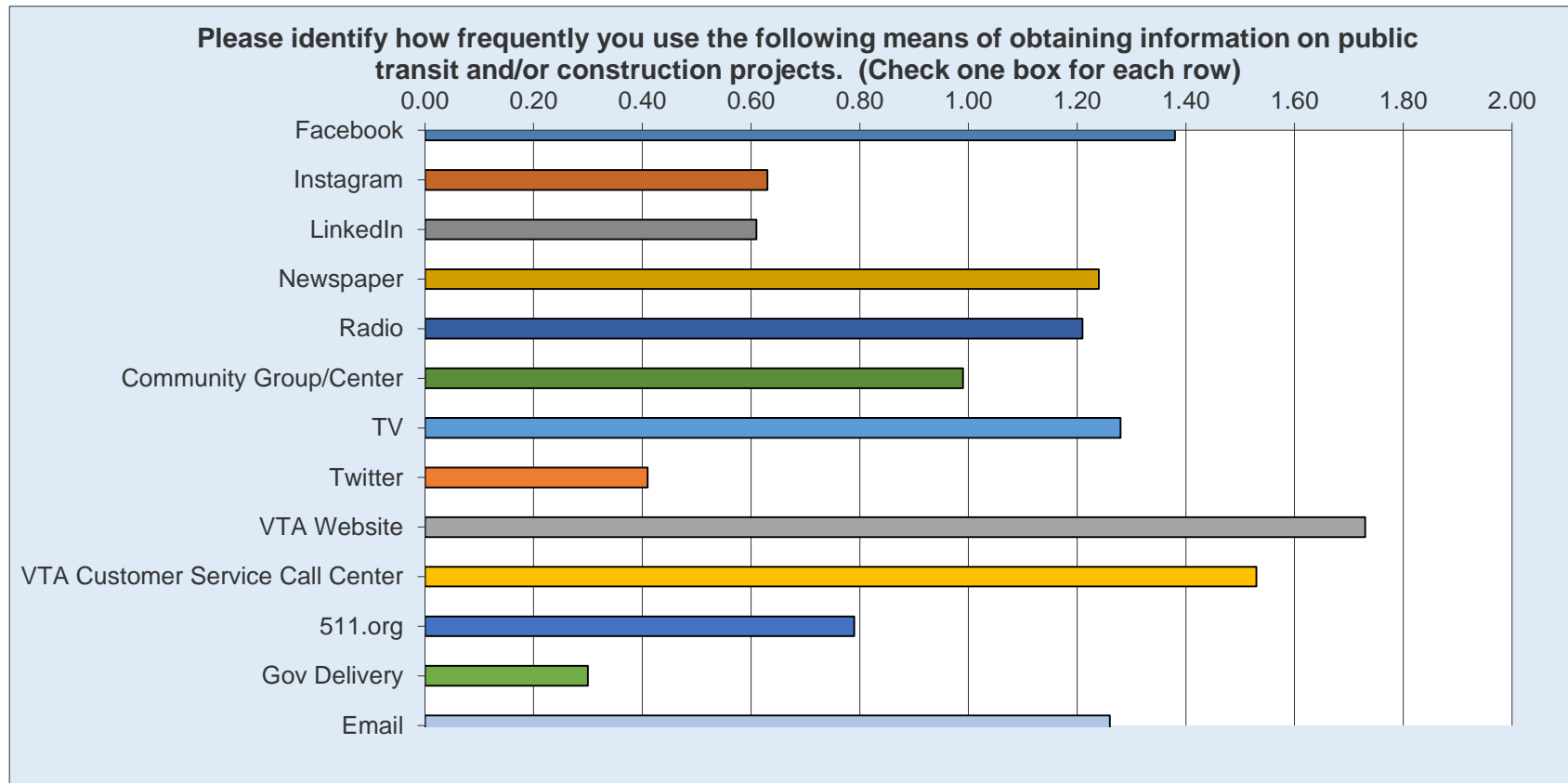
Table 30: Survey Question 6

<b>Please identify how frequently you use the following means of obtaining information on public transit and/or construction projects. (Check one box for each row)</b>							
<b>Answer Options</b>	<b>0 - Not At All</b>	<b>1 - Rarely</b>	<b>2 - Sometimes</b>	<b>3 - Often</b>	<b>4 - Daily</b>	<b>Rating Average</b>	<b>Response Count</b>
Facebook	50	14	17	7	20	1.38	108
Instagram	69	3	6	3	8	0.63	89
LinkedIn	65	6	10	4	4	0.61	89
Newspaper	50	7	19	9	12	1.24	97
Radio	50	6	13	13	10	1.21	92
Community Group/Center	50	10	13	12	4	0.99	89
TV	45	14	13	10	13	1.28	95
Twitter	66	9	3	1	4	0.41	83
VTA Website	33	6	26	18	14	1.73	97
VTA Customer Service Call Center	33	13	29	18	7	1.53	100
511.org	51	12	7	9	3	0.79	82
Gov Delivery	64	8	6	0	1	0.30	79
Email	47	8	8	8	15	1.26	86
						<b><i>answered question</i></b>	<b>149</b>
						<b><i>skipped question</i></b>	<b>36</b>

## VTA Title VI Survey - Question 6:

Please identify how frequently you use the following means of obtaining information on public transit and/or construction projects. (Check one box for each row) continued.

Table 31: Survey Question 6



## VTA Title VI Survey - Question 7:

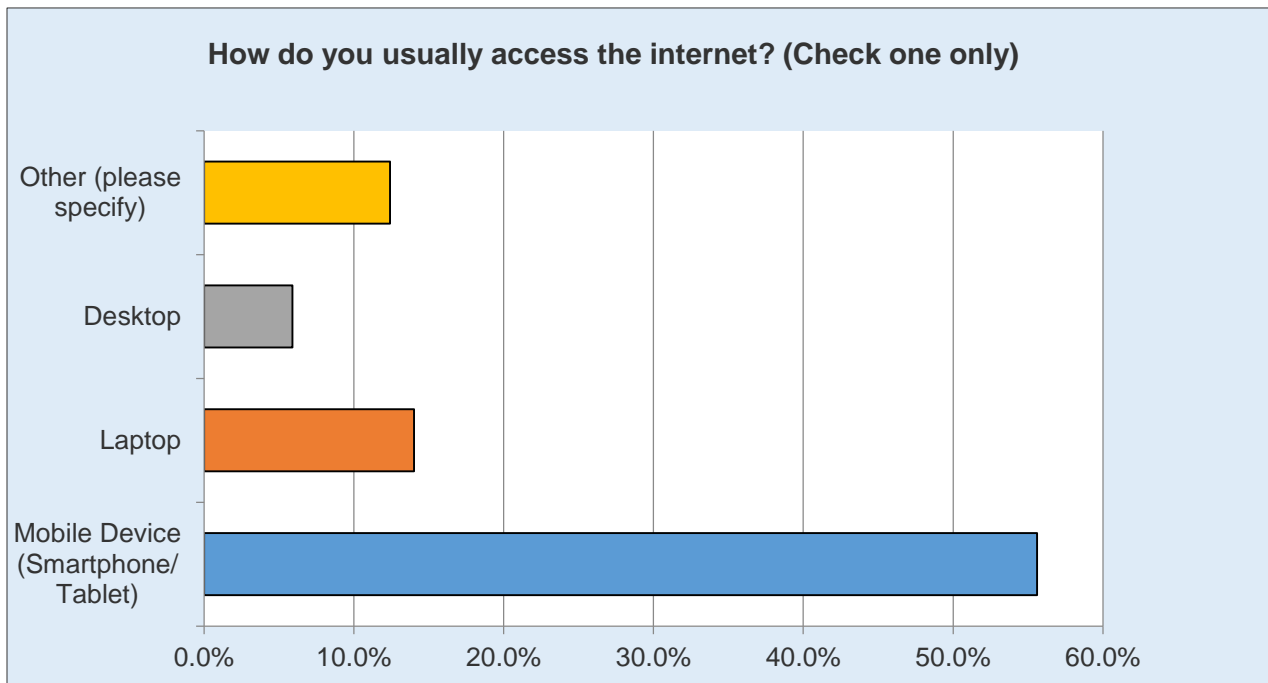
### How do you usually access the internet? (Check one only)

Table 32: Survey Question 7

How do you usually access the internet? (Check one only)		
Answer Options	Response Percent	Response Count
Mobile Device (Smartphone/ Tablet)	55.6%	103
Laptop	14.0%	26
Desktop	5.9%	11
Other (please specify)	12.4%	23
<b><i>answered question</i></b>		<b>163</b>
<b><i>skipped question</i></b>		<b>22</b>

Note: A majority of the participants who selected “Other” left the field blank, which appears to be an attempt to indicate that they do not regularly use the internet.

Figure 40 – Survey Question 7 (Graph)



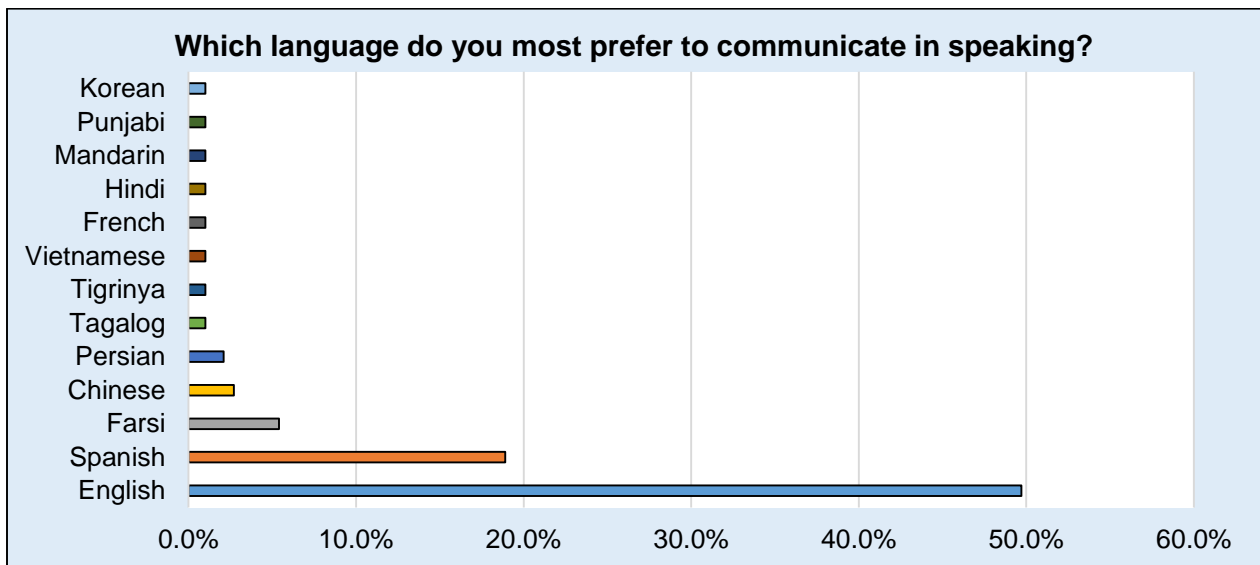
## VTA Title VI Survey - Question 8, Part 1:

### Which language do you most prefer to communicate in speaking?

Table 33: Survey Question 8, Part 1

Which language do you most prefer to communicate in speaking?		
Answer Options	Response Percent	Response Count
English	49.7%	92
Spanish	18.9%	35
Farsi	5.4%	10
Chinese	2.7%	5
Persian	2.1%	4
Tagalog	1.0%	2
Tigrinya	1.0%	2
Vietnamese	1.0%	2
French	1.0%	2
Hindi	1.0%	2
Mandarin	1.0%	2
Punjabi	1.0%	2
Korean	1.0%	2
<i>answered question</i>		<b>149</b>
<i>skipped question</i>		<b>36</b>

Figure 41A – Survey Question 8, Part 1 (Graph)



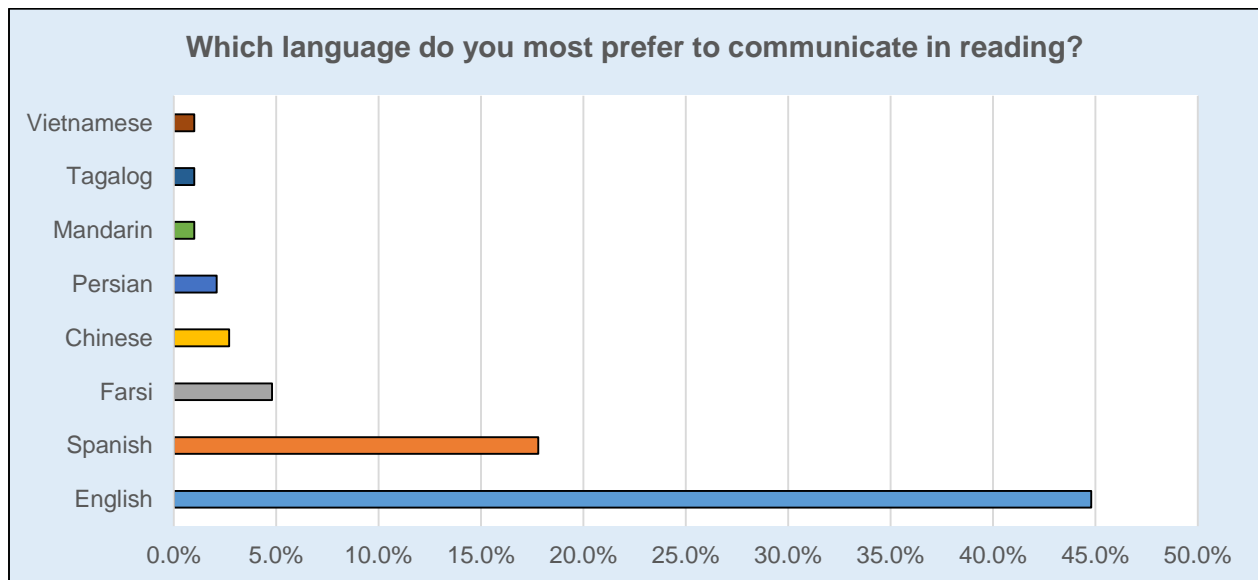
## VTA Title VI Survey - Question 8, Part 2:

### Which language do you most prefer to communicate in reading?

Table 34: Survey Question 8, Part 2

Which language do you most prefer to communicate in reading?		
Answer Options	Response Percent	Response Count
English	44.8%	83
Spanish	17.8%	33
Farsi	4.8%	9
Chinese	2.7%	5
Persian	2.1%	4
Mandarin	1.0%	2
Tagalog	1.0%	2
Vietnamese	1.0%	2
<b><i>answered question</i></b>		<b>136</b>
<b><i>skipped question</i></b>		<b>49</b>

Figure 41B – Survey Question 8, Part 2 (Graph)



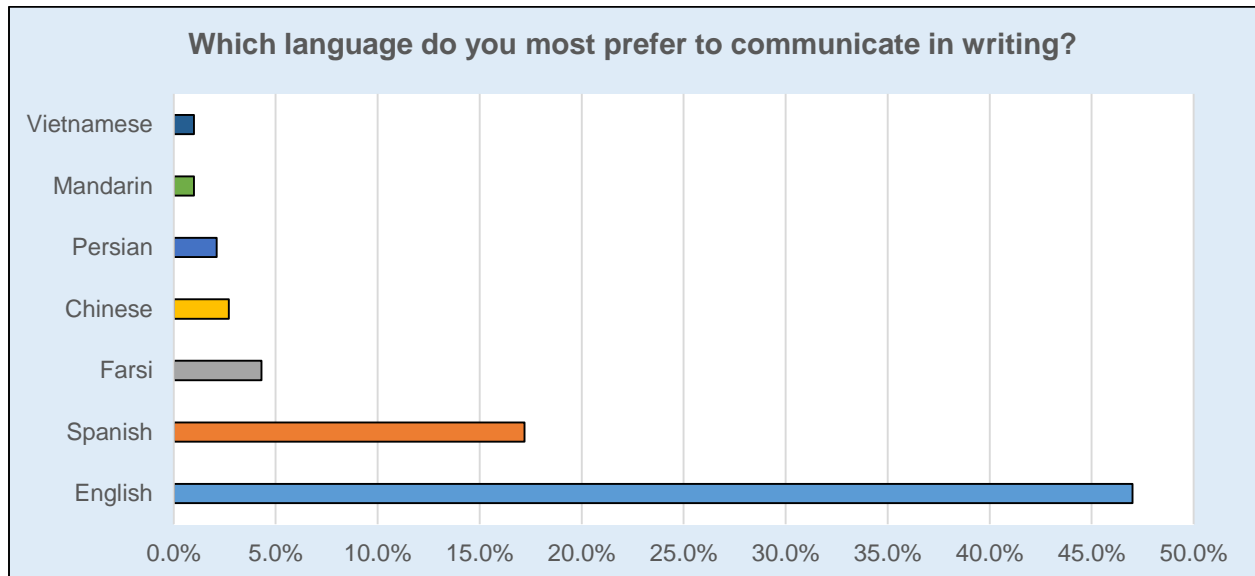
## VTA Title VI Survey - Question 8, Part 3:

### Which language do you most prefer to communicate in writing?

Table 35: Survey Question 8, Part 3

<b>Which language do you most prefer to communicate in writing?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
English	47.0%	87
Spanish	17.2%	32
Farsi	4.3%	8
Chinese	2.7%	5
Persian	2.1%	4
Mandarin	1.0%	2
Vietnamese	1.0%	2
	<b><i>answered question</i></b>	<b>136</b>
	<b><i>skipped question</i></b>	<b>49</b>

Figure 41C – Survey Question 8, Part 3 (Graph)



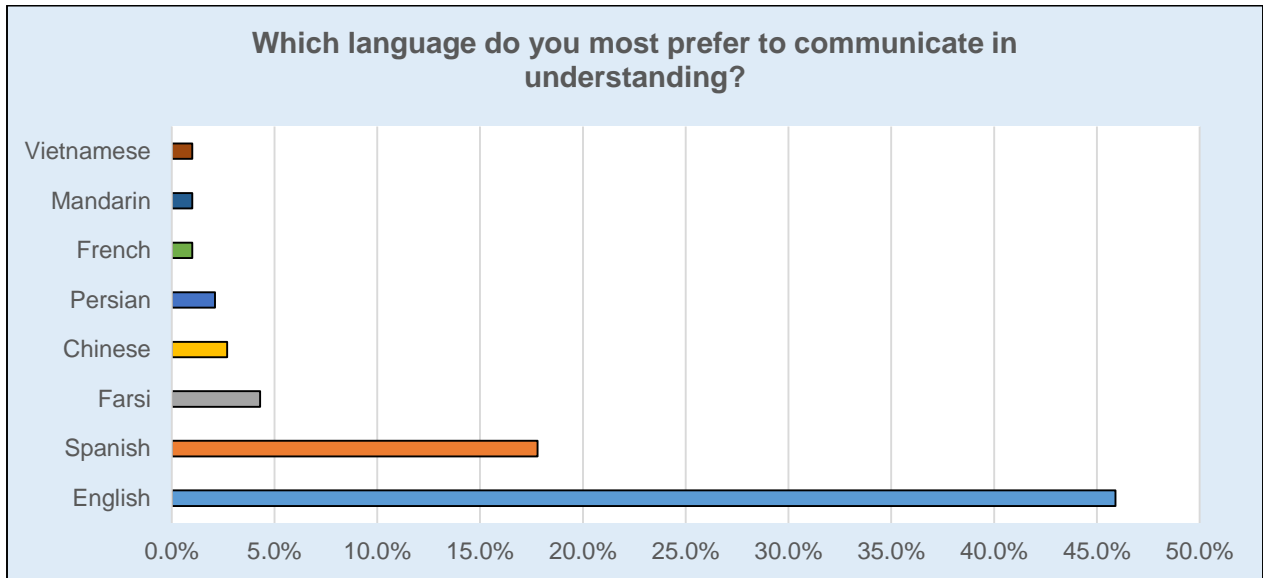
## VTA Title VI Survey - Question 8, Part 4:

### Which language do you most prefer to communicate in understanding?

Table 36: Survey Question 8, Part 4

<b>Which language do you most prefer to communicate in understanding?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
English	45.9%	85
Spanish	17.8%	33
Farsi	4.3%	8
Chinese	2.7%	5
Persian	2.1%	4
French	1.0%	2
Mandarin	1.0%	2
Vietnamese	1.0%	2
	<b>Answered question</b>	<b>135</b>
	<b>skipped question</b>	<b>50</b>

Figure 41D – Survey Question 8, Part 4 (Graph)



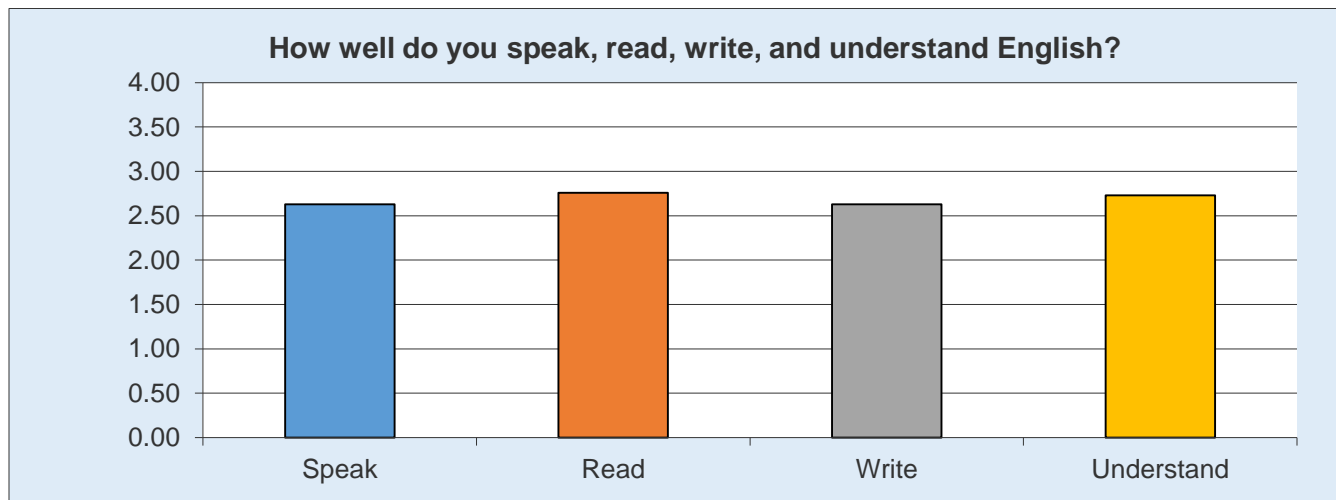
## VTA Title VI Survey - Question 9:

### How well do you speak, read, write, and understand English?

Table 37: Survey Question 9

How well do you speak, read, write, and understand English?							
Answer Options	0 - Not At All	1 - Not Very Well	2 - Fairly Well	3 - Well	4 - Very Well	Rating Average	Response Count
Speak	10	44	25	13	79	2.63	171
Read	9	33	23	18	78	2.76	161
Write	12	38	20	15	73	2.63	158
Understand	11	30	27	14	77	2.73	159
<i>answered question</i>							<b>177</b>
<i>skipped question</i>							<b>8</b>

Figure 42 – Survey Question 9 (Graph)





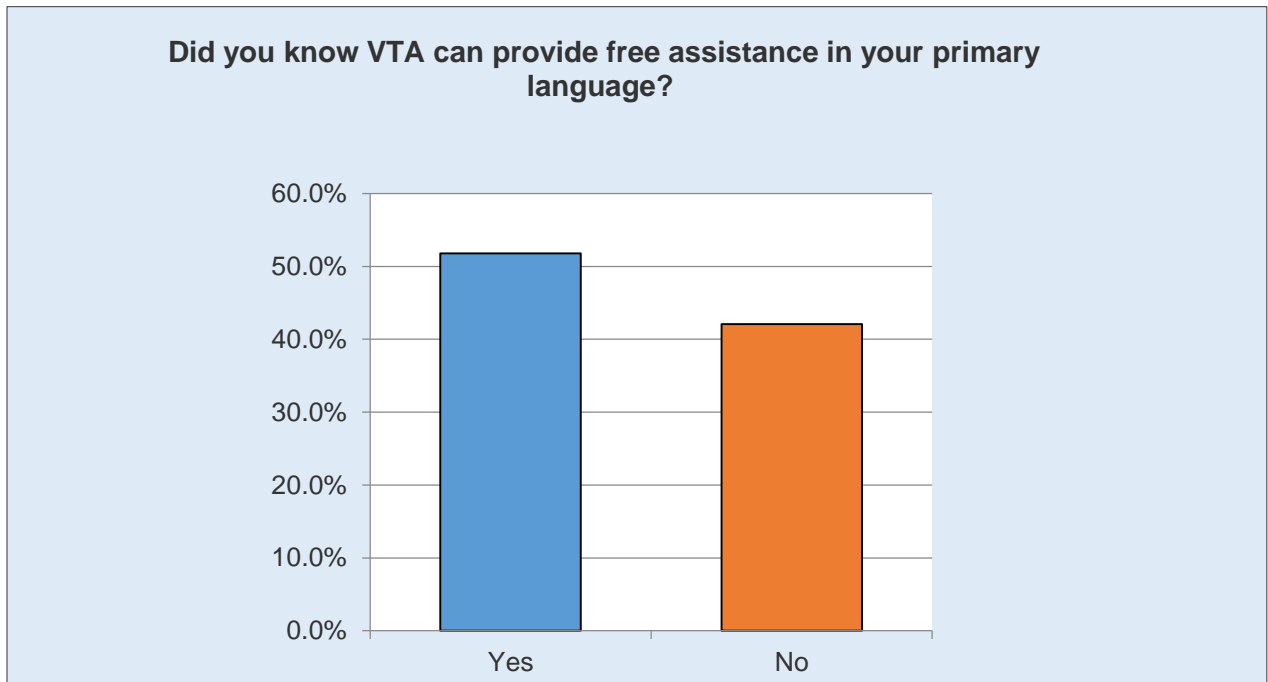
## VTA Title VI Survey - Question 10:

### Did you know VTA can provide free assistance in your primary language?

Table 38: Survey Question 10

Did you know VTA can provide free assistance in your primary language?		
Answer Options	Response Percent	Response Count
Yes	51.8%	96
No	42.1%	78
<i>answered question</i>		<b>174</b>
<i>skipped question</i>		<b>11</b>

Figure 43 – Survey Question 10 (Graph)

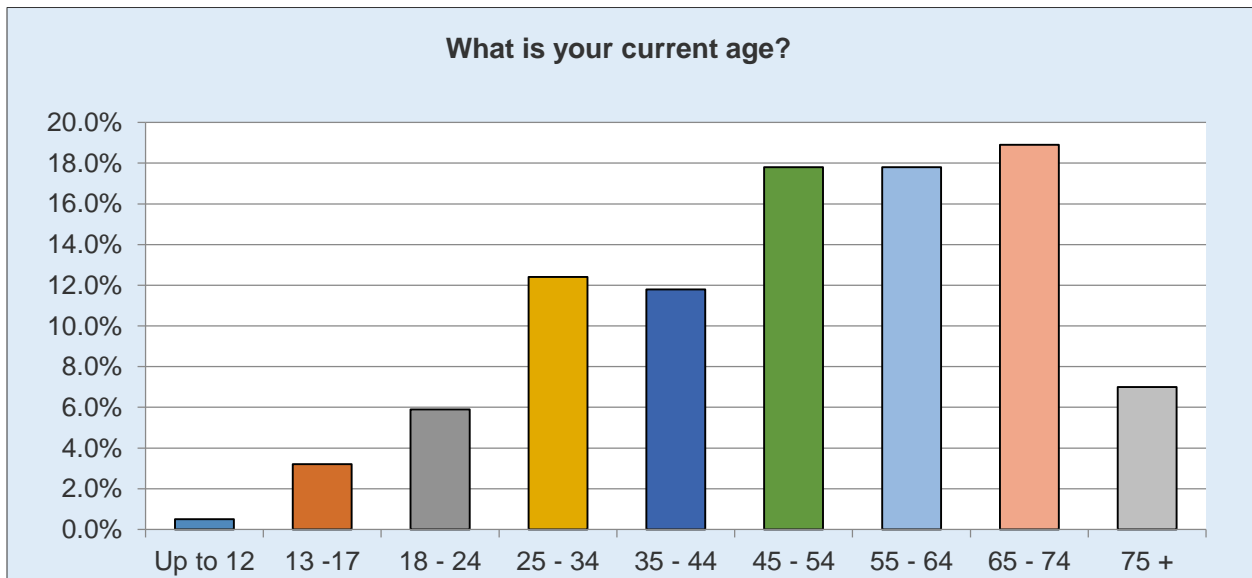


# VTA Title VI Survey - Question 11: What is your current age?

Table 39: Survey Question 11

What is your current age?		
Answer Options	Response Percent	Response Count
12 or younger	0.5%	1
13 -17	3.2%	6
18 - 24	5.9%	11
25 - 34	12.4%	23
35 - 44	11.8%	22
45 - 54	17.8%	33
55 - 64	17.8%	33
65 - 74	18.9%	35
75 or older	7.0%	13
<b>answered question</b>		<b>177</b>
<b>skipped question</b>		<b>8</b>

Figure 44 – Survey Question 11 (Graph)



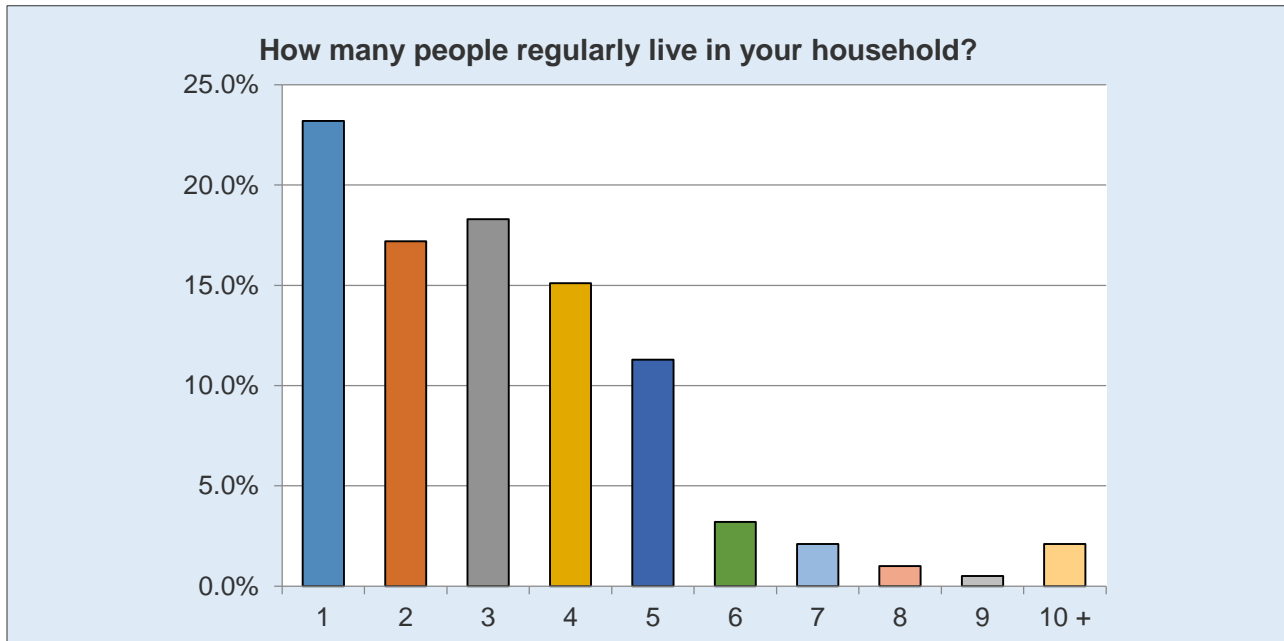
## VTA Title VI Survey - Question 12:

### How many people regularly live in your household?

Table 40: Survey Question 12

How many people regularly live in your household?		
Answer Options	Response Percent	Response Count
1	23.2%	43
2	17.2%	32
3	18.3%	34
4	15.1%	28
5	11.3%	21
6	3.2%	6
7	2.1%	4
8	1.0%	2
9	0.5%	1
10 +	2.1%	4
<b>answered question</b>		<b>175</b>
<b>skipped question</b>		<b>10</b>

Figure 45 – Survey Question 12 (Graph)



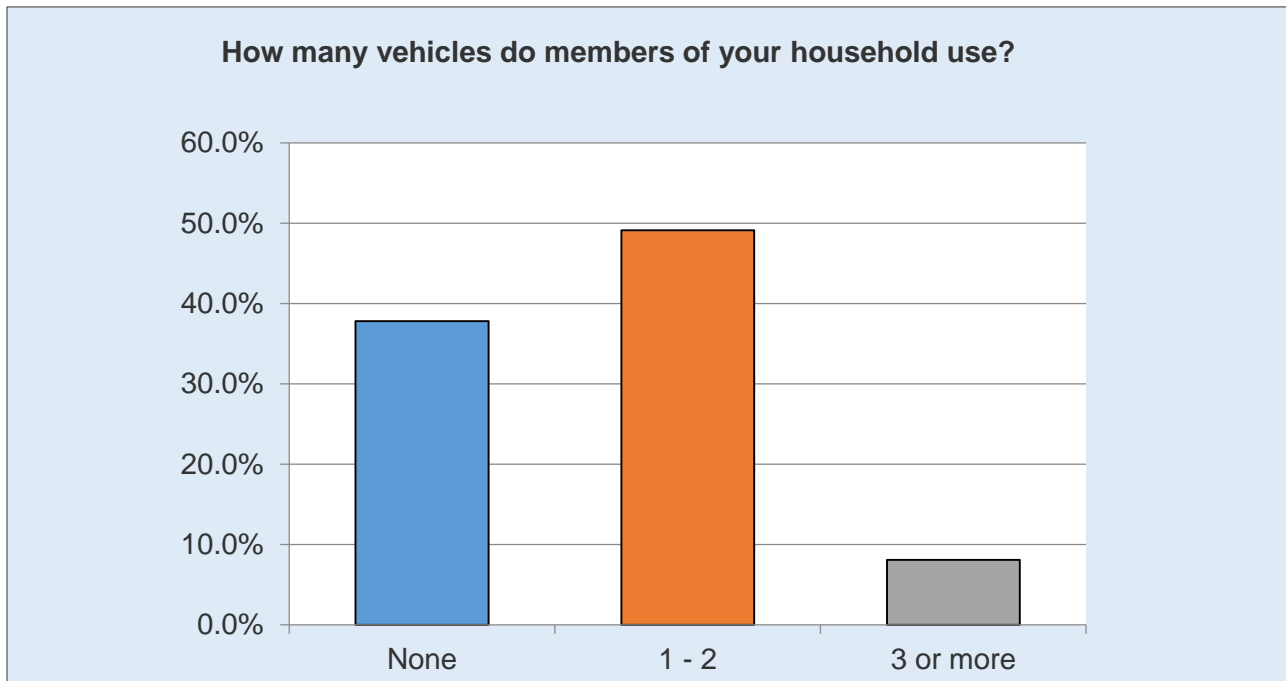
## VTA Title VI Survey - Question 13:

### How many vehicles do members of your household use?

Table 41: Survey Question 13

How many vehicles do members of your household use?		
Answer Options	Response Percent	Response Count
None	37.8%	70
1 - 2	49.1%	91
3 or more	8.1%	15
<b>answered question</b>		<b>176</b>
<b>skipped question</b>		<b>9</b>

Figure 46 – Survey Question 13 (Graph)



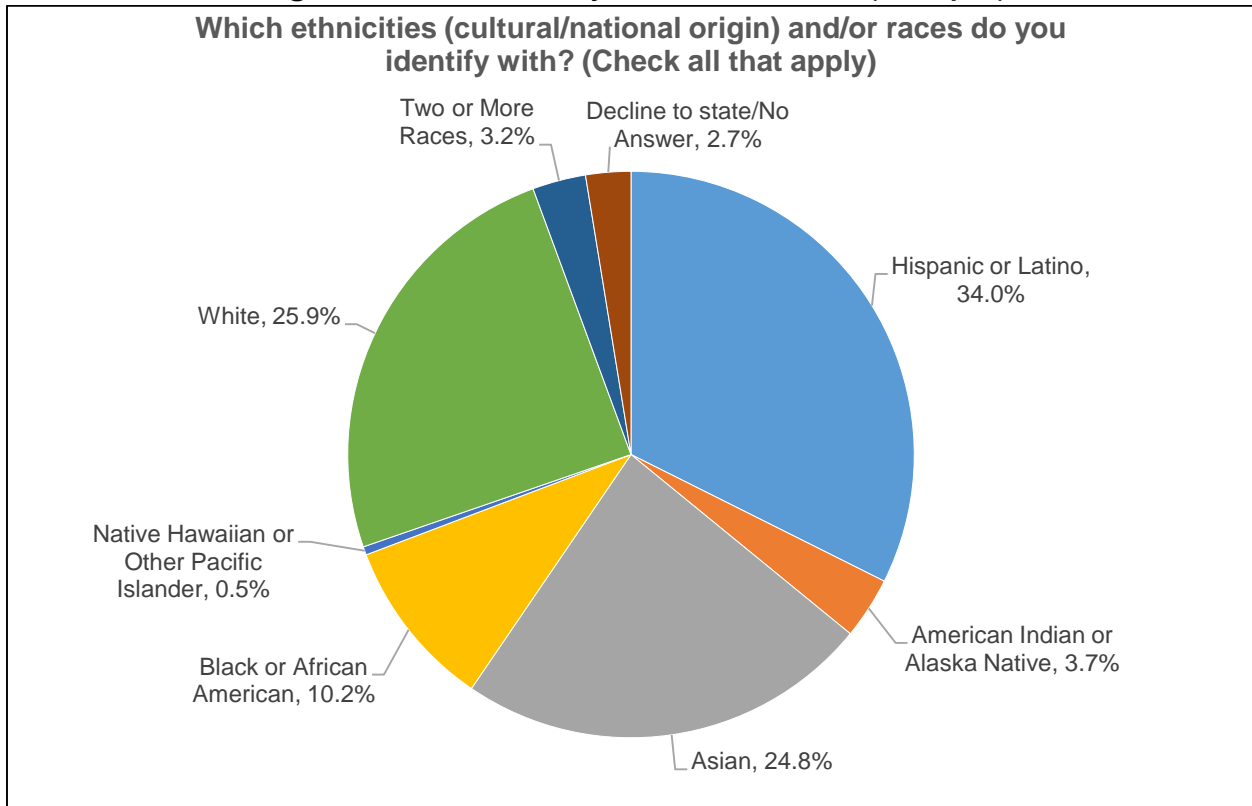
## VTA Title VI Survey - Question 14:

### Which ethnicities (cultural/national origin) and/or races do you identify with? (Check all that apply)

Table 42: Survey Question 14

<b>Which ethnicities (cultural/national origin) and/or races do you identify with? (Check all that apply)</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Hispanic or Latino	34.0%	63
American Indian or Alaska Native	3.7%	7
Asian	24.8%	46
Black or African American	10.2%	19
Native Hawaiian or Other Pacific Islander	0.5%	1
White	25.9%	48
Two or More Races	3.2%	6
Decline to state/No Answer	2.7%	5
<b><i>answered question</i></b>		<b>175</b>
<b><i>skipped question</i></b>		<b>10</b>

Figure 47 – Survey Question 14 (Graph)

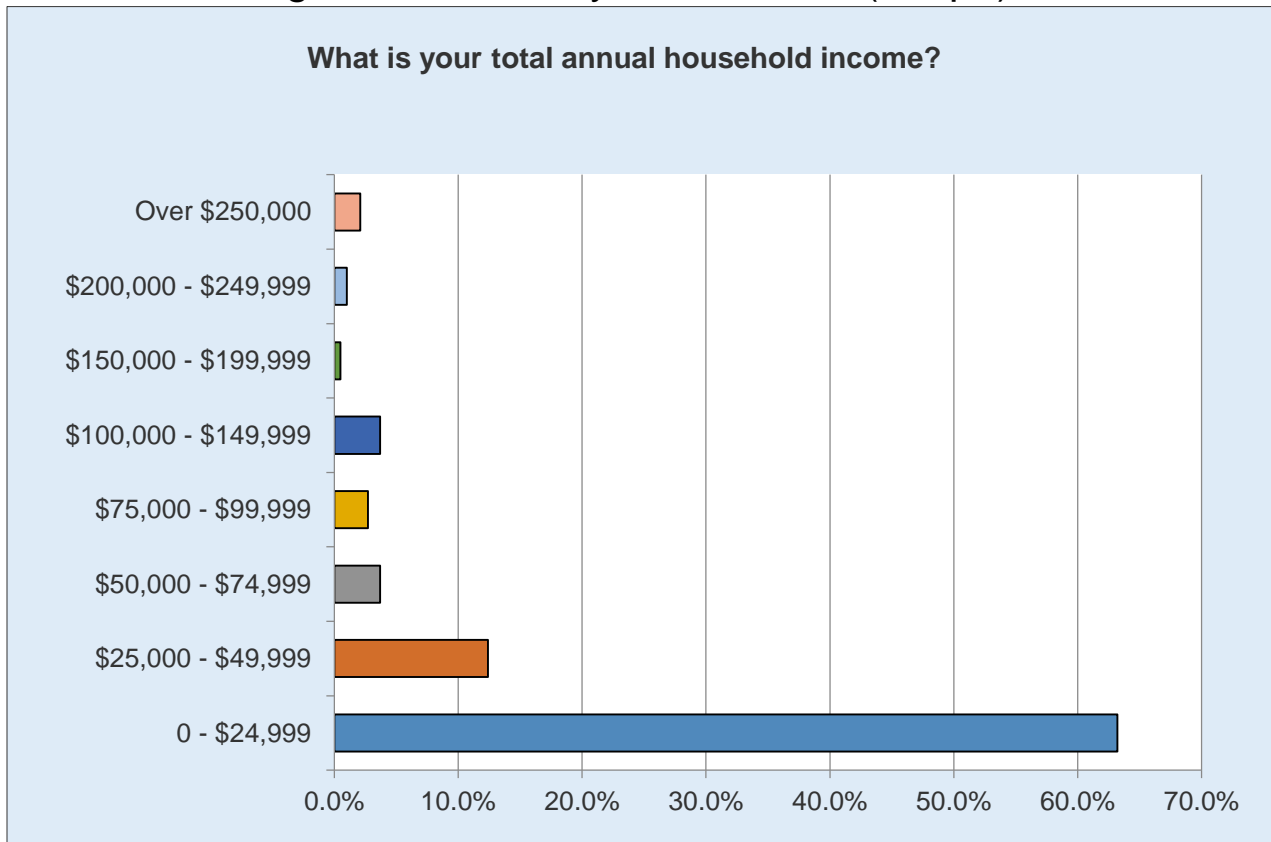


VTA Title VI Survey - Question 15:  
What is your total annual household income?

Table 43: Survey Question 15

What is your total annual household income?		
Answer Options	Response Percent	Response Count
0 - \$24,999	63.2%	117
\$25,000 - \$49,999	12.4%	23
\$50,000 - \$74,999	3.7%	7
\$75,000 - \$99,999	2.7%	5
\$100,000 - \$149,999	3.7%	7
\$150,000 - \$199,999	0.5%	1
\$200,000 - \$249,999	1.0%	2
Over \$250,000	2.1%	4
<b>answered question</b>		<b>166</b>
<b>skipped question</b>		<b>19</b>

Figure 48 – Survey Question 15 (Graph)





# Day Worker Center of Mountain View



**The Day Worker Center of Mountain View is a 501(c)3 non-profit organization serving the communities of Mountain View, Los Altos, Palo Alto, Los Altos Hills and the surrounding areas. The Center was established in 1996 by local business owners, community leaders, and clergy members.**

**Mission**  
The Center's mission is to provide a safe and supportive environment to connect day workers and employers with dignity and compassion. In addition, the Center strives to empower day workers and improve their socio-economic condition through fair employment, education, job skills training, and community services. The Center also supports advocacy efforts on issues that affect day workers.

**Services to the Local Community**  
In addition to acting as a clearing house for work, the Center contributes to the community in the following ways:

- Decreases the number of day workers congregating on the streets by providing a safe, central place for workers seeking employment.
- Offer English language (ESL) classes; the focus is on communicating well with employers, daily interactions, and participating in the community.
- Gives back to the community through various service activities, including community clean ups, donating time and work to local schools, and donating blood.
- Alleviates workload and financial impacts on local emergency rooms by providing free medical visits by the Center's mobile medical van.

**Advantages of Hiring Day Workers from the Center**  
The workers can be hired for jobs that include but are not limited to gardening, construction, painting, moving, landscaping, and janitorial services, as well as house cleaning, child care, and elder care. The registration process ensures that employers find workers with the most suitable skills for the job, and our bilingual staff facilitates communications between employers and workers. In addition, we follow up with employers who have hired with us to see how we can improve our services.

**Please stop by and visit the Center to see how we are bettering the lives of the workers, making it easier for employers to find qualified workers, and contributing to our local community.**

Maria Marroquin, Executive Director  
Day Worker Center of Mountain View  
113 Escuela Avenue Mountain View, CA 94040  
650.903.4102 phone | 650.903.4106 fax  
www.dayworkercentermv.org

Monday - Saturday,  
7:00am - 5:00pm  
Sunday by prior arrangement

**Date and Time:** August 18, 2016

**Organization:** Day Worker Center of Mountain View 113 Escuela Avenue, Mountain View, CA 94040.

**Contact:** Maria Marroquin, Executive Director, (650) 903-4102, maria@dayworkercentermv.org

**New Organization:** No, the organization has been around for 20 years.

**Purpose/Mission Statement:** The Day Worker Center of Mountain View's mission is to provide a safe and supportive environment to connect day workers and employers with dignity and compassion. In addition, the Center strives to empower day workers and improve their socio-economic condition through fair employment, education, job skills training and community services. The Center also supports advocacy efforts on issues that affect day workers.

**Meeting Attendees:** 23 clients of the Day Worker Center of Mountain View.

**Demographic:** Spanish-speaking persons.

**Language(s):** Spanish and English

**Report Completed By:** Sommer Goecke

**Background:** Sommer Goecke contacted Maria Marroquin in regard to potentially assisting VTA with administering LEP surveys to her clients. Maria stated that her organization held short meetings every Monday morning, but these meetings would not be long enough for VTA to give a full presentation or to lead a guided discussion. Maria



offered to administer the survey to her clients herself and then mail the completed surveys back to VTA.

Ibraheem Fakira and Sommer Goecke mailed the surveys out to the Day Worker Center of Mountain View along with a prepaid envelope so that there would be no cost for return postage. Approximately two weeks later VTA received 23 completed surveys from the Day Worker Center on August 17, 2016.

## Discussion Questions and Responses

1. Which of the following do you ride on a regular basis? (check all that apply)

### **Reponses:**

87% of participants indicated that they use VTA bus service.  
39% of participants use VTA light rail service.  
4% of participants did not provide a response to this question.

2. If you do ride VTA on a regular basis, what do you typically use it for?

### **Responses:**

96% of participants ride VTA in order to get to work.  
39% ride VTA to get to school.  
35% ride VTA to get to medical appointments.  
13% ride VTA to travel to recreational activities.  
4% ride VTA for other purposes.  
4% of participants did not provide a response to this question.

3. How important is VTA bus service to you?

### **Responses:**

96% of participants indicated that VTA bus service was “very important” to them.  
4% do not use it, or have no opinion.

4. How important is VTA light rail service to you?

### **Responses:**

74% of participants indicated that VTA light rail service was “very important” to them.  
13% indicated that it was “somewhat important.”  
4% do not use it, or have no opinion.  
4% consider it to be “somewhat unimportant.”  
4% of participants did not provide a response to this question.





5. Are you limited or prevented from any of the following because of language?  
(Check all that are “yes”)

**Responses:**

35% of participants indicated that they experience language difficulties when buying tickets for VTA services.

17% of participants indicated language difficulties in getting information about VTA services.

13% of participants indicated language difficulties in using services provided by VTA.

9% of participants indicated language difficulties in attending public VTA meetings.

48% of participants did not provide a response to this question.

6. Please identify how frequently you use the following means of obtaining information on public transit and/or construction projects.

**Responses:**

Email was the most frequently used source of information overall. Other common sources in order of frequency of use were the newspaper, followed by community group/center, radio, the VTA website, television, Facebook, 511.org, and the VTA customer service call center.

7. How do you usually access the internet?

**Responses:**

96% of participants use a mobile device most frequently to access the internet.

4% use a laptop most frequently.

8. Which language do you most prefer to communicate in speaking, reading, writing, and understanding?

**Reponses:**

A majority of participants prefer to speak Spanish, followed by English.

A majority of participants prefer to read Spanish, followed by English.

A majority of participants prefer to write in Spanish, followed by English.

A majority of participants prefer to understand Spanish, followed by English.

9. How well do you speak, read, write, and understand English?

**Responses:**

48% of participants speak English “very well,” while 5% speak English “well,” 10% fairly well, 29% “not very well,” and 10% “not at all.”

53% of participants read English “very well,” while 6% read English “well,” 12% fairly well, and 29% “not very well.”



41% of participants write English “very well,” while 12% write English “well,” 6% fairly well, and 41% “not very well.”

56% of participants understand English “very well,” while 6% understand English “well,” 6% fairly well, and 31% “not very well.”

10. Did you know VTA can provide free assistance in your primary language?

**Responses:**

70% of participants indicated “yes” that they are aware of VTA’s free language assistance.

30% indicated “no” they are not aware of VTA’s free language assistance.

11. What is your current age?

**Responses:**

39% of participants were in the age range of 45-54.

17% of participants were in the age range of 25-34.

17% of participants were in the age range of 65-74.

9% of participants were in the age range of 18-24.

9% of participants were between the ages of 55-64.

4% of participants were age 12 or younger.

4% of participants were in the age range of 35-44.

12. How many people regularly live in your household?

**Responses:**

17% of participants live alone.

17% of participants live in a household of four people.

17% of participants live in a household of five people.

13% of participants live in a household of two people.

13% of participants live in a household of three people.

9% of participants live in a household of six people.

9% of participants live in a household of 10 or more people.

4% of participants live in a household of seven people

13. How many vehicles do members of your household use?

**Responses:**

57% have one or two vehicles in their household.

22% of participants have no vehicles in their household.

22% have three or more vehicles in their household.



14. Which ethnicities (cultural/national origin) and/or races do you identify with?  
(Check all that apply)

**Responses:**

- 70% of participants identified as "Hispanic or Latino."
- 17% of participants identified as "White."
- 17% of participants identified as "Black or African American"
- 4% of participants identified as "Asian."
- 4% of participants declined to answer the question.

15. What is your annual household income?

**Responses:**

- 83% of participants make less than \$25,000 per year.
- 9% of participants make \$25,000 - \$49,999 per year.
- 4% of participants make \$200,000 - \$249,999 per year.
- 4% of participants did not provide a response to this question.

**OTHER CUSTOMER COMMENTS/GENERAL FEEDBACK:**

1. There was no general feedback given, but it is interesting to note that one of the respondents indicated that they do not attend VTA public meetings because "the meetings seem very selfish and driven by the contractors."

**Follow-Up:**

Sommer Goecke has been in contact with Maria to determine whether she would want clipper cards or tokens for her clients in appreciation of her assistance in administering surveys.

**Comments/Notes/Lessons Learned:**

1. It is interesting to note that this group is one of only two where a majority of the members were aware that VTA offered language assistance in their primary language. This may be due to the fact that Spanish is a common language which is generally offered more frequently as an option for customer service assistance.
2. It is interesting to note that a vast majority of these participants ride the bus to work, and that most of them assigned a very high level of importance to this service.

## Downtown Customer Service Center



**Date and Time:** August 1<sup>st</sup> and 2<sup>nd</sup>, 2016 9:00 AM – 5:00 PM.

**Organization:** Santa Clara Valley Transportation Authority (VTA) Downtown Customer Service Center, 55-A West Santa Clara Street San Jose, CA 95113.

**Contact:** (408) 321-2300.

**Meeting Attendees:** Customers of the VTA Downtown Customer Service Center.

**Demographic:** Individuals of various racial and ethnic backgrounds.

**Language(s):** English, Spanish, Vietnamese, Mandarin, Cantonese, Tagalog, and Tigrinya.

**VTA Staff Present:** Ibraheem Fakira, Sommer Goecke, Camille Williams, Carmen Trejo, Harriet John, Rosa Barreiro, and Tiffany Ton.

**Report Completed By:** Sommer Goecke.

**Background:** Over the course of two separate days, VTA staff visited the Downtown Customer Service Center and administered surveys to VTA customers. We selected the first and second days of August because we believed that these days would be the busiest with customers purchasing new passes for the month of August. At the VTA staff table, water bottles, candy, and other small prizes were available to entice people to participate in the survey. Translation services were offered to anyone who needed assistance, and some participants received personalized assistance from VTA staff on English surveys.

On day one, Sommer Goecke and Ibraheem Fakira were present all day along with Carmen Trejo to assist with Spanish language interpretation and Harriet John to assist with Cantonese language interpretation. During the first day, 69 surveys in total were completed and returned.

On day two, Sommer Goecke and Ibraheem Fakira were joined by Rosa Barreiro to assist with Spanish language interpretation and Tiffany Ton to assist with Vietnamese language interpretation. Camille Williams stepped in for Ibraheem Fakira in the afternoon of day two. On the second day, 47 surveys were completed and returned.

Overall VTA staff collected 116 total surveys over the course of both days. Although all surveys handed out were returned to VTA staff, many were not fully completed. The individuals selected to participate in the survey were those who entered the VTA Downtown Customer Service Center.

## Discussion Questions and Responses

1. Which of the following do you ride on a regular basis? (check all that apply)

### **Reponses:**

94% of participants indicated that they use VTA bus service.  
53% of participants use VTA light rail service.  
1% of participants use neither bus nor light rail.  
2% of participants did not provide a response to this question.

2. If you do ride VTA on a regular basis, what do you typically use it for?

### **Responses:**

55% of participants ride VTA in order to get to medical appointments.  
41% ride VTA to get to work.  
35% ride VTA to travel to recreational activities.  
33% ride VTA for other purposes.  
15% ride VTA to get to school.  
1% of participants did not provide a response to this question.

3. How important is VTA bus service to you?

### **Responses:**

91% of participants indicated that VTA bus service was “very important” to them.  
6% indicated that it was “somewhat important.”  
1% do not use it, or have no opinion.  
2% of participants did not provide a response to this question.



4. How important is VTA light rail service to you?

**Responses:**

70% of participants indicated that VTA light rail service was “very important” to them.

12% indicated that it was “somewhat important.”

9% do not use it, or have no opinion.

3% consider it to be “very unimportant.”

7% of participants did not provide a response to this question.

5. Are you limited or prevented from any of the following because of language? (Check all that are “yes”)

**Responses:**

21% of participants indicated that they experience language difficulties when buying tickets for VTA services.

13% of participants indicated language difficulties in getting information about VTA services.

8% of participants indicated language difficulties in using services provided by VTA.

4% of participants indicated language difficulties in attending public VTA meetings.

64% of participants did not provide a response to this question.

6. Please identify how frequently you use the following means of obtaining information on public transit and/or construction projects.

**Responses:**

The VTA Customer Service Call Center was the most frequently used source of information overall. Other common sources in order of frequency of use were the VTA website, followed by television, Facebook, the newspaper, and email.

7. How do you usually access the internet?

**Responses:**

45% of participants use a mobile device most frequently to access the internet.

20% use some “other” device most frequently.

12% use a laptop most frequently.

8% use a desktop most frequently.

16% of participants did not provide a response to this question.



8. Which language do you most prefer to communicate in speaking, reading, writing, and understanding?

**Reponses:**

A majority of participants prefer to speak English, followed by Spanish, Chinese, Hindi, Korean, Mandarin, and Vietnamese.

A majority of participants prefer to read English, followed by Spanish, Chinese, Mandarin, and Vietnamese.

A majority of participants prefer to write in English, followed by Spanish, Chinese, Mandarin, and Vietnamese.

A majority of participants prefer to understand English, followed by Spanish, Chinese, Mandarin, and Vietnamese.

9. How well do you speak, read, write, and understand English?

**Responses:**

53% of participants speak English “very well,” while 7% speak English “well,” 9% fairly well, 16% “not very well,” and 6% “not at all.”

53% of participants read English “very well,” while 8% read English “well,” 8% fairly well, 12% “not very well,” and 7% “not at all.”

52% of participants write English “very well,” while 7% write English “well,” 7% fairly well, 12% “not very well,” and 7% “not at all.”

53% of participants understand English “very well,” while 8% understand English “well,” 7% fairly well, 11% “not very well,” and 7% “not at all.”

10. Did you know VTA can provide free assistance in your primary language?

**Responses:**

59% of participants indicated “yes” that they are aware of VTA’s free language assistance.

32% indicated “no” they are not aware of VTA’s free language assistance.

9% of participants did not provide a response to this question.

11. What is your current age?

**Responses:**

23% of participants were between the ages of 55-64.

22% of participants were in the age range of 65-74.

15% of participants were in the age range of 45-54.

11% of participants were in the age range of 25-34.

10% of participants were in the age range of 35-44.

8% of participants were 75 or older.

3% of participants were in the age range of 13-17.

3% of participants were in the age range of 18-24.

3% of participants did not provide a response to this question.



12. How many people regularly live in your household?

**Responses:**

- 26% of participants live alone.
- 18% of participants live in a household of four people.
- 17% of participants live in a household of two people.
- 14% of participants live in a household of three people.
- 9% of participants live in a household of five people.
- 3% of participants live in a household of six people.
- 2% of participants live in a household of seven people.
- 2% of participants live in a household of 10 or more people.
- 1% of participants live in a household of eight people.
- 1% of participants live in a household of nine people.
- 7% of participants did not provide a response to this question.

13. How many vehicles do members of your household use?

**Responses:**

- 49% of participants have no vehicles in their household.
- 41% have one or two vehicles in their household.
- 5% have three or more vehicles in their household.
- 5% of participants did not provide a response to this question.

14. Which ethnicities (cultural/national origin) and/or races do you identify with?  
(Check all that apply)

**Responses:**

- 36% of participants identified as "Hispanic or Latino."
- 32% of participants identified as "Asian."
- 15% of participants identified as "White."
- 11% of participants identified as "Black or African American"
- 5% of participants identified as "American Indian or Alaskan Native."
- 3% of participants identified as "Two or More Races."
- 1% of participants identified as "Native Hawaiian or Other Pacific Islander."
- 1% of participants declined to answer the question.





## 15. What is your annual household income?

### **Responses:**

- 63% of participants make less than \$25,000 per year.
- 12% of participants make \$25,000 - \$49,999 per year.
- 6% of participants make \$50,000 - \$74,999 per year.
- 3% of participants make \$75,000 - \$99,999 per year.
- 3% of participants make \$100,000 - \$149,999 per year.
- 2% of participants make over \$250,000 per year.
- 1% of participants make \$150,000 - \$199,999 per year.
- 1% of participants make \$200,000 - \$249,999 per year.
- 9% of participants did not provide a response to this question.

### **OTHER CUSTOMER COMMENTS/GENERAL FEEDBACK:**

1. Participants suggested increased bus frequency, with buses arriving approximately every 10 minutes. They also requested that buses run later into the early morning, until 4:00 or 5:00 am.
2. One participant specifically suggested that more 168 express buses should be available during the middle of the day for South Bay commuters. She also suggested that an additional 168 bus should run for students in addition to the current route scheduled for 7:42 am.
3. One participant commented that previously she was very unhappy with VTA customer service, but later when a new supervisor was hired the service improved greatly. She indicated she was very happy with the change and encouraged VTA to keep up the good job.
4. In obtaining information about public transportation, many people said they use the downtown customer service center for assistance in learning about public transit and/or construction projects. Several Spanish speaking customers indicated they ask their bus drivers for information.
5. One woman explained that people in her community (which is largely Chinese) have issues with Outreach, VTA's current paratransit contractor, translations over the phone and during their rides. They say that the phone operators only speak English and sometimes Spanish. She said that during rides people often have trouble getting to their destinations due to language barriers.
6. As with Jewish Family Services, customers indicated that more bus shelters are needed because of the hot weather.

**Follow-Up:**

As a result of feedback that was given, VTA staff will follow up on comments relating to requested changes to the bus routes and bus stops including shelters, increased frequency, longer service hours, etc.

**Comments/Notes/Lessons Learned:**

1. We received six customers whose primary language was Vietnamese, and although the survey was translated into Vietnamese, these customers said they could not read the language and wanted someone to read it to them. This is something to take into consideration for VTA's next outreach efforts.
2. Question five related to whether the participant experienced any difficulties due to language barriers, but 74 people in total left this question blank, with only 42 submitting some form of response. It is unclear whether participants did not understand the question or left it blank because they do not experience language difficulties. In the future it would be helpful to modify the question to include an option along the lines of "no difficulties due to language barriers" so that the intended response is clearer.
3. A vast majority of the individuals who participated in this survey were between the ages of 55 and 74. We hypothesize that this result may be due to the fact that younger customers are less likely to visit the Downtown Customer Service Center.
4. 63% of survey participants make less than \$25,000 per year, including two individuals who live in households of 10 or more people. At least one survey participant indicated that they were currently homeless.

## International Rescue Committee



**Date and Time:** August 15, 2016 at 1:00 pm.

**Organization:** International Rescue Committee, 1210 S. Bascom Ave #227, San Jose, CA 95128.

**Contact:** Sead Eminovic, [sead.eminovic@rescue.org](mailto:sead.eminovic@rescue.org), (408) 277-0255 ext.15.

**New Organization:** No, the organization has been around for 83 years.

**Purpose/Mission Statement:** The International Rescue Committee helps people whose lives and livelihoods are shattered by conflict and disaster to survive, recover and regain control of their future.

**Meeting Attendees:** Those surveyed were clients of IRC.

**Demographic:** Individuals of various racial and ethnic backgrounds.

**Language(s):** English, Spanish, Tigrinya, and Farsi.

**VTA Staff Present:** Ibraheem Fakira and Sommer Goecke.

**Facilitator:** Sead Eminovic, Site Manager for IRC.

**Report Completed By:** Sommer Goecke.

**Background:** Ibraheem Fakira connected with Sead Eminovic during the July 2016 Refugee and Immigrant Forum meeting, and inquired as to whether IRC could assist in administering VTA LEP surveys. Sead requested that our survey be translated into several additional languages such as Farsi, Amharic, Arabic, and Tigrinya.

Once the surveys were translated, Sommer and Ibraheem personally brought copies of the survey to IRC's office, and provided soft copy PDFs by email in case additional surveys were needed. Ibraheem then connected with IRC staff and scheduled an appointment to pick up the completed surveys on August 15<sup>th</sup> at 1:00 pm. Sommer and Ibraheem collected six surveys that had been completed and met with staff to obtain answers to various follow up questions relating to the services provided by IRC.

## Discussion Questions and Responses

1. Which of the following do you ride on a regular basis? (check all that apply)

**Reponses:**

100% of participants indicated that they use VTA bus services.  
50% of participants indicated that they also use light rail.

2. If you do ride VTA on a regular basis, what do you typically use it for?

**Responses:**

100% of participants use VTA to travel to school.  
50% of participants also use it to get to medical appointments.  
33% of participants also indicated that they use it to travel to work.

3. How important is VTA bus service to you?

**Responses:**

100% of participants indicated that VTA bus service is “very important” to them.

4. How important is VTA light rail service to you?

**Responses:**

50% of participants indicated that light rail service is “very important” to them.  
17% of participants indicated that light rail service is “somewhat important” to them.  
17% of participants indicated that they do not use light rail services and/or have no opinion.  
17% of participants did not provide a response to this question.

5. Are you limited or prevented from any of the following because of language?  
(Check all that are “yes”)

**Responses:**

33% of participants indicated language difficulties when purchasing tickets.  
33% of participants indicated language difficulties in getting access to information about services, projects, or activities.  
17% of participants indicated language difficulties when using VTA transportation services.  
67% of participants did not provide a response to this question.



6. Please identify how frequently you use the following means of obtaining information on public transit and/or construction projects.

**Responses:**

The VTA Website was the most frequently used source of information overall. Other sources in order of frequency of use were: LinkedIn, VTA Customer Service Call Center, Email, Facebook, Community Group/Center, Instagram, and Gov Delivery.

7. How do you usually access the internet?

**Responses:**

67% of participants use a mobile device to access the internet.  
17% of participants use a laptop to access the internet.  
17% of participants did not provide a response to this question.

8. Which language do you most prefer to communicate in speaking, reading, writing, and understanding?

**Reponses:**

An equal number of participants indicated that they prefer to speak Spanish, Turkish, and Tigrinya.  
An equal number of participants indicated that they prefer to read Spanish, Turkish, and Tigrinya.  
An equal number of participants indicated that they prefer to write Spanish, Turkish, and Tigrinya.  
An equal number of participants indicated that they prefer to understand Spanish, Turkish, and Tigrinya.  
50% of participants did not provide a response to this question.

9. How well do you speak, read, write, and understand English?

**Responses:**

50% of participants indicated that they speak, read, write, and understand English “not very well.”  
17% of participants indicated that they speak, read, write, and understand English “fairly well.”  
17% of participants indicated that they speak, read, write, and understand English “not at all.”



10. Did you know VTA can provide free assistance in your primary language?

**Responses:**

33% of participants indicated that they did know about the free language assistance services.

67% of participants indicated that they did not know about these services.

11. What is your current age?

**Responses:**

50% of participants were in the age range of 35-44.

33% of participants were in the age range of 45-54.

17% of participants were in the age range of 18-24.

12. How many people regularly live in your household?

**Responses:**

50% of participants indicated that one person lives in their household.

50% of participants indicated that three people live in their household.

13. How many vehicles do members of your household use?

**Responses:**

50% of participants indicated that they have no vehicles in their household.

50% of participants indicated that they have one or two vehicles in their household.

14. Which ethnicities (cultural/national origin) and/or races do you identify with?  
(Check all that apply)

**Responses:**

33% of participants consider themselves to be "White."

33% of participants consider themselves to be "Hispanic or Latino."

17% if participants consider themselves to be "Asian."

17% if participants consider themselves to be "Black or African American."

15. What is your annual household income?

**Responses:**

67% of participants had incomes under \$25,000 per year.

33% of participants did not provide a response to this question.



**OTHER CUSTOMER COMMENTS/GENERAL FEEDBACK:**

1. IRC staff informed us that their clients would like increased bus coverage.
2. Staff also stated that some clients have concerns about the long travel times when riding the bus.
3. IRC staff wanted to learn more about Eco Passes and whether they could potentially sign up for these for use by their clients.
4. IRC staff mentioned that they were in the process of scheduling a “cultural orientation” for clients which would contain workshops to educate them on a variety of topics. They expressed interest in having VTA staff participate by teaching clients how to use bus and light rail service, as well as answer any other questions they may have about transportation.

**Follow-Up:**





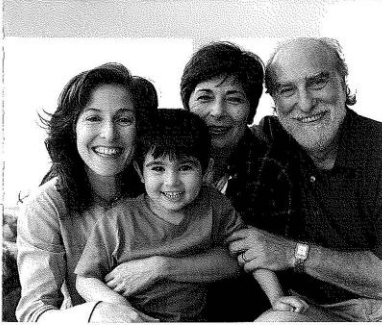
Sommer and Ibraheem are going to look into whether VTA staff would be available to participate in IRC’s cultural orientation. Ibraheem also told Sead that he would send an email with additional information relating to Eco Passes.

**Comments/Notes/Lessons Learned:**

It is interesting to note that IRC serves a particularly wide geographical area including Santa Clara, Santa Cruz, Monterey, San Mateo, and Alameda counties. IRC also receives a lot of their client referrals from various other local agencies, serving approximately 500 people in total.



## Jewish Family Services of Silicon Valley

For over a quarter of a century Jewish Family Services of Silicon Valley has been committed to serving a diverse community with quality social, vocational, senior, counseling and refugee resettlement services. We are a non-profit agency, serving clients without regard to race, religion, ethnicity, or ability to pay.



**Making a Difference in Our Community**

**Jewish Family Services**  
of silicon valley  
14855 Oka Road, Suite 202  
Los Gatos, CA 95032  
phone: 408.556.0600  
fax: 408.551.0091  
[www.jfssv.org](http://www.jfssv.org)



**Jewish Family Services**  
of silicon valley  
[www.jfssv.org](http://www.jfssv.org)

**Date and Time:** July 28, 2016 11:00 AM – 12:20 PM.

**Organization:** Jewish Family Services of Silicon Valley, 14855 Oka Road, Suite 202, Los Gatos, CA 95032.

**Contact:** Chad Lama, Job Developer, (408) 357-7459, [ChadL@jfssv.org](mailto:ChadL@jfssv.org).

**New Organization:** No, the organization has been around since 1978 (38 years).

**Purpose/Mission Statement:** Jewish Family Services of Silicon Valley empowers individuals and families facing life's challenges by providing quality human services inspired by Jewish values. Jewish Family Services will ensure that children, adults, and families in our community have access to affordable and meaningful professional services. Everyone will be treated with dignity and respect. The agency's programs will be available without regard to race, religion, ethnicity, sexual orientation, or ability to pay.

**Meeting Attendees:** The discussion participants were 11 clients of Jewish Family Services.

**Demographic:** Individuals of various racial and ethnic backgrounds.

**Language(s):** Arabic, English, Farsi, and Russian.

**VTA Staff Present:** Ibraheem Fakira and Sommer Goecke.





**Facilitator:** Volunteer serving as multi-language interpreter.

**Report Completed By:** Sommer Goecke and Ibraheem Fakira.

**Background:** Ibraheem Fakira connected with Chad Lama and arranged for VTA to visit Jewish Family Services to meet with a small group of clients to administer our LEP survey. Ibraheem Fakira and Sommer Goecke met with 11 clients of Jewish Family Services who were participating in the organization's life skills course, in addition to Chad Lama and one other woman who was multilingual and assisted with translation services.

Sommer and Ibraheem handed out surveys and pens to all participants, then gave them approximately fifteen minutes to fill out the surveys with the assistance of the interpreter. Following completion of the survey, there was a small group discussion about the survey questions. Participants were also eager to submit a variety of other comments related to VTA services.

After this open discussion, Chad Lama suggested VTA staff do a short demonstration of the VTAlerts mobile app since each of the participants had a smart phone and could benefit from using the app to get real time information on VTA bus and light rail schedules.

## Discussion Questions and Responses

1. Which of the following do you ride on a regular basis? (check all that apply)

**Reponses:**

64% of participants indicated that they use the bus.

9% of participants indicated that they use light rail.

36% of participants use neither bus nor light rail.

2. If you do ride VTA on a regular basis, what do you typically use it for?

**Responses:**

64% of participants indicated that they use VTA to travel to school.

27% of participants use it to get to medical appointments.

18% of participants use it to travel to work.

9% of participants use it to get to recreational activities.

9% of participants indicated that they use it to travel to a "resettlement agency."

18% of participants did not provide a response to this question.



3. How important is VTA bus service to you?

**Responses:**

91% of participants indicated that VTA bus service is “very important” to them.  
9% of participants indicated that VTA bus service is “somewhat important” to them.

4. How important is VTA light rail service to you?

**Responses:**

45% of participants indicated that light rail service is “very important” to them.  
18% of participants indicated that light rail service is “somewhat important” to them.  
36% of participants indicated that they do not use VTA services and/or have no opinion.

5. Are you limited or prevented from any of the following because of language?  
(Check all that are “yes”)

**Responses:**

36% of participants indicated language difficulties when purchasing tickets.  
36% of participants indicated language difficulties when using VTA transportation services.  
18% of participants indicated language difficulties in getting access to information about VTA services, projects, or activities.  
18% of participants indicated that language barriers made it difficult for them to attend VTA public meetings.  
45% of participants did not provide a response to this question.

6. Please identify how frequently you use the following means of obtaining information on public transit and/or construction projects.

**Responses:**

Facebook was the most frequently used source of information overall. Other common sources in order of frequency of use were the VTA website, followed by 511.org, email, LinkedIn, Gov Delivery, Radio, and Newspaper.

7. How do you usually access the internet?

**Responses:**

82% of participants use a mobile device to access the internet.  
9% of participants uses a laptop to access the internet.  
9% of participants uses a desktop computer to access the internet.  
9% of participants did not respond to this question.



8. Which language do you most prefer to communicate in speaking, reading, writing, and understanding?

**Reponses:**

9% of participants prefer to speak English.  
9% of participants prefer to speak Russian.  
9% of participants prefer to speak Farsi.  
18% of participants prefer to read in English.  
9% of participants prefer to read in Farsi.  
27% of participants indicated that they prefer writing and understanding in English.  
64% of participants did not respond to this question.

9. How well do you speak, read, write, and understand English?

**Responses:**

9% of participants speak English “very well,” 36% fairly well, and 45% “not very well.”  
9% of participants read English “very well,” 36% read English “well,” 27% fairly well, and 9% “not very well.”  
9% participants write English “very well,” 36% fairly well, and 36% “not very well.”  
9% participants understand English “very well,” 9% understand English “well,” 45% fairly well, 27% “not very well,” and 9% “not at all.”

10. Did you know VTA can provide free assistance in your primary language?

**Responses:**

18% of participants indicated that they did know about the free language assistance services.  
82% of participants indicated that they did not know about these services.

11. What is your current age?

**Responses:**

27% of participants were in the age range of 18-24.  
27% of participants were in the age range of 25-34.  
27% of participants were in the age range of 45-54.  
18% of participants were in the age range of 35-44.



12. How many people regularly live in your household?

**Responses:**

- 45% of participants indicated that three people live in their household.
- 27% of participants indicated that five people live in their household.
- 9% of participants indicated that they live alone.
- 9% of participants indicated that two people live in their household.
- 9% of participants indicated that four people live in their household.

13. How many vehicles do members of your household use?

**Responses:**

- 55% of participants indicated that they have one or two vehicles in their household.
- 27% of participants indicated that they have three or more vehicles in their household.
- 18% of participants indicated that they have no vehicles in their household.

14. Which ethnicities (cultural/national origin) and/or races do you identify with?  
(check all that apply)

**Responses:**

- 64% of participants consider themselves to be "White."
- 27% of participants consider themselves to be "Asian."
- 18% of participants consider themselves to be "Two or more Races"
- 18% of participants chose the option "Declined to State/No Answer."

15. What is your annual household income?

**Responses:**

- 91% of participants had incomes under \$25,000 per year.
- 9% of participants had an income that was within the range of \$25,000-\$49,999.

**OTHER CUSTOMER COMMENTS/GENERAL FEEDBACK:**

1. Participants suggested increased bus frequency, with buses arriving approximately every 15 minutes. One man remarked that the bus stop at Williams and San Tomas was particularly problematic. A few others remarked that the #48 bus arrives too infrequently.
2. Participants coming from Santa Clara and Sunnyvale and travelling to the Jewish Family Services office commented that there was no direct bus route



- available, and that they would need to use several different bus lines to reach their destination.
3. Participants also suggested naming each bus stop and displaying this name on the bus stop sign so that each stop is more easily identifiable.
  4. Participants wanted updates on whether buses were running late, and requested that all bus stops have Real Time Information, similar to the stop at West Valley College.
  5. Many participants commented that they did not like waiting for the bus in the hot sun or in the rain. They requested that more bus stops have shelters, specifically the bus stop at Los Gatos and Lark near the organization.
  6. A participant commented that many people come to Jewish Family Services from Good Samaritan Hospital, so they need to walk a long distance in order to reach Jewish Family Services because there are no direct bus routes.
  7. Participants commented that they preferred the bus over the light rail because it is easier for them to get to the bus stops than the light rail stations.
  8. Participants stated that they had no issues buying tickets for the bus, using clipper cards to pay for fare, or loading additional money onto their clipper cards.
  9. Most participants felt that the price of the monthly pass was far too high, and they wanted to know whether they could get a refugee or immigrant discount, even if the pass would only last for two to four months.
  10. Participants wanted to learn more about Eco Passes.
  11. Participants enjoyed using the VTAlerts App to get travel information. Everyone in attendance had a smart phone and either already had the app, or expressed interest in downloading it.

**Follow-Up:**

As a result of feedback that was given during the small group discussion, VTA staff will follow up with the comments relating to requested changes to the bus routes and bus stops including shelters, names, Real Time Information, increased frequency, etc. Some participants also expressed interest in having discounted passes based on refugee status which would last two to four months, VTA staff will look into this.

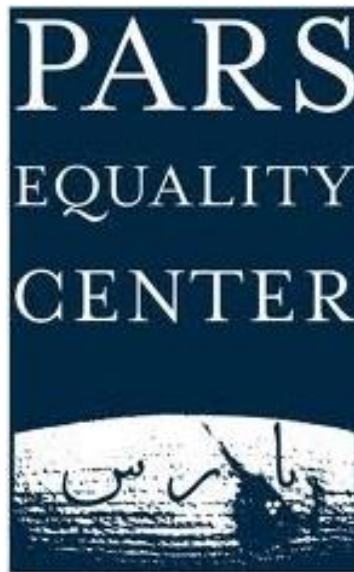
VTA staff also explored initiating a request for a bus shelter at the Los Gatos and Lark stop as requested by the participants.



**Comments/Notes/Lessons Learned:**

By participating in this group discussion, we were able to determine if there were any language barriers to using VTA transportation services and immediately respond to some of their concerns. Participants were all given the customer service phone number, and informed that they could receive assistance in their primary language, because many were unaware that VTA offered this service. We explained that any customer could contact customer service and receive free assistance in planning a trip, filing a complaint, or receiving answers to any questions they may have. We also explained that it is possible to call the number to arrange an interpreter service for assistance at VTA public meetings, which they were not aware of. Most participants in attendance used VTA bus service, very few used light rail.

## PARS Equality Center



**Date and Time:** Emailed surveys to PARS on July 29, 2016, picked up completed surveys on August 5, 2016.

**Organization:** PARS Equality Center, 1635 The Alameda, San Jose, CA 95126.

**Contact:** Ellie Clelland, Director of Social Services, [ecllland@parsequalitycenter.org](mailto:ecllland@parsequalitycenter.org), (408) 261-6400.

**New Organization:** The organization has been around for six years.

**Purpose/Mission Statement:** PARS' mission is to act as a catalyst for social, cultural and economic integration of Iranian-Americans, and other Persian speaking communities, into mainstream American society.

**Meeting Attendees:** 19 PARS clients.

**Demographic:** Iranian Americans and Persians.

**Language(s):** Farsi and English.

**VTA Staff Present:** Ibraheem Fakira and Sommer Goecke.

**Facilitator:** Ellie Clelland.

**Report Completed By:** Sommer Goecke.

**Background:** Ibraheem Fakira connected with Ellie Clelland during the July 2016 Refugee and Immigrant Forum meeting. She requested that our survey be translated into Farsi since many PARS clients speak Farsi as their primary language. She also said that once the survey was ready it could be sent to her via email to be printed by PARS and distributed to clients. After the survey translation was completed, Ibraheem emailed the survey to Ellie in both English and Farsi.

Ellie contacted Ibraheem on Thursday, August 4<sup>th</sup> to let him know that 19 surveys in total had been completed. Ibraheem and Sommer retrieved the completed surveys the following day, and they provided PARS with 10 clipper cards, five VTA tote bags, and one bag of five day tokens for their efforts.

## Discussion Questions and Responses

1. Which of the following do you ride on a regular basis? (check all that apply)

### **Reponses:**

89% of participants indicated that they use VTA bus service.  
58% of participants use VTA light rail service.  
5% of participants use neither bus nor light rail.

2. If you do ride VTA on a regular basis, what do you typically use it for?

### **Responses:**

68% of participants ride VTA to get to school.  
53% of participants ride VTA to get to medical appointments.  
53% of participants ride VTA to recreational activities.  
32% of participants ride VTA to get to work.  
32% of participants ride VTA for other purposes.

3. How important is VTA bus service to you?

### **Responses:**

84% of participants indicated that VTA bus service was “very important” to them.  
5% indicated that it was “somewhat important.”  
11% do not use it, or have no opinion.

4. How important is VTA light rail service to you?

### **Responses:**

58% of participants indicated that VTA light rail service was “very important” to them.  
16% indicated that it was “somewhat important.”  
16% do not use it, or have no opinion.  
5% considered it to be “somewhat unimportant.”





5. Are you limited or prevented from any of the following because of language?  
(Check all that are “yes”)

**Responses:**

42% of participants indicated language difficulties in buying tickets for VTA services.

42% indicated language difficulties in getting information about VTA services.

11% indicated language difficulties in using services provided by VTA.

11% indicated language difficulties in attending public VTA meetings.

6. Please identify how frequently you use the following means of obtaining information on public transit and/or construction projects.

**Responses:**

The VTA Website was the most frequently used source of information overall.

Other common sources in order of frequency of use were Community Group/Center, TV, VTA Customer Service Call Center, Radio, Email, Instagram, the newspaper, and Facebook.

7. How do you usually access the internet?

**Responses:**

58% of participants use a mobile device most frequently to access the internet.

26% of participants use a laptop most frequently.

16% of participants did not provide a response to this question.

8. Which language do you most prefer to communicate in speaking, reading, writing, and understanding?

**Responses:**

A majority of participants prefer to speak Farsi, followed by English.

A majority of participants prefer to read Farsi, followed by English.

A majority of participants prefer to write in Farsi, followed by English.

A majority of participants prefer to understand Farsi, followed by English.



9. How well do you speak, read, write, and understand English?

**Responses:**

6% participants speak English “very well,” while 11% speak English “well,” 33% fairly well, and 50% “not very well.”

6% participants read English “very well,” while 11% read English “well,” 44% fairly well, and 39% “not very well.”

6% participants write English “very well,” while 11% write English “well,” 28% fairly well, 44% “not very well,” and 11% “not at all.”

6% participants understand English “very well,” while 6% understand English “well,” 47% fairly well, 35% “not very well,” and 6% “not at all.”

10. Did you know VTA can provide free assistance in your primary language?

**Responses:**

94% of participants indicated “yes” that they are aware of VTA’s free language assistance.

6% indicated “no” they are not aware of VTA’s free language assistance.

11. What is your current age?

**Responses:**

26% of participants were in the age range of 65-74.

16% of participants were in the age range of 35-44.

16% of participants were in the age range of 55-64.

16% of participants were 75 or older.

5% of participants were in the age range of 25-34.

21% of participants did not provide a response to this question.

12. How many people regularly live in your household?

**Responses:**

36% of participants live in a household of two people.

26% of participants live in a household of three people.

16% of participants live alone.

11% of participants live in a household of five people.

11% of participants did not provide a response to this question.

13. How many vehicles do members of your household use?

**Responses:**

74% of participants have one or two vehicles in their household.

11% of participants have no vehicles in their household.

16% of participants did not provide a response to this question.



14. Which ethnicities (cultural/national origin) and/or races do you identify with?  
(Check all that apply)

**Responses:**

68% of participants identified as “White.”  
11% of participants identified as “Asian.”  
21% of participants did not provide a response to this question.

15. What is your annual household income?

**Responses:**

53% of participants have a household income of less than \$25,000 per year.  
21% of participants have a household income of \$25,000 - \$49,999 per year.  
26% of participants did not provide a response to this question.

**OTHER CUSTOMER COMMENTS/GENERAL FEEDBACK:**

1. These participants did not provide any additional comments on their surveys. No other feedback was given on behalf of PARS or anyone who participated in the survey.

**Comments/Notes/Lessons Learned:**

1. This particular group of participants appeared hesitant to elaborate on questions which requested additional information. For example, 68% of participants indicated language difficulties in question five (are you limited or prevented from any of the following because of language?) but no one provided any details on the nature of their obstacles.
2. Due to the formatting change with the Farsi translation, there was only a single box next to the negative answer in question ten (did you know VTA can provide free assistance in your primary language?) which may have caused more people to select “no.” Only a single participant chose to circle “yes” which did not have a corresponding box next to it.
3. This group, more so than any other surveys were collected from, use VTA services to get to school. Although nearly everyone in this group is over the age of 35, the fact that they use it for school can probably be explained by the fact that many of them do not consider English as their primary language. As a result, as with many similar agencies, LEP classes are probably quite common with clients at this agency.

# **Appendix E**

## **American Public Transportation Association Award for VTA**

Figure 49A – American Public Transportation Association Award



# PASSENGER Transport

THE SOURCE FOR PUBLIC TRANSPORTATION NEWS AND ANALYSIS

July 29, 2016

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## COUNTDOWN TO 2016 ANNUAL MEETING

### AdWheel Awards Honor Members for Communications and Marketing Efforts

The AdWheel Awards recognize the marketing and communications efforts of APTA's members and showcase the strategic value of communications and marketing in the industry.

Public transportation systems and businesses compete for Grand Awards against their peer group, based on number of annual passenger trips or in the separate business member group. The 2016 awards will be presented at a special ceremony Sept. 12, during the Annual Meeting. This year, more than 150 entries were judged by 60 industry experts to produce 11 Grand Award winners in the following three categories:

#### Campaigns to Increase Ridership or Sales

Chicago's **Regional Transportation Authority** for its Regional Consumer Marketing Campaign, "Ride On."

This campaign associates public transportation with maximizing riders' time, money and lifestyle and humorously highlights the frustrations of driving. It uses a variety of media including TV, radio, billboards, print, digital display, video, events/street teams and social media, with Facebook advertising alone resulting in 26 million impressions and half a million uses of the RTA Trip Planner.

**Connecticut DOT** for CTfastrak Marketing. This effort—which introduced a new BRT system using various media, including television and radio—has been cited as a success story by the governor and state DOT commissioner. Ridership on CTfastrak in the month after the campaign launch was 14.2 percent higher than the month prior to the launch.

**Southern California Regional Rail Authority** for the Metrolink Antelope Valley Line 2015 Fare Reduction Marketing Campaign. The success of a six-month pilot program encouraged agency leaders to extend the fare reduction offer another six months, resulting in a successful launch of a new fare initiative that encouraged more local trips and increased ridership by 16.4 percent.

**PAVLOV Advertising Agency** for its Client Acquisition Campaign, which led to increased activity on the agency's

## Figure 49B – American Public Transportation Association Award

social media and website. The campaign had two goals: to introduce PAVLOV's new transit account director and to roll out an awareness campaign to the industry.

### Campaigns to Highlight Transit Needs/Funding

**Fort Worth Transportation Authority** for the FWTA Transit Master Plan Campaign. This effort encompasses strategic goals to establish The T as a transportation leader in the community. It has sparked conversations about transit needs in Fort Worth via events, digital marketing and traditional advertising, creating greater awareness of the community's transit needs and funding requirements.

**Santa Clara Valley Transportation Authority** for Envision Silicon Valley Public Engagement. This multi-year effort showcases how innovative digital community engagement tools can be integrated with traditional techniques to highlight public transit needs. The approach broadened public understanding and involvement and let people "learn by doing" on an interactive, multilingual microsite that produced more than 740,000 sessions and 900,000 page views from more than 194,000 users.

**Ventura County Transportation Commission** for the VCTC Education and Awareness Campaign, "The Future of Ventura County is in Your Hands." After three months, the campaign generated 69 percent support for a transportation sales tax in Ventura County and showcased the best of public transportation—the need, the value and the possibilities—with a comprehensive, strategic and efficient effort that targeted messaging to a large population.

### Educational Campaigns

Denver's **Regional Transportation District** for its campaign, "With 4 New Rail Lines, 2016 Is Going to Be Big." The advertising campaign was eye-catching and easy to remember, resulting in an increased awareness of the A, B, G and R Line names, colors and project details. This comprehensive campaign generated 141 million impressions across a wide array of media and familiarized riders and others in the community with the openings in 2016.

**EMBARK** in Oklahoma City for "Say Hi to Free Wi-Fi." The agency created a small but mighty campaign that advanced its ForwardTogether plans and spurred many opportunities to reach new audiences using its Wi-Fi service as a way to promote transit and engage the public at fairs and events with bus-based Wi-Fi serving as a hotspot. Using a data-driven strategy, agency staff developed a result-oriented campaign that helped boost ridership, elevate the status of the agency and build community support.

**The Rapid (Interurban Transit Partnership)**, Grand Rapids, MI, for "There's More to the Ride," which educated community residents about the merits of public transportation through simple, powerful, consistent and positive messages. The Rapid has elevated public awareness by reaching 85 percent of the target audience 5-7 times per month. The Rapid is going beyond a transactional "getting from point A to point B" thinking and presenting a value proposition that transcends the traditional numbers about ridership and cost per trip.

**BYD Motors Inc.** for "Happy Employees Make Greener Buses." This video campaign helped increase the number of people applying for jobs at BYD and created ways to connect people: people building the buses with people riding buses, community leaders with the organization, and BYD with other community and industry leaders.

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# Appendix F

## **NEXT Network Fact Sheets in Various Languages**

# VTA's Next Network

## Overview

VTA is redesigning its transit network in order to accomplish three goals:

1. Better connect VTA's transit network with future BART stations at Milpitas and Berryessa
2. Increase overall system ridership
3. Improve VTA's farebox recovery rate

This redesign will go into effect in the Summer of 2017.

Santa Clara County is growing, our travel patterns are changing, and it is time to reconsider our goals for public transit. With a system redesign in the works to improve BART connectivity, VTA is asking how we can maximize this opportunity to provide transit service that is more useful, more cost-effective and better meets the needs of Santa Clara County.

## Making Choices

The dilemma facing the Next Network Project is that we cannot afford to make all the changes we would like to our transit system. Ultimately hard choices will have to be made. How should VTA choose between equally effective goals?

### **Ridership or Coverage?**

Should our network be designed to achieve high ridership or to provide service to as many areas as possible? What is the right balance between these two goals? If ridership is the goal, the network would focus frequent service in major corridors at the expense of service to lower-ridership areas. If coverage is the goal, the network would reach more places, but be less frequent.

### **Peak Service or All-Day Service?**

Should more buses be deployed during the morning and evening commute periods and less during the midday or should buses be deployed evenly throughout the day?

### **Weekdays or All Days?**

Should more buses be deployed on weekdays than weekends or should weekends have similar service levels as weekdays? Increasing weekend service means less service on weekdays.

## GOALS:



### **More Stops or Faster Speeds?**

Should VTA develop more rapid-type services that have wide stop spacing and travel faster, but require longer walks to transit stops or should routes have close stop spacing, slower speeds and shorter walks?

### **Frequent Service or Longer Hours of Service?**

Should VTA operate for shorter hours with more frequent service or longer hours with lower frequency?

## Get Involved

We will be exploring these questions and many others through a community engagement process in Summer 2016. We will ask the public to weigh in on three different network concepts that illustrate what our network would look like if we design it at different points along the ridership/coverage spectrum as well as many other questions relating to our service model.

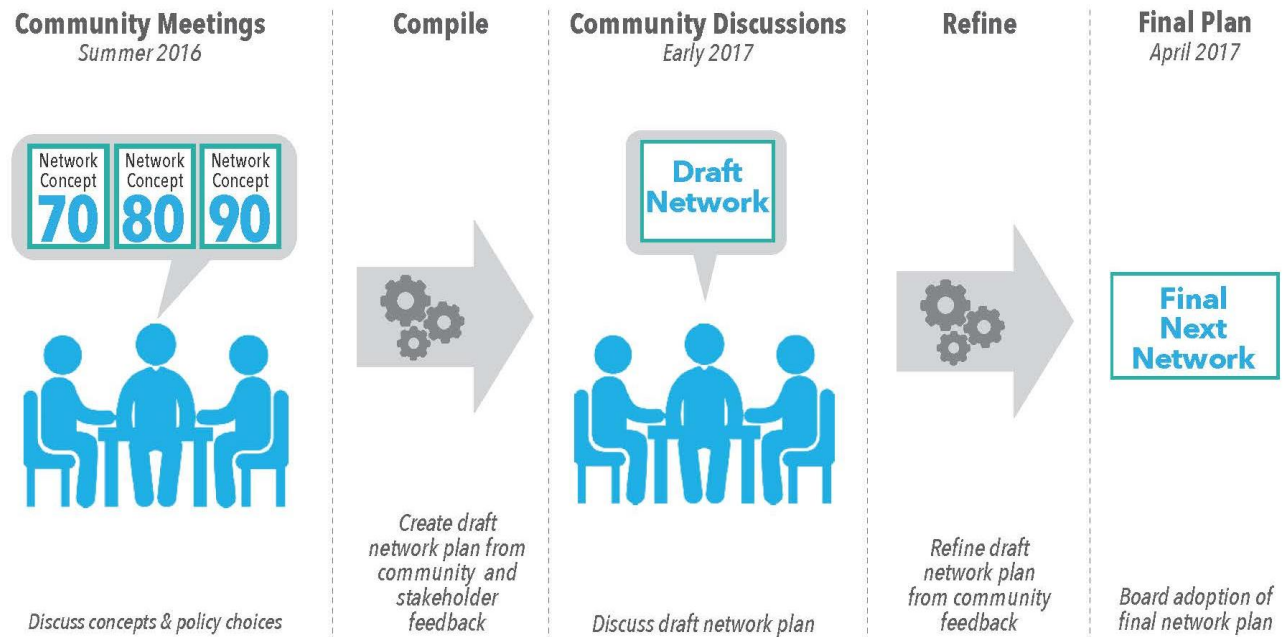
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## Figure 50B – VTA NEXT Network Fact Sheet

### Project Process



### Community Engagement Opportunities



#### COMMUNITY MEETINGS

Join project staff to discuss transit network design choices and review conceptual networks that show how different goals for transit result in differently designed networks.



#### BOOK A MEETING

Invite project staff to your meeting for a presentation about the Next Network Project and a discussion of transit design choices. Contact VTA Community Outreach to schedule a meeting.



#### ONLINE TOOLS

Provide your feedback online by taking our transit choices survey, taking the Next Network Budget Challenge, and evaluating network concepts.



#### How to Reach Us:

For more information about the Next Network Project, please call VTA Community Outreach at (408) 321-7575, (TTY) for the hearing-impaired (408) 321-2330. You may also visit us on the web at [www.vta.org/nextnetwork](http://www.vta.org/nextnetwork), or email us at [community.outreach@vta.org](mailto:community.outreach@vta.org).

# La Red Next de VTA

## Panorama General

VTA está rediseñando su red de transporte público con el objeto de lograr tres metas:

1. Conectar mejor la red de transporte público de VTA con las futuras estaciones BART en Milpitas y Berryessa
2. Aumentar el volumen total de pasajeros del sistema
3. Mejorar la tasa de recuperación de tarifas de VTA

Este rediseño entrará en vigor en el verano de 2017.

El Condado de Santa Clara está creciendo, nuestros patrones de viaje están cambiando, y es el momento de reconsiderar nuestras metas para el transporte público. Con un rediseño del sistema en proceso para mejorar la conectividad de BART, VTA está preguntando cómo podemos maximizar esta oportunidad de brindar transporte público que sea más útil, más eficiente en costos y que cumpla mejor las necesidades del Condado de Santa Clara.

## Toma de decisiones

El dilema al que se enfrenta el Proyecto Red Next es que no nos es económicamente factible hacer todos los cambios que deseáramos a nuestro sistema de transporte. Finalmente tendrán que tomarse decisiones difíciles. ¿Cómo debería VTA elegir entre las metas igualmente efectivas?

### ¿Volumen de pasajeros o cobertura?

¿Debería diseñarse nuestra red para lograr un alto volumen de pasajeros o para brindar servicio a tantas áreas como sea posible? ¿Cuál es el equilibrio correcto entre estas dos metas? Si el volumen de pasajeros es la meta, la red debería enfocarse en el servicio frecuente en los corredores importantes a expensas del servicio en áreas con menor volumen de pasajeros. Si la meta es la cobertura, la red debería llegar a más lugares, pero con menos frecuencia.

### ¿Servicio en horas pico o servicio todo el día?

¿Deberán proveerse más autobuses durante los períodos de los pasajeros habituales, en la mañana y por la noche, y menos autobuses durante el mediodía, o deberían proveerse los autobuses en forma uniforme durante todo el día?

### ¿De lunes a viernes o todos los días?

¿Deberían proveerse más autobuses de lunes a viernes que durante el fin de semana o deberían los fines de semana tener niveles de servicio similares a los de lunes a viernes? Aumentar el servicio los fines de semana significaría menos servicio de lunes a viernes.

## GOALS:



### ¿Más paradas o velocidades más rápidas?

¿Debería VTA desarrollar servicios de tipo más rápido que tienen amplios espacios entre paradas y viajan más rápido, pero requieren caminatas más largas a las paradas de transporte público, o deberían las rutas tener espacios cercanos entre paradas, velocidades más lentas y caminatas más cortas?

### ¿Servicio frecuente o más horas de servicio?

¿Debería la VTA operar durante menos horas con servicio más frecuente o durante más horas con menor frecuencia?

## Participe

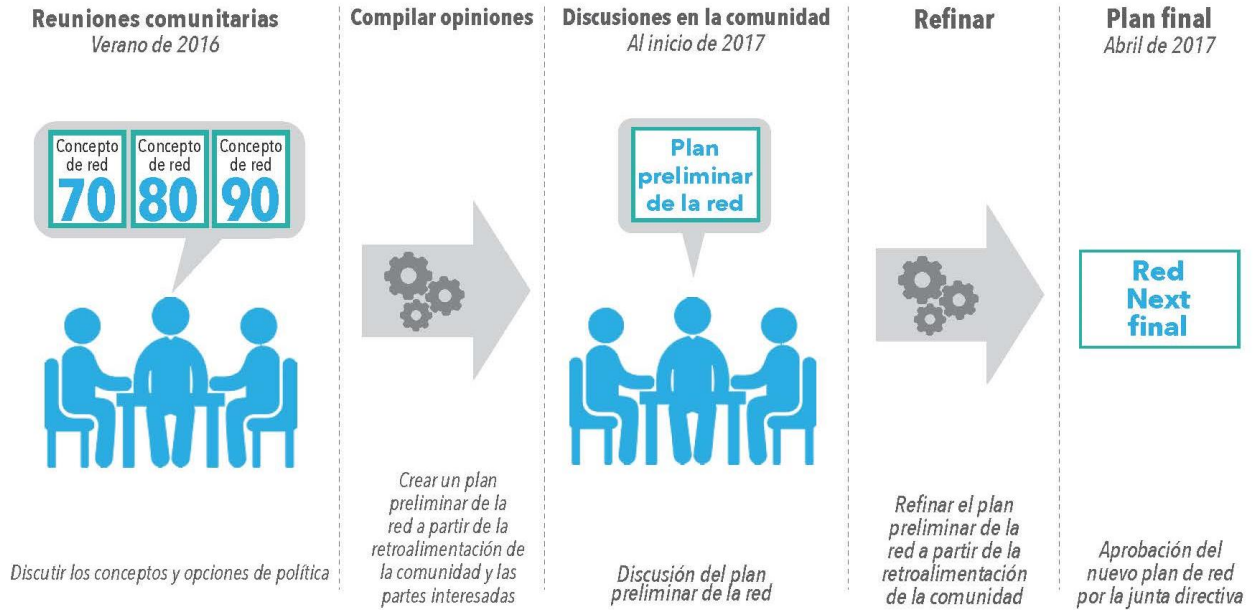
Estaremos explorando estos asuntos y muchos otros mediante un proceso de intervención de la comunidad en el verano de 2016. Le pediremos al público que opine sobre los tres diferentes conceptos de red que ilustran lo que podría ser nuestra red si la diseñamos en diferentes puntos a lo largo del espectro de volumen de pasajeros/cobertura, así como muchos otros asuntos relacionados con nuestro modelo de servicio.

(sigue al reverso)



Figure 50D – VTA NEXT Network Fact Sheet

Proceso del proyecto



Oportunidades de participación de la comunidad



**REUNIONES COMUNITARIAS**

Acompañe al personal del proyecto para discutir las opciones del diseño de la red de transporte público y revisar las redes conceptuales que muestran cómo resultan las diferentes metas para el transporte de acuerdo a los diferentes diseños de redes.



**RESERVAR UNA REUNIÓN**

Invite al personal del proyecto a su reunión para que hagan una presentación sobre el Proyecto Red Next y una discusión sobre las opciones de diseño del transporte público.

Póngase en contacto con el Programa de extensión a la comunidad, Community Outreach de VTA para programar una reunión.



**HERRAMIENTAS EN LÍNEA**

Proporcione su opinión o retroalimentación en línea respondiendo a nuestra encuesta sobre opciones de transporte público, aceptando el Reto de presupuesto de la Red Next, y evaluando los conceptos de red.



**Cómo comunicarse con nosotros:**

Para obtener más información sobre el Proyecto Red Next, llame al Programa de Extensión a la Comunidad de VTA al (408) 321-7575, TTY para los que tienen discapacidad auditiva al (408) 321-2330. Usted puede visitarnos también en Internet en [www.vta.org/nextnetwork](http://www.vta.org/nextnetwork), o enviarnos un correo electrónico a [community.outreach@vta.org](mailto:community.outreach@vta.org).

# Mạng Tiếp Theo Của VTA

## Tổng quan

VTA đang thiết kế lại mạng lưới vận chuyển nhằm tới ba mục tiêu:

1. Kết nối tốt hơn mạng lưới vận chuyển của VTA với các trạm BART tương lai tại Milpitas và Berryessa
2. Tăng số lượng hành khách trên toàn bộ hệ thống
3. Gia tăng tỷ lệ thu hồi hộp vé của VTA

Thiết kế lại này sẽ có hiệu lực từ mùa hè năm 2017.

Quận Santa Clara đang phát triển, cách thức đi lại của chúng ta đang thay đổi, và bây giờ là lúc cần xem xét lại các mục tiêu của chúng tôi cho vận chuyển công cộng. Với việc thiết kế lại hệ thống trong các công trình cải thiện kết nối BART, VTA đang tự hỏi làm thế nào chúng ta có thể tối đa hóa cơ hội này để cung cấp dịch vụ vận chuyển hữu ích hơn, hiệu quả hơn và đáp ứng tốt hơn nhu cầu của Quận Santa Clara.

## Lựa chọn giải pháp

Tình thế khó khăn mà Dự Án Mạng Tiếp Theo phải đối mặt là chúng ta không đủ khả năng để tạo ra tất cả những thay đổi mong muốn cho hệ thống vận chuyển của chúng ta. Cuối cùng thì cũng phải lựa chọn một giải pháp, dù cho có khó khăn. VTA nên lựa chọn giữa các mục tiêu có hiệu quả như nhau không?

### Số Lượng Hành khách hoặc Khu Vực Rộng ?

Mạng lưới của chúng ta nên được thiết kế để đạt được số lượng hành khách cao hoặc để cung cấp dịch vụ cho càng nhiều khu vực càng tốt? Sự cân bằng giữa hai mục tiêu này là gì? Nếu số lượng hành khách là mục tiêu, mạng sẽ tập trung dịch vụ thường xuyên vào những hành lang chính bằng chi phí dịch vụ cho những khu vực có số lượng hành khách thấp hơn. Nếu khu vực phục vụ là mục tiêu, mạng sẽ vươn tới được nhiều nơi hơn, nhưng tần suất ít hơn.

### Dịch vụ giờ cao điểm hay dịch vụ cả ngày?

Có nên triển khai thêm nhiều xe buýt vào thời gian đi làm buổi sáng và buổi tối và ít hơn vào buổi trưa hay triển khai xe buýt đều đặn cả ngày?

### Các ngày làm việc trong tuần hoặc tất cả các ngày?

Có nên triển khai thêm nhiều xe buýt vào các ngày làm việc trong tuần hơn các ngày nghỉ cuối tuần hay các ngày nghỉ cuối tuần nên có mức độ dịch vụ tương tự như các ngày làm việc trong tuần? Tăng dịch vụ cuối tuần có nghĩa là giảm dịch vụ các ngày làm việc trong tuần.

## GOALS:



### Thêm nhiều điểm dừng hoặc tốc độ nhanh hơn?

VTA nên phát triển thêm các dịch vụ nhanh có khoảng cách dừng rộng và đi nhanh hơn, nhưng đòi hỏi đi bộ nhiều đến các điểm vận chuyển hay các lộ trình nên có khoảng cách gần giữa các điểm dừng, tốc độ chậm hơn và đi bộ ngắn hơn?

### Tần suất dịch vụ hoặc kéo dài giờ dịch vụ?

VTA nên hoạt động với thời gian ngắn hơn với tần suất dịch vụ nhiều hơn hay hoạt động nhiều giờ hơn với tần số thấp hơn?

### Tham gia

Chúng ta sẽ tìm hiểu về những câu hỏi này và nhiều câu hỏi khác thông qua quy trình tham gia của cộng đồng vào mùa hè năm 2016. Chúng tôi sẽ yêu cầu công chúng đánh giá về ba khái niệm khác nhau minh họa mạng lưới của chúng ta sẽ như thế nào nếu chúng ta thiết kế tại các điểm khác biệt về số lượng hành khách / khu vực dịch vụ cũng như nhiều vấn đề khác liên quan đến mô hình dịch vụ của chúng tôi.

(Tiếp tục ở mặt sau)



Figure 50F – VTA NEXT Network Fact Sheet

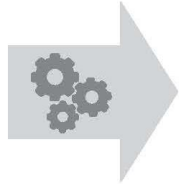
## Quy trình dự án

Các cuộc họp cộng đồng  
Mùa hè năm 2016



Thảo luận về các khái niệm và lựa chọn chính sách

Biên soạn



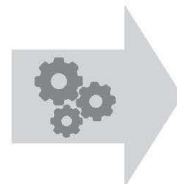
Tạo dự thảo kế hoạch mạng từ phản hồi của cộng đồng và các bên liên quan

Thảo luận cộng đồng  
Đầu năm 2017



Thảo luận về dự thảo kế hoạch mạng

Tinh lọc



Tinh chỉnh dự thảo kế hoạch mạng theo những phản hồi của cộng đồng

Kế hoạch sau cùng  
Tháng 4 năm 2017

Mạng Cuối cùng Kế Tiếp

Ban Quản Trị thông qua kế hoạch sau cùng về mạng lưới

## Cơ hội Tham gia của Cộng đồng



CÁC CUỘC HỌP CỘNG ĐỒNG

Tham gia cùng các cán bộ dự án thảo luận lựa chọn thiết kế mạng lưới vận tải và xem xét khái niệm mạng cho thấy các mục tiêu khác nhau cho kết quả vận chuyển trong các mạng được thiết kế khác nhau.



ĐĂNG KÝ MỘT CUỘC HỌP

Mời nhân viên dự án tham dự cuộc họp của bạn để thuyết trình về Dự án Mạng Tiếp theo và thảo luận về các lựa chọn thiết kế vận chuyển. Liên hệ Ban Tiếp Ngoại Cộng Đồng VTA để sắp xếp một cuộc họp.



CÔNG CỤ TRỰC TUYẾN

Cung cấp thông tin phản hồi của bạn trực tuyến bằng cách tham gia khảo sát lựa chọn vận chuyển của chúng tôi, lấy Ngân Sách Mạng Tiếp theo, và đánh giá các khái niệm mạng.



### Cách thức liên hệ với chúng tôi:

Để biết thêm thông tin về Dự án Mạng Tiếp theo, xin vui lòng gọi Ban Tiếp Ngoại Cộng Đồng VTA tại (408) 321-7575, (TTY) cho những người khiếm thính (408) 321-2330.

Bạn cũng có thể ghé thăm chúng tôi trên web tại [www.vta.org/nextnetwork](http://www.vta.org/nextnetwork), hoặc gửi email cho chúng tôi tại [community.outreach@vta.org](mailto:community.outreach@vta.org).

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# VTA設計 交通新網絡

## 概況

VTA 正在重新設計交通網，以實現以下三個目標：

1. 使 VTA 的交通網與 Milpitas 及 Berryessa 即將投入運營的BART車站更好地連接起來
2. 增加公共交通的總乘客量
3. 增加 VTA 公車車票收入

公共交通網絡的改造設計將於2017年夏開始實施。

聖達卡拉縣在成長，我們的交通模式在改變。現在需要重新評估公共交通的目標。VTA 即將對公共交通網進行重新設計，改善與 BART 的接駁，因此希望徵詢公眾的意見：我們如何能最大限度地利用這個機會，提供更有用、更經濟實惠、更能滿足聖達卡拉縣的需求的交通服務。

## 作出選擇

Next Network 項目面臨的兩難是，我們的交通系統需要改進的地方很多，但是我們又沒有能力樣樣都做。最終，我們必須作出一些艱難的選擇。VTA 在這些同樣有效的目標之間應該如何選擇？

### 增加乘客量還是擴大覆蓋率？

我們對交通網進行改造，是要增加總乘客量，還是儘可能擴大服務區域？在這兩者之間如何找到恰當的平衡點？如果我們的目標是增加乘客量，那麼交通網則將增加主要交通走廊的服務，其代價則是減少乘客人數較少區域的服務。如果我們的目標是服務更多區域，那麼交通網將擴大覆蓋更多的地點，但是車輛運營班次將減少。

### 增加高峰期服務還是提供全天均衡服務？

應該在白天少發些車而增加早晚交通高峰期的公車班次，還是公車班次全天均勻運營？

### 增加工作日班次還是在週末保持相同班次？

工作日的班次應該比週末多，還是應該在週末保持相當的服務？增加週末服務意味著工作日的班次減少。



### 增加公車停靠站還是加快公車運行速度？

擴大站與站之間的距離可以減少行車時間，但乘客步行到車站所需時間較長；增加公車停靠車站可以縮短乘客步行到車站的距離，但又增加公車行車時間。兩者之間應如何選擇？

### 增加班次還是增加服務時間？

VTA 應該縮短每天運營時間，但增加公車班次，還是應該延長運營時間、但減少公車班次？

## 請您參與

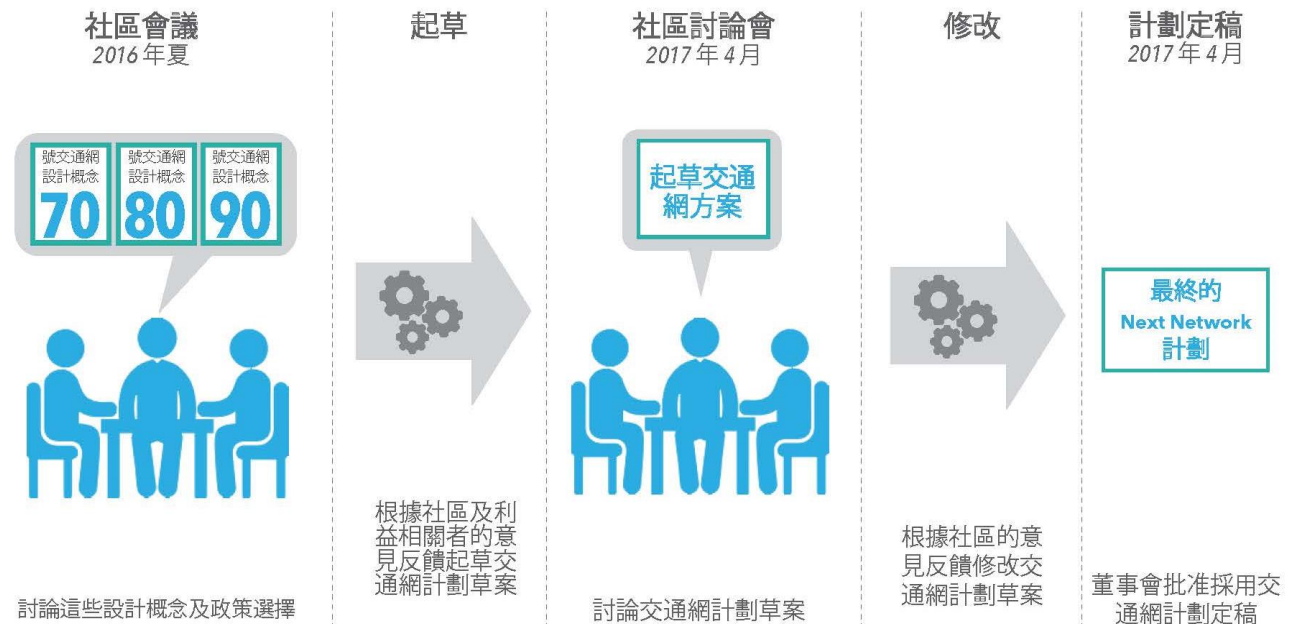
我們將於 2016 年夏季進行社區交流活動，探討這些問題以及其他更多的問題。我們將請公眾針對三個不同的交通網設計理念發表意見，其中反映了圍繞乘客數量與服務區域範圍之間的關係所作出的各種選擇。另外，也將徵求公眾對公共交通服務模式的許多其他問題的意見。

(請看背面)



Figure 50H – VTA NEXT Network Fact Sheet

## 項目流程



## 社區參與機會



社區會議

與參與項目的工作人員一起討論交通網的設計，審閱交通網的概念設計，看看不同的目標如何導致不同的設計。



預訂會議

您可邀請項目工作人員參加您的會議，給大家介紹 Next Network，討論交通網設計選擇。

請聯絡 VTA 社區外展辦公室，安排會議時間。



在線工具

請來做我們的交通選擇調研、接受 Next Network Project 的預算挑戰、評估交通網概念，用這些方式在線上提供意見反饋給我們。



### 如何與我們聯絡：

如需瞭解更多關於 Next Network Project 的資訊，請聯絡 VTA 社區外展辦公室。您可致電 (408) 321-7575 或 TTY (408) 321-2330 聽障專線。您也可以在线上訪問我們，網址是 [www.vta.org/nextnetwork](http://www.vta.org/nextnetwork)，或寫電子郵件到 [community.outreach@vta.org](mailto:community.outreach@vta.org) 給我們。

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Figure 50I – VTA NEXT Network Fact Sheet

# Ang Next Network ng VTA

## Pangkalahatang Ideya

Muling ididisenyo ng VTA ang transit network nito upang matupad ang tatlong layunin:

1. Mas mahusay na pagkonekta ng transit network ng VTA sa mga hinaharap na istasyon ng BART sa Milpitas at Berryessa
2. Palakihin and paggamit ng Sistema.
3. Pagpapahusay sa farebox recovery rate ng VTA

Ang pag ididisenyo ng sistema ay mapapatupad sa Summer ng 2017.

Umuunlad ang Santa Clara County, nagbabago ang ating mga pattern ng pagbibiyaha at panahon na upang muling isaalang-alang ang ating mga layunin para sa pampublikong transit. Ang muling pagdidisenyo sa sistema ay upang pahasayin ang pagkakakonekta ng BART, tinatanong ng VTA kung paano natin mama-maximize ang pagkakataong ito upang magbigay ng serbisyong transportasyon na mas kapaki-pakinabang, mas matipid at mas natutugunan ang mga pangangailangan ng Santa Clara County.

## Pagpili

Ang dilemma na hinaharap ng Next Network Project ay hindi natin kayang isagawa ang lahat ng pagbabago na nais nating gawin sa ating sistema ng transportasyon. Kailangang gawin ang mga mahihirap na pagpipilian. Paano pipili ang VTA sa pagitan ng mga pare-parehas na epektibong layunin?

### Ridership o Coverage?

Dapat bang idisenyo ang ating network upang makamit ang mataas na ridership o magbigay ng serbisyo sa maraming lugar hangga't maaari? Ano ba ang tamang balanse sa pagitan ng dalawang layuning ito? Kung ang pagpapalaki ng ridership ang layunin, ang focus ng network ay sa dalas ng serbisyo sa mga pangunahing corridor bilang kapalit ng serbisyo sa mga lugar na may mababang ridership. Kung malawak na coverage naman ang layunin, mas maraming mga lugar ang maaabot ng network, ngunit mas magiging madalang ang takbo ng serbisyo.

### Peak na Serbisyo o Buong Araw na Serbisyo?

Dapat bang mag-deploy ng mas maraming bus sa umaga at sa gabi na mga panahon ng mas maraming sumasakay at mas kaunting serbisyo sa tanghali o dapat bang pantay-pantay ang ipinamamahagi ang mga bus sa buong araw?

### Lunes hanggang Biyernes lamang o Araw-Araw?

Dapat bang mas maraming bus ang i-deploy ng Lunes hanggang Biyernes kaysa Sabado't Linggo o dapat bang magkaroon ng parehas na antas ng serbisyo ang mga Sabado't Linggo tulad ng sa weekdays? Ang pagdagdag ng serbisyo ng Sabado't Linggo ay nangangahulugan ng mas kaunting serbisyo sa Lunes hanggang Biyernes.



### Mas Maraming Paghinto o Mas Mabilis na serbisyo?

Dapat bang magdibelop ang VTA ng mas mabilis na uri ng mga serbisyo na may mas malayong pagitan ng paghinto at mas mabilis na pagbiyaha, ngunit nangangailangan ng mas malayong paglalakad papunta sa mga hintuan ng transportasyon o dapat bang magkaroon ng mas malapit na agwat ng hintuan ang mga ruta, mas mabagal at mas kaunting paglalakad?

### Mas Madalas na Serbisyo o Mga Mas Mahabang Oras ng Serbisyo?

Dapat bang mag-operate ang VTA sa mas maikling oras at mas madalas na serbisyo o mas mahabang oras at mas madalang na serbisyo?

### Sumali Sa Usapan

Tatalakayin namin ang mga katanungang ito at iba pa sa pamamagitan ng pa publikong pagpupulong sa Summer 2016. Hihilingin namin sa publiko na timbangin ang tatlong magkaka-ibang konsepto ng network na nag-papakita kung ano ang magiging itsura ng ating network kung ididisenyo namin ito sa iba't ibang pananaw kasama ng ridership/lawak ng coverage gayon rin ang iba pang mga katanungan na may kau gnayan sa aming modelo ng serbisyo.

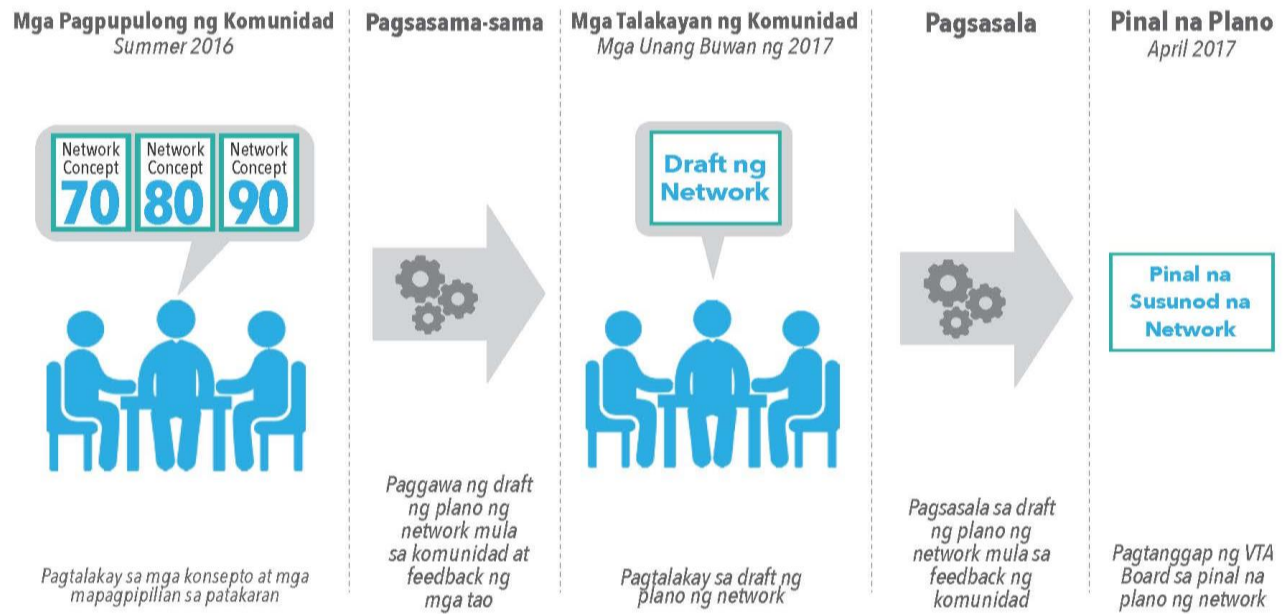
(pagpapatuloy sa likod)





Figure 50J – VTA NEXT Network Fact Sheet

Proseso ng Proyekto



Mga Oportunidad ng Paglahok ng Komunidad

**14 MGA PAGPUPULONG NG KOMUNIDAD**

Lumahok sa staff ng proyekto upang talakayin ang mga mapagpipiliang disenyo ng transit network at rebuyihin ang nakonseptong mga network na nagpapakita kung paano nagiiba ang mga dinisenyong network.

**BMAG-BOOK NG PAGPUPULONG**

Imbitahan ang staff ng proyekto sa inyong mga pagpupulong para maipresenta and Next Network Project at talakayin ang mga mapagpipiliang disenyo ng transit.

Makipag-ugnayan sa Community Outreach ng VTA upang mag-iskedyul ng isang pagpupulong.

**MGA ON-LINE TOOL**

Magbigay ng feedback online sa pamamagitan ng pagsagot sa aming survey hinggil sa mga mapagpipilian sa transit, pagkuha sa Next Network Budget Challenge at pag-evaluate sa mga konsepto ng network.



**Paano Makikipag-ugnayan sa Amin:**

Para sa higit pang impormasyon tungkol sa Next Network Project, mangyaring tawagan ang Community Outreach ng VTA sa (408) 321-7575, (TTY) para sa may kahirapan sa pandinig (408) 321-2330. Maaari mo ring kaming bisitahin sa web sa [www.vta.org/nextnetwork](http://www.vta.org/nextnetwork), o mag-email sa amin sa [community.outreach@vta.org](mailto:community.outreach@vta.org)

NNetwork 3/31/16 - F

# VTA 의 새로운 네트워크

## 개요

VTA 에서는 다음과 같은 3 가지의 목표를 달성하기 위해 교통 네트워크를 재설계하려고 합니다.

1. VTA 교통 네트워크와 향후 밀피타스(Milpitas)/베리엡사(Ber-ryessa) BART 역의 원활한 연계
2. 전체 시스템 이용 승객 수 증대
3. VTA 요금함 회복률 개선

네트워크 재설계는 2017년 여름 시행됩니다.

산타클라라 카운티의 발전과 함께 교통 이용 패턴이 변화하고 있어 대중 교통 서비스의 목표를 재검토해야 할 시점이 되었습니다. VTA 에서는 BART 연계 개선을 위한 작업들의 시스템 재설계와 함께 더 유용하고, 비용 효율적인, 그리고 산타 클라라 카운티(SANTA CLARA COUNTY)의 필요에 더 잘 부합하는 교통 서비스의 제공을 위해 이번 기회를 최대한 활용할 수 있는 방법을 모색하고 있습니다.

## 선택

새로운 네트워크 프로젝트의 어려운 점은 원하는 모든 변경사항들 시행할 수 없다는 것입니다. 결국 어려운 결정들을 내리게 될 것인데 모두 똑같이 효과적인 목표 중에 어느 한 쪽을 어떻게 선택해야 할까요?

### 승객 수 vs. 보급률?

네트워크의 목표를 보다 많은 승객 수 확보에 두어야 할까요, 아니면 최대한 많은 지역에 서비스를 제공하는데 두어야 할까요? 이 둘의 적절한 균형은 무엇일까요? 승객 수가 목표라면 이용 승객이 적은 지역의 서비스를 줄이고 승객 수가 많은 주요 도로의 서비스 횟수를 늘려야 할 것입니다. 보급률이 목표라면 서비스 횟수가 적더라도 더 많은 지역에 제공되도록 해야 할 것입니다.

### 출퇴근 시간 중심 서비스 vs. 전일 서비스?

오전, 오후 출퇴근 시간에 더 많은 노선을 운행하고 낮 시간에 더 적은 노선을 운행하는 것이 좋을까요?  
아니면 하루 종일 균일한 수의 노선을 운행하는 것이 좋을까요?

### 주중 vs. 매일?

주말 보다 주중에 더 많은 노선을 운행하는 것이 좋을지 주말과 주중 모두 비슷한 수준의 서비스를 제공하는 것이 좋을지 선택해야 합니다. 주말 서비스 증대는 주중 서비스 감소를 의미합니다.



### 많은 정류장 vs. 빠른 속도?

VTA에서 정류장이 적어 이동 속도가 빠른 대신 정류장까지의 보행 거리가 먼 급행 타입의 서비스를 더 많이 개설하는 것이 좋을까요? 아니면 정류장이 많아 이동 속도는 느리지만 보행 거리가 짧은 노선을 개설하는 편이 좋을까요?

### 운행 횟수 증가 vs. 운행 시간 증가?

VTA에서 빈번하게 운행되며 이동 시간이 짧은 노선을 운영하는 것이 좋을지 빈번하게 운행되지 않는 대신 이동 시간이 긴 노선을 운영하는 편이 좋을지 선택해야 합니다?

## 참여

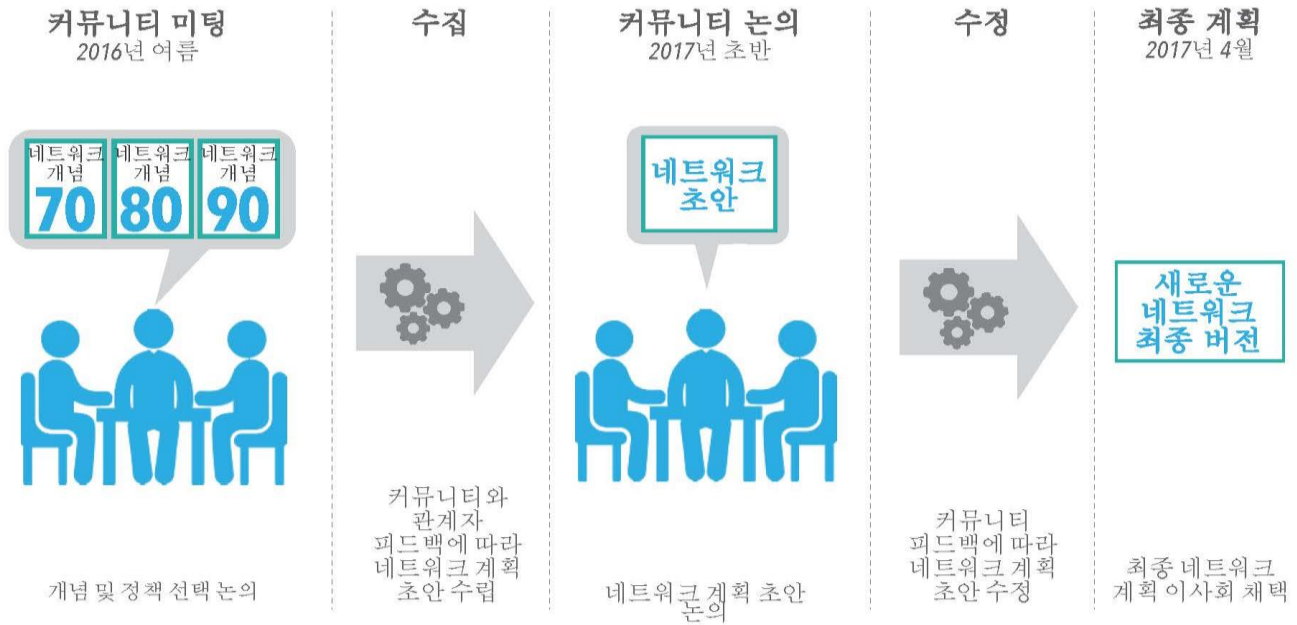
2016년 여름 커뮤니티 미팅을 통해 이와 같은 질문을 비롯해 많은 관련 사항을 논의할 예정입니다. 저희는 여러분께 이 3가지 개념들은 이 서비스 모델에 관련된 질문들은 물론 승객 수/보급률의 다양한 비율을 반영한 것입니다.

(뒷면에서 계속)



Figure 50L – VTA NEXT Network Fact Sheet

## 프로젝트 진행과정



## 커뮤니티 참여 기회



### 커뮤니티 미팅

프로젝트 스텝에 참여해 교통 네트워크 설계 선택에 대해 논의하고 목표 별로 다르게 설계된 개념 네트워크 (conceptual network) 를 검토할 수 있습니다.



### 미팅 예약

프로젝트 스텝을 미팅에 초대해 새로운 네트워크 프로젝트에 대한 프리젠테이션을 듣고 교통 설계 선택에 대해 논의할 수 있습니다.

미팅 예약을 위해서는 VTA 지역봉사부로 연락하십시오.



### 온라인

교통 선택 설문, 새로운 네트워크 예산 챌린지를 살펴보고 네트워크 개념에 대해 평가하신 피드백을 온라인으로 공유 해주십시오.



### 문의처:

차세대 네트워크 프로젝트에 관해 더 자세한 정보를 원하시는 분들은 VTA 지역봉사부 (408) 321-7575로 연락 주십시오. 청각 장애가 있으신 분들을 위해 TTY 모드 (408) 321-2330 도 제공하고 있습니다. 또한, 관련 웹페이지([www.vta.org](http://www.vta.org)) 를 확인하시거나, 이메일([community.outreach@vta.org](mailto:community.outreach@vta.org)) 로도 연락 가능합니다.

NNetwork 3/31/16 - F

# **Appendix G**

## **Vital Documents Plan**



## VITAL DOCUMENTS PLAN

January 24, 2013

A vital document (paper or electronic) conveys information that is critical for the recipient or customer to access or obtain VTA services and/or benefits or it is required by law. The translation of vital documents ensures full and fair participation in the transportation decision-making process to persons who have limited English proficiency (LEP).

Department of Justice (DOJ) guidance states that “classification of a document as ‘vital’ depends upon the importance of the program, information, encounter, or service involved, and the consequence to the LEP person if the information in question is not provided accurately or in a timely manner. The determination of what documents are considered ‘vital’ is left to the discretion of individual components, which are in the best position to evaluate their circumstances and services within their language access planning materials.

### **Documents that may be considered ‘vital’ may include, but are not limited to, certain:**

- Administrative complaints, release, or waiver forms;
- Claim or application forms;
- Public outreach or educational materials (including web-based material);
- Written notices of rights, denial, loss, or decreases in benefits or services, parole, and other hearings;
- Forms or written material related to individual rights;
- Notices of community meetings or other case-related community outreach;
- Notices regarding the availability of language assistance services provided by the component at no cost to LEP individuals;
- Certain consent orders, decrees, Memoranda of Agreement, or other types of pleadings or litigation materials, within the discretion of the component.”<sup>1</sup>

Department of Justice guidance also recommends that discretion be used to identify and prioritize vital documents or text to be translated. Agencies should ensure that translations are completed by qualified translators.

VTA’s Vital Documents Plan was created in consultation with staff, BART, and the Community Based Organizations’ Working Group.

VTA provides written translations of “Tier 1” vital documents (see list below) for each eligible LEP language group that constitutes 5% or 1,000, whichever is less, of the population of persons eligible to be served or likely to be affected or encountered. Written translations of “Tier 2” vital documents will be provided for those languages that meet the 5 language threshold in VTA’s service area; and “Tier 3” vital documents will be translated upon request, in whole or in part. The language groups for translation are identified using U.S. Census data, American Community Survey (ACS) data, County School District data, Passenger and/or Community Surveys, and Language Line (translation service) usage reports.

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<sup>1</sup> Department of Justice Language Access Plan: March 2012

Vital documents include, but are not limited to the following:

**Tier 1: Civil Rights Documents**

Tier 1 documents are translated into each eligible LEP language group that constitutes 5% or 1,000, whichever is less, of the population of persons eligible to be served or likely to be affected or encountered in VTA's service area.

- Notice to Public: Title VI and Other Civil Rights Obligations
- Title VI Complaint Form
- Online Title VI Complaint Form
- Notice advising LEP persons of free language assistance
- ADA accessible document formats
- Safety and Emergency Notices
  1. Bus Bridges
  2. Re-routes Due to Emergencies
  3. Safety and Security Awareness Program

**Tier 2: Service to Our Beneficiaries**

Tier 2 documents are translated into each eligible LEP language that meets the 5 language threshold of the population of persons eligible to be served or likely to be affected or encountered in VTA's service area.

- Limited English Proficient (LEP) Plan
- Applications to participate in programs, benefits, and services
  1. Paratransit Services
  2. RTC Card
- Instructional or informational ridership brochures
  1. Take One
  2. Clipper Card
  3. Traveling Tips
  4. Mobility Options Program
  5. Securement Requirements for Mobility Devices
- Bus and Route Schedules
- Notices of Service or Fare Changes
- Notices of Service Disruptions
  1. Platform Retrofits
  2. Bus Bridges
  3. Re-routes Due to Events
- Notices of Denials, Losses, or Decreases in Benefits
  1. Right of Way Relocations
- Public Outreach
  1. Meeting Notices
  2. Community Outreach Documents
  3. Documents that require Public Comment/Public Hearings
  4. Customer Comment Card (Blue Card)
  5. Public Participation Notices and Minutes
- Service and Construction Notices
- VTA's BART Silicon Valley Berryessa Extension Project (SVBX) Documents
- Project Fact Sheets
- Promotional Events
- Documents designed to help raise awareness about available programs and services to ensure equal access

### **Tier 3: Large, Technical Documents**

Tier 3 documents are translated upon request, in whole or in part.

- Environmental Documents
- Construction Documents
- Congestion Management Documents
- Planning Documents
- SVBX Documents

### **Safe Harbor Provision:**

“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, 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.”<sup>2</sup>

### **VTA’s Top 5 Languages Compiled from US Census Bureau, 2006-2010 American Community Survey:**

1. Spanish: 142,919
2. Vietnamese: 64,408
3. Chinese: 58,771
4. Tagalog: 18,221
5. Korean: 12,050

Language Category: Persons over the age of 5 years who speak English “less than very well.”

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<sup>2</sup> FTA Circular 4702.1B: October 1, 2012.

# **Appendix H**

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7. Department of Transportation, Federal Transit Administration, October 2, 2012, Circular 4702.1B: Title VI Requirements and Guidelines for Federal Transit Administration Recipients.
8. "Latest VTA News from Headways: Stay Safe, Stay Alive! and New 49ers Express Train." Message to Ibraheem Fakira. 12 Aug. 2016. E-mail.
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10. U.S. Census Bureau; American Community Survey, 2010–2014 American Community Survey 5-Year Estimates, Table B16001; generated by Ibraheem Fakira; using American FactFinder; <<http://factfinder.census.gov>>; (27 May 2016).
11. U.S. Census Bureau; American Community Survey, 2010–2014 American Community Survey 5-Year Estimates, Table DP02; generated by Ibraheem Fakira; using American FactFinder; <<http://factfinder.census.gov>>; (11 July 2016).
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13. Urbanized Area Formula Grants, 49 U.S.C. §§ 5307 (2016).

### Limited English Proficiency Plan Updates Reviewed

1. Bay Area Rapid Transit (BART)
2. Metropolitan Transportation Commission (MTC)



