

# Limited English Proficiency (LEP) Plan Update

September 1, 2020



## TITLE VI – Know Your Rights

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.

## Title VI-Conozca sus Derechos

La autoridad de tránsito del valle de 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**. Cualquier persona que sienta que ha sido discriminada, tiene derecho a presentar una queja al VTA ([www.vta.org](http://www.vta.org)), a la administración federal de tránsito (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.

## TITLE VI – Biết Quyền của bạn

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.



اردو

Русский

Français

አማርኛ

فارسی



日本語

ភាសាខ្មែរ

Tagalog

af Soomaali

हिंदी

မြန်မာ

ગુજરાતી

Italiano

Hrvatski

(408) 321-2300

Srpski

Português

العربية

Deutsch

עברית

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# VTA Employee National Origins Map



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

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# Limited English Proficiency (LEP) Plan Update



**Office of Civil Rights**

Updated in 2020

## Background - Updated in 2020

VTA created a Limited English Proficiency Plan (LEP) in 2013 and subsequently updated it in 2016. The LEP Plan is used in conjunction with the Public Participation Plan as guidance on how to communicate most effectively with VTA's diverse customers, assist VTA staff in conducting outreach to individuals who are LEP, and to solicit feedback from the community on a continual basis.

## 2020 Limited English Proficiency Plan (LEP) Updates - Updated in 2020

While in the process of making the 2020 updates to this LEP, VTA was not able to thoroughly assess our LEP community's needs via a survey (as was done for the 2016 update) due to the COVID-19 pandemic and California's Shelter-In-Place Order. However, VTA will continue to provide language assistance services as well as translated documents to facilitate vital communications with our LEP community. Our goal is to conduct a survey in the coming year, the results of which VTA will incorporate into the next LEP in 2022.

All sections in the body of this document that have been updated for 2020 are highlighted as, "Updated in 2020." Procedure details, lists of projects, updated tables and examples of translated materials that are part of the 2020 update appear in [Appendix I – 2020 Updates](#). Those updates will also be referenced in the appropriate sections in the main body of the document. For easy reference, please see below for a list of updates to the LEP in 2020 by page number.

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## Executive Summary Updated in 2020

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 created a Limited English Proficiency (LEP) Plan in 2013 as part of its continued commitment to maintaining strict compliance with Title VI and updated it in 2016. The LEP Plan is used in conjunction with the Public Participation Plan as guidance on how to communicate most effectively with VTA’s diverse customers, assist VTA staff in conducting outreach to individuals who are LEP, and to solicit feedback from the community on a continual basis.

### Updated in 2020

While in the process of making the 2020 updates to this LEP, VTA was not able to thoroughly assess our LEP community’s needs via a survey (as was done for the 2016 update) due to the COVID-19 pandemic and California’s Shelter-In-Place Order. However, VTA will continue to provide language assistance services as well as translated documents to facilitate vital communications with our LEP community. Our goal is to conduct a survey in the coming year, the results of which VTA will incorporate into the next LEP in 2022.

All sections in the body of this document that have been updated for 2020 are highlighted as, “Updated in 2020.” Procedure details, lists of projects, updated tables and examples of translated materials that are part of the 2020 update appear in Appendix I – 2020 Updates. Those updates will also be referenced in the appropriate sections in the main body of this document.

The 2016 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 the 2016 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 the 2016 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, the 2016 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 - Updated in 2020

Santa Clara Valley Transportation Authority (VTA) is an independent special district that provides sustainable, accessible, community - focused transportation options that are innovative, environmentally responsible, and promote the vitality of Santa Clara County. VTA provides bus, light rail, and paratransit services, as well as participates as a funding partner in regional rail service including Caltrain, Capital Corridor, and the Altamont Corridor Express. As the county's congestion management agency, VTA is responsible for countywide transportation planning, including congestion management, design and construction of specific highway, pedestrian, and bicycle improvement projects, as well as promotion of transit-oriented development. VTA provides these services throughout the county, including 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. VTA continually builds partnerships to deliver transportation solutions that meet the evolving mobility needs of Santa Clara County.

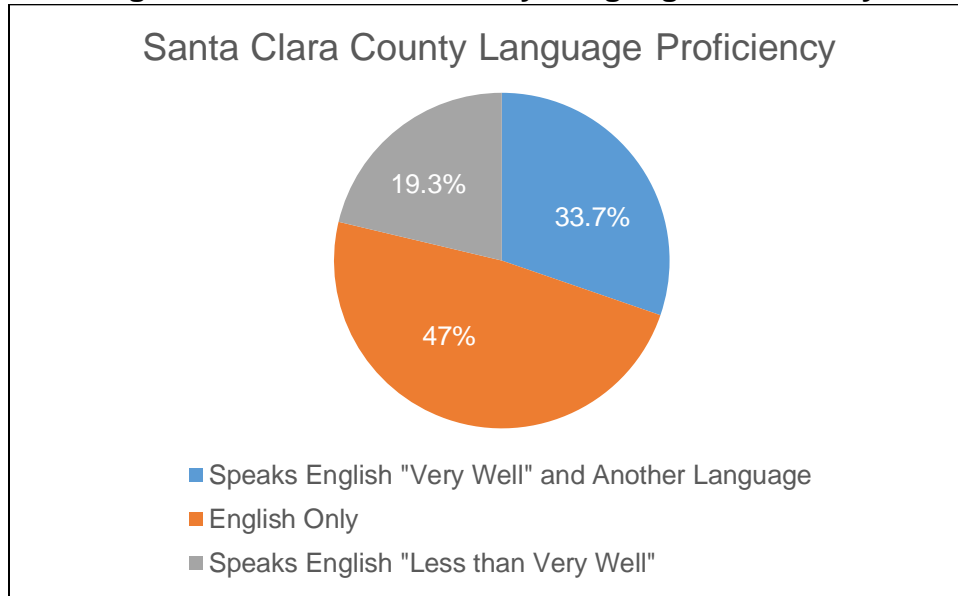
In addition to Santa Clara County, VTA currently provides bus service at the Fremont Bay Area Rapid Transit (BART) station, located in Alameda County. With the planned 16-mile extension of BART that VTA is working on, VTA will soon be serving additional areas of Alameda County as well. In addition to 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 2014–2018 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 percentage of VTA's service population comprised of people who are Limited English Proficient (LEP) is 19.3 percent of the overall population of Santa Clara County (see Figure 1). In other words, 351,781 out of the total 1,822,697 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 17.4 percent and for the U.S. overall it is 8.3 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 fourth highest number of individuals who are LEP of all counties in California.



Updated in 2020

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



Source: US Census Bureau, 2014-2018 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: Office of Civil Rights and Employee Relations.

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 - Updated in 2020**

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. The 2020 update also incorporates the most recent American Community Survey data (U.S. Census data) dated 2014–2018, 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, (1,822,697 people according to 2014 – 2018 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** - Updated in 2020

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 2014 – 2018 American Community Survey data used in this document, completed in accordance with the Federal Title VI Circular (FTA C 4702.1B), 19.3 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. [See Appendix I for 2020 Update](#)

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. [See Appendix I for 2020 Update](#)

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**

Updated in 2020

	<b>Language</b>	<b>Estimate</b>	<b>Percent</b>
1	Spanish (or Spanish Creole)	320,676	17.59%
2	Chinese	170,758	9.36%
3	Vietnamese	117,542	6.44%
4	Tagalog	49,498	2.71%
5	Hindi	42,317	2.32%

Source: US Census Bureau, 2014-2018 American Community Survey

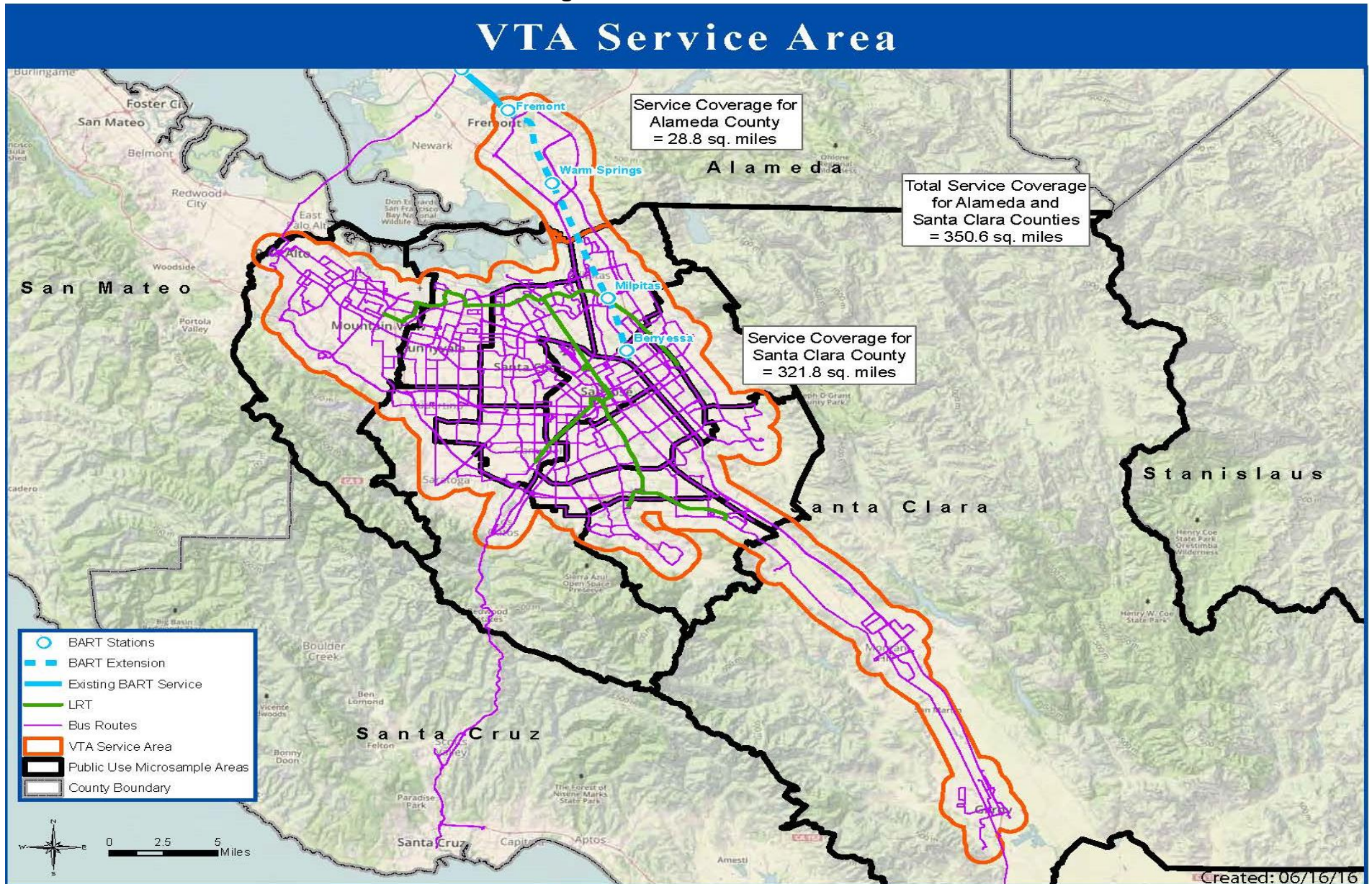
The data shown in Table 3 has the same top four languages represented by the top four LEP groups in Santa Clara County, as noted by 2014 – 2018 ACS data. Although Hindi is the fifth most spoken non-English language in Santa Clara County, the number of Hindi speakers in this geographic area who qualify 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)

<b>Language</b>	<b># Persons</b>	<b>Margin of Error</b>	<b>Percent of Total Population</b>
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%
<b>Spanish or Spanish Creole:</b>	<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%
<b>Chinese:</b>	<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%
<b>Vietnamese:</b>	<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%
<b>Tagalog:</b>	<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%
<b>Hindi:</b>	<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%
<b>Korean:</b>	<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%
<b>Persian:</b>	<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%
<b>Japanese:</b>	<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%
<b>Russian:</b>	<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%
<b>French (incl. Patois, Cajun):</b>	<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 [See Appendix I for 2020 Update](#)

**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. [See Appendix I for 2020 Update](#)

**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 criterium. 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.

**Updated in 2020 Table 46: The Top Five Languages Spoken by LEP Individuals**

2016 LEP	Updated in 2020
Spanish (136,084 individuals)	Spanish (114,357 individuals)
Vietnamese (72,377 individuals)	Chinese (76,649 individuals)
Chinese (64,674 individuals)	Vietnamese (72,736 individuals)
Tagalog (19,525 individuals)	Tagalog (16,833 individuals)
Korean (12,108 individuals)	Korean (9,927 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 the 2016 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 the 2016 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)

	Cupertino		Milpitas		Mountain View		Palo Alto		San Jose		Santa Clara		Sunnyvale	
	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

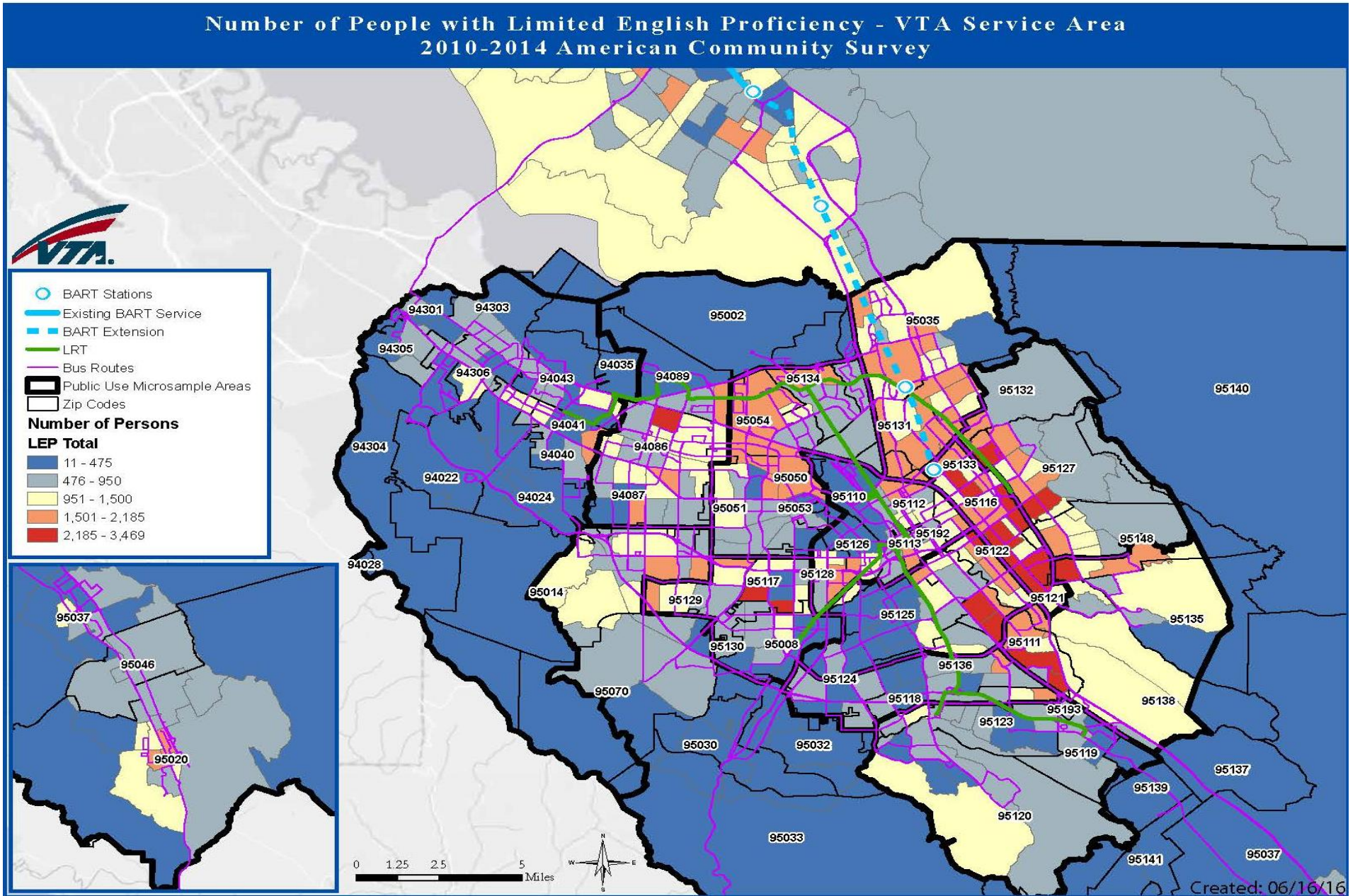


Figure 4: Number of Spanish Speaking Persons – VTA Service Area

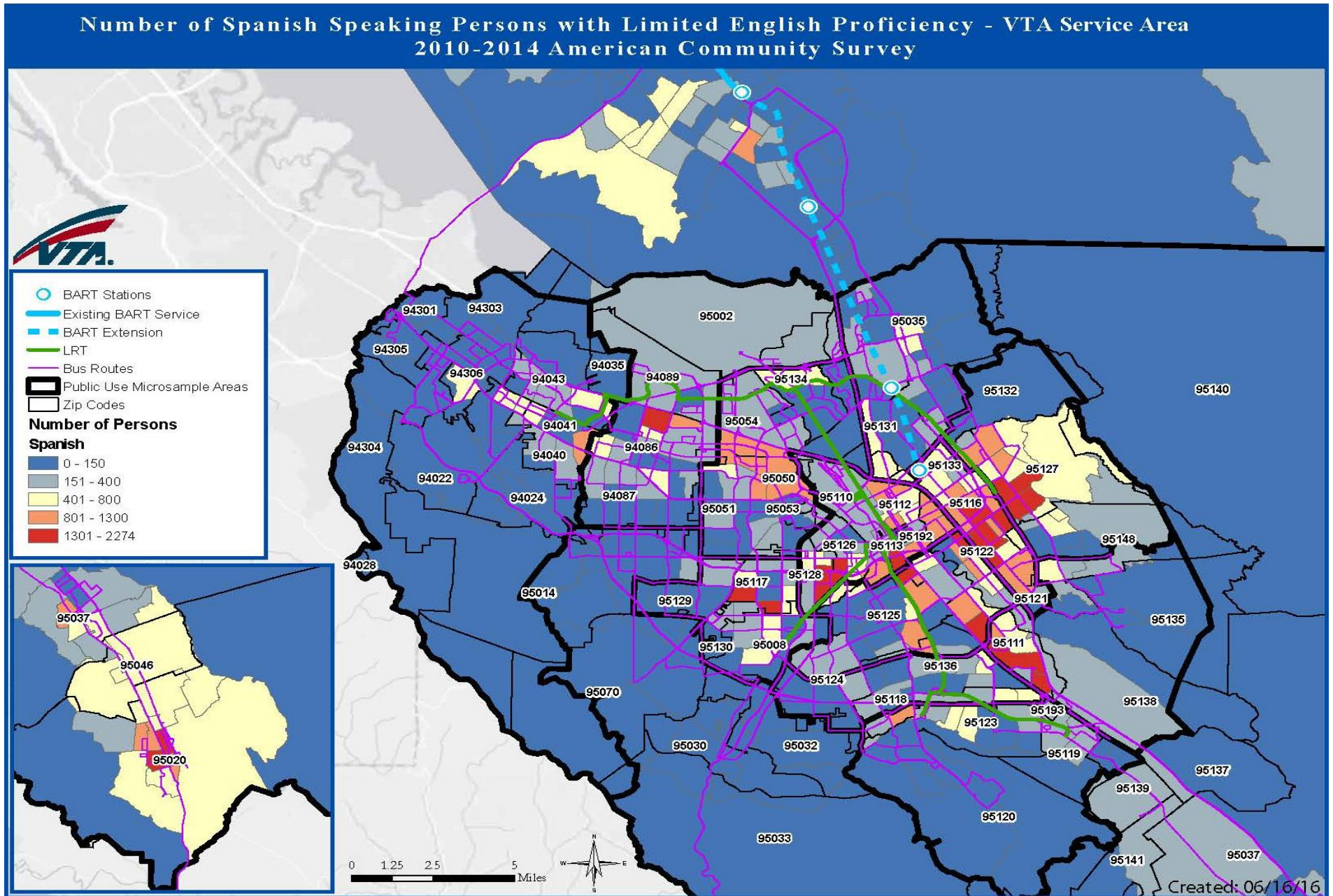


Figure 5: Number of Vietnamese Speaking Persons – VTA Service Area

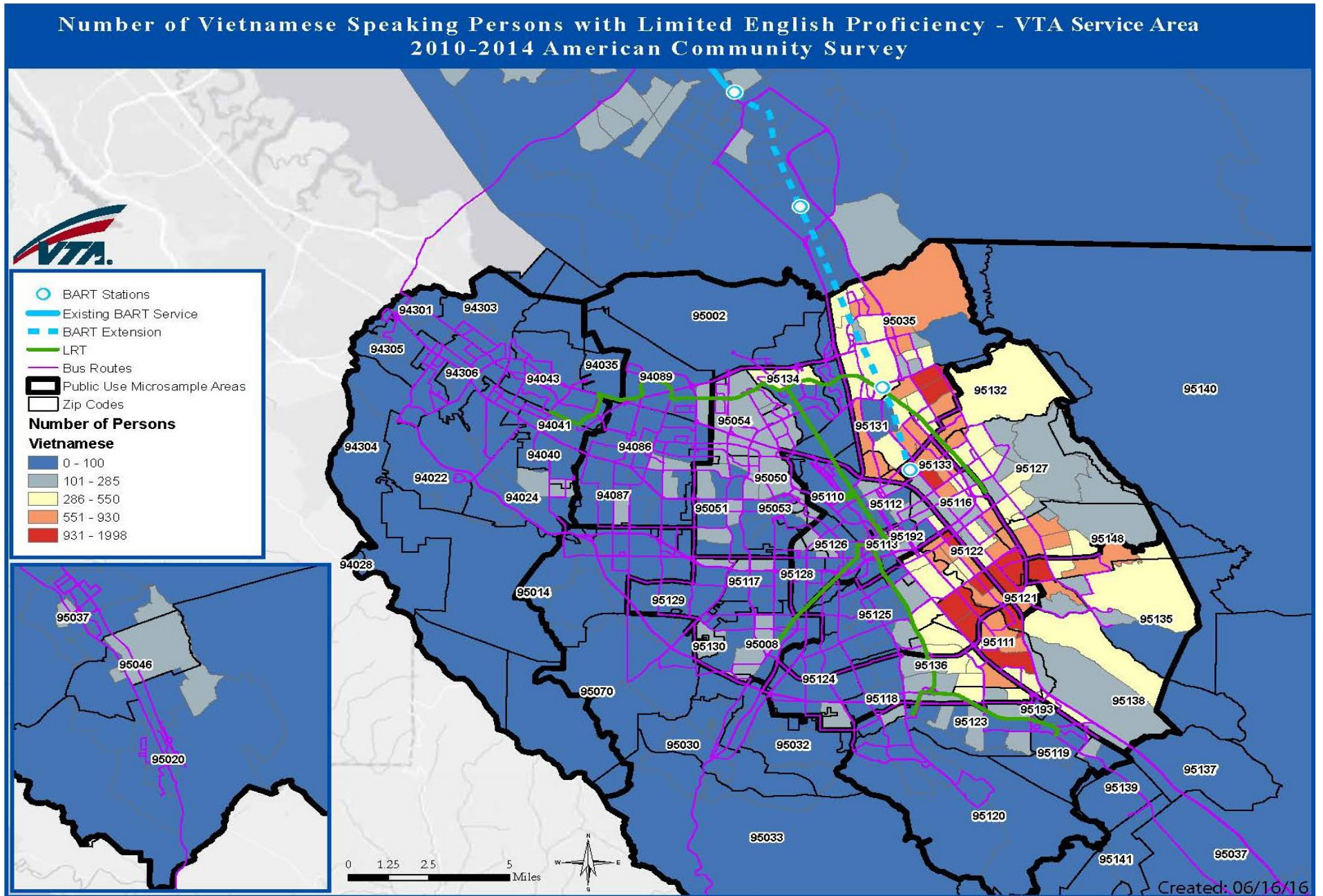


Figure 6: Number of Chinese Speaking Persons – VTA Service Area

Number of Chinese Speaking Persons with Limited English Proficiency - VTA Service Area  
2010-2014 American Community Survey

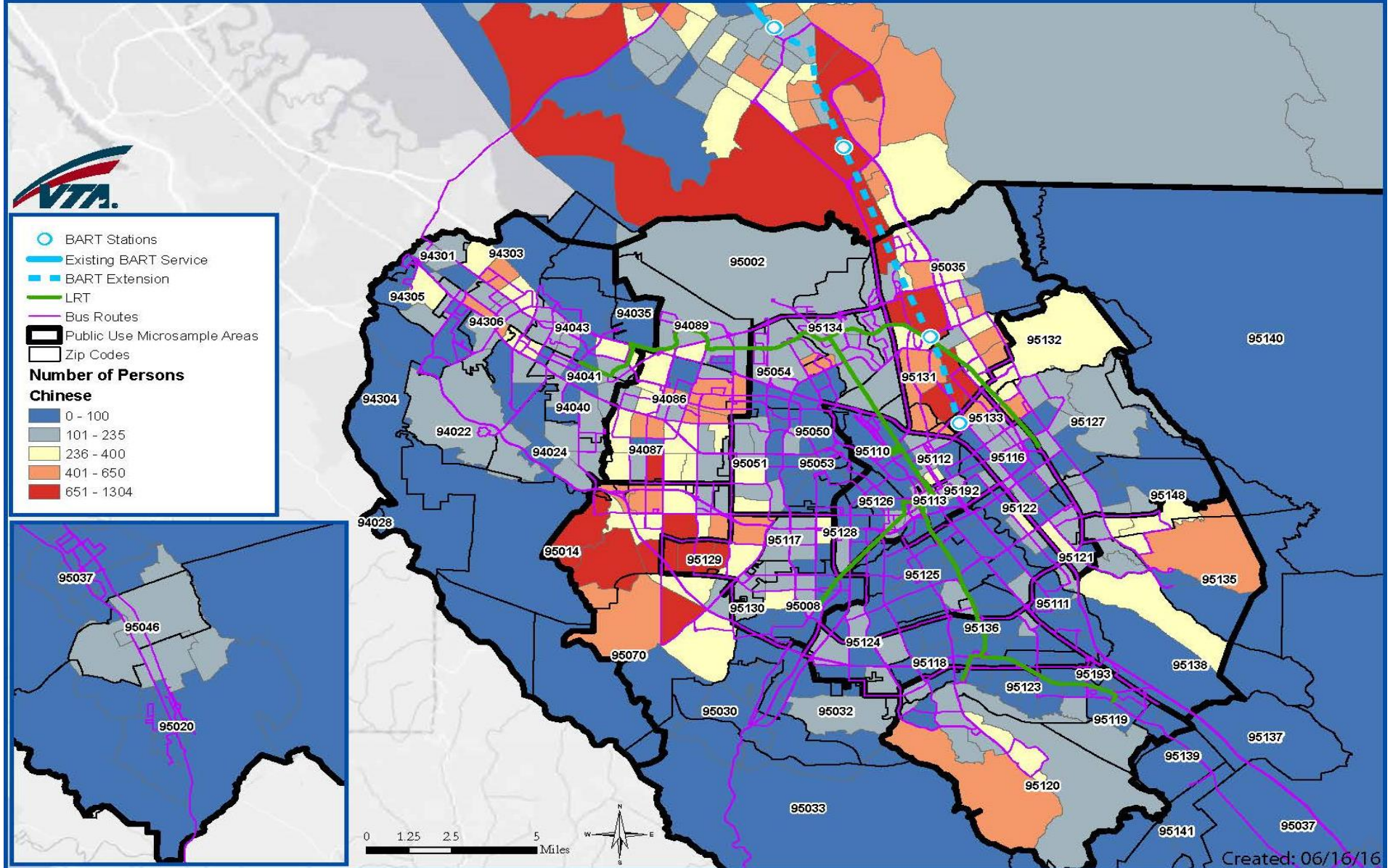


Figure 7: Number of Tagalog Speaking Persons – VTA Service Area

Number of Tagalog Speaking Persons with Limited English Proficiency - VTA Service Area  
2010-2014 American Community Survey

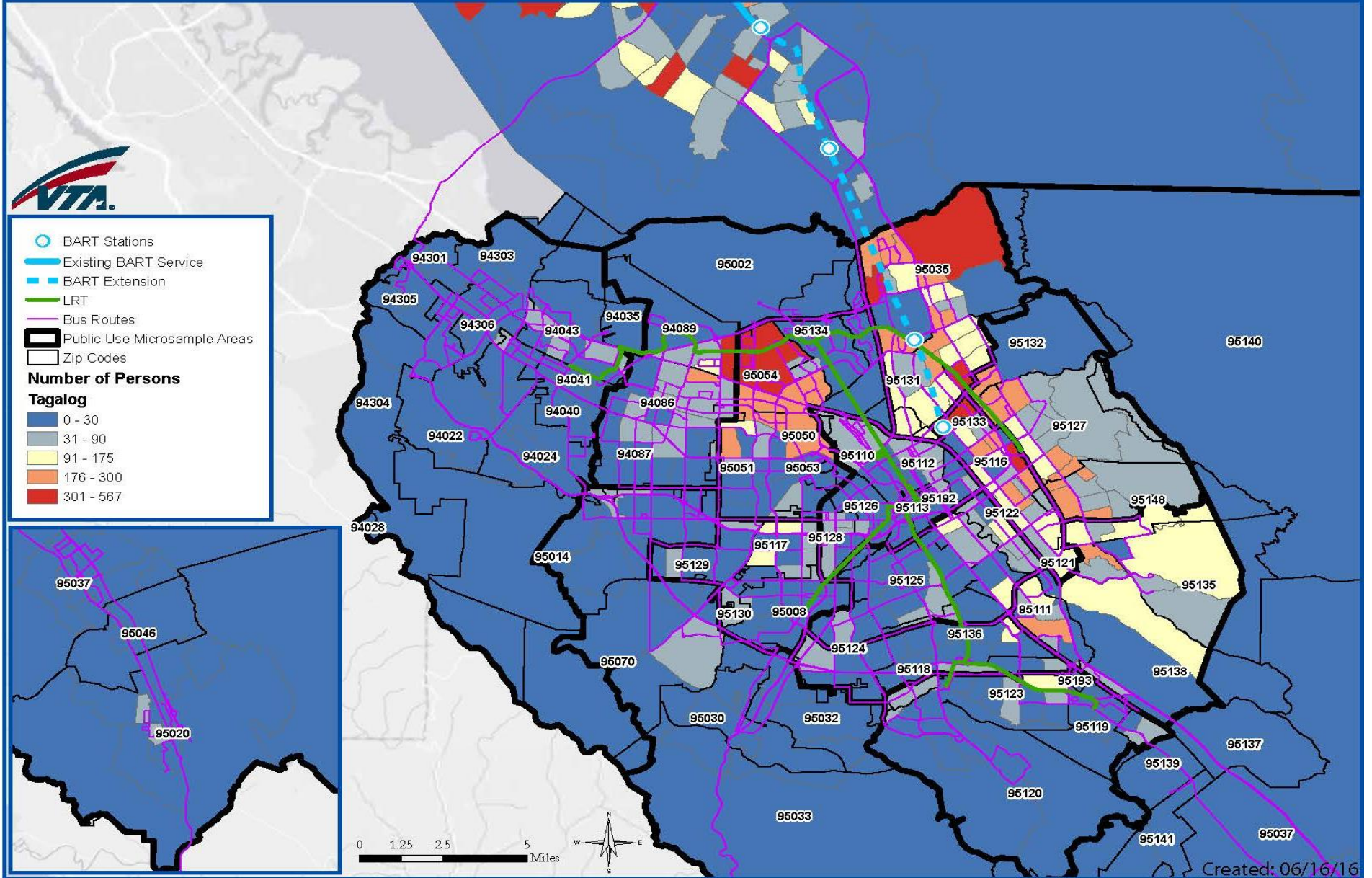


Figure 8: Number of Korean Speaking Persons – VTA Service Area

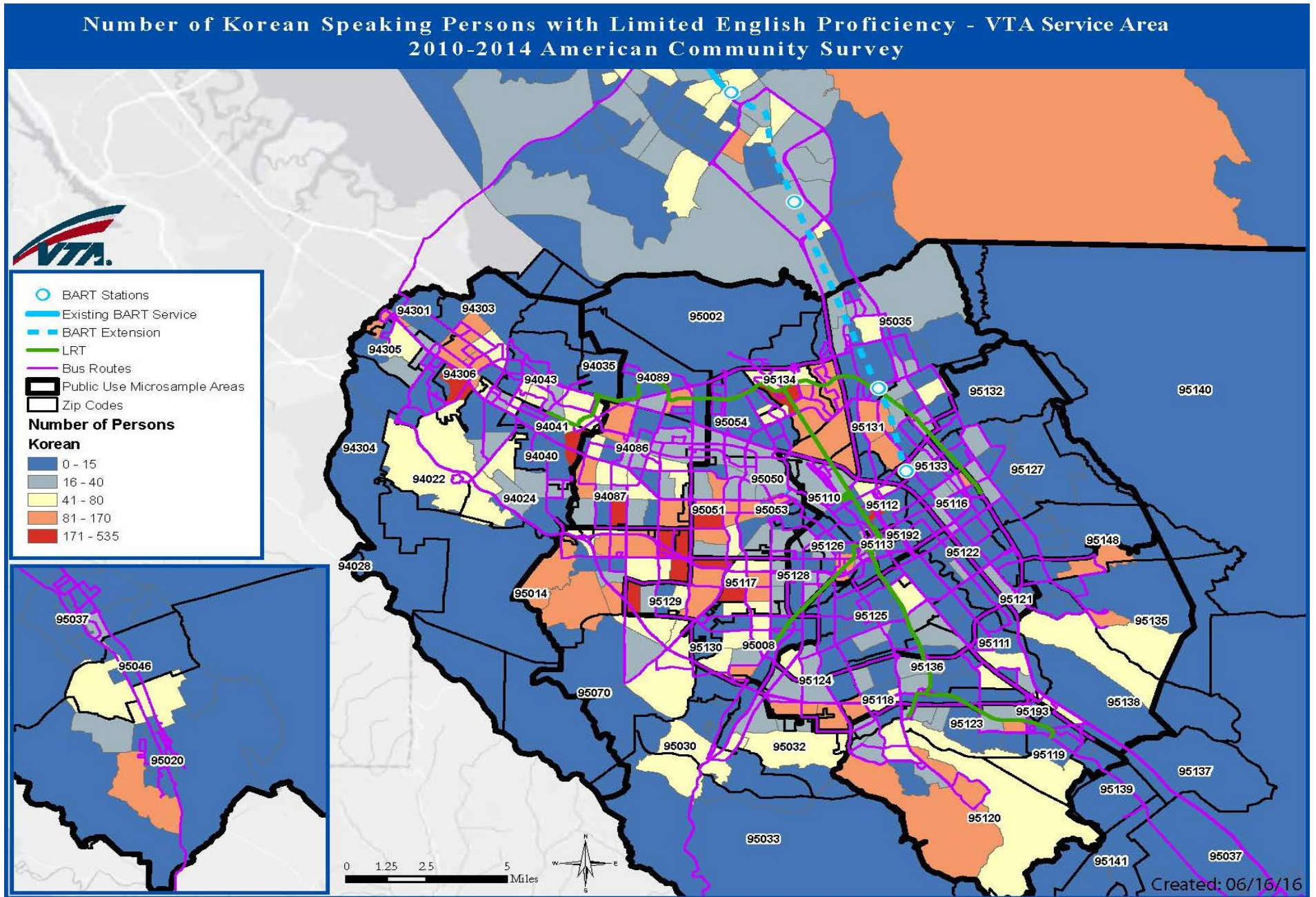


Figure 9: VTA Service Area School Districts

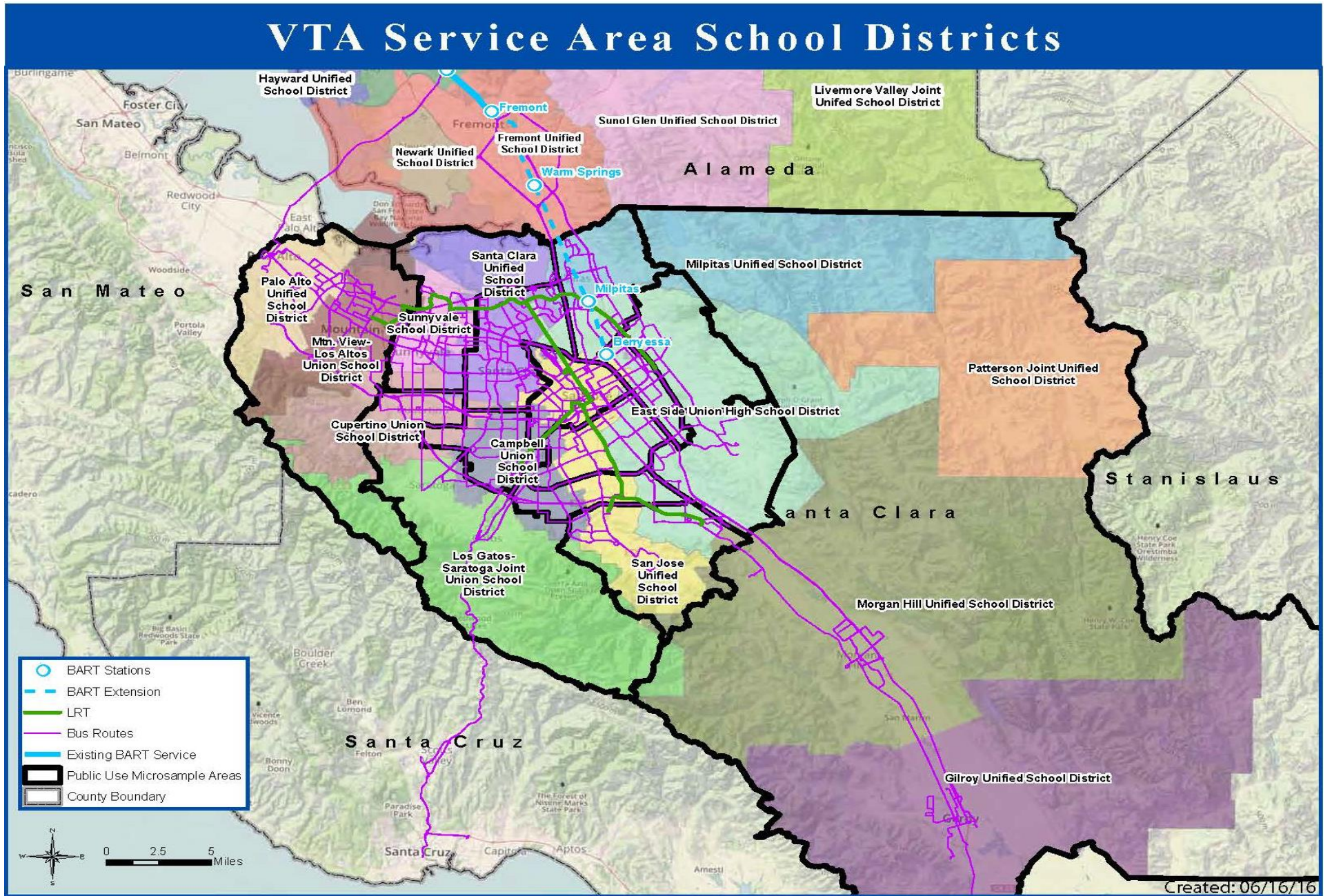


Figure 10: Concentration of Low-Income Population – VTA Transit Service Area

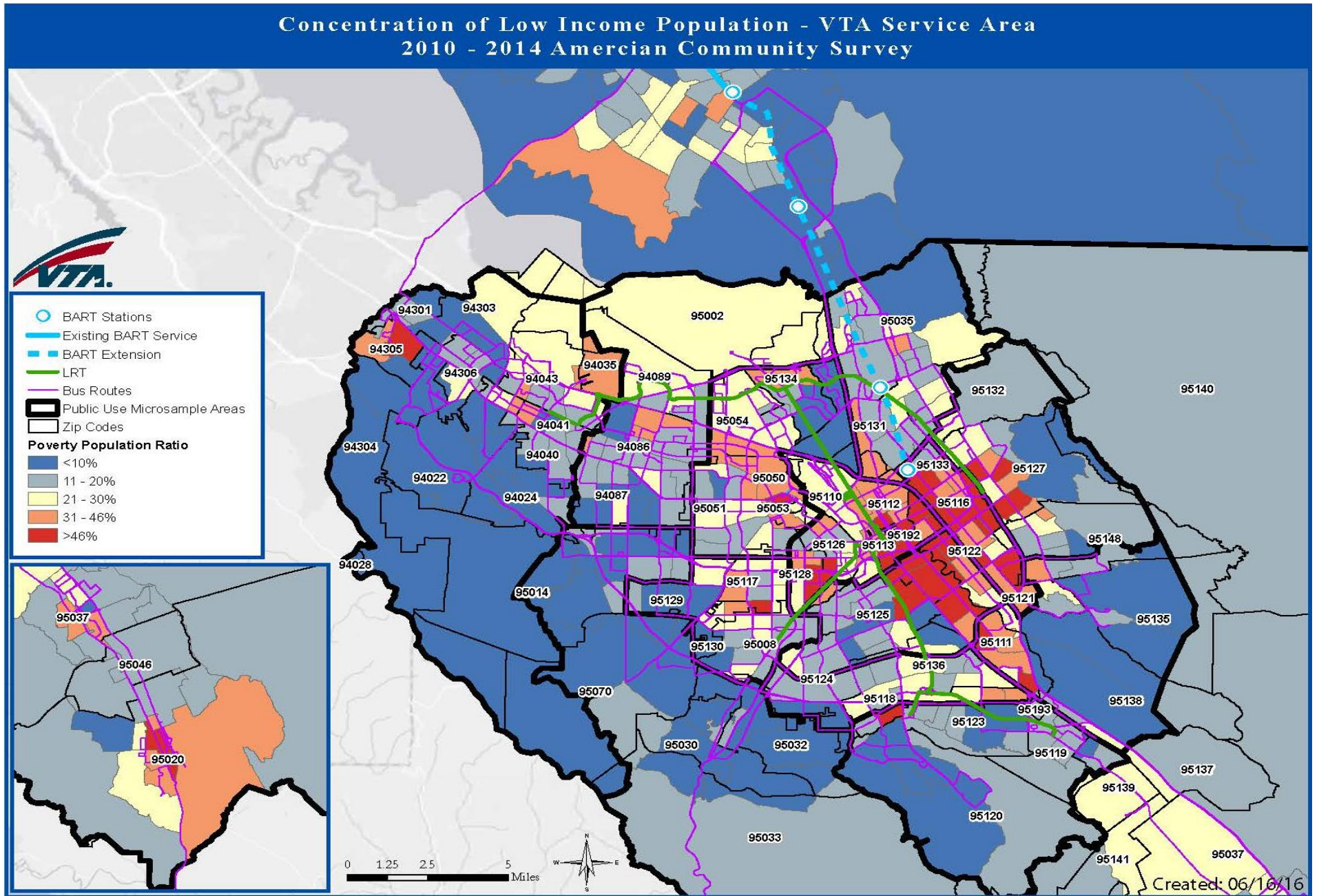
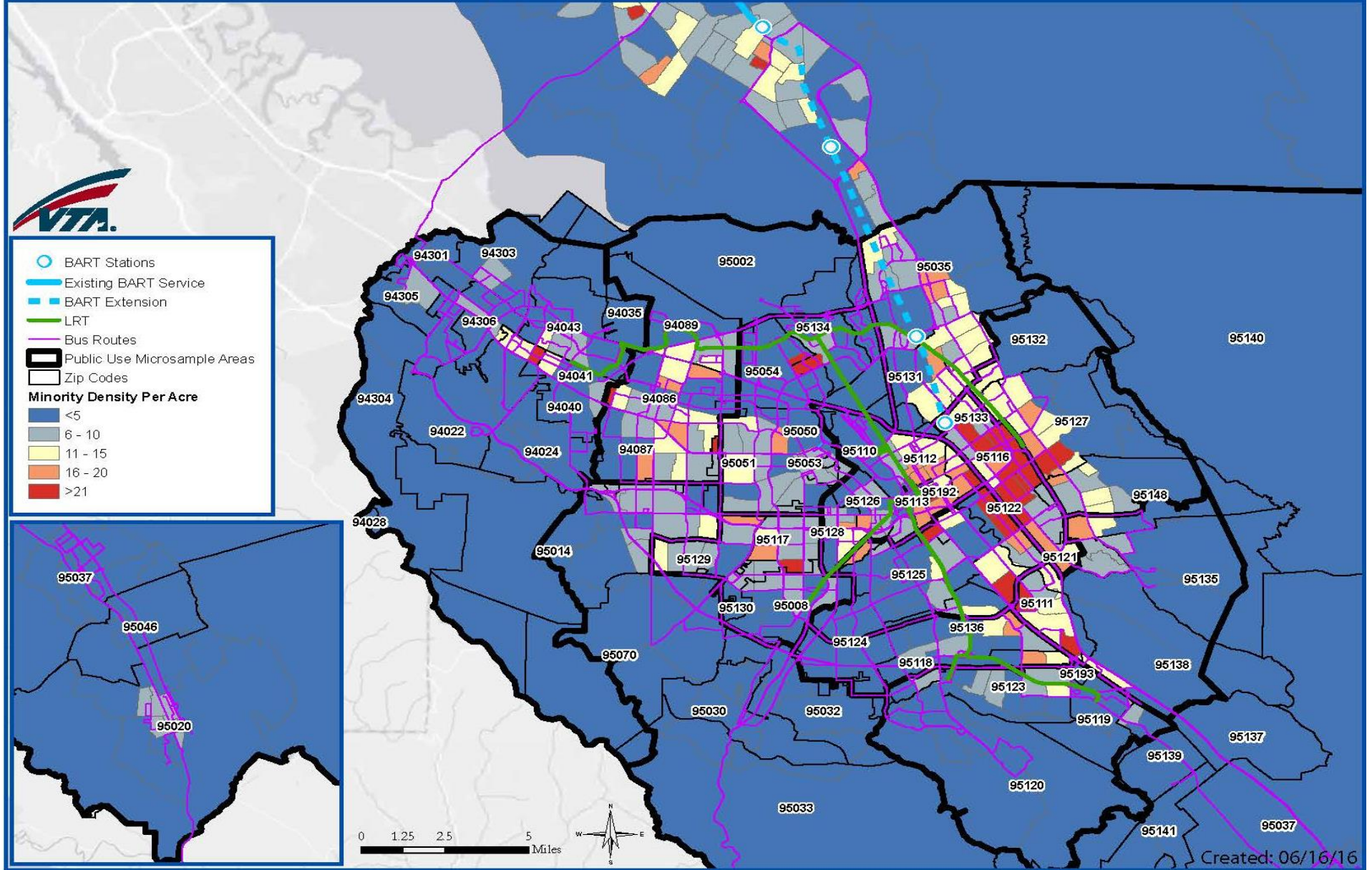




Figure 11: Concentration of Minority Population – VTA Transit Service Area

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 the 2016 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.

**Updated in 2020**

For a list of Community Outreach efforts per project per year for 2017 – 2020, and examples of translated materials, **See Appendix I for 2020 Update.**

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**

Envision Silicon Valley	NEXT Network
Billy DeFrank Vintage Program	Winchester Neighborhood Action Coalition
Jewish Community Group, The Villages	TransForm
Oshman Jewish Community Center	CalWORKs 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 the 2016 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 VTAAlerts 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 the 2016 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 2016 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 2016 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 2016 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 considered during future outreach efforts and for future VTA promotional materials.

#### Updated in 2020

To promote the language assistance services more widely, cards were created so customers can identify their primary language and call Customer Service for assistance. During VTA's New Employee Orientation trainings and in Operator trainings, employees are made aware of the language assistance service and are shown a sample of the card. Operators can give these cards to customers who are limited English proficient. For an example of the Language Assistant Card, [See Appendix I for 2020 Update](#).

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 the 2016 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.

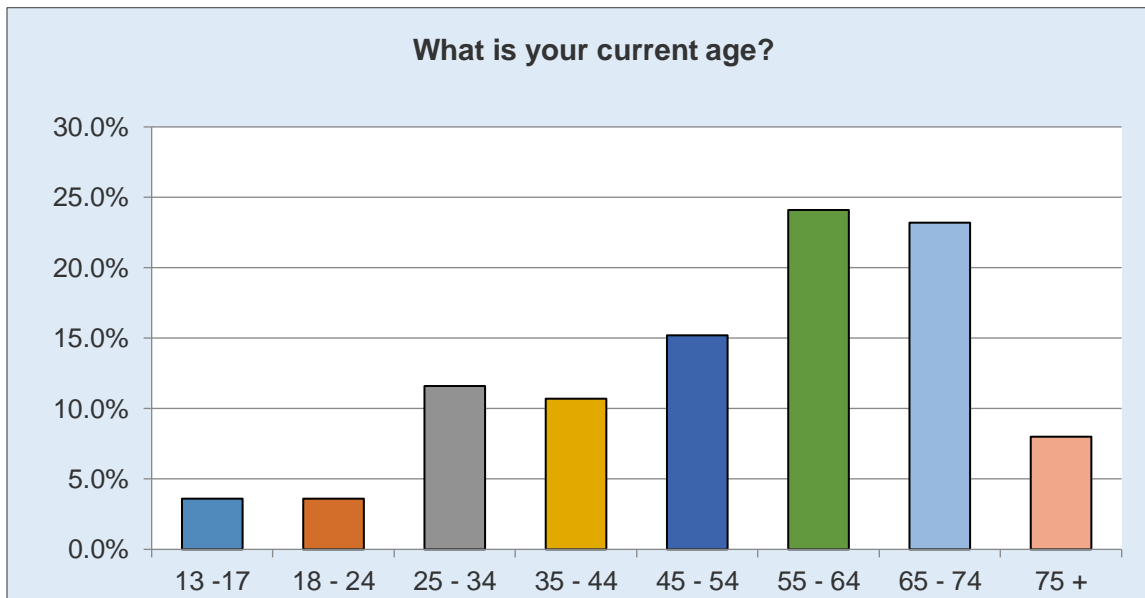
Included below are data trends for people surveyed at the VTA Downtown Customer Service Center, where the bulk of surveys were collected, as well as data trends for all people surveyed.

### **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.

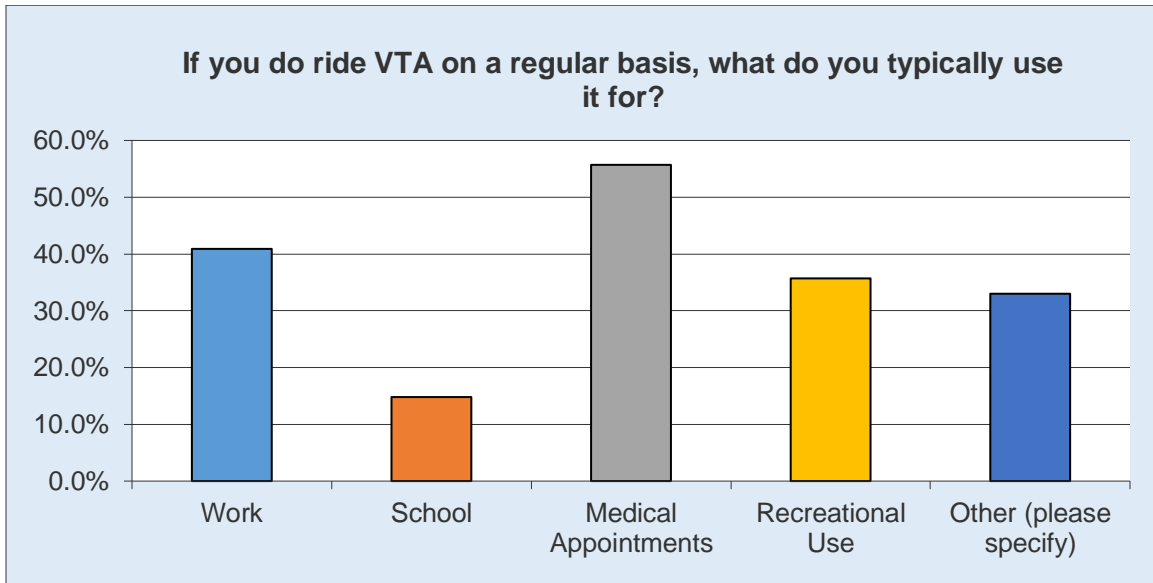
Demographically, individuals who use the Downtown Customer Service Center appear to be slightly older on average. As shown in the chart below, more than half of those surveyed at the center were over the age of 55.

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



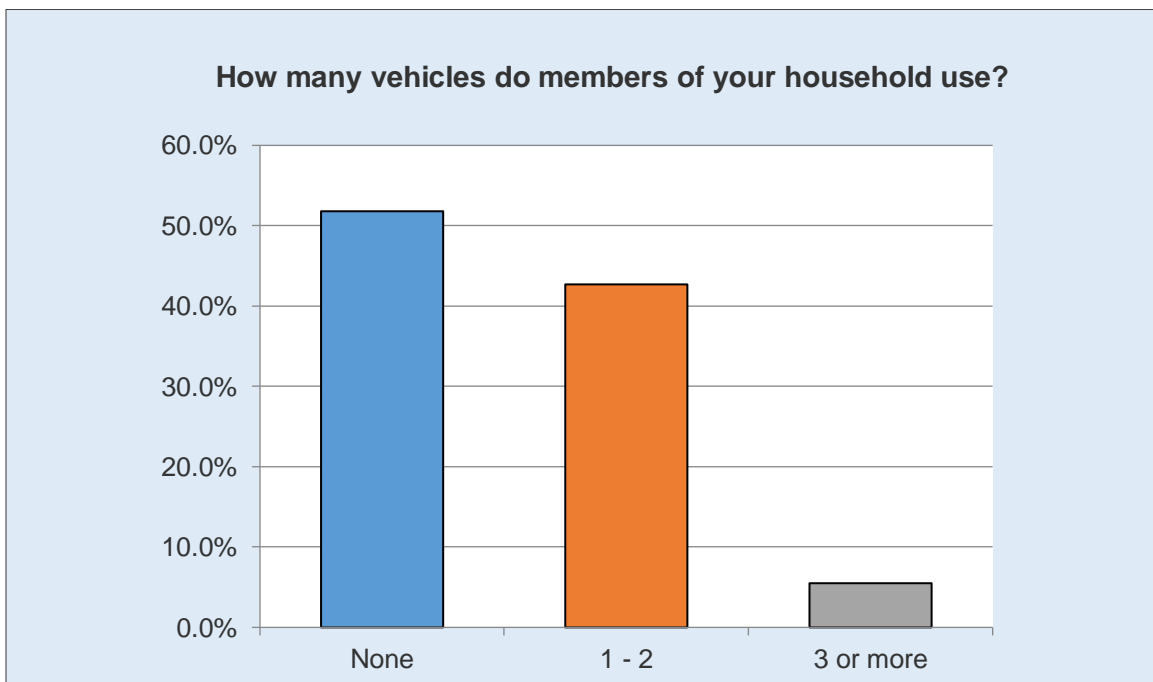
The data for this group also showed a slight increase for the amount of individuals who use VTA to get to medical appointments. This may relate to the fact that individuals using the center tend to be older and thus may attend medical appointments more frequently.

**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.

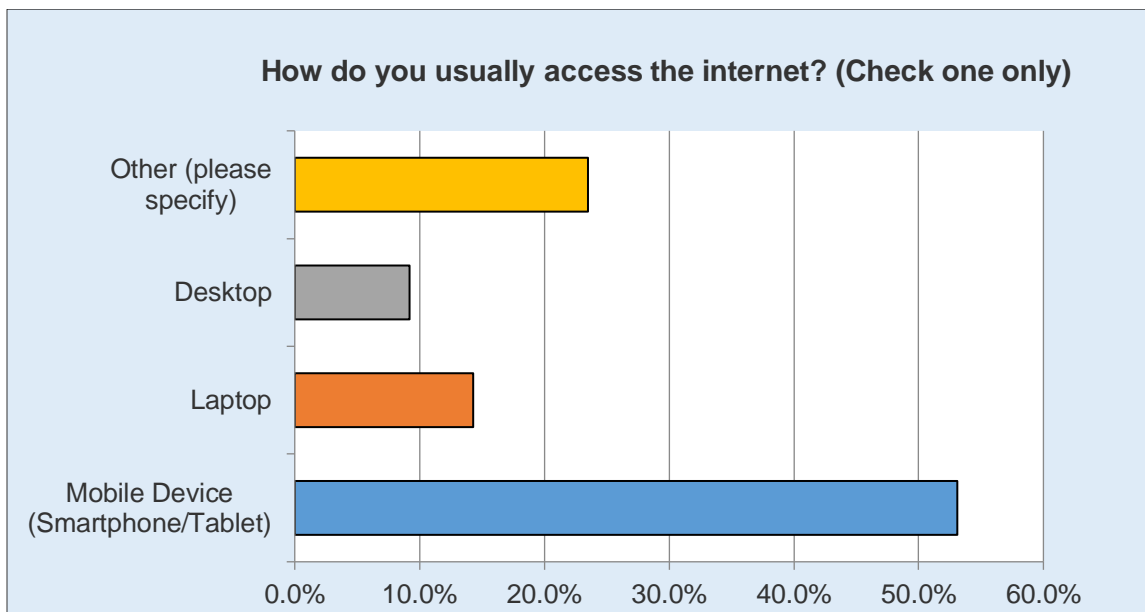
**Figure 15: Downtown Customer Service Customers – Question 13**



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.

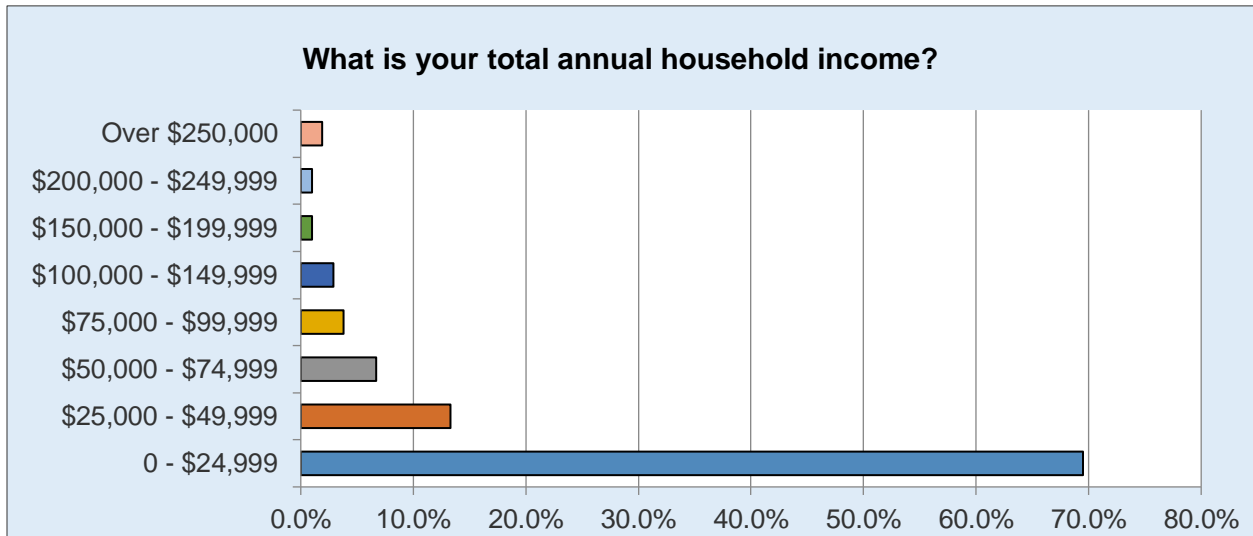
Many who selected “other” left the explanation space blank without providing any additional information. It is possible that they may have done so in order to indicate that they do not regularly use the internet. A few participants wrote “not often” or “none” in that space, which further seems to suggest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

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



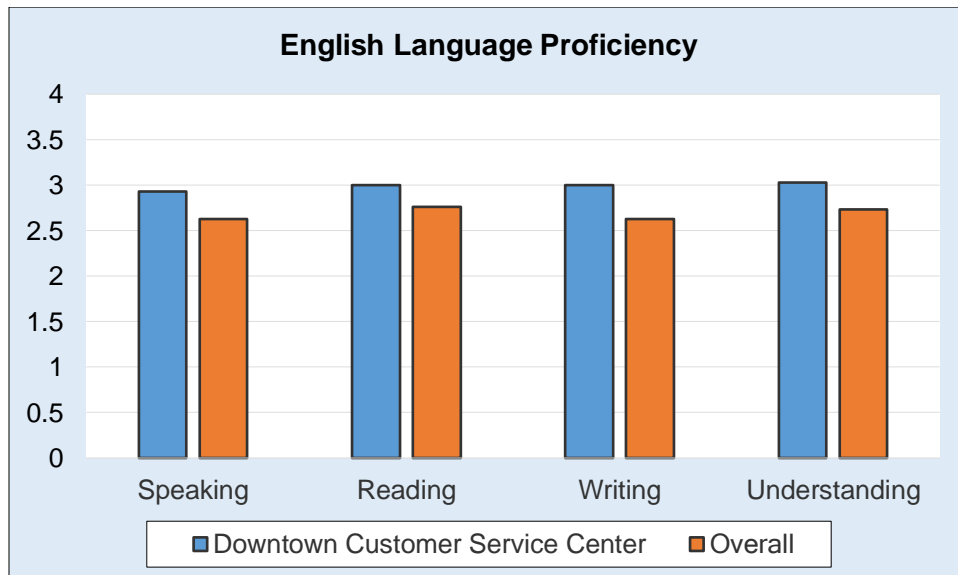
In terms of income, these customers supported the overall trend wherein the majority of those surveyed had a household income of less than \$25,000.

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



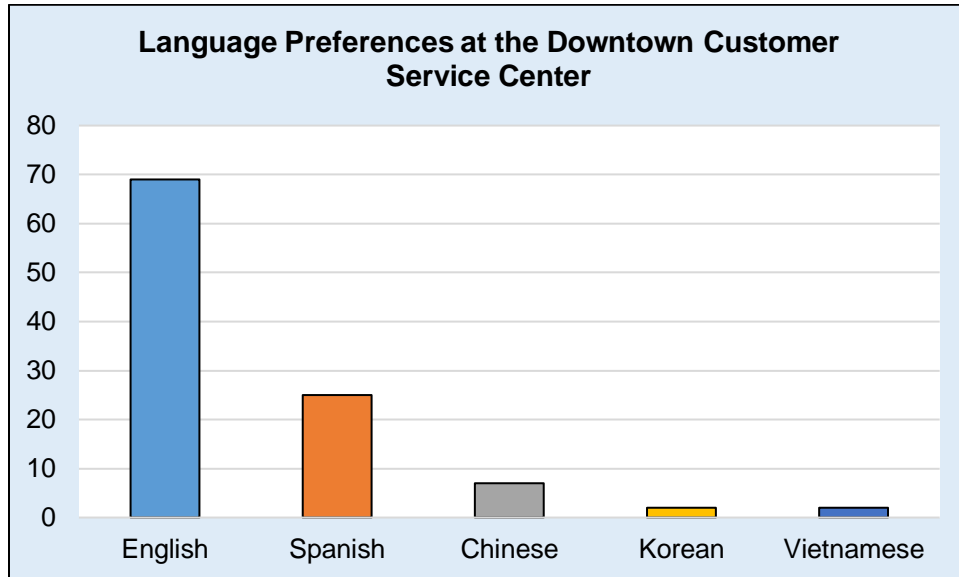
The English language proficiency of this group of customers did appear to be slightly higher than average compared to the total population surveyed.

**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**



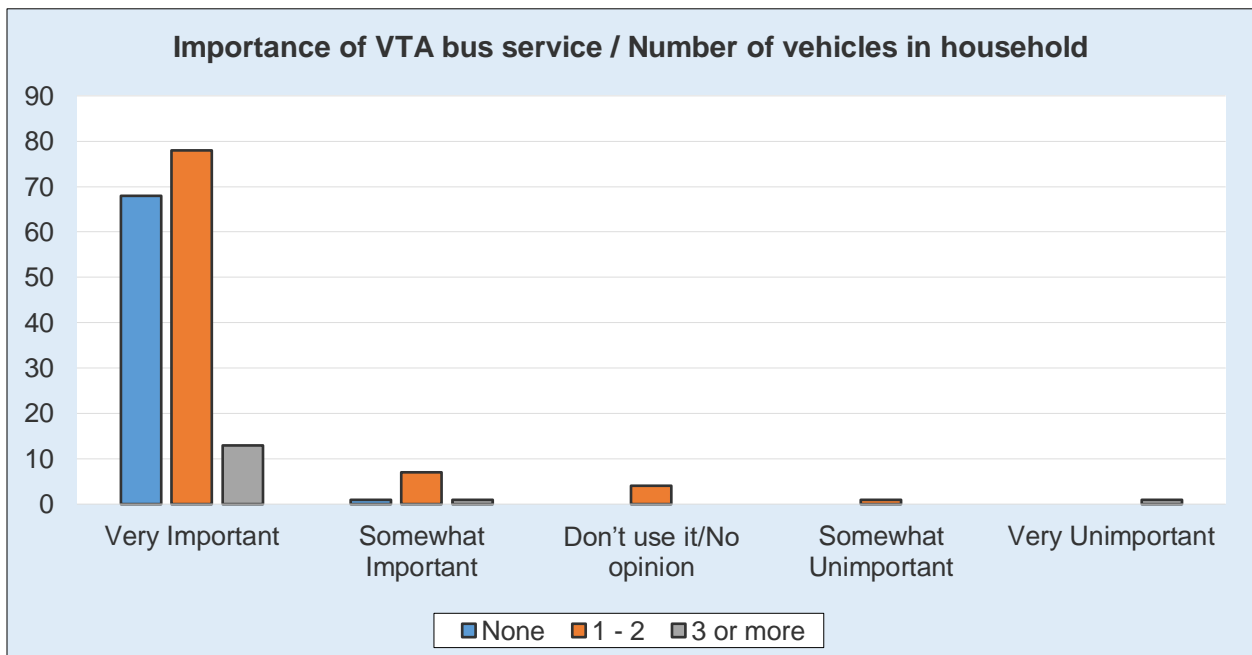
Overall the customers who utilize the Downtown Customer Service Center appear to be slightly older, with a higher level of English proficiency. They tend to have fewer vehicles, thus they may rely more heavily on public transit in order to get to common destinations such as work or medical appointments.

## 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.

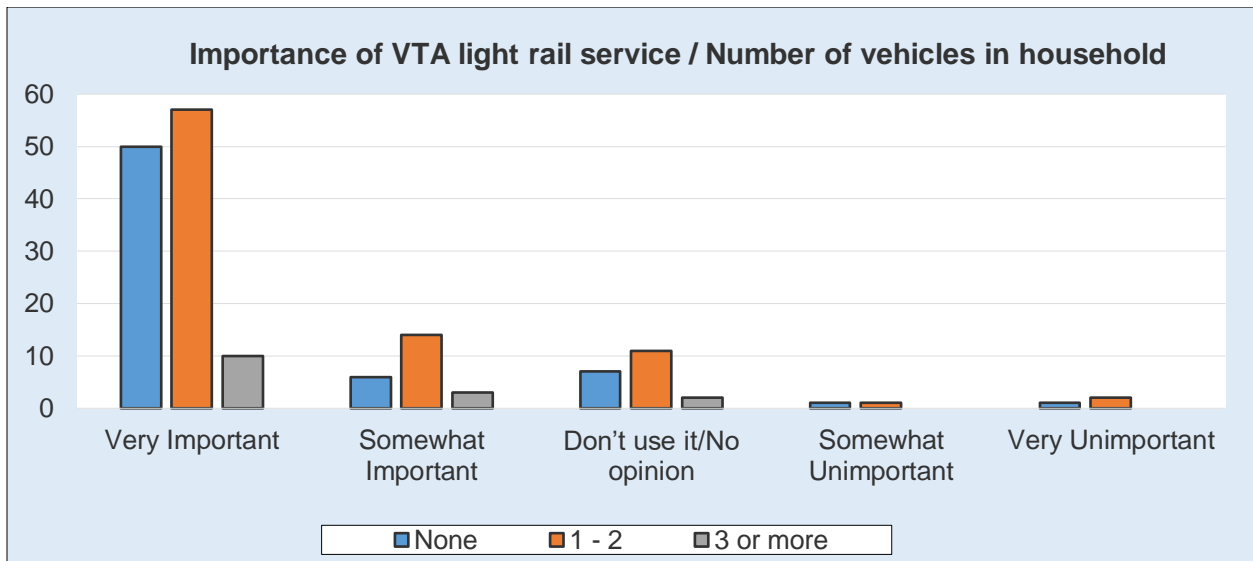
The data indicated a correlation between the number of vehicles in a household and the perceived importance of VTA bus and light rail services. A majority of participants indicated that VTA bus and light rail services were “very important” to them, but those who indicated that it was “somewhat important” 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**

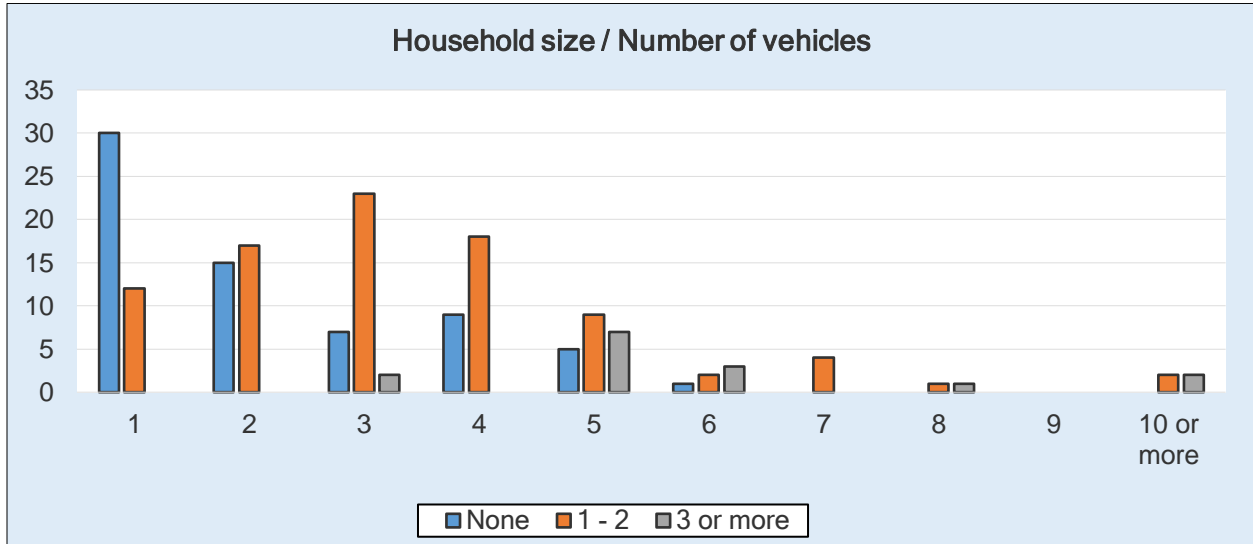


Thus there appears to be a negative correlation between the perceived importance of VTA bus and light rail service and the number of vehicles in a household. Households with no vehicles tend to consider these services more important than households with one or more vehicles. This is logical considering 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.

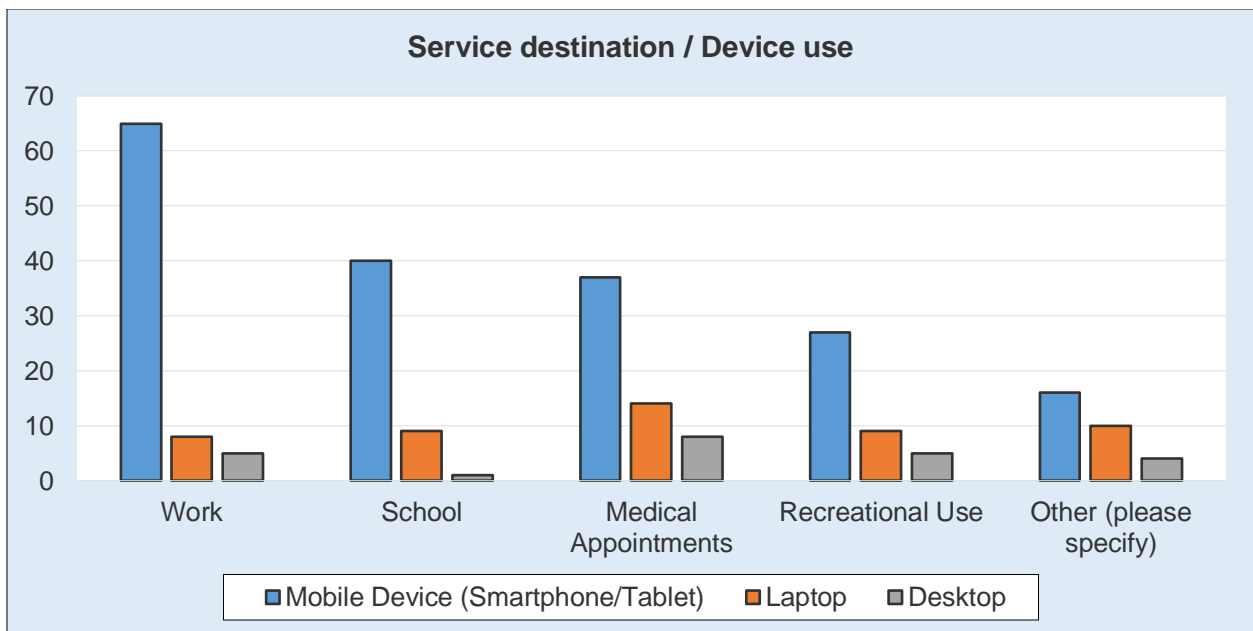
**Figure 22: All Respondents – Comparing Questions 12 and 13**



## **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.

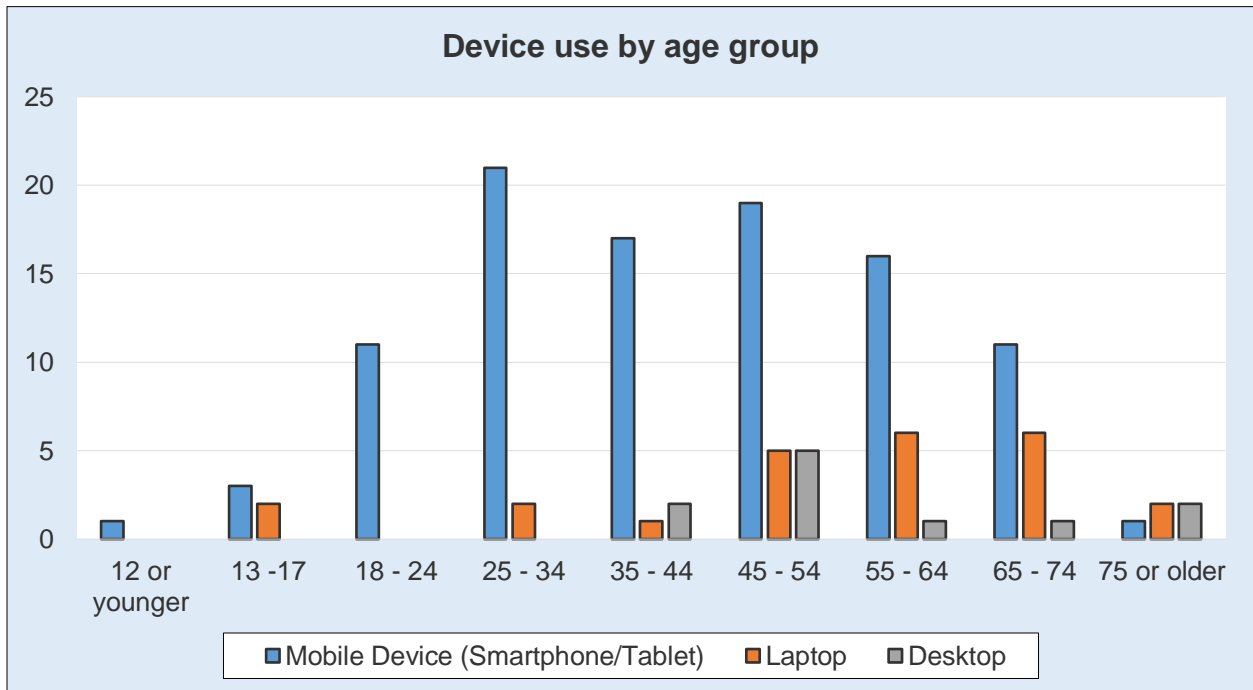
**Figure 23: All Respondents – Comparing Questions 2 and 7**



## 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 the 2016 Plan 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 the 2016 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, projects, programs and activities without language barriers, VTA offers the following language assistance services:

- Language line services are utilized through VTA's Customer Service Department. When contact is made from a customer who is not fluent in English, if VTA's Customer Service Department does not have an onsite interpreter or is not able to contact a staff member who is fluent in that particular language, VTA will contact the language line for support. This service provides interpreters for customers to speak with VTA staff in all safe harbor languages through VTA's service center, Downtown Customer Service Center as well as face-to-face interactions with members of the public when necessary.
- 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.

**Updated in 2020** Since the LEP 2016 update was done, VTA has been distributing a wide variety of translated printed materials and providing on-line translated information resources for general services as well as for specific projects. In addition, for community meetings, translated materials are provided for that particular community's language needs and, where needed, translators were provided at the meeting. For a breakdown of the LEP materials used for various projects and at meetings from 2017 to 2020, **See Appendix I for 2020 Update.**

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.

**2016 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.

2016 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 7,297 callers for calendar years 2018 and 2019 combined. These calls covered 34 different languages. **See Appendix I for 2020 Update**
- 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. As of September 2020, VTA has approved around 20 staff members to assist with translation, providing service in Tagalog, Vietnamese, Chinese (both Mandarin and Cantonese), Punjabi and Spanish.
- 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.

**Updated in 2020** The VTA public website, [www.vta.org](http://www.vta.org), offers a TRANSLATE tool found on the footer of any page on the site. When selected, a choice of 81 languages shows in a dropdown menu. Browsing on that page or other pages, continues in the selected language until another language is selected. Translated documents on different vta.org webpages can be selected by clicking on the appropriate link.

**Updated in 2020** 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. Because the PPP is supposed to be a living document that is continually reviewed and updated as needed, it was also updated in September 2020 to capture major organizational and project changes, and accomplishments. 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. For examples **see Appendix I for 2020 Update**

- 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

For examples of translated versions of some of the above-noted documents, [See Appendix I for 2020 Update](#)

#### [Updated in 2020: VTA Translation Process](#)

VTA publishes translated materials for each project, including items like a Fact Sheet, a PowerPoint presentation, a survey, or a meeting announcement postcard. To determine into which languages to translate, VTA uses Geographical Information System (GIS) data combined with census data for the study area to determine the top two or three languages spoken there. For an example of a map using this process, [See Appendix I for 2020 Update](#)

In VTA project areas, those languages are typically Spanish, Vietnamese and Chinese. The appropriate materials are selected for translation and sent to one of VTA's translation vendors, who then sends the translated documents to another vendor who

reviews the translation quality. Then a VTA bilingual employee reviews the text again to make sure it sounds correct and appropriate. The process, start to finish, can take one week, or longer.

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 2016.

#### **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. To promote the language assistance services more widely, information cards have been created so customers can identify their primary language and call Customer Service for assistance. During VTA's New Employee Orientation training, employees are made aware of the language assistance service and are shown a sample of the card. Operators can give these cards to customers who are limited English proficient. For example, [See Appendix I for 2020 Update.](#)

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. [See Appendix I for 2020 Update](#)

### 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)**

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

### **Updated in 2020:** Cost of Translations

From 2017 to 2020, VTA spent a total of \$296,023.56 for translation services and an additional \$34,283.75 for quality control reviewers, bringing the total cost of outside translation services to \$330,307.31. In addition to those costs, VTA paid select employees bilingual pay for the years 2017 to 2020 (see Table 47), bringing the total cost of translations from 2017 to 2020 to \$457,346.

**Table 47: VTA Bilingual Pay Differential 2017 - 2020**

<b>Year</b>	<b>Number of Employees</b>	<b>Total</b>
2017	26	\$36,292.45
2018	18	\$29,480.55
2019	18	\$33,391.83
2020	17	\$27,873.86
<b>Total</b>	<b>79</b>	<b>127,038.69</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)

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](http://www.vta.org), 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.

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](http://www.vta.org), 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. 408-321-2300.

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](http://www.vta.org), 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

Русский

Français

አማርኛ

فارسی



日本語

ភាសាខ្មែរ

Tagalog

af Soomaali

हिंदी

తెలుగు

ગુજરાતી

Italiano

Hrvatski

(408) 321-2300

Srpski

Português

العربية

Deutsch

עברית



# **Appendix A**

## **Language Line Data**

See Appendix I for 2020 Update

## Language Line Data Analysis 2015 – Total Minute Usage

### Table 13

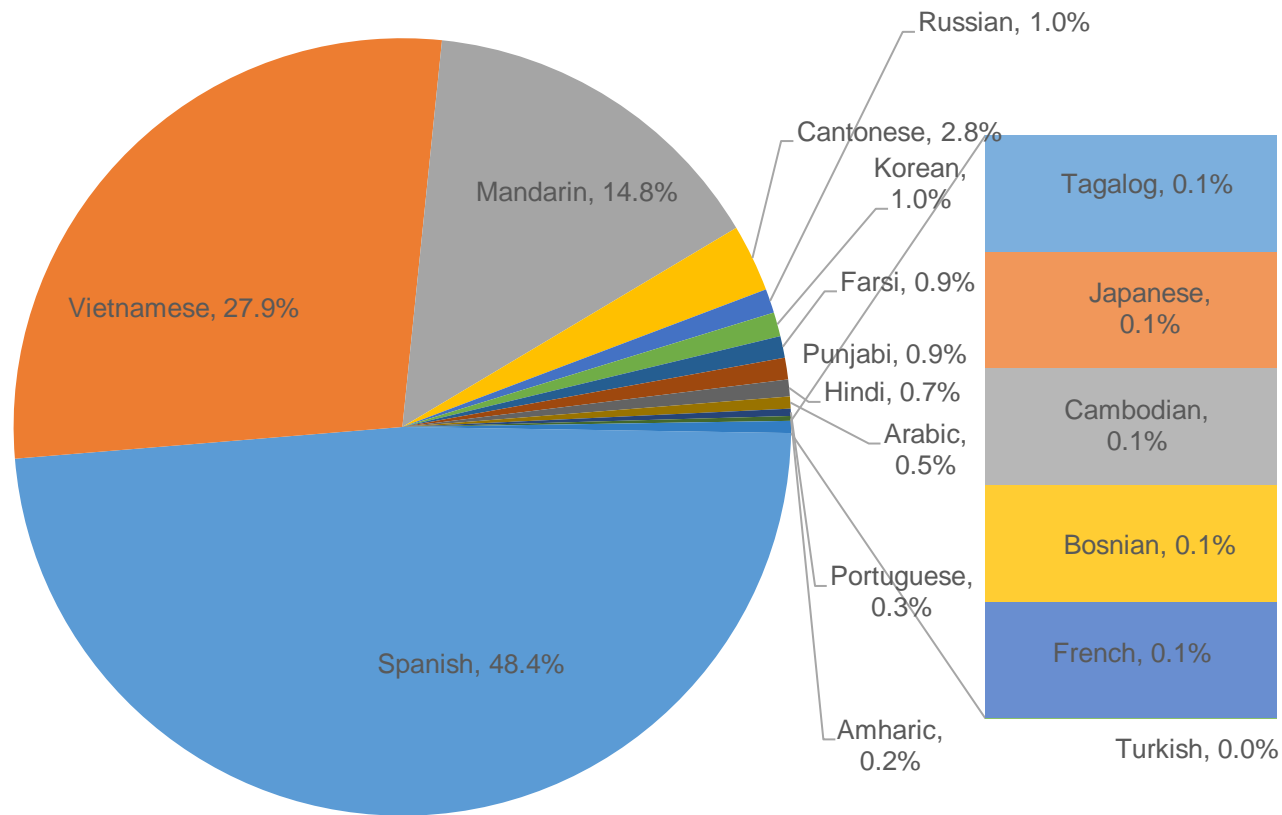
Calendar Year 2015	January	February	March	April	May	June	July	August	September	October	November	December	2015 Total Minutes Used
Spanish	187	451	431	392	285	384	411	579	482	424	406	293	4725
Mandarin	192	222	279	237	148	161	243	318	215	209	182	320	2726
Vietnamese	91	135	91	40	125	82	153	88	158	121	80	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

Percentage of Total Minute Usage (2015)



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>

See Appendix I for 2020 Update

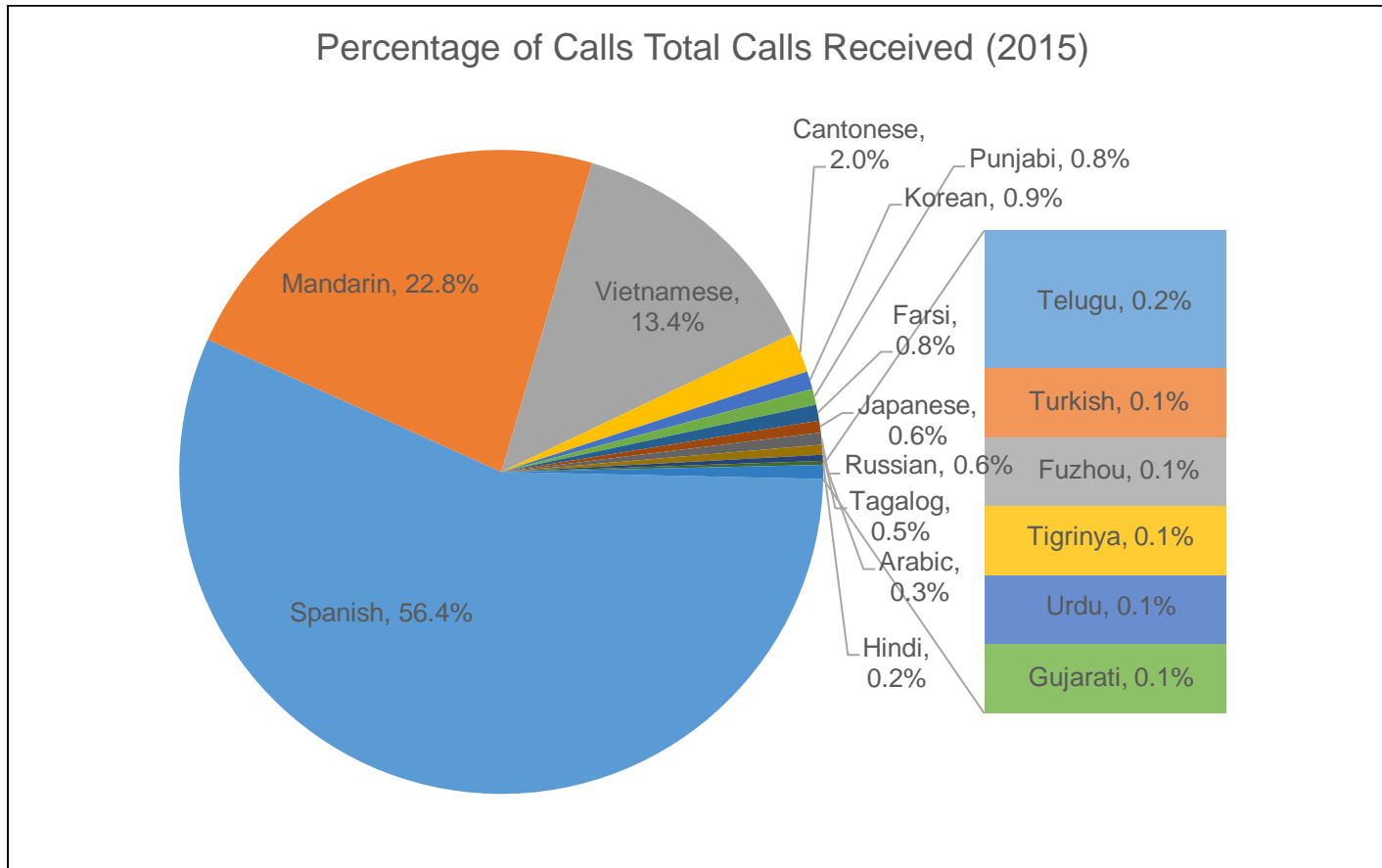
## Language Line Data Analysis 2015 – Total Calls Received

### 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>

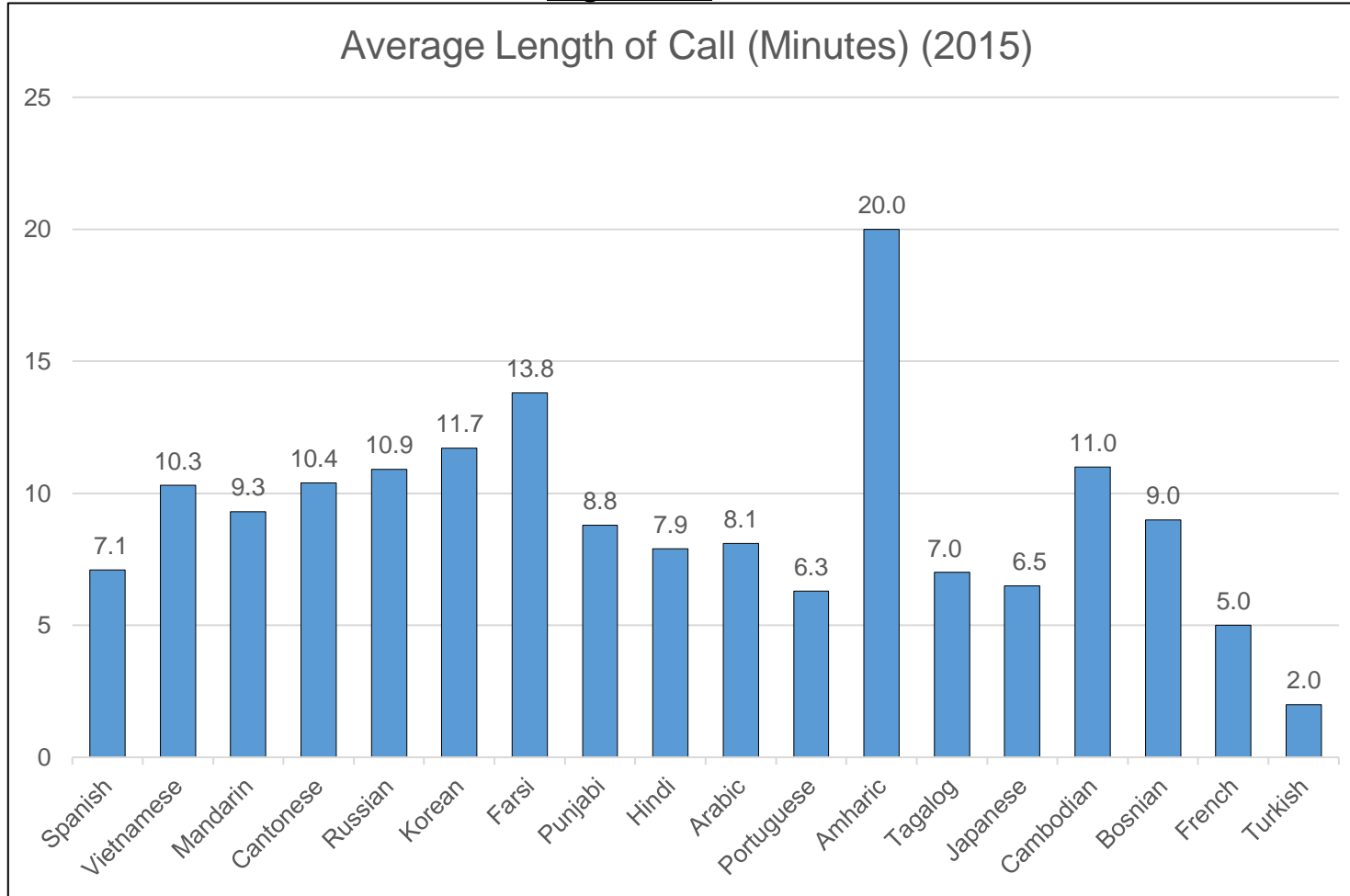
## Language Line Data Analysis 2015 – Average Length of Call (Minutes)

### 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>

See Appendix I for 2020 Update



# 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

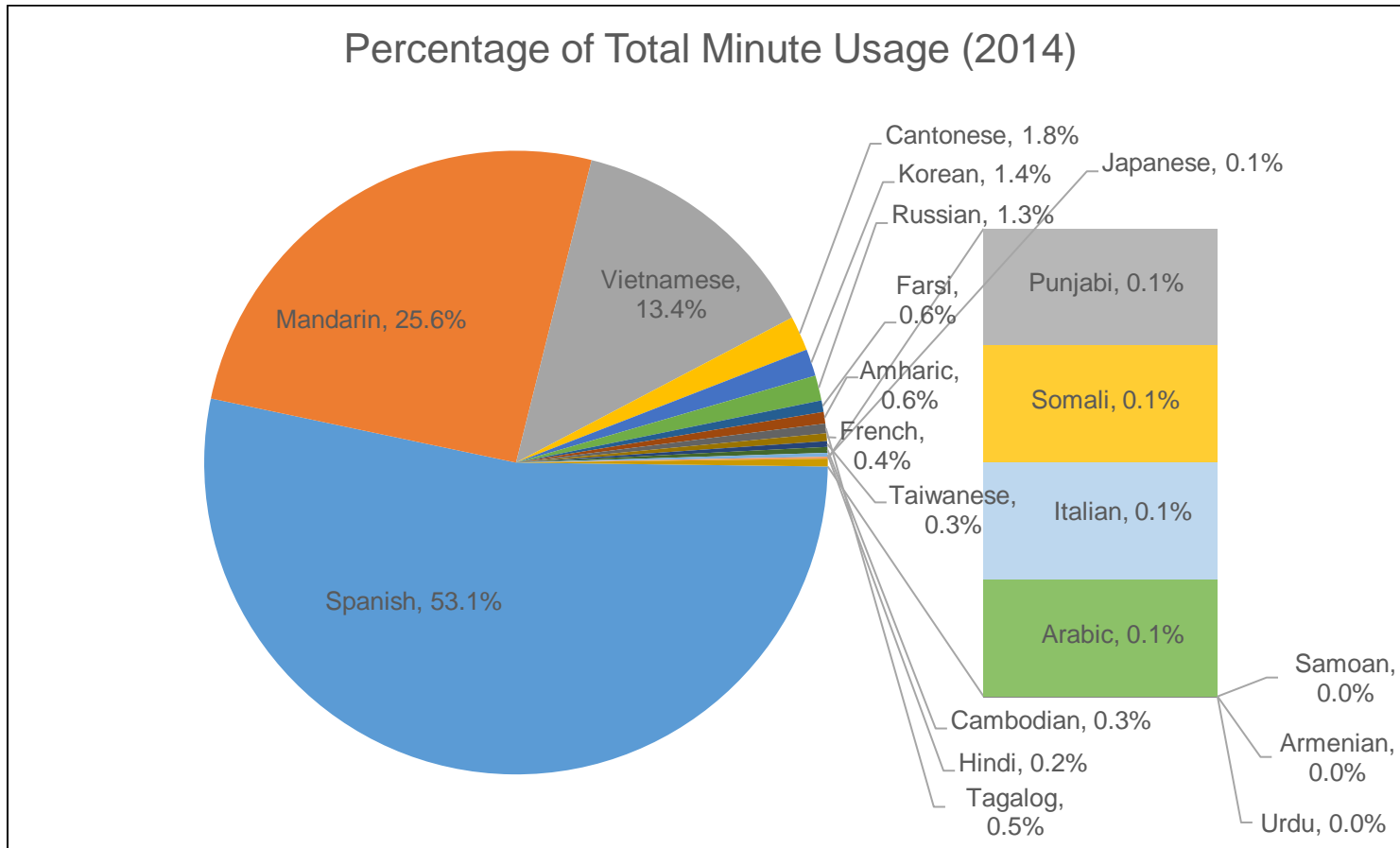


Table 20

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>

See Appendix I for 2020 Update

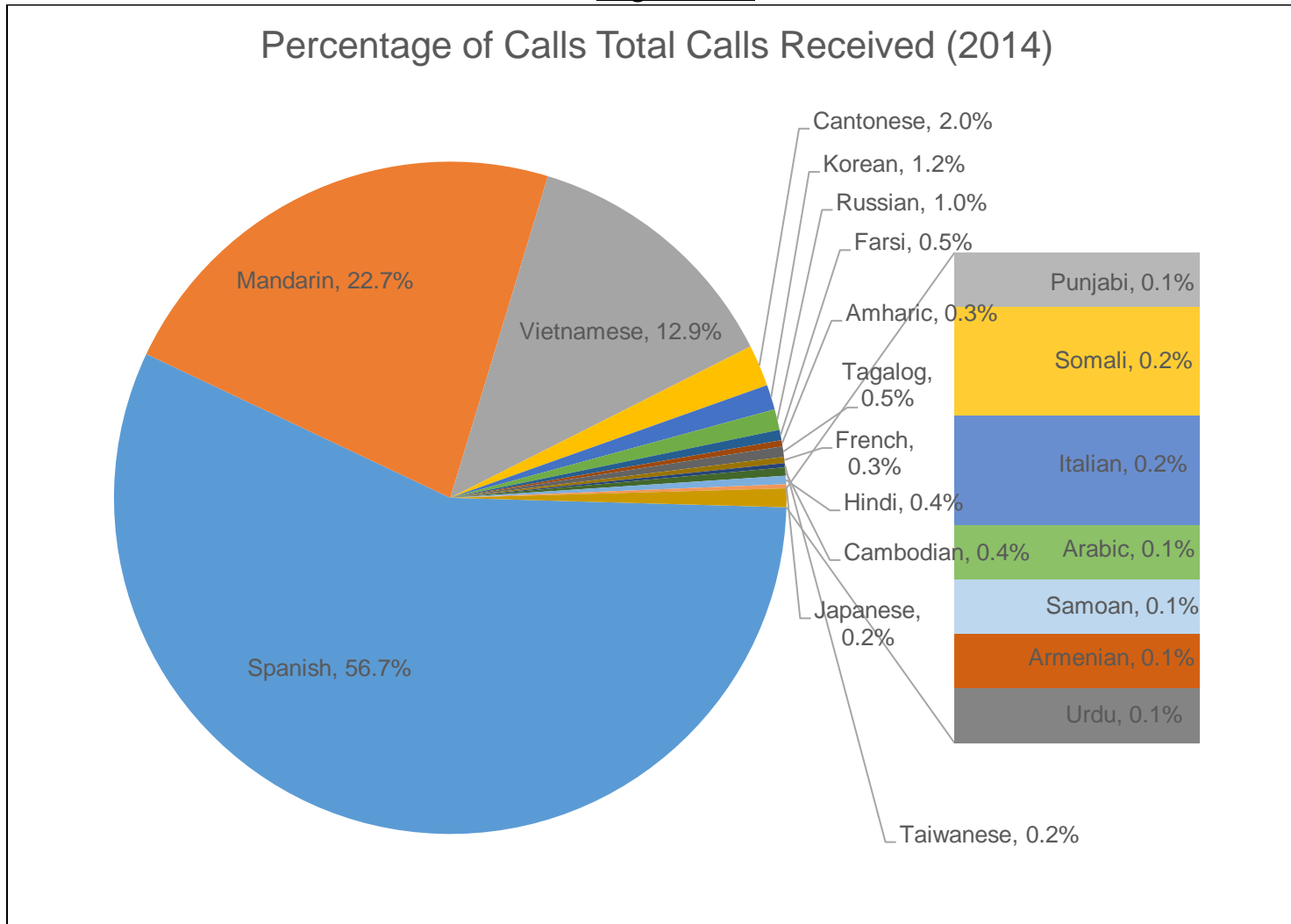
## Language Line Data Analysis 2014 – Total Calls Received

### 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>

See Appendix I for 2020 Update

## 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

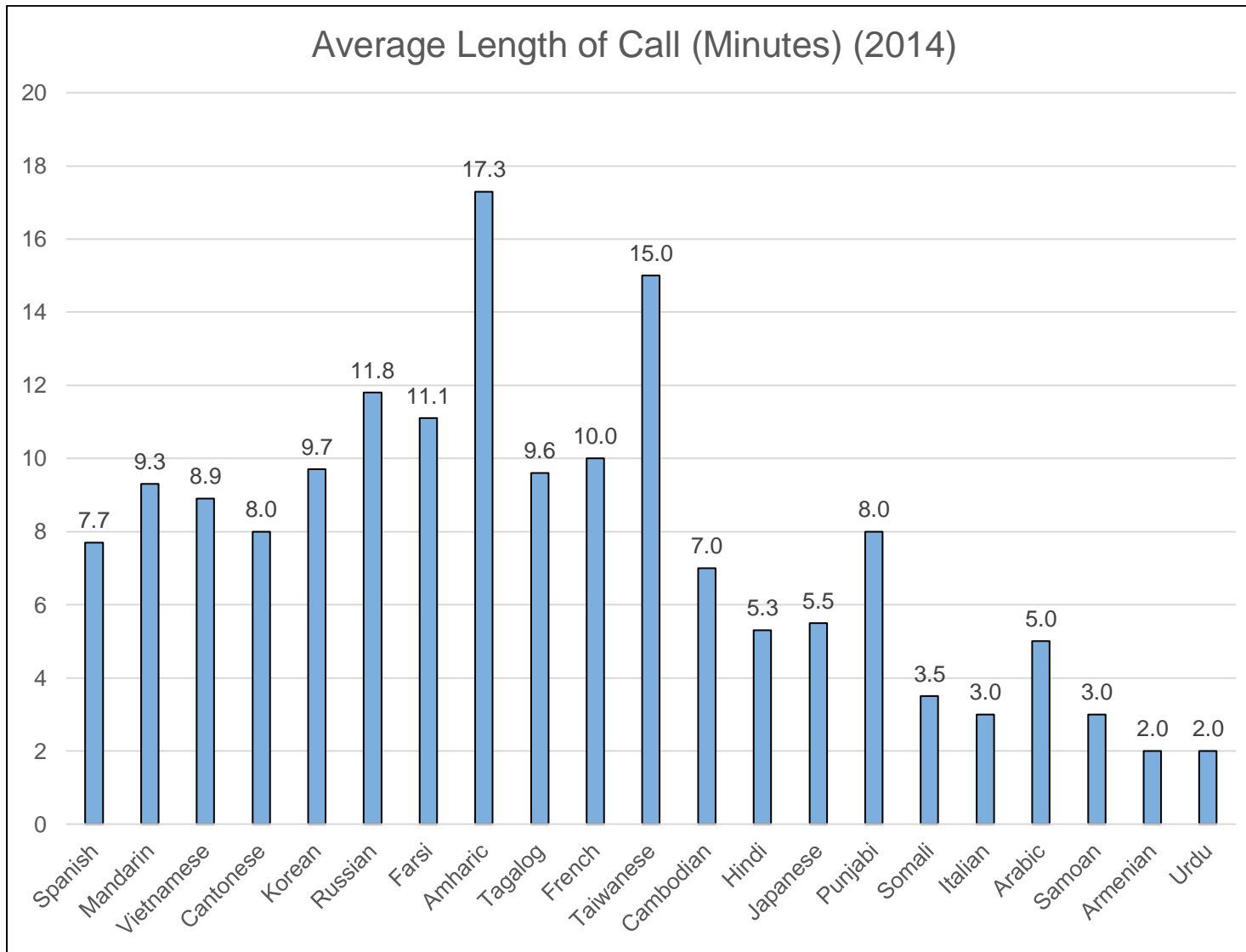


Table 24

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 ሁሉንም 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 እንደሚጠቀሙባቸው አባዘዎትን ይለዩ:: (ለለያዮቹ መደብ አንድ ሳጥን ላይ ምልክት ያድርጉ)

ማውጫ	0 በፍጹም	1 ከሰንት አንድ	2 አንዳንድ ዜ	3 አብዛኛ ውን ጊዜ	4 በየቀኑ
ፌስቡክ					
ኢንስታግራም					
ሊንክደኢን					
ጋህጣ					
ራዲዮ					
ግንባራ ቡድን/ ማክከል					
ቲቪ					
ትዊተር					
VTA ድረገጽ					
VTA የደንበኞች አገልግሎት የጥሪ ማክከል					
511.org					
የመንግስት ርክክብ					
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. እንደሆነዎ ምን ያህል ይናገራሉ? ያንባሉ፣ 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 መሰግናለን!



## 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 - 149,999 دولار
<input type="checkbox"/> 25,000 - 49,999 دولار	<input type="checkbox"/> 150,000 - 199,999 دولار
<input type="checkbox"/> 50,000 - 74,999 دولار	<input type="checkbox"/> 200,000 - 249,999 دولار
<input type="checkbox"/> 75,000 - 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)

4 يوميًا	3 غالبًا	2 أحيانًا	1 نادرًا	0 على الإطلاق	المنفذ
					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. Ազգայնականության հարցում կ'օգտագործվի ի՞նչ լեզու: (Նե՛րբ ընտրվում է մի քանիսն էլ):

- VTA Ավտոբուսի կայաններ/հանգույններ
- VTA Գնացի կայաններ/հանգույններ
- Ոչ մեկը ոչ միայն: Ի՞նչ լեզու է: \_\_\_\_\_

2. Նրան ի՞նչ կ'օգտակար է կ'օգտակար չէ VTA-ում, սպասարկումը ձեր համար: (Նե՛րբ ընտրվում է մի քանիսն էլ):

- Այնպես, որ չեմ կարողանում
- Ինչպես
- Բնականորեն հասկանալի/հարմար
- Կեղծակերպ/անհարմար/անհասկանալի/օգտագործելի
- Այլ՝ \_\_\_\_\_

3. Որքան է կամ ի՞նչ VTA սպասարկումը ձեր համար:

- Շատ կարևոր է
- Որոշ չափով անհարմար է
- Կարևոր է ոչ չափով
- Շատ անհարմար է
- Ձեռն օգտագործում/կարծիք չունեմ

4. Որքան է կամ ի՞նչ VTA գնացի ծառայությունը ձեր համար:

- Շատ կարևոր է
- Որոշ չափով անհարմար է
- Կարևոր է ոչ չափով
- Շատ անհարմար է
- Ձեռն օգտագործում/կարծիք չունեմ

5. Արդյո՞ք չ'ընդունեցիք ի՞նչ կարևոր անհատական կամ կրթական հարցեր: (Նե՛րբ ընտրվում է «ոչ»)։

- VTA կայանից տեղափոխվելու/հասանելիության հարցեր
  - VTA կայանից տեղափոխվելու/հասանելիության հարցեր
  - VTA ծառայությունների, նախագծերի, կամ գործընկերության վերաբերյալ տեղեկատվություն ստանալը
  - VTA կայանից կազմակերպվող հանձնարարությունների մասնակցություն
- Ինձ համար չ'առաջարկվեց \_\_\_\_\_

6. Ինչպե՞ս կ'օգտակար է կամ ի՞նչ VTA-ում կ'օգտակար չէ ձեր համար: (Նե՛րբ ընտրվում է մի քանիսն էլ):

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

7. Ինչպե՞ս կ'օգտակար է կամ ի՞նչ VTA-ում կ'օգտակար չէ ձեր համար: (Նե՛րբ ընտրվում է մի քանիսն էլ):

- Բջջային սարքավորում (Smartphone/Tablet)
- Անհատական թանկարժեքային համակարգիչ (Laptop)
- Անհատական սարքավորում համակարգիչ (Desktop)
- Այլ՝ \_\_\_\_\_

8. Որո՞ք կարևոր է ի՞նչ անհատական նախագծեր/հարցեր ձեր համար, ընթացիկում, զբոսնելու և կատարելու համար:

Ինչպե՞ս	
Կարևոր է	
Գոյություն չունի	
Հասանելի	

9. Որքան է կամ ի՞նչ խառնած, կարևոր, զբոսնելու կամ կատարելու հարցեր:

	0	1	2	3	4
Ինչպե՞ս	Չ'ընդունեցիք	Ոչ չափով	Բնականորեն	Կարևոր է	Շատ կարևոր է
Կարևոր է					
Գոյություն չունի					
Հասանելի					

10. Արդյո՞ք չ'ընդունեցիք ի՞նչ կարևոր անհատական կամ կրթական հարցեր: (Նե՛րբ ընտրվում է «ոչ»)։

- Այո
  - Ոչ
- Եթե չ'ընդունեցիք ի՞նչ կարևոր անհատական կամ կրթական հարցեր, զեղչե՛ք օգտակար և համարյալ չ'ընդունեցիք ի՞նչ անհատական կամ կրթական հարցեր: \_\_\_\_\_

11. Որքան է կամ ի՞նչ VTA-ում կ'օգտակար չէ ձեր համար: (Նե՛րբ ընտրվում է մի քանիսն էլ):

- Շատ կարևոր է
- Որոշ չափով անհարմար է
- Կարևոր է ոչ չափով
- Շատ անհարմար է
- Ձեռն օգտագործում/կարծիք չունեմ

12. Որքան է կամ ի՞նչ VTA-ում կ'օգտակար չէ ձեր համար: (Նե՛րբ ընտրվում է մի քանիսն էլ):

- Ինչպես
- Ինչպես
- Բնականորեն հասկանալի/հարմար
- Կեղծակերպ/անհարմար/անհասկանալի/օգտագործելի
- Այլ՝ \_\_\_\_\_

13. Որքան է կամ ի՞նչ VTA-ում կ'օգտակար չէ ձեր համար: (Նե՛րբ ընտրվում է մի քանիսն էլ):

<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/قیلنت)
  - 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. Pakitu koy 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-isla 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 ኣውቶቡሰ (ሳት) \_\_\_\_\_  
 VTA መንገዲ ቀለልቲ ባቡር(ራት) \_\_\_\_\_  
 ክልቲኦም ኣይጥቀምን ንምንታይ? \_\_\_\_\_

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

3. ናይ VTA ኣውቶቡሰ ግልጋሎት ንዕኡም ክንደየናይ ጠቓሚ እዩ?  
 ኣዝዩ ጠቓሚ  
 ክንድቲ ጠቓሚ ኣይኮነን  
 ክይጥቀምዎ/ርኢቶ የብሉን  
 ክንድቲ ዘይጠቅም ኣይኮነን  
 ኣዚዩ ዘይጠቅም እዩ

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

5. ብቋንቋ ምኽንያት ካብዞም ዝሰዕቡ ተገዲቦም ወይ ከፍ ተኸልኪሎም ደዮም?  
(ኩሎም "አው" 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 መጎዳዳዚያን /ወይ ናይ ህጎን ስራሕቲን ናይ ሓበሬታ ኣተላኻኽኽ መንገድታት ክንደየናይ ከም ዝጥቀሙሎም የብራህርሁ። (ንኹሎም መደባታት ሓደ ሳፁን ይፈትኹ)

መውጫ	0 ኣይፋል	1 ሳሕቲ	2 ሓልሓሊፈ	3 ብዙሕ ግዜ	4 በቢመዓ ልቱ
ፌሰቡክ					
ኢንሰትግራም					
ሊንከድን					
ጋዜጣ					
ሬድዮ					
ንጅላ ማሕበረ ሰብ/ምእኸል					
ቱቪ					
ትዊተር					
መርቡብ ሓበሬታ VTA					
ናይ ግግይል 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 እንግሊዝኛ 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 ቋንቋም VTA ናይ ናይ ሓገዝ ክቕርበሎም ከም ዝኸለል ይፈልጡ ዶ?  
 አው  አይ

ድርብ- ልሳናዊ ተወከልቲ ኣውቶቡሰ & ቀለል ባቡር(ባቡር) ንምጥቃምን ኣብ ህዝባዊ ኣኼባታት ንምሳፍን ንክሕግዞም ሓበሬታታት ክቕርቡሎም ይኸለሉ።

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/መብቆል( ን/ወይ ዘርኢን ይውከሎም? (ዝምልከቶም ኩሎም ፈትኹ)  
 ሂስታንያዊ ወይ ላቲን  
 ኣሜሪካ ህንፃዊ 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!



# **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!

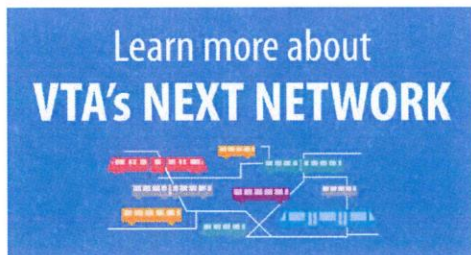
### Notices & Service Alerts

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

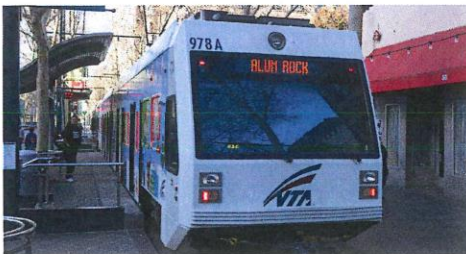
Aug 04 2016

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

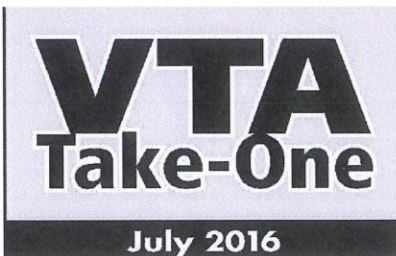
8/2/16 9:00 AM	Joint Disadvantaged Business Enterprise (San Carlos)
8/4/16 5:30 PM	Board of Directors Meeting
8/8/16 10:00 AM	SVRT PWC Regular Meeting Cancelled
8/8/16 1:00 PM	CTA Workshop Meeting
8/10/16 4:00 PM	CAC Regular Meeting
8/10/16 6:30 PM	BPAC Regular Meeting
8/11/16 1:30 PM	TAC Regular Meeting



### 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)

Send

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**.

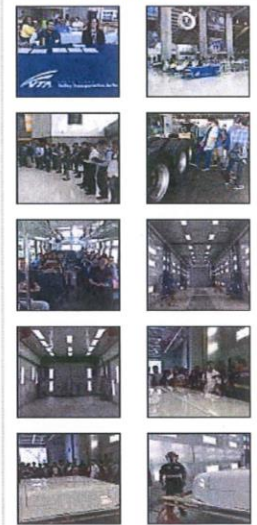
- Title VI Survey (English)
- Encuesta de Title VI (Español)
- Khảo Sát Tiêu Đề VI (Tiếng Việt)
- 第六章调查 (简体中文)
- 第六章調查 (繁體中文)
- Tagalog - Title VI Survey
- فارسی - Title VI Survey
- Русский - Title VI Survey
- العربية (العربية) - استبيان الفصل السادس



### Connect with VTA

Tweets by @VTA

www.flickr.com



More photos or video from VTA on Flickr

### 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 ԿՐԿՆԻ (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

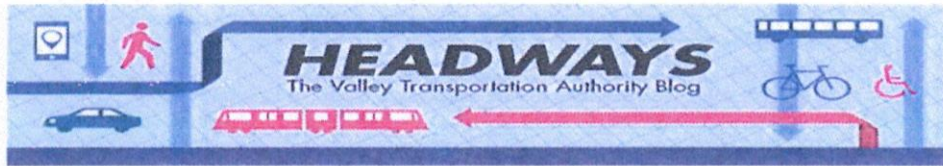
#### Customer Service Call Center:

(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-





# **Appendix D**

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

## VTA Title VI Survey - Question 1:

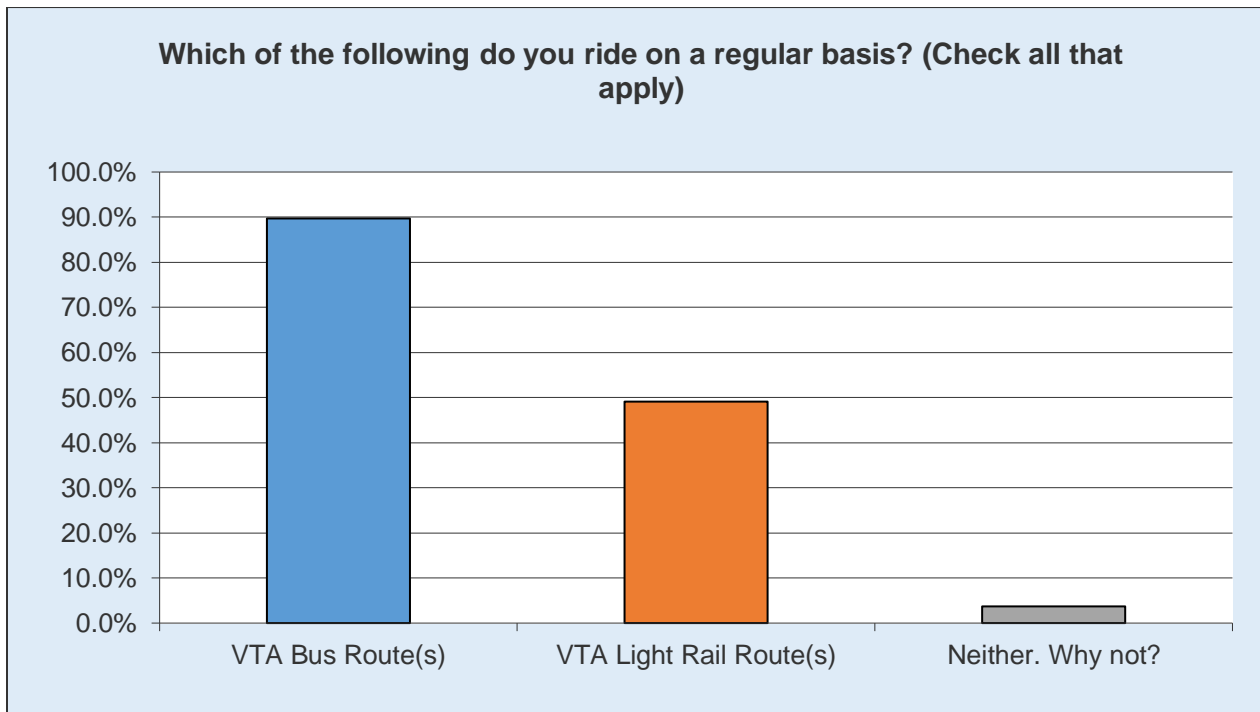
Which of the following do you ride on a regular basis? (Check all that apply)

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 percent due to participants being allowed to choose more than one response.

Figure 35 – Survey Question 1 (Graph)



## VTA Title VI Survey - Question 2:

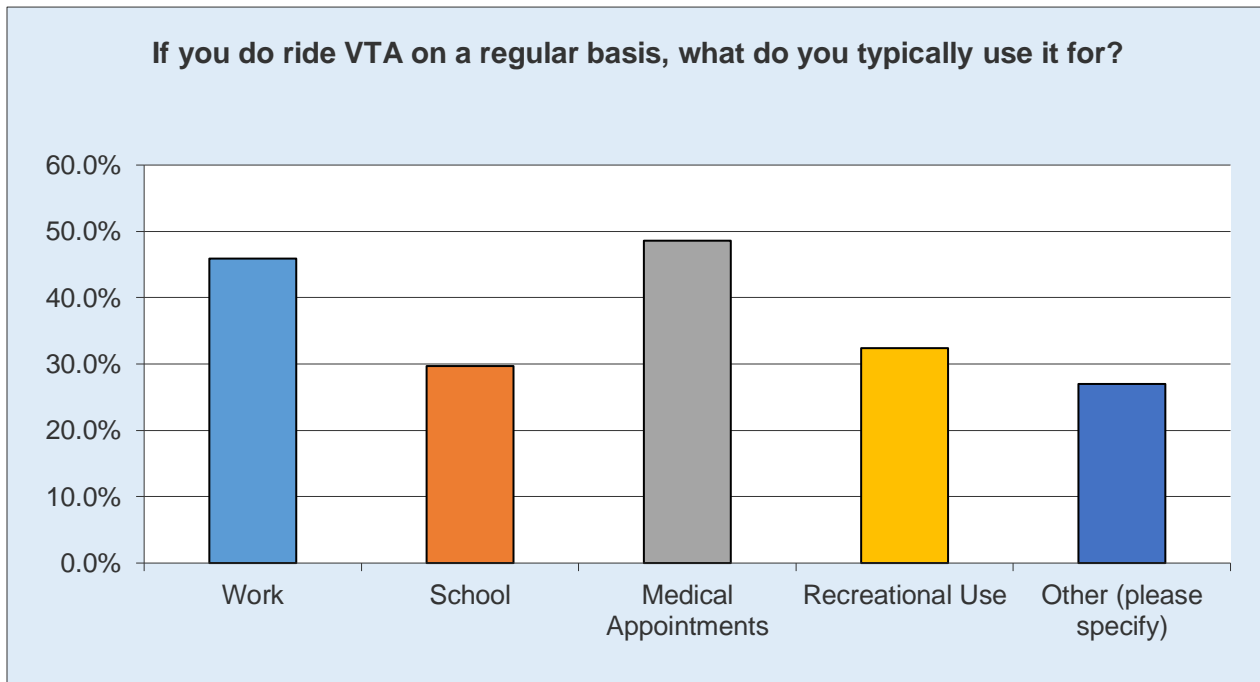
If you do ride VTA on a regular basis, what do you typically use it for? (Check all that apply)

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 percent due to participants being allowed to choose more than one response.

Figure 36 – Survey Question 2 (Graph)

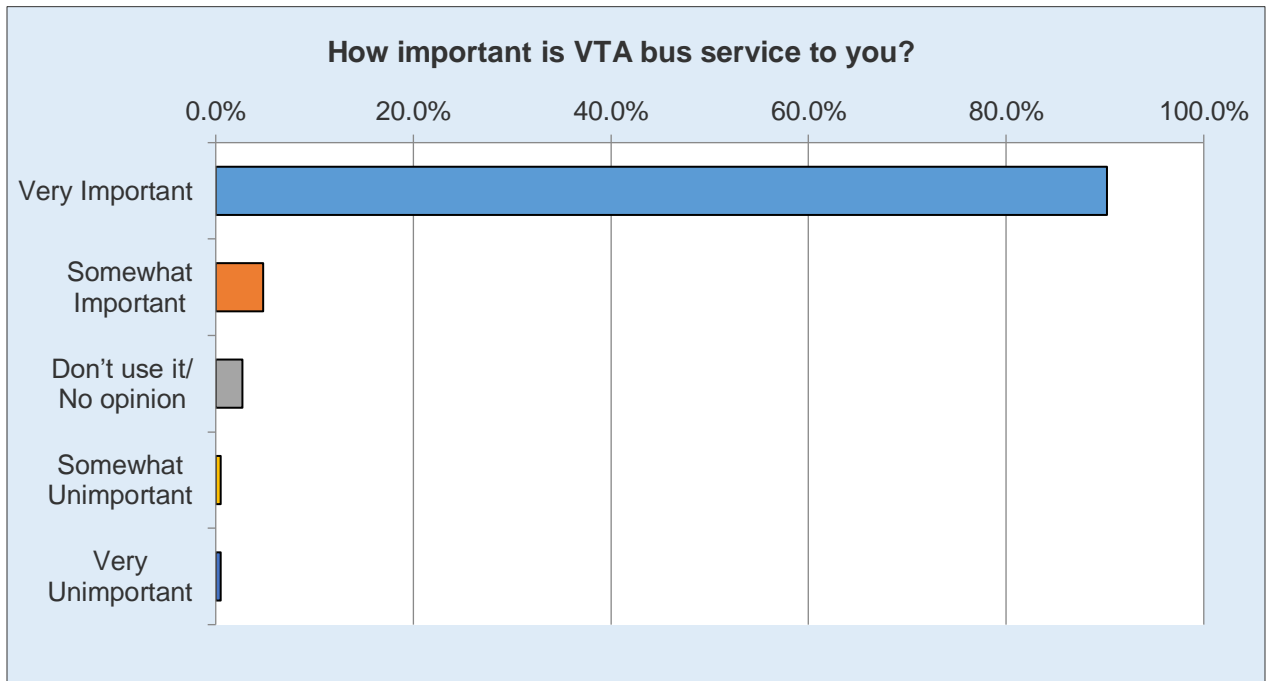


VTA Title VI Survey - Question 3:  
How important is VTA bus service to you?

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)

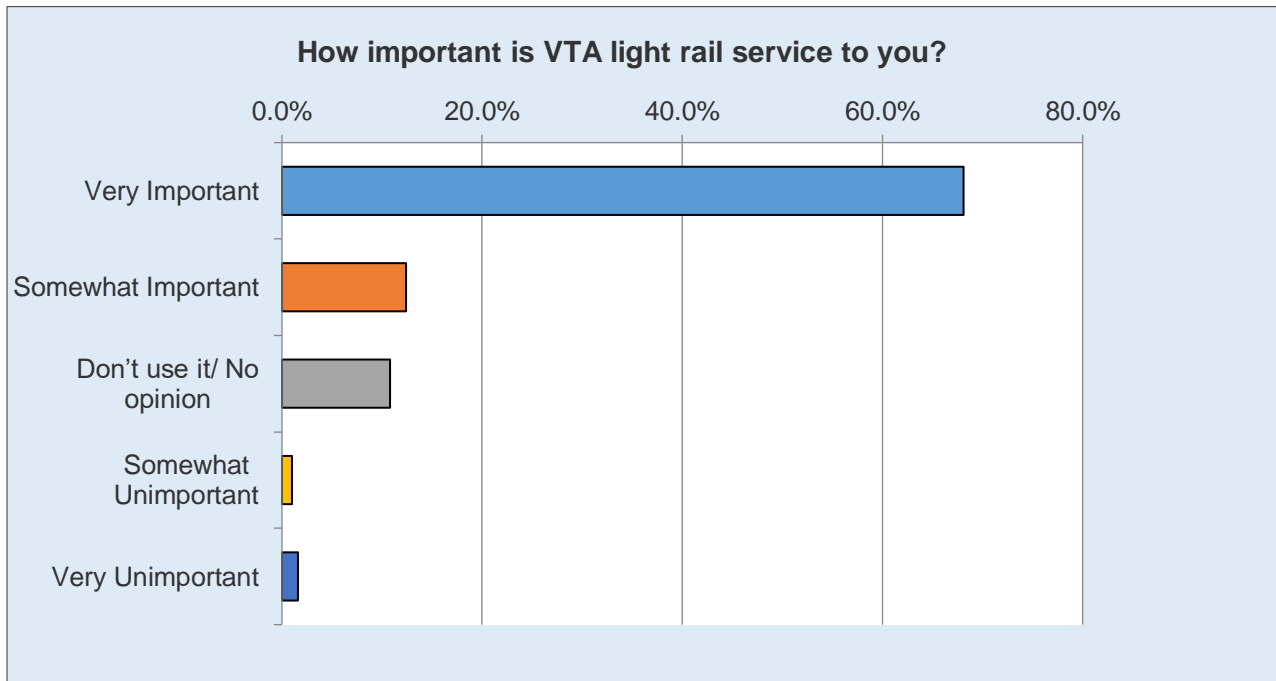


VTA Title VI Survey – Question 4:  
How important is VTA light rail service to you?

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)



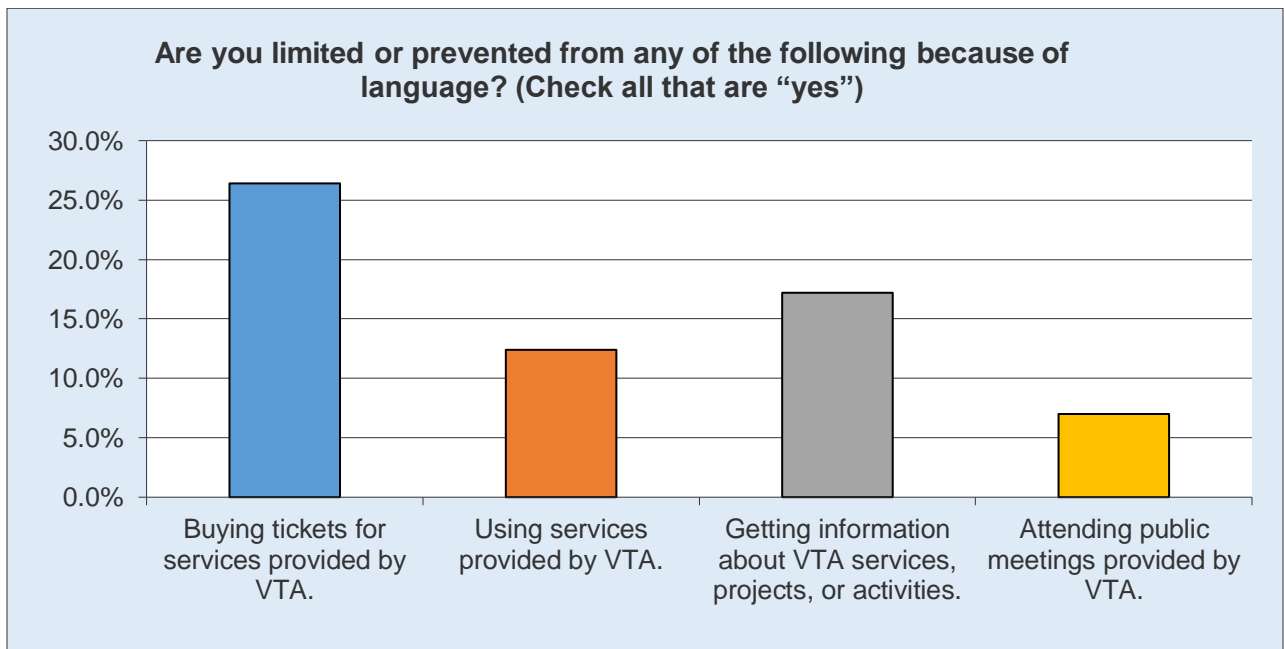
## VTA Title VI Survey - Question 5:

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).

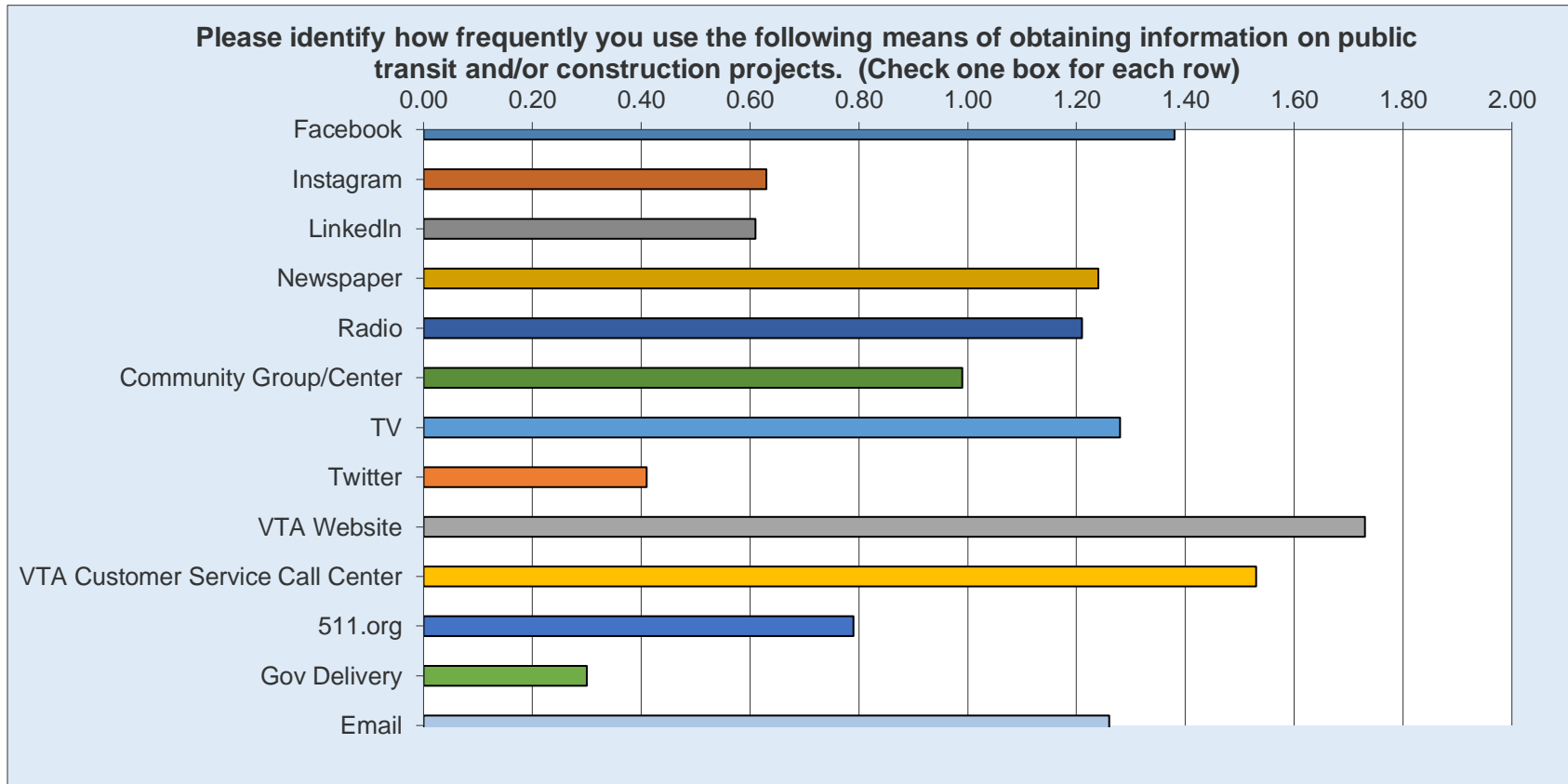
Table 30: Survey Question 6

<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>answered question</b>							<b>149</b>
<b>skipped question</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:

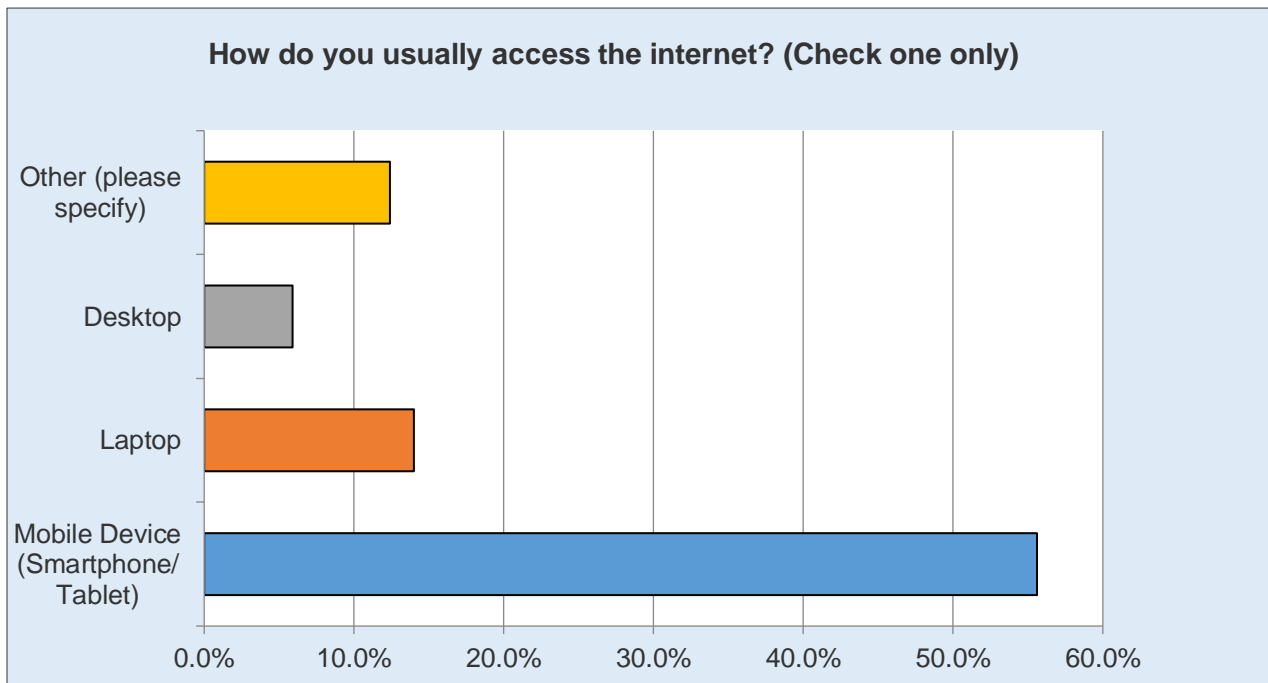
### How do you usually access the internet? (Check one only)

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)



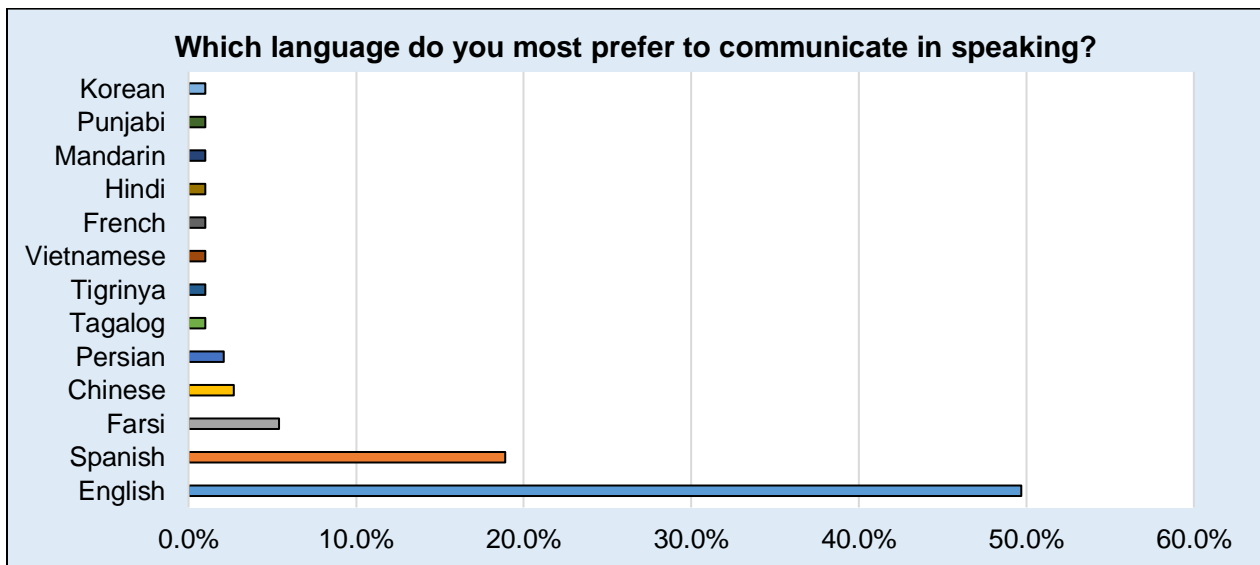
## VTA Title VI Survey - Question 8, Part 1:

### 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)



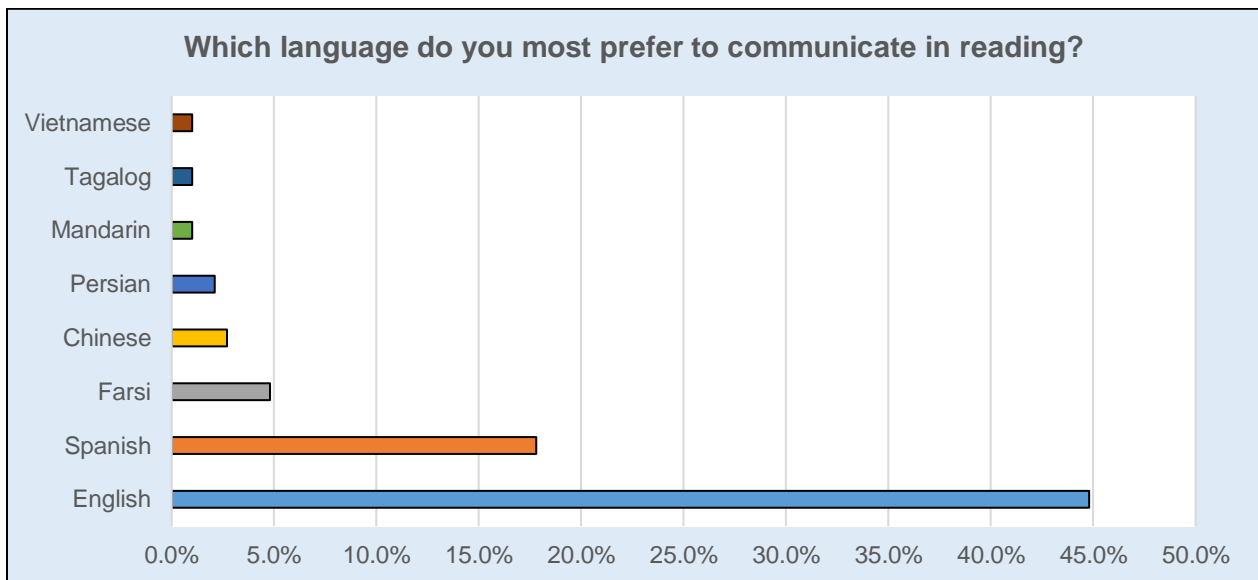
## VTA Title VI Survey - Question 8, Part 2:

### 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)



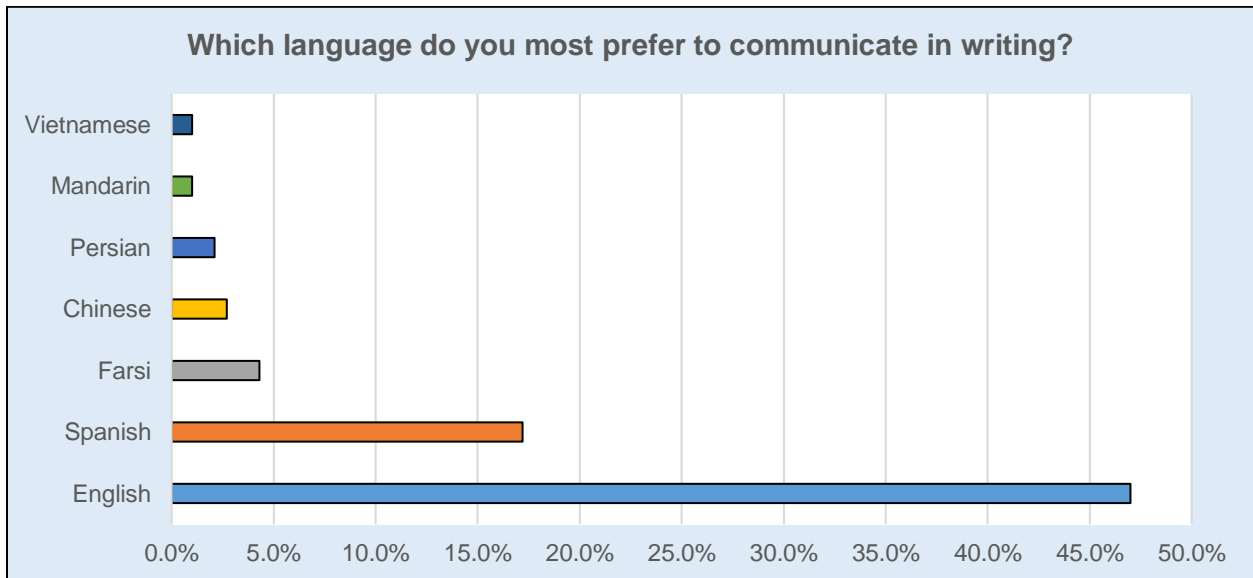
## VTA Title VI Survey - Question 8, Part 3:

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

Table 35: Survey Question 8, Part 3

Which language do you most prefer to communicate in writing?		
Answer Options	Response Percent	Response Count
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>answered question</b>		<b>136</b>
<b>skipped question</b>		<b>49</b>

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



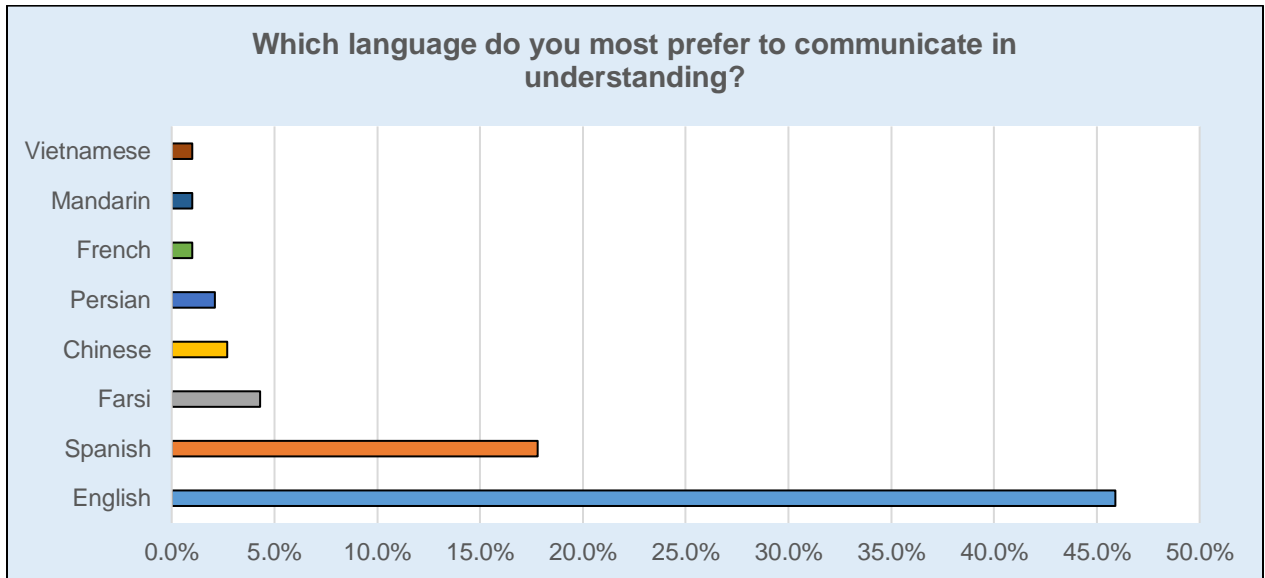
## VTA Title VI Survey - Question 8, Part 4:

### 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)



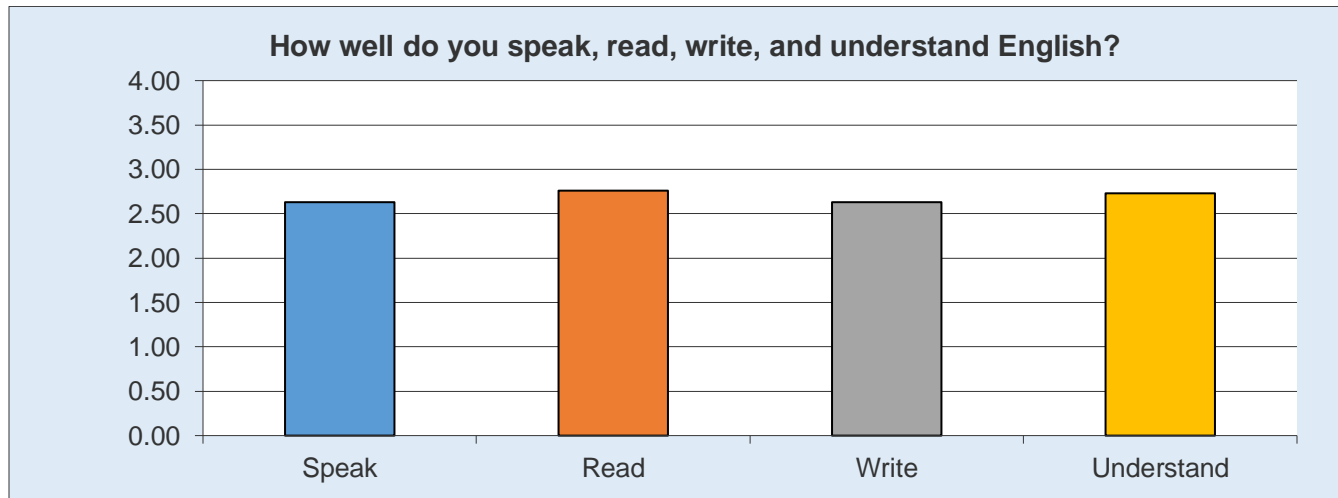
## VTA Title VI Survey - Question 9:

### 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)



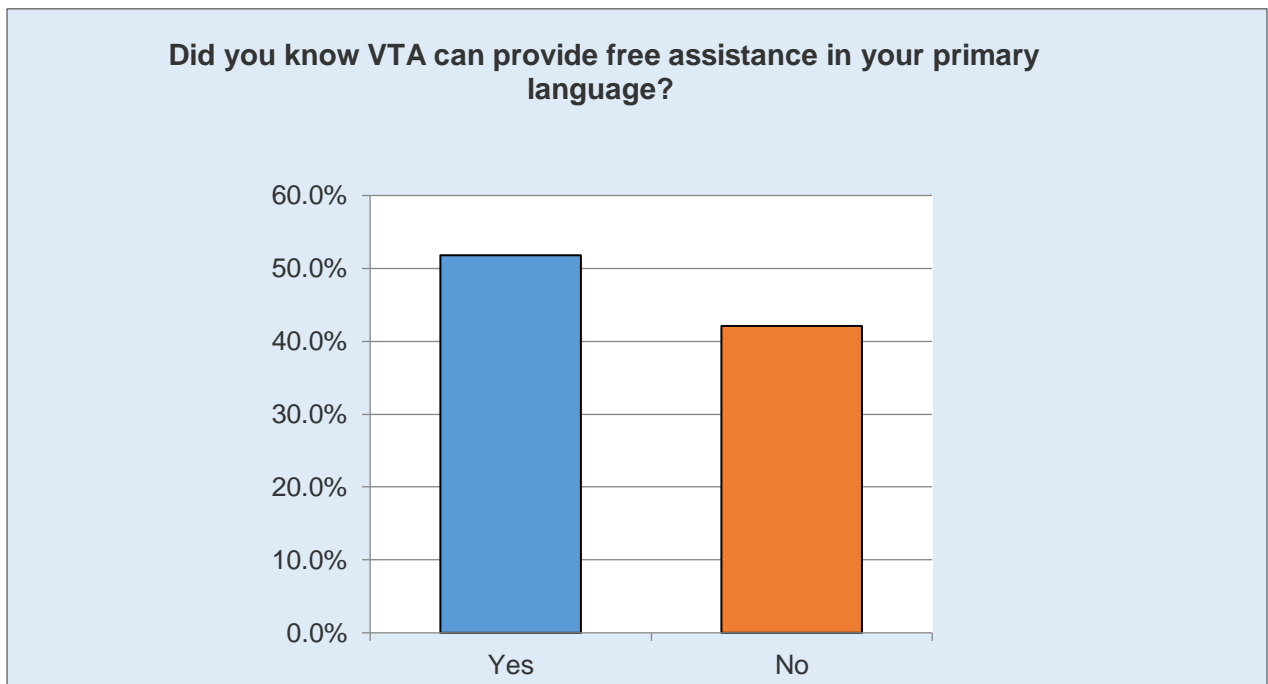
## VTA Title VI Survey - Question 10:

### 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)



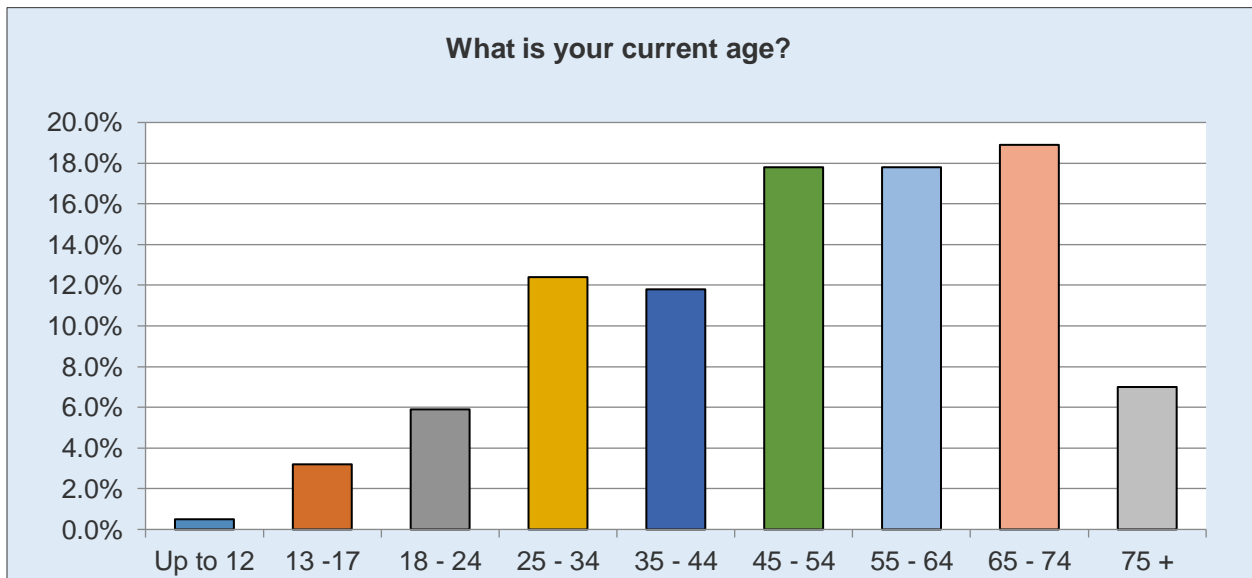
# VTA Title VI Survey - Question 11:

## 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)





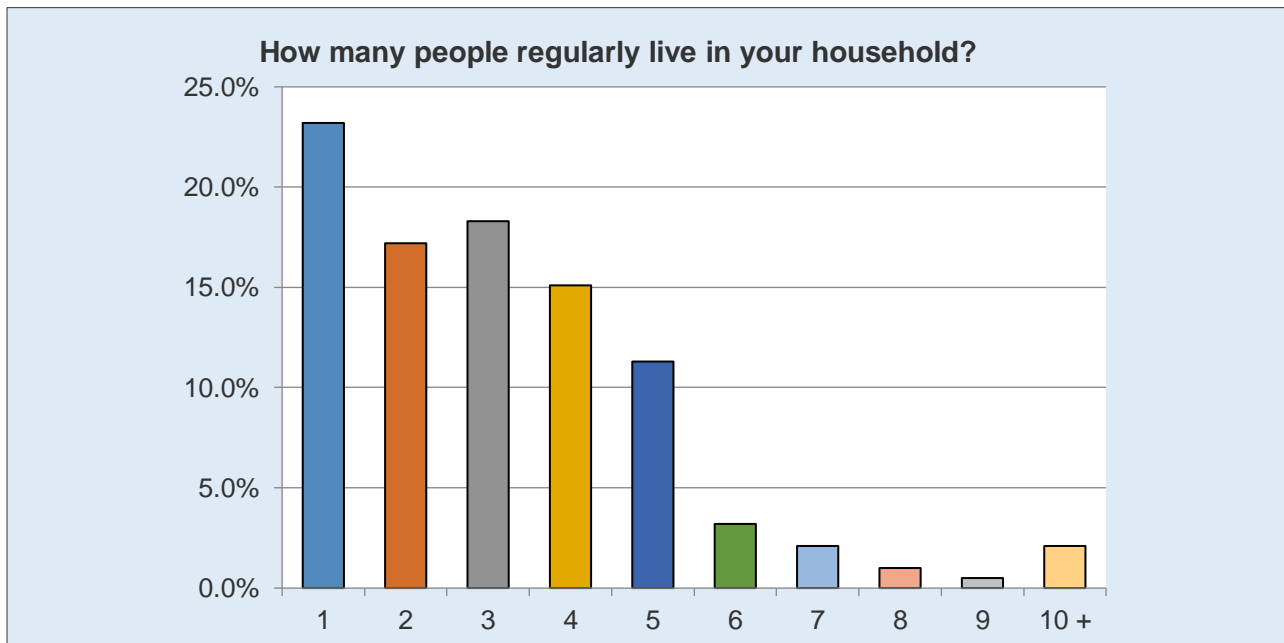
## VTA Title VI Survey - Question 12:

### 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)



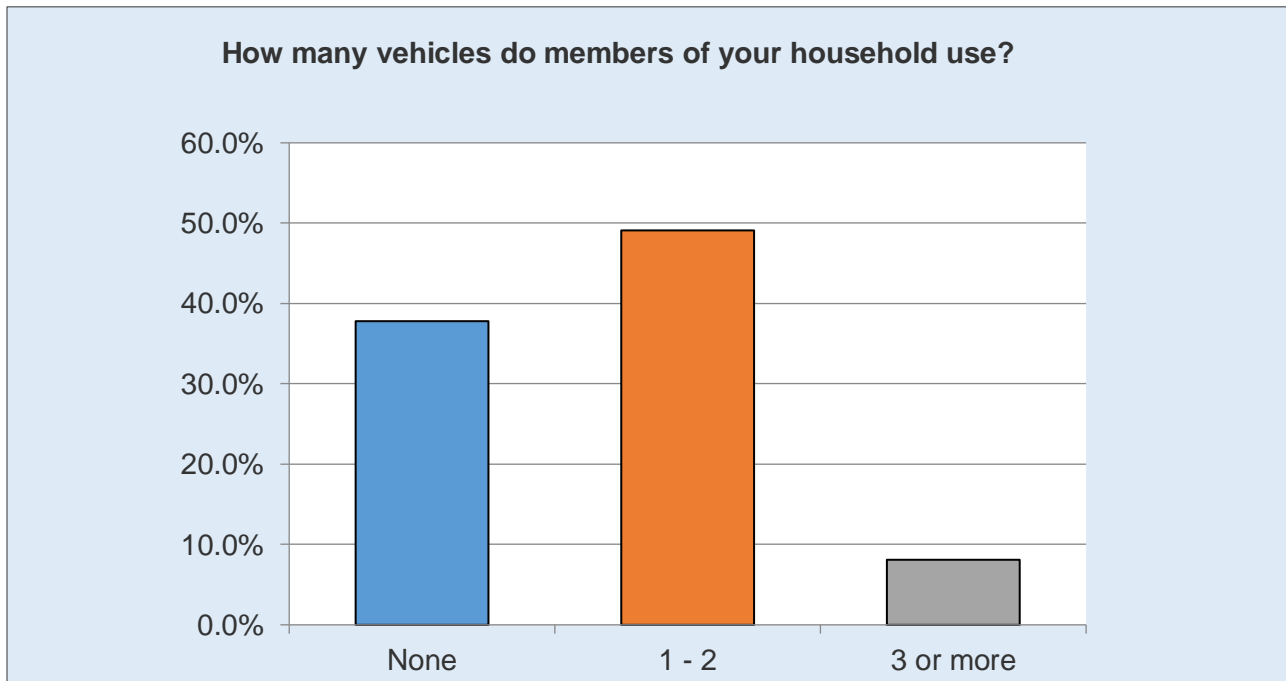
## VTA Title VI Survey - Question 13:

### 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)



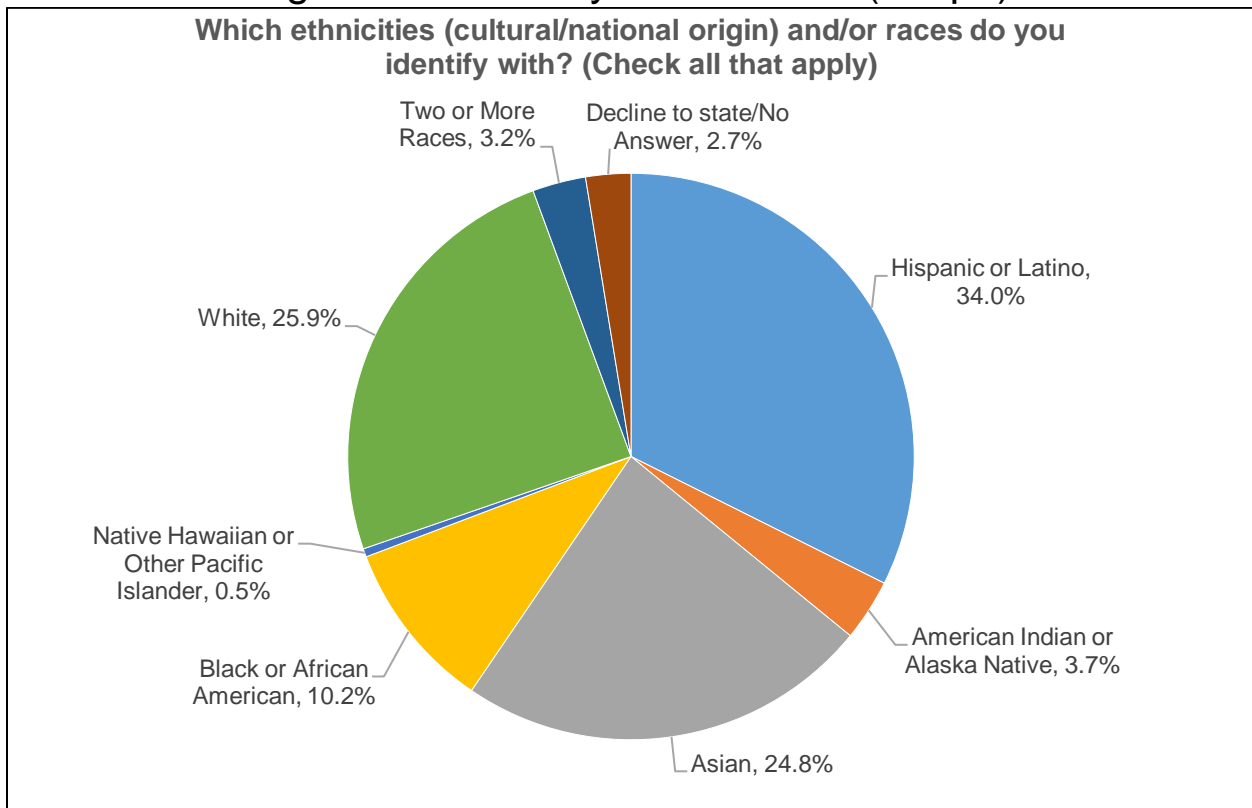
## VTA Title VI Survey - Question 14:

### 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)

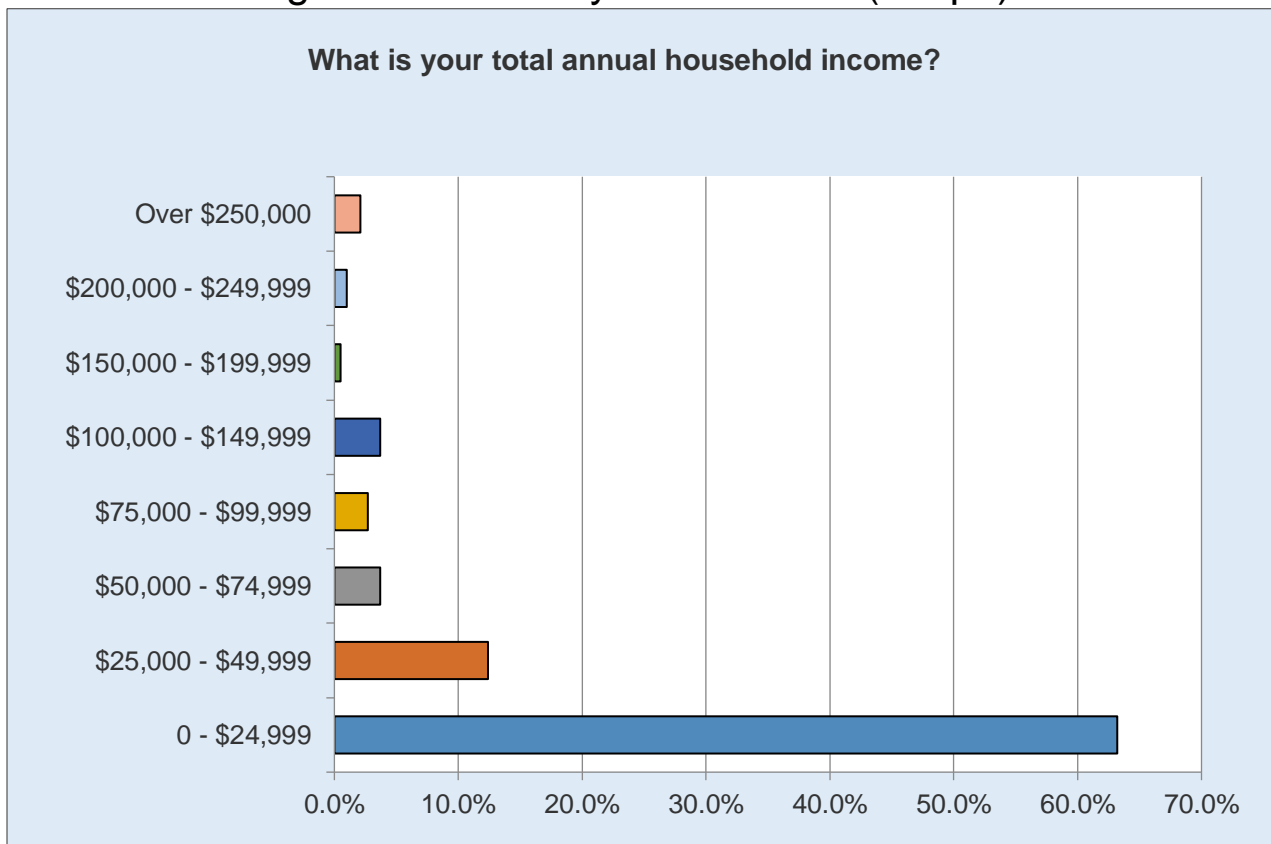


# VTA Title VI Survey - Question 15: What is your total annual household income?

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:**

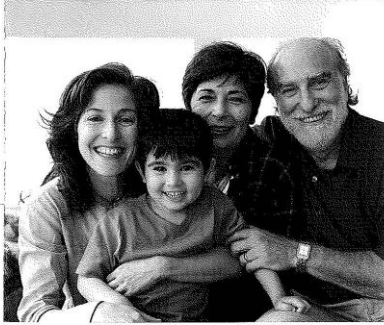
Sommer and Ibraheem are going to look into whether VTA staff would be available to participate in IRC’s cultural orientation. Ibraheem also told Sead that he would send an email with additional information relating to Eco Passes.



**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.





   
Jewish Federation of Silicon Valley United Way Silicon Valley

   
Association of Jewish Family & Children's Agencies נעידת תביעות  
The Conference on Jewish Claims Conference

**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



**Jewish Family Services**  
of silicon valley  
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.

**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.

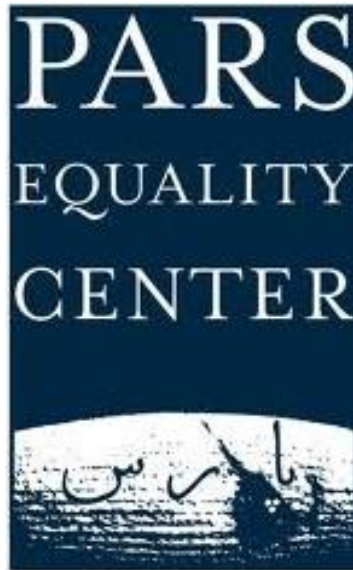
VTA staff also explored initiating a request for a bus shelter at the Los Gatos and Lark stop as requested by the participants.



**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

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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**

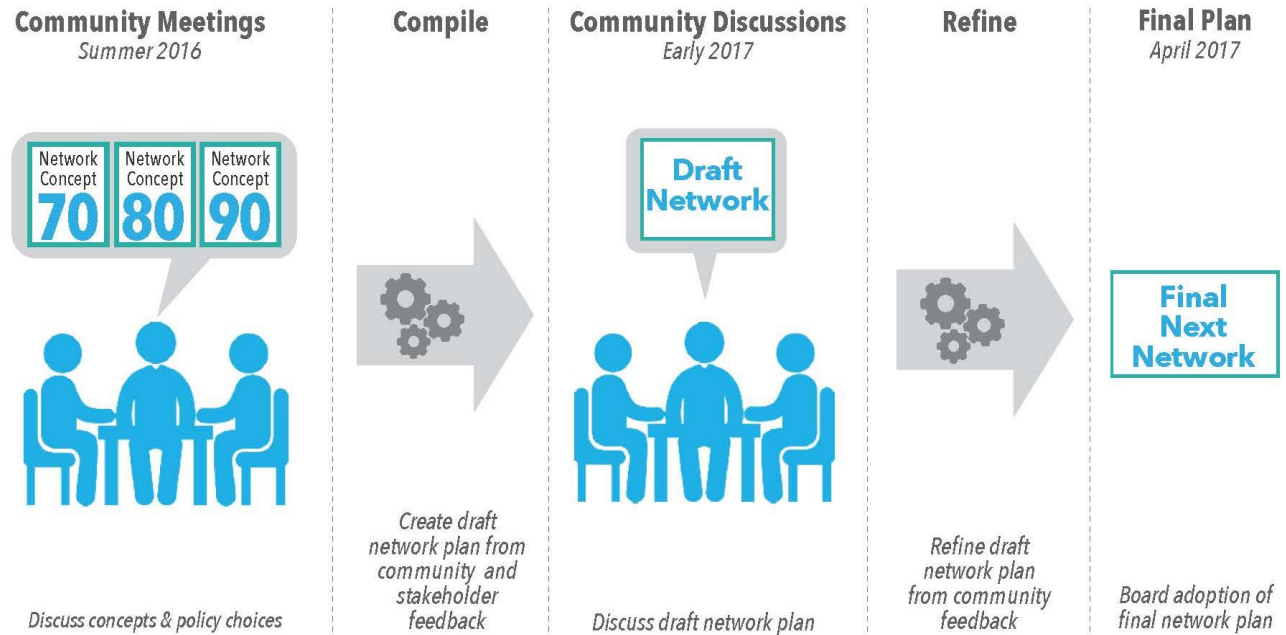
We will be exploring these questions and many others through a community engagement process in Summer 2016. We will ask the public to weigh in on three different network concepts that illustrate what our network would look like if we design it at different points along the ridership/coverage spectrum as well as many other questions relating to our service model.

*(continued on back)*



## 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.



### ¿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.

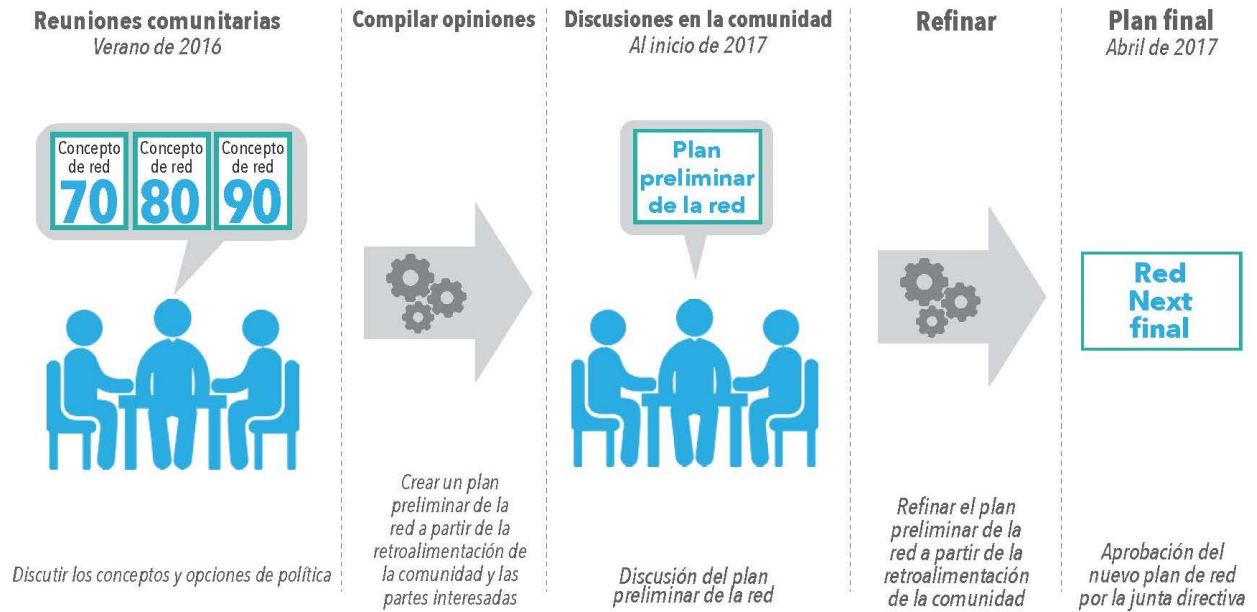
(sigue al reverso)





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 suất 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

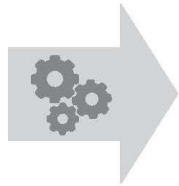
## Quy trình dự án

Các cuộc họp cộng đồng  
Mùa hè năm 2016



Thảo luận về các khái niệm và lựa chọn chính sách

Biên soạn



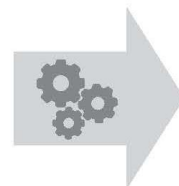
Tạo dự thảo kế hoạch mạng từ phản hồi của cộng đồng và các bên liên quan

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).

NNetwork 3/31/16 - F

# 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？

### 增加工作日班次还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

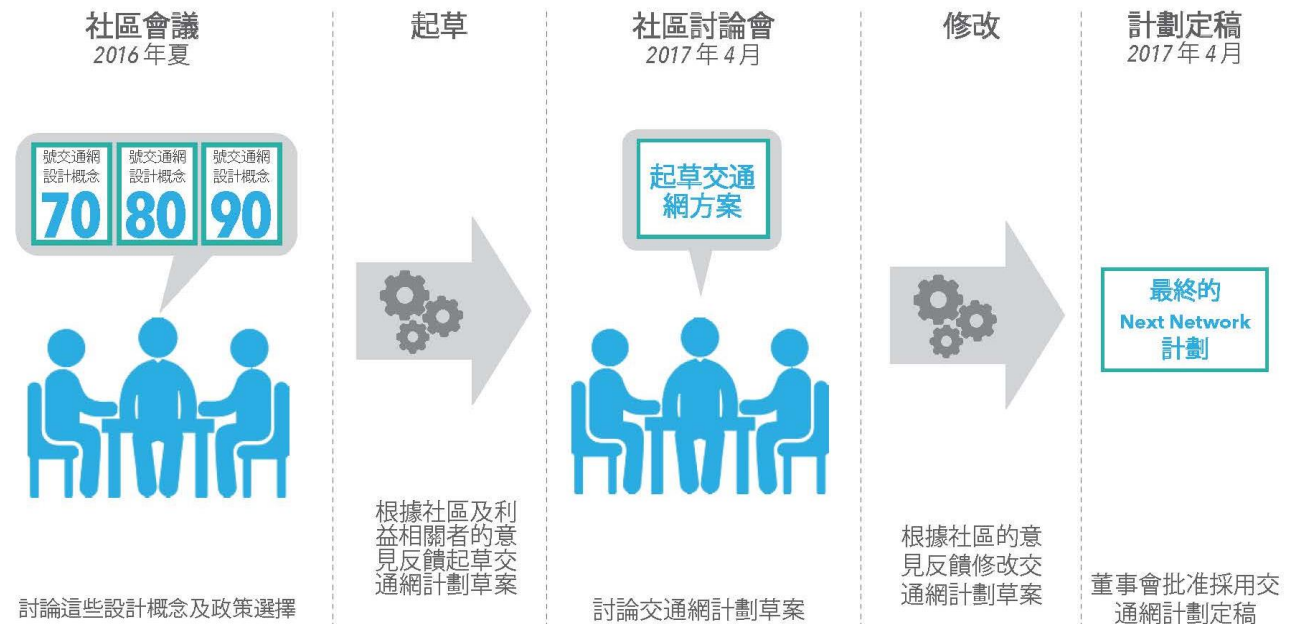
我們將於 2016 年夏季進行社區交流活動，探討這些問題以及其他更多的問題。我們將請公眾針對三個不同的交通網設計理念發表意見，其中反映了圍繞乘客數量與服務區域範圍之間的關係所作出的各種選擇。另外，也將徵求公眾對公共交通服務模式的許多其他問題的意見。

(請看背面)



Figure 50H – VTA NEXT Network Fact Sheet

## 項目流程



## 社區參與機會



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。



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。



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。

NNetwork 3/31/16 - F

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

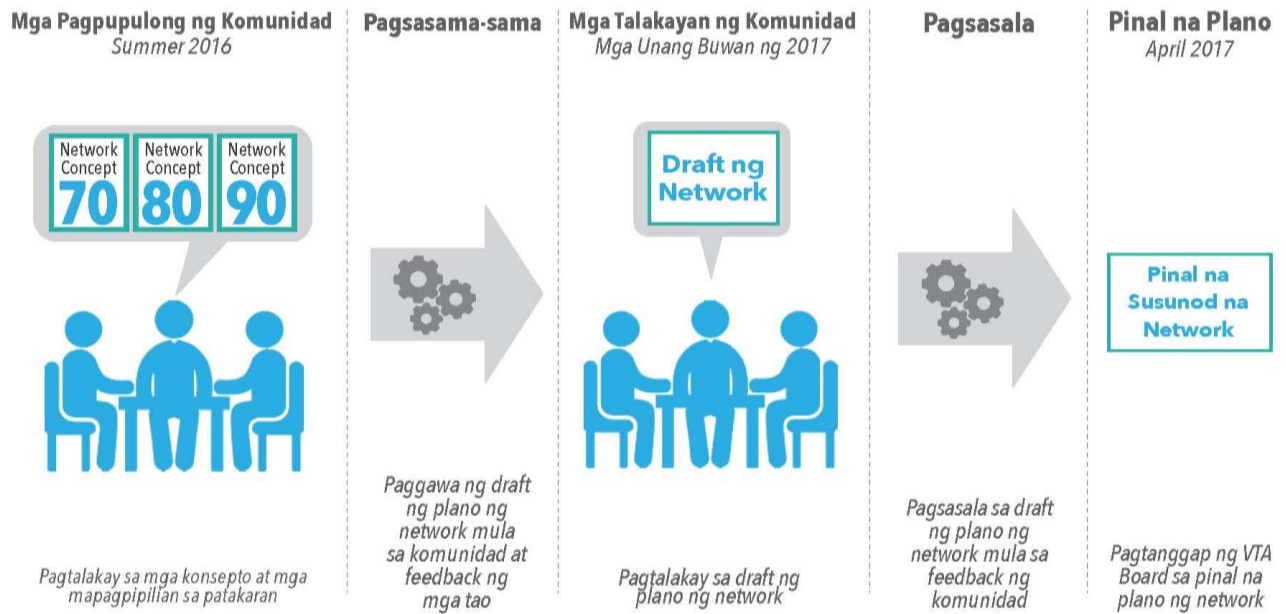
Tatalakayin namin ang mga katanungang ito at iba pa sa pamamagitan ng pa publikong pagpupulong sa Summer 2016. Hihilingin namin sa publiko na timbangin ang tatlong magkaka-ibang konsepto ng network na nag-papakita kung ano ang magiging itsura ng ating network kung ididisenyo namin ito sa iba't ibang 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 rebyuhin 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.

## GOALS:



### 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.

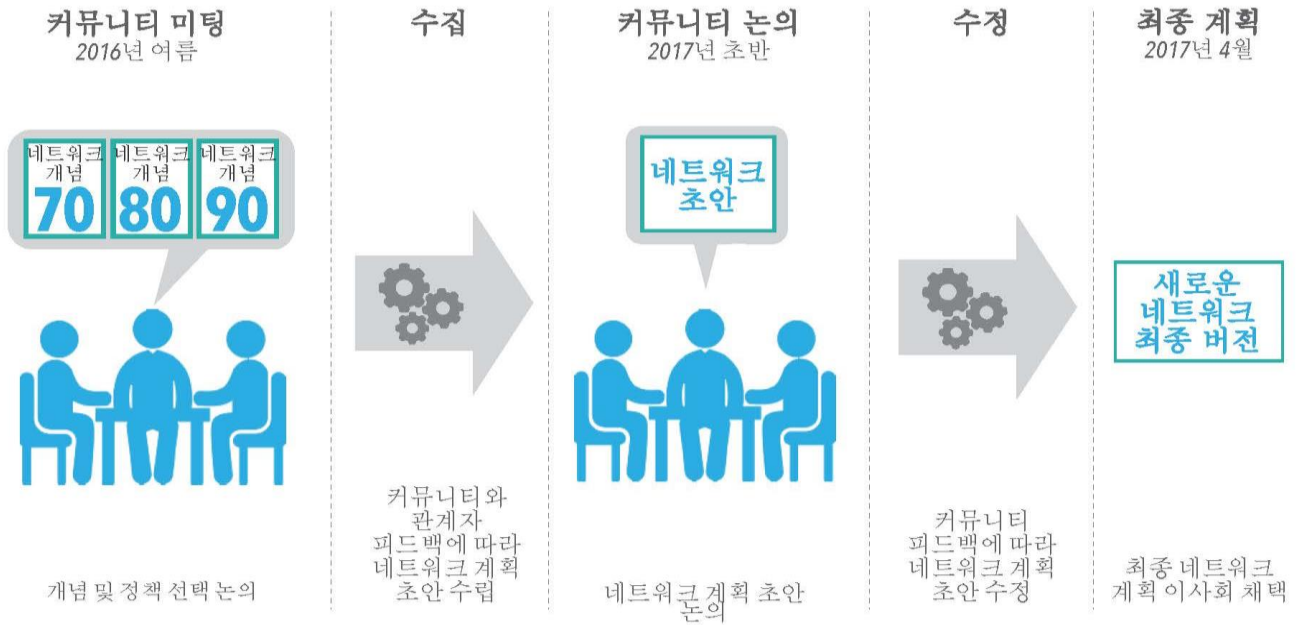
(뒷면에서 계속)





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.

# **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**

## **References**

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Limited English Proficiency Plan Updates Reviewed

1. Bay Area Rapid Transit (BART)
2. Metropolitan Transportation Commission (MTC)



# Appendix I

## 2020 Updates

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Table 1: Language Line Data – Calendar Year 2019

	Language	Number of Calls (%)	% of Minutes	Average Length (Minutes)
1	Spanish	43.45%	35.38%	8.1
2	Vietnamese	23.45%	25.74%	10.6
3	Mandarin	19.64%	21.58%	10.6
4	Russian	6.36%	7.17%	10.1
5	Farsi	2.05%	3.62%	17.4
6	Punjabi	1.10%	1.77%	13.1
7	Cantonese	1.10%	1.26%	11.7
8	Hindi	0.71%	0.62%	9.0
9	Korean	0.49%	0.60%	14.4
10	Urdu	0.11%	0.48%	37.3
11	Japanese	0.28%	0.46%	13.3
12	Tagalog	0.32%	0.42%	13.3
13	Arabic	0.28%	0.23%	10.5
14	Portuguese	0.04%	0.11%	31.0
15	French	0.11%	0.10%	8.3
16	Gujarati	0.07%	0.10%	14.0
17	Telugu	0.07%	0.07%	10.5
18	Croatian	0.07%	0.05%	7.0
19	Haitian Creole	0.04%	0.04%	12.0
20	Amharic	0.04%	0.04%	10.0
21	Bengali	0.04%	0.03%	9.0
22	Tamil	0.04%	0.03%	9.0
23	Swahili	0.04%	0.03%	9.0
24	Samoan	0.04%	0.02%	5.0
25	Burmese	0.04%	0.02%	5.0
26	Tigrinya	0.04%	0.01%	4.0
27	Toishanese	0.04%	0.01%	3.0

Source: VTA Language Line Data, Calendar Year 2019

**Table 2: Language Line Data – Calendar Year 2018**

	<b>Language</b>	<b>Number of Calls (%)</b>	<b>% of Minutes</b>	<b>Average Length (Minutes)</b>
1	Spanish	46.28%	43.45%	9.8
2	Vietnamese	27.23%	28.87%	11.2
3	Mandarin	15.70%	15.35%	10.3
4	Russian	4.59%	5.58%	13.2
5	Farsi	2.46%	3.10%	14.6
6	Cantonese	1.14%	1.28%	10.6
7	Korean	0.90%	0.85%	9.7
8	Hindi	0.47%	0.56%	13.5
9	Punjabi	0.40%	0.31%	7.9
10	Tagalog	0.20%	0.20%	11.1
11	Arabic	0.18%	0.17%	8.3
12	Tigrinya	0.11%	0.10%	9.0
13	Japanese	0.04%	0.01%	3.5
14	Cambodian	0.04%	0.02%	5.0
15	Lingala	0.04%	0.01%	2.5
16	French	0.02%	0.01%	5.0
17	Toishanese	0.02%	0.02%	8.0
18	Amharic	0.04%	0.02%	5.5
19	Shanghainese	0.02%	0.01%	7.0
20	Somali	0.02%	0.02%	10.0
21	Greek	0.02%	0.01%	5.0
22	Visayan	0.02%	0.01%	6.0
23	Thai	0.02%	0.03%	16.0

Source: VTA Language Line Data, Calendar Year 2018

**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>1,822,697</b>	*****	-
Speak only English	<b>856,183</b>	±14,213	<b>46.97%</b>
Do Not Only Speak English	<b>966,514</b>	*****	<b>53.03%</b>
Speak English "very well" and another language	614,526	*****	33.72%
LEP (Speak English less than "very well")	351,988	*****	19.31%
Spanish or Spanish Creole:	<b>320,676</b>	<b>±9,575</b>	<b>17.59%</b>
Speak English "very well"	206,319	±8,103	11.32%
Speak English less than "very well"	114,357	±7,670	6.27%
Chinese (incl. Mandarin, Cantonese)::	<b>170,758</b>	<b>±8,477</b>	<b>9.37%</b>
Speak English "very well"	94,109	±5,143	5.16%
Speak English less than "very well"	76,649	±5,491	4.21%
Vietnamese:	<b>117,542</b>	<b>±7,557</b>	<b>6.45%</b>
Speak English "very well"	44,806	±3,989	2.46%
Speak English less than "very well"	72,736	±4,926	3.99%
Tagalog (incl. Filipino):	<b>49,498</b>	<b>±5,534</b>	<b>2.72%</b>
Speak English "very well"	32,665	±4,163	1.79%
Speak English less than "very well"	16,833	±2,899	0.92%
Hindi:	<b>42,317</b>	<b>±5,293</b>	<b>2.32%</b>
Speak English "very well"	37,187	±4,954	2.04%
Speak English less than "very well"	5,130	±1,768	0.28%
Tamil:	<b>25,778</b>	<b>±4,251</b>	<b>1.41%</b>
Speak English "very well"	23,331	±3,808	1.28%
Speak English less than "very well"	2,447	±952	0.13%
Korean:	<b>25,413</b>	<b>±3,208</b>	<b>1.39%</b>
Speak English "very well"	15,486	±2,442	0.85%
Speak English less than "very well"	9,927	±1,743	0.54%
Telugu:	<b>20,356</b>	<b>±4,133</b>	<b>1.12%</b>
Speak English "very well"	17,059	±3,492	0.94%
Speak English less than "very well"	3,297	±1,311	0.18%
Persian:	<b>15,730</b>	<b>±3,316</b>	<b>0.86%</b>
Speak English "very well"	11,026	±2,756	0.60%
Speak English less than "very well"	4,704	±1,266	0.26%
Russian:	<b>13,997</b>	<b>±2,648</b>	<b>0.77%</b>
Speak English "very well"	7,714	±1,787	0.42%
Speak English less than "very well"	6,283	±1,711	0.34%
Japanese:	<b>12,666</b>	<b>±2,600</b>	<b>0.69%</b>
Speak English "very well"	6,170	±1,441	0.34%
Speak English less than "very well"	6,496	±1,653	0.36%

Source: US Census Bureau, 2014-2018 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)

Language	# Persons	Margin of Error	Percent of Total Population
<b>Punjabi:</b>	<b>10,741</b>	<b>±3,404</b>	<b>0.59%</b>
Speak English "very well"	5,572	±1,487	0.31%
Speak English less than "very well"	5,169	±2,759	0.28%
<b>French (incl. Patois, Cajun):</b>	<b>10,626</b>	<b>±2,136</b>	<b>0.58%</b>
Speak English "very well"	9,126	±1,849	0.50%
Speak English less than "very well"	1,500	±583	0.08%
<b>Gujarati:</b>	<b>10,066</b>	<b>±2,745</b>	<b>0.55%</b>
Speak English "very well"	8,159	±2,388	0.45%
Speak English less than "very well"	1,907	±1,195	0.10%
<b>Portuguese:</b>	<b>8,973</b>	<b>±2,438</b>	<b>0.49%</b>
Speak English "very well"	6,636	±1,785	0.36%
Speak English less than "very well"	2,337	±877	0.13%
<b>Urdu:</b>	<b>5,477</b>	<b>±2,468</b>	<b>0.30%</b>
Speak English "very well"	4,453	±2,058	0.24%
Speak English less than "very well"	1,024	±664	0.06%
<b>Bengali:</b>	<b>5,254</b>	<b>±1,560</b>	<b>0.29%</b>
Speak English "very well"	4,158	±1,403	0.23%
Speak English less than "very well"	1,096	±630	0.06%

Source: US Census Bureau, 2014-2018 American Community Survey

# Appendix I – VTA Language Assistant Card



(front)



(back)

Updated in 2020

## APPENDIX I - LEP Efforts by Project per Year

~ 2017 ~ PROJECT NAME	Materials Provided to LEP Community											Provided for/at Meetings		
	Fact Sheet	PowerPoint Presentation	Flyer	Website/microsite	Notice/Postcard	Social Media Post(s)	TakeOne	Print Ads	VTA Property Ads	TV/Radio Ads	Other	Language Interpreters	Posters	Printed Materials
BART Phase I - Berryessa Extension	X													
BART Phase II - Environmental Document	X			X	X							X		
BART Phase I - BART Energization	X			X	X	X						X		X
Story-Keyes Complete Streets Corridor Study (Rnd 2 Public Engagement)	X				X							X		
BART Phase I - Parking Survey					X	X								
Rail Rehab					X									
Santa Clara Pedestrian Undercrossing (ribbon cutting)	X				X	X	X							
237 Express Lanes	X													
Next Network														
US 101 Zanker	X				X									
I-680 Soundwalls	X													
State Route (SR) 85 Guideway Study	X				X									X
I-280/Wolfe Rd. Interchange Improvement	X		X		X									X
Bascom Corridor Complete Streets Study (Rnd 1 Public Engagement)	X		X		X									X
Tasman Corridor Complete Streets Study (Rnd 1 Public Engagement)	X		X		X									X
Senior Outreach Program - Mobility Options Presentations		X										X		
Daycation												X		
Eastridge to BART Regional Connector	X			X										
Cottle Station Transit Oriented Development	X													
Curtner Station Transit Oriented Development	X	X	X	X	X	X							X	X
Light Rail Enhancement	X			X										
Ohlone Chenoweth Transit Oriented Development	X	X	X	X	X								X	X
SR 152	X			X										
Tamien Station Restricted Parking Notice			X	X		X							X	
Fare Increase Plan			X				X	X	X	X				
CWC Publication Strategy								X						

Updated in 2020

## APPENDIX I - LEP Efforts by Project per Year (Continued)

~ 2018 ~ PROJECT NAME	Materials Provided to LEP Community										Provided for/at Meetings		
	Fact Sheet	PowerPoint Presentation	Flyer	Website/microsite	Notice/Postcard	Social Media Post(s)	TakeOne	Print Ads	TV/Radio Ads	Other	Language Interpreters	Posters	Printed Materials
BART Phase II (Benefits Fact Sheet)	X												
BART Phase II (Project Overview Fact Sheet)	X												
BART Phase II (Tunneling Fact Sheet)	X												
BART Phase II (Downtown Fact Sheet)	X			X									
BART Phase II (Santa Clara Station Fact Sheet)	X			X									
BART Phase II (Diridon Station Fact Sheet)	X			X									
BART Phase II (28th St/LP Fact Sheet)	X			X									
BART Phase II (TOD Fact Sheet)	X			X									
BART Phase II Real Estate Relocation Plan	X			X	X								
BART Phase II Newhall Yard	X												
Rail Rehab Program					X								
237 Express Lanes	X												
Mathilda Ave Improvements Proj	X												
US 101 Zanker	X												
Bascom Complete Streets Study (Rnd 2 Public Engagement)	X				X								
Tasman Complete Streets Study (Rnd 2 Public Engagement)	X				X								
SR87 Technology Corridor Study									X (Survey)				
BART Phase II Field Data					X								
Senior Outreach Program - Mobility Options Presentation		X									X		
Blossom Hill Station Transit Oriented Development (multiple meetings in 2018)	X	X	X	X	X	X				X		X	
Curtner Station Transit Oriented Development	X	X	X	X	X	X				X		X	
Eastridge to BART Regional Connector Fact Sheet Update	X			X						X			
Eastridge to BART Regional Connector SEIR Meetings (2)		X	X	X	X	X				X	X	X	
Light Rail Speed and Safety	X			X									
Milpitas Station Transit Oriented Development	X	X	X	X	X	X				X		X	
Ohlone Chenoweth TOD Fact Sheet	X			X									
Tamien Station TOD Madre a Madre Presentation		X									X		
Summer Youth Pass			X							X			
Clipper Service Campaign								X	X				



Updated in 2020

## APPENDIX I - LEP Efforts by Project per Year (Continued)

~ 2019 ~ PROJECT NAME	Materials provided to LEP community									Provided for/at Meetings		
	PP Presentation	Flyer	Website/microsite	Notice/Postcard	Social Media Post(s)	TakeOne	Survey	Other	Language Interpreters	Posters	Printed Materials	
BART Phase II Community Meeting	X	X	X		X	X			X		X	
BART Phase II TOC Study	X			X			X					
BART Phase II Historic Building Surveys	X			X								
BART Phase I Parking Milpitas & Berryessa Transit Centers	X			X								
BART Phase I Website				X								
BART Phase II Website				X								
BART Phase II Geotechnical Field Work				X	X							
SV Express Lanes - SR237 Phase 2	X				X							
SV Express Lanes - 85/101 Phase 3	X											
2019 New Transit Service Plan	x	X	X	X	X	X		X	X	X	X	
BART Phase I FAQs	X											
BART Phase II Value Capture	X											
Montague Pedestrian Overcrossing	X				X							
Rail Rehab Program					X							
Mathilda Ave Improvements Project			X		X							
Morgan Hill Community-Based Transportation Plan	X		X		X				X		X	
BOD Meetings			X		X							
New Transit Service Plan			X		X							
Proposed Budget Meetings			X		X							
Service Changes			X		X							
Senior Outreach Program - Mobility Options Presentaitons		X							X			
Daycation									X			
Blossom Hill Station Transit Oriented Development		X	X	X	X	X						
Eastridge to BART Regional Connector - Construction Notice			X	X	X	X						
Eastridge to BART Regional Connector - Fact Sheet Update	X			X								
Santa Clara Station Transit Oriented Development	X	X	X	X	X	X				X		
SR 25 Fact Sheet	X			X								
Tamien Station Access Study			X	X	X	X		X	X	X	X	

Updated in 2020

## APPENDIX I - LEP Efforts by Project per Year (Continued)

~ 2020* ~ PROJECT NAME	Materials provided to LEP community										Provided for/at Meetings		
	Fact Sheet	PowerPoint Presentation	Flyer	Website/microsite	Notice/postcard	Social Media Post(s)	TakeOne	Survey	Other	Language Interpreters	Posters	Printed Materials	
SR 237-Calaveras Blvd. Near Term Improvements													
SV Express Lanes - US101/SR85 Phase 3	X												
SV Express Lanes - US101/SR85 Phase 4													
SV Express Lanes - US101/880/237 Phase 5													
I-280/Foothill Expressway Ramp Improvements													
I-280/Winchester Boulevard Interchange Improvement	X				X				X				
SR 237 Middlefield Rd interchange improvement													
I-880/Stevens Creek Interchange Landscaping Project													
SR 17 Corridor Congestion Relief													
Bus Stop Improvements													
Curtner Station													
Cerone													
Berryessa													
Gilroy													
Branham													
Capitol													
Montague Pedestrian Overcrossing	X				x								
Meridian Ave Bridge Inspection					x								
Steven's Creek corridor study													
Central Bikeway Study	X	X	X	X	x	x			x				
US 101/Blossom Hill Road Interchange Improvement	X		X		x								
I-280 Wolfe Road Interchange Improvement	X		X		x								
US 101/De La Cruz Blvd/Trimble Road Interchange	X												
SR 152 Trade Corridor													
US 101/SR 25 Interchange Improvement - Phase 1	X												
2021 Transit Service Plan	X	X	X	X	x	x			x	x	x		
SR-85 Guideway Study	X				x								
Eastridge to BART Regional Connector Project (Kathleen Podrasky)	X	X	X	X	X	X			x				
Rail Replacement & Rehabilitation Program (Phase 7)					x								
TPSS Replacement Program (Phase 3)					x								
Noise Reduction Program on SR 85 (Phase 2)	X												
Mathilda Avenue Improvements at SR 237 and US 101			X										
Double Lane Southbound US 101 Off-Ramp to Southbound SR 87													
101 Story Rd ramp metering (included in the 87 Double Lane contract)													
US 101/Zanker Rd/Skyport Dr/N 4th St Interchange													
I-680 Soundwalls													
US 101 SB/San Antonio/Charleston/Rengstorff													
I-280 Soundwalls (SR 17 near Los Gatos Creek)													
Mathilda Avenue Improvements Landscaping													
Tamien Station TOD Access Study			X	X	X	X		X	X	X	X		
Blossom Hill Station TOD		X	X	X	X	x		X		x			
Santa Clara Transit (Caltrain -not BART)			X	x	x	x				x			
BART Phase II Small Business Survey				x		x			x				
BART Phase II Historic Building Surveys	X		X	x									
BART Phase II Geotechnical Field Work				x	x								
BART Phase II Access & Service Needs Survey								X	x				
BART Phase I Youth Art Contest									X				
BART Phase I Energization Reminder				x	x	x							
BART Phase I Noise, Vibration, and Environmental	X												
COVID-19 Campaign			X		X								
Reopening Campaign			X		X								
Senior Outreach Program - Mobility Options Presentations		X							X				

\* To Sept. 1, 2020

# Appendix I – Fact Sheets and Advertising for Sample Projects

## Fact Sheets

Per VTA's Title VI policy, all project Fact Sheets are translated into the five languages most common languages in Santa Clara County:

- Spanish
- Vietnamese
- Chinese
- Korean
- Tagalog

## Translations/Interpretation Examples by Project

### Eastridge to BART Regional Connector

In 2018 the Second Supplemental Environmental Impact Report was being updated, and VTA hosted two community meetings in June and October. In addition to a mailer that was provided in multiple languages sent in the targeted area, translated notices were placed in local ethnic newspapers to reach the Spanish, Vietnamese, Chinese, and Filipino communities. This is standard, with few exceptions, for VTA Capitol Project campaigns Environmental Phase(s). Additionally, the notice was posted on VTA's website, sent via social media, partner posts, Next door, etc. The main points are the translations and ethnic newspapers.

The VTA-hosted community meetings employed Spanish and Vietnamese simultaneous interpretation.

Subsequent community group/neighborhood association meetings have included Spanish interpretation. No other languages have been requested or required to date.

The language line is used frequently on this project, most recently in September 2020 to connect with a Vietnamese business stakeholder. The language line is a phone in, third party interpreter that VTA staff can utilize in the field, or on phone calls in the office. The same language line is used by VTA Customer Service.

In 2020 a Stakeholder Working Group (SWG) was created. Each SWG member represents the unique constituencies of the project area. This group will provide another level of assurance that outreach reaches the LEP community of the project area.

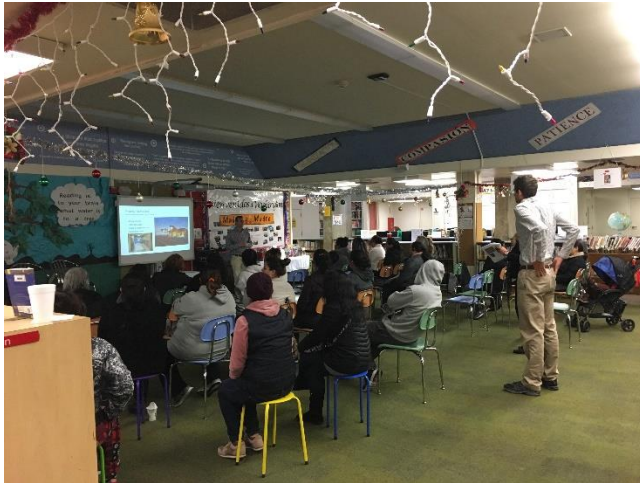
### Alum Rock-Santa Clara Bus Rapid Transit

Following the FTA guideline for translations, five percent or 1000 of the targeted population, the *Alum Rock-Santa Clara Bus Rapid Transit (AR-SC BRT)* project area translated newsletters and construction advisories in Spanish, Vietnamese, Chinese and Tagalog. Upon request and recognizing the need, we

included Portuguese, and Cambodian translations, although the populations themselves were under five percent and under 1000 of the targeted population.

**Transit Oriented Development (TOD)**

Tamien Station TOD – (2018) All-Spanish presentation was given to the Madre e Madre group to communicate more about the future development and affordable housing opportunities.



2019 and 2020 Tamien Station Access Study included pop-up events at the Tamien Transit Center, local farmers market, and in front of a Spanish grocery store. The events included at least one Spanish speaking staff member. All material, and the surveys for each event, were available in Spanish and Vietnamese.



Updated in 2020

# FACT SHEET: *Transit*

## Eastridge to BART Regional Connector – Capitol Expressway Light Rail Project

### Overview

This project will extend light rail on Capitol Expressway from the Alum Rock Station to the Eastridge Transit Center, providing a regional connection to BART. The light rail tracks will be on an elevated guideway with grade separations at Capitol Avenue, Story Road, Ocala Avenue, Cunningham Avenue, and Tully Road. The Eastridge extension will include a light rail station at Story Road that is elevated and accessed by a pedestrian overcrossing and an Eastridge station at-grade next to the Eastridge Transit Center.

### Background

The Eastridge to BART Regional Connector Project is part of the larger Capitol Expressway Transit Improvement Project that transforms Capitol Expressway into a multi-modal boulevard offering bus rapid transit (BRT), light rail transit, and safe connections to the regional transit system. VTA first addressed pedestrian access and improved safety measures along the expressway between Quimby Road and Capitol Avenue. This was completed in fall 2012 and included new sidewalks, pedestrian and street lighting, and a landscaping buffer. This was followed by the reconstruction of the Eastridge Transit Center which was completed in 2015. The final portion will extend light rail from the existing Alum Rock Light Rail Station to the Eastridge Transit Center.

### Project Status:

In June 2016 VTA Board of Directors approved funding to complete design, acquire right of way and relocate utilities.



*Continued*

### Project Funding Partners



**REGIONAL MEASURE 3**





### **Project Schedule:**

Environmental Certification .....	Summer 2019
Final Design .....	Spring 2020
Right of Way Acquisition .....	Complete Fall 2020
Utility Relocation .....	Begin Spring 2020 through Late Fall 2020
Construction .....	Begin Late Fall 2020 through Late Fall 2024

### **Project Cost**

\$453 million for design, right of way, utilities and construction. Funding is allocated from the following sources:

2000 Measure A .....	\$314M
Regional Measure 3.....	\$130M
SB-1 .....	\$9M

### **How to Reach Us**

If you have any questions about the Eastridge to BART Regional Connector Project, please visit [www.vta.org/eastridgetobart](http://www.vta.org/eastridgetobart), or contact VTA's Community Outreach Department at (408) 321-7575, TTY for the hearing-impaired (408) 321-2330. You may also visit us on the web at [www.vta.org](http://www.vta.org), or e-mail us at [community.outreach@vta.org](mailto:community.outreach@vta.org).



# Tờ Thông tin: **Giao thông**

## Dự án Đường Xe điện Capitol Expressway Kết nối Khu vực Eastridge tới BART

### Tổng Quan

Dự án này sẽ mở rộng tuyến đường xe điện trên Đường cao tốc Capitol Expressway từ Trạm Alum Rock đến Trung tâm Giao thông Eastridge, tạo nên sự kết nối khu vực với BART. Các đường sắt cao tốc sẽ nằm trên một đường dẫn trên cao với các lớp tách biệt tại Capitol Avenue, Story Road, Ocala Avenue, Cunningham Avenue, và Tully Road. Phần mở rộng của Eastridge sẽ bao gồm trạm xe điện ở Story Road ở trên cao và có thể tiếp cận bằng cầu vượt dành cho người đi bộ và trạm Eastridge gần Trung tâm Giao thông Eastridge.

### Bối cảnh

Dự án Kết nối Khu vực Eastridge tới BART là một phần của Dự án Cải tiến Đường cao tốc Capitol Expressway lớn hơn, chuyển Capitol Expressway thành đại lộ đa phương thức, cung cấp dịch vụ giao thông xe buýt nhanh (BRT), xe điện và kết nối an toàn với hệ thống giao thông khu vực. VTA trước tiên đã giải quyết việc tiếp cận của người đi bộ và các biện pháp an toàn được cải thiện dọc theo đường cao tốc giữa Quimby Road và Capitol Avenue. Việc này đã được hoàn tất vào mùa thu năm 2012 và bao gồm cả vỉa hè mới, phần đường cho người đi bộ và đèn đường, và một phần đệm cảnh quan. Việc này được thực hiện sau việc xây dựng lại Trung tâm Giao thông Eastridge, hoàn thành vào năm 2015. Phần cuối cùng sẽ mở rộng tuyến đường xe điện từ Trạm Xe điện Alum Rock hiện có tới Trung tâm Giao thông Eastridge.

### Tình trạng của dự án:

Tháng 6 năm 2016, Ban Giám đốc VTA đã phê duyệt kinh phí để hoàn thành thiết kế, mua mặt bằng và di chuyển các tiện ích.



Tiếp tục

### Các Đối Tác Tài Trợ Cho Dự Án





### **Tiến Độ Dự Án:**

Chứng nhận môi trường .....	Hè 2019
Bản thiết kế cuối cùng .....	Xuân 2020
Giải phóng mặt bằng .....	Hoàn thành vào Thu 2020
Di dời tiện ích .....	Bắt đầu từ Xuân 2020 đến Cuối Thu 2020
Xây dựng .....	Bắt đầu từ Cuối Thu 2020 tới Cuối Thu 2024

### **Chi Phí Dự Án**

453 triệu USD được sử dụng vào thiết kế, giải phóng mặt bằng, tiện ích và xây dựng. Kinh phí được phân bổ từ các nguồn sau:

2000 Biện pháp A.....	314 triệu USD
Biện pháp khu vực 3 .....	130 triệu USD
SB-1 .....	9 triệu USD

### **Làm thế nào để liên lạc với chúng tôi**

Nếu bạn có bất kỳ câu hỏi nào về dự án Kết nối Eastridge tới BART, vui lòng truy cập [www.vta.org/eastridgetobart](http://www.vta.org/eastridgetobart) hoặc liên lạc với Ban Tiếp cận Cộng đồng của VTA theo số (408) 321-7575, TTY cho người khiếm thính (408) 321-2330. Bạn cũng có thể ghé thăm trang web [www.vta.org](http://www.vta.org), hoặc e-mail cho chúng tôi tại [community.outreach@vta.org](mailto:community.outreach@vta.org).





# 기본정보: 환승 교통

## Eastridge 에서 BART 지역 커넥터 Capitol Expressway 경전철 프로젝트

### 개요

이 프로젝트에서는 Capitol Expressway 상의 경전철을 Alum Rock 역에서 Eastridge 교통 센터까지 연장하여 BART까지 연계되도록 합니다. 이 경전철 선로는 Capitol Avenue, Story Road, Ocala Avenue, Cunningham Avenue 및 Tully Road에서 입체 교차식 고가 가이드웨이에 놓이게 됩니다. Eastridge 연장 프로젝트에는 Story Road에 보행자의 육교 접근이 가능한 고가의 경전철역과 Eastridge 환승 교통 센터 옆의 지상 Eastridge 역이 포함됩니다.

### 배경

Eastridge 에서 BART 지역 커넥터 프로젝트는 Capitol Expressway 를 간선급행버스 (BRT), 경전철 및 지역 교통 체계로의 안전한 연결을 제공하는 다양한 교통수단 도로로 변경시키는 Capitol Expressway 교통 개선 프로젝트의 주요 일부입니다. VTA 는 보행자 접근을 해결하고 Capitol Expressway 상의 Quimby Road 와 Capitol Avenue 구간의 안전 조치를 개선하였습니다. 이것은 2012년 가을에 완료되었으며 새로운 보도, 보행자 및 가로등과 가로수 도로 완충물이 건설되었습니다. 이후 2015년에 Eastridge 환승 교통 센터가 재건설 되었습니다. 마지막 구간은 경전철을 기존 Alum Rock 경전철역에서 Eastridge 환승 교통 센터까지 연장합니다.

### 프로젝트 현황:

2016 년 6 월, VTA 이사회는 설계 완료, 통행 우선권 확보 및 유틸리티의 위치 변경을 위한 자금 제공을 승인하였습니다.



계속

### 프로젝트 기금 후원 파트너





**프로젝트 일정:**

환경 인증 .....	2019 년 여름
최종 설계 .....	2020 년 봄
우선 통행권 획득 .....	2020 년 가을 완료
유틸리티 재배치 .....	2020 년 봄에 시작하여 2020 년 가을 후반 완료
공사 .....	2020 후반 가을 시작하여 2024 년 후반까지 완료

**프로젝트 비용**

설계, 통행 우선권, 유틸리티 및 공사에 대해 4억 5천 3백만불. 아래 자금원에서 배정:

2000 법안 A (2000 Measure A) .....	3억 1천 4백만불
Regional Measure 3 .....	1억 3천만불
SB-1 .....	9백만불

**연락 방법**

Eastridge 부터 BART 지역 커넥터 프로젝트에 대한 질문이 있으시면 [www.vta.org/eastridgetobart](http://www.vta.org/eastridgetobart) 를 방문하시거나 VTA 의 커뮤니티 아웃리치 부서에 (408) 321-7575로, 청각 장애를 위한 TTY는 (408) 321-2330 로 연락주시기 바랍니다. [www.vta.org](http://www.vta.org) 를 방문하시거나 [community.outreach@vta.org](mailto:community.outreach@vta.org) 로 이메일 주셔도 됩니다.

Updated in 2020

# Appendix I - 2019 New Transit Service Plan Translated Document Samples

**Dates:** October to December 2019

**Description:** Multimedia campaign promoting VTA's new service changes that took place in December 2019.

**Translated items:** Carcards and Print ads translated into Spanish, Vietnamese, Korean, and Chinese, copy translated and used in TVM posters, bus stop signs, and other printed materials

**Collateral shown below:** Carcard, print ads, and bus stop notices (informational and closure notice).

<b>RIDERS NOTICE</b>	<b>AVISO PARA LOS PASAJEROS</b>
<p><b>VTA's New Service</b> Arriving December 28, 2019</p> <p><i>Your current route may be changing.</i></p> <p><b>MORE FREQUENT SERVICE</b> 15 minutes or less = Less time waiting</p> <p><b>MORE USEFUL CONNECTIONS</b> Your destination is closer to transit</p> <p><b>MORE OPTIONS</b> Soon you can take VTA to connect to BART at Milpitas or Berryessa</p>	<p><b>El nuevo servicio de VTA</b> Se iniciará el 28 de diciembre de 2019</p> <p><i>Puede ser que haya cambios en su línea actual.</i></p> <p><b>SERVICIO MÁS FRECUENTE</b> 15 minutos o menos = menos tiempo de espera</p> <p><b>CONEXIONES MÁS ÚTILES</b> Su destino estará más cerca del transporte público</p> <p><b>MÁS OPCIONES</b> Pronto podrá tomar el servicio de VTA para conectarse a BART en Milpitas o en Berryessa</p>
<p>REMOVAL DATE 2/28/20 <a href="http://newservice.vta.org">newservice.vta.org</a> • (408) 321-2300 • TTY (408) 321-2330 </p>	

## RIDERS NOTICE

### VTA's New Service

Arriving December 28, 2019

**Your current route may be changing.**

#### MORE FREQUENT SERVICE

15 minutes or less = Less time waiting

#### MORE USEFUL CONNECTIONS

Your destination is closer to transit

#### MORE OPTIONS

Soon you can take VTA to connect to BART at Milpitas or Berryessa

## AVISO PARA LOS PASAJEROS

### El nuevo servicio de VTA

Se iniciará el 28 de diciembre de 2019

**Puede ser que haya cambios en su línea actual.**

#### SERVICIO MÁS FRECUENTE

15 minutos o menos = menos tiempo de espera

#### CONEXIONES MÁS ÚTILES

Su destino estará más cerca del transporte público

#### MÁS OPCIONES

Pronto podrá tomar el servicio de VTA para conectarse a BART en Milpitas o en Berryessa

For more information/Para obtener más información:

[newservice.vta.org](http://newservice.vta.org)      
(408) 321-2300 TTY (408) 321-2330



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## 乘客公告

### VTA 新服務

自 2019 年 12 月 28 日起

**目前路線可能將有變動**

#### 服務班次增加

15 分鐘以下 = 候車時間減少

#### 連接站點更方便

您的目的地離公共交通更近

#### 選擇更多

不久將可乘搭 VTA 前往 Milpitas 或 Berryessa 的 BART 車站

## THÔNG BÁO CHO NGƯỜI ĐI XE

### Dịch vụ mới của VTA

Sẽ có hiệu lực ngày 28 tháng 12 năm 2019

**Tuyến đường hiện tại của bạn có thể thay đổi.**

#### DỊCH VỤ THƯỜNG XUYÊN HƠN

15 phút hoặc ít hơn = thời gian chờ đợi ít hơn

#### CÁC KẾT NỐI HỮU DỤNG HƠN

Điểm đến của bạn gần giao thông công cộng hơn

#### CÁC LỰA CHỌN KHÁC

Bạn sớm có thể sử dụng VTA để kết nối với BART tại Milpitas hoặc Berryessa

欲索取資料/Để biết thêm thông tin:

[newservice.vta.org](http://newservice.vta.org)      
(408) 321-2300 TTY (408) 321-2330



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# Dịch Vụ Hoàn Toàn Mới của VTA



## Xe Điện VTA

Xe Điện hiện sẽ có ba lộ trình riêng biệt, được đánh số theo màu sắc, và lộ trình Da Cam mới sẽ dễ dàng kết nối Khu Trung Tâm Thành Phố Mountain View, tới Milpitas Transit Center. Trong các giờ cao điểm vào ngày thường trong tuần, xe sẽ chạy 15 phút một lần và các giờ cao điểm cuối tuần sẽ có xe chạy 20 phút một lần.

### Lộ trình Da Cam – Alum Rock đến Mountain View

- Nối chuyến tại Baypointe cho Lộ trình Xanh Dương
- Nối chuyến tại Champion, Lick Mill, Great America hoặc Old Ironsides cho Lộ trình Xanh Lá Cây

### Lộ trình Xanh Dương – Santa Teresa đến Baypointe

### Lộ trình Xanh Lá Cây – Winchester đến Old Ironsides

### Các thay đổi khác về Xe Điện

- Đoạn xe điện từ Ohlone/Chynoweth đến Oakridge sẽ ngừng hoạt động và hiện sẽ có xe Lộ trình 64a phục vụ
- Trạm I 880/Milpitas được đổi tên thành trạm Alder
- Montague Station được đổi tên thành Milpitas Station
- Lộ trình xe buýt 60 mới sẽ phục vụ SJC, Valley Fair/Santana Row, Khu Trung Tâm Thành Phố Campbell và Milpitas Transit Center.
- Chỉ có các hành khách lên xe từ SJC mới được đi xe chạy lộ trình 60 miễn phí.

## Mạng Lưới Xe Chạy Thường Xuyên

Mạng Lưới Xe Chạy Thường Xuyên của VTA sẽ vận hành 15 phút một lần hoặc nhanh hơn vào các ngày thường trong tuần từ 6:30 sáng đến 6:30 chiều và 15 đến 30 phút một lần vào các ngày cuối tuần.

**Lộ trình Tốc Hành 500** – Diridon Station đến Santa Clara/6th

**Lộ trình Tốc Hành 522** – Palo Alto Transit Center đến Eastridge Transit Center

**Lộ trình Tốc Hành 523** – Lockheed Martin Transit Center đến Berryessa Transit Center

**Lộ trình 22** – Palo Alto Transit Center đến Eastridge Transit Center

**Lộ trình 23** – De Anza College đến Alum Rock Transit Center

**Lộ trình 25** – De Anza College đến Alum Rock Transit Center

**Lộ trình 26** – West Valley College đến Eastridge Transit Center

**Lộ trình 57** – Old Ironsides Station đến West Valley College

**Lộ trình 60** – Milpitas Transit Center đến Winchester Transit Center

**Lộ trình 61** – Good Samaritan Hospital đến Sierra & Piedmont (qua King/Mabury)

**Lộ trình 64** – Almaden & Crown đến McKee & White

**Lộ trình 66** – Kaiser San Jose đến Milpitas/Dixon Road

**Lộ trình 68** – Gilroy Transit Center đến San Jose Diridon Station

**Lộ trình 70** – Eastridge Transit Center đến Milpitas Transit Center

**Lộ trình 72** – Senter & Monterey đến Khu Trung Tâm Thành Phố San Jose

**Lộ trình 73** – Monterey & Branham đến Khu Trung Tâm Thành Phố San Jose

**Lộ trình 77** – Eastridge Transit Center đến Milpitas Transit Center

## Các Lộ Trình Được Cải Tiến

**Lộ trình 20** – Sunnyvale Caltrain Station đến Milpitas Transit Center; xe chạy 15 phút một lần vào các giờ giao thông cao điểm và 30 phút một lần vào giữa ngày.

**Lộ trình 21** – Stanford Shopping Center đến trạm Santa Clara Caltrain; hợp nhất Lộ trình 35 và Lộ trình 32 trước đây thành một lộ trình duy nhất.

**Lộ trình 51** – Moffett Field đến West Valley College; xe chạy mỗi giờ vào các ngày trong tuần

**Lộ trình 56** – Lockheed Martin Transit Center đến Tamien Station; xe chạy 30 phút một lần vào các ngày trong tuần và ngày cuối tuần.

**Lộ trình 59** – Old Ironsides Station đến Valley Fair Transit Center; xe chạy 30 phút một lần vào các ngày thường trong tuần và mỗi giờ vào các ngày cuối tuần.

### Các tuyến xe buýt đã bị ngưng lại hay thay đổi:

Các tuyến 17, 34, 45, 58, 88; Các tuyến giới hạn 304, 321, 328 và 330; Xe Buýt Tốc Hành 120, 140 và 180 sẽ bị ngưng lại. Xe Buýt Tốc Hành 181 sẽ tiếp tục hoạt động cho đến khi dịch vụ BART mở cửa. Vui lòng Liên lạc với VTA để có các lựa chọn khác.

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**[newservice.vta.org](http://newservice.vta.org) (408) 321-2300 TTY (408) 321-2330**

# RIDERS NOTICE

## Major service changes effective December 28, 2019



**Bus service will be  
discontinued at this location.**

**For more information: (408) 321-2300  
or [newservice.vta.org](http://newservice.vta.org)**

### AVISO

**Grandes cambios  
al servicio  
efectivos a  
partir del 28 de  
diciembre de  
2019.**

**El servicio de  
autobús  
se discontinuará  
en esta parada.**

**Para más  
información:  
(408) 321-2300 ó  
[newservice.vta.org](http://newservice.vta.org)**

### 乘客公告

**重大服務變更2019  
年12月28日生效。**

**本地點公車服務將  
停止營運。**

**欲瞭解更多資訊：**

**(408) 321-2300  
或  
[newservice.vta.org](http://newservice.vta.org)**

### THÔNG BÁO CHO NGƯỜI ĐI XE

**Các thay đổi dịch  
vụ chính có hiệu  
lực từ ngày 28  
tháng 12 năm  
2019.**

**Dịch vụ xe buýt sẽ  
ngừng hoạt động  
tại địa điểm này.**

**Để biết thêm  
thông tin:  
(408) 321-2300  
hoặc  
[newservice.vta.org](http://newservice.vta.org)**

**[newservice.vta.org](http://newservice.vta.org)      
(408) 321-2300 TTY (408) 321-2330**

 Valley  
Transportation  
Authority  
*Solutions that move you*

# RIDERS NOTICE

## VTA's New Service

Arriving December 28, 2019

*Your current route may be changing.*

### MORE FREQUENT SERVICE

15 minutes or less = Less time waiting

### MORE USEFUL CONNECTIONS

Your destination is closer to transit

### MORE OPTIONS

Soon you can take VTA to connect to BART at Milpitas or Berryessa

#### AVISO PARA LOS PASAJEROS

#### El nuevo servicio de VTA

Se iniciará el 28 de  
diciembre de 2019

*Puede ser que haya cambios  
en su línea actual.*

#### SERVICIO MÁS FRECUENTE

15 minutos o menos = menos  
tiempo de espera

#### CONEXIONES MÁS ÚTILES

Su destino estará más cerca del  
transporte público

#### MÁS OPCIONES

Pronto podrá tomar el servicio de  
VTA para conectarse  
a BART en Milpitas o en Berryessa

#### 乘客公告

#### VTA 新服務

自 2019 年 12 月 28 日起

目前路線可能將有變動

#### 服務班次增加

15 分鐘以下 = 候車時間減少

#### 連接站點更方便

您的目的地離公共交通更近

#### 選擇更多

不久將可乘搭 VTA  
前往 Milpitas 或 Berryessa  
的 BART 車站

#### THÔNG BÁO CHO NGƯỜI ĐI XE

#### Dịch vụ mới của VTA

Sẽ có hiệu lực ngày 28  
tháng 12 năm 2019

*Tuyến đường hiện tại của bạn  
có thể thay đổi.*

#### DỊCH VỤ THƯỜNG XUYÊN HƠN

15 phút hoặc ít hơn = thời gian  
chờ đợi ít hơn

#### CÁC KẾT NỐI HỮU DỤNG HƠN

Điểm đến của bạn gần giao thông công  
cộng hơn

#### CÁC LỰA CHỌN KHÁC

Bạn sớm có thể sử dụng VTA để kết nối  
với BART tại Milpitas hoặc Berryessa

For more information/Para obtener más información/欲索取資料/Để biết thêm thông tin:

[newservice.vta.org](http://newservice.vta.org) f t i

(408) 321-2300 TTY (408) 321-2330



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# Nuevo servicio de VTA

## Tranvía de VTA

El Tranvía tendrá ahora tres líneas distintas que estarán codificadas por color, y la nueva línea naranja conectará fácilmente el centro de Mountain View y Milpitas Transit Center. Durante las horas pico de lunes a viernes, el servicio funcionará cada 15 minutos, y en las horas pico en fines de semana funcionará cada 20 minutos.

### Línea naranja: de Alum Rock a Mountain View

- Traslado en Baypointe hacia la línea azul
- Traslado en Champion, Lick Mill, Great America o Old Ironsides hacia la línea verde

### Línea azul: de Santa Teresa a Baypointe

### Línea verde: de Winchester a Old Ironsides

### Otros cambios en los tranvías

- El segmento de tranvía de Ohlone/Chynoweth a Oakridge será suspendido y quedará cubierto por la línea 64a.
- El nuevo nombre de la estación I 880/Milpitas es la estación Alder.
- El nuevo nombre de la estación Montague es la estación Milpitas.
- La nueva línea de autobuses 60 dará servicio a SJC, Valley Fair/Santana Row, Downtown Campbell y la estación de Milpitas Transit Center.
- Solo los pasajeros que aborden la línea 60 desde SJC lo harán gratuitamente.

## La red frecuente

La red frecuente de VTA operará cada 15 minutos o menos de lunes a viernes entre las 6:30 a. m. y las 6:30 p. m., y cada 15 a 30 minutos los fines de semana.

**Rapid 500** - de la estación Diridon a la Santa Clara/6th

**Rapid 522** - del centro de trasbordos Palo Alto Transit Center al centro de trasbordos Eastridge Transit Center

**Rapid 523** - del centro de trasbordos Lockheed Martin Transit Center a la estación de Berryessa Transit Center

**Route 22** - del centro de trasbordos Palo Alto Transit Center al centro de trasbordos Eastridge Transit Center

**Route 23** - de De Anza College al centro de trasbordos Alum Rock Transit Center

**Línea 25** - de De Anza College al centro de trasbordos Alum Rock Transit Center

**Línea 26** - de West Valley College al centro de trasbordos Eastridge Transit Center

**Línea 57** - de la estación Old Ironsides a West Valley College

**Línea 60** - de la estación de Milpitas Transit Center al centro de trasbordos Winchester Transit Center

**Línea 61** - del Hospital Good Samaritan a Sierra y Piedmont (vía King/Mabury)

**Línea 64** - de Almaden & Crown a McKee & White

**Línea 66** - de Kaiser San Jose a Milpitas/Dixon Road

**Línea 68** - del centro de trasbordos Gilroy Transit Center a la estación San Jose Diridon

**Línea 70** - del centro de trasbordos Eastridge Transit Center a la estación de Milpitas Transit Center

**Línea 72** - de Senter & Monterey al centro de San José

**Línea 73** - de Monterey & Branham al centro de San José

**Línea 77** - del centro de trasbordos Eastridge Transit Center a la estación de Milpitas Transit Center

## Líneas mejoradas

**Línea 20:** de la estación de Caltrain Sunnyvale a la estación de Milpitas Transit Center; frecuencia de 15 minutos durante periodos de mayor tránsito y frecuencia de 30 minutos a mediodía.

**Línea 21:** del Centro Comercial Stanford a la estación de Caltrain Santa Clara; la fusión en una sola línea de las anteriores Línea 35 y Línea 32.

**Línea 51:** de Moffett Field a West Valley College; servicio cada hora de lunes a viernes.

**Línea 56:** del centro de trasbordos Lockheed Martin Transit Center a la estación Tamien; servicio cada 30 minutos de lunes a viernes y fines de semana.

**Línea 59:** de la estación Old Ironsides al centro de trasbordos Valley Fair Transit Center; frecuencia de 30 minutos de lunes a viernes y a cada hora en fines de semana.

### Rutas de autobús que han sido descontinuadas o cambiadas:

Las rutas 17, 34, 45, 58, 88; las rutas limitadas 304, 321, 328 y 330; y los autobuses express 120, 140 y 180 serán descontinuados. El autobús express 181 continuará operando hasta que se abra el servicio BART. Contacte a VTA para informarse sobre otras opciones.

1911-2000

[newservice.vta.org](http://newservice.vta.org)

(408) 321-2300 • TTY (408) 321-2330





# Draft 2019 New Transit Service Plan

2019 Nuevo Plan de Tránsito  
 2019 Kế hoạch vận chuyển mới  
 2019 Bagong Layunin ng Transit  
 2019年新運輸計劃  
 2019 새로운 대중 교통 계획



VTA Light Rail Routes		Weekday		Saturday		Sunday/Holiday	
		Hours of Operation	Frequency	Hours of Operation	Frequency	Hours of Operation	Frequency
		Horario de operación	Frecuencia del servicio	Horario de operación	Frecuencia del servicio	Horario de operación	Frecuencia del servicio
		Giờ Làm Việc	Tần Suất Hoạt Động	Giờ Làm Việc	Tần Suất Hoạt Động	Giờ Làm Việc	Tần Suất Hoạt Động
		營運時間	頻率	營運時間	頻率	營運時間	頻率
		운행시간	빈발	운행시간	빈발	운행시간	빈발
		Mga Oras na Dumadaan	dalas	Mga Oras na Dumadaan	dalas	Mga Oras na Dumadaan	dalas
<b>B Blue</b>	Baypointe LRT Station - Santa Teresa LRT Station	4:30a - 1:30a	15 min	5:00a - 1:30a	20 min	5:00a - 12:30a	20 min
<b>G Green</b>	Old Ironsides LRT Station - Winchester LRT Station	5:00a - 12:00a	15 min	6:30a - 12:00a	20 min	6:30a - 12:00a	20 min
<b>O Orange</b>	Mountain View Transit Center - Alum Rock Transit Center	5:00a - 1:00a	15 min	6:00a - 1:00a	20 min	6:00a - 12:00a	20 min
VTA Rapid Bus Routes							
<b>500</b>	Diridon Station - Berryessa BART Station	4:30a - 1:30a	7.5 min	6:00a - 1:30a	20 min	8:00a - 1:30a	20 min
<b>522</b>	Palo Alto Transit Center - Eastridge Transit Center	5:00a - 11:00p	12 min	6:00a - 11:00p	15 min	6:00a - 10:00p	15 min
<b>523</b>	Lockheed Martin Transit Center - Berryessa BART	5:30a - 10:30p	15 min	6:00a - 10:30p	15 min	7:00a - 10:00p	15 min
VTA Frequent Bus Routes							
<b>22</b>	Palo Alto Transit Center - Eastridge Transit Center	4:00a - 1:00a	15 min	4:00a - 1:00a	15 min	4:00a - 1:00a	15 min
<b>23</b>	De Anza College - Alum Rock Transit Center	5:00a - 1:00a	15 min	6:00a - 1:00a	15 min	6:00a - 1:00a	15 min
<b>25</b>	De Anza College - Alum Rock Transit Center	5:30a - 12:00a	12 min	6:00a - 12:00a	15 min	6:00a - 12:00a	15 min
<b>26</b>	West Valley College - Eastridge Transit Center	5:30a - 12:00a	15 min	6:30a - 12:00a	20 min	7:30a - 11:00p	20 min
<b>57</b>	West Valley College - Old Ironsides LRT Station	5:30a - 11:00p	15 min	6:30a - 11:00p	20 min	7:30a - 10:00p	30 min
<b>60</b>	Downtown Campbell - SJC Airport - Milpitas BART	5:00a - 11:30p	15 min	5:00a - 11:30p	20 min	5:00a - 11:30p	20 min
<b>61</b>	Good Samaritan Hospital - Berryessa BART - Sierra/Piedmont	5:30a - 11:00p	15 min	6:30a - 10:00p	20 min	7:30a - 10:00p	20 min
<b>64</b>	Almaden LRT Station - McKee/White	5:30a - 12:00a	15 min	6:30a - 12:00a	30 min	7:00a - 11:00p	30 min
<b>66</b>	Milpitas/Dixon - Kaiser San Jose	5:00a - 12:00a	15 min	6:00a - 12:00a	20 min	6:00a - 12:00a	20 min
<b>68</b>	Diridon Station - Gilroy Transit Center	4:30a - 12:00a	15 min	5:00a - 12:00a	20 min	5:00a - 12:00a	20 min
<b>70</b>	Capitol LRT Sta. - Berryessa BART Sta. - Milpitas BART Sta.	5:30a - 12:00a	15 min	6:30a - 12:00a	20 min	6:30a - 10:00p	20 min
<b>72</b>	Downtown San Jose - Senter/Monterey via McLaughlin	5:30a - 12:00a	15 min	6:30a - 12:00a	20 min	7:30a - 11:00p	30 min
<b>73</b>	Downtown San Jose - Senter/Monterey via Senter	5:30a - 12:00a	15 min	6:30a - 12:00a	20 min	7:30a - 11:00p	30 min
<b>77</b>	Milpitas BART Station - Eastridge Transit Center	5:30a - 11:00p	15 min	6:30a - 11:00p	20 min	6:30a - 11:00p	30 min
VTA Local Bus Routes							
<b>20*</b>	Sunnyvale Transit Center - Milpitas BART	5:30a - 8:30p	15 min	-	-	-	-
<b>21</b>	Palo Alto Transit Center - Santa Clara Caltrain Station	5:30a - 9:30p	30 min	8:00a - 8:00p	40-45 min	9:00a - 8:00p	60 min
<b>27</b>	Winchester Transit Center - Kaiser San Jose	6:00a - 9:00p	30 min	7:00a - 8:00p	40-45 min	8:00a - 7:30p	60 min
<b>31</b>	Evergreen Valley College - Eastridge Transit Center	6:30a - 10:00p	30 min	8:30a - 6:30p	60 min	-	-
<b>37</b>	West Valley College - Capitol LRT Station	6:30a - 6:30p	60 min	-	-	-	-
<b>39</b>	Eastridge Transit Center - The Villages	6:30a - 6:30p	60 min	9:00a - 6:00p	60 min	9:00a - 6:00p	60 min
<b>40</b>	Foothill College - Downtown Mountain View	6:30a - 10:00p	30 min	8:00a - 7:00p	40-45 min	9:00a - 5:30p	40-45 min
<b>42</b>	Santa Teresa LRT - Evergreen Valley College	6:30a - 6:30p	60 min	-	-	-	-
<b>44/47</b>	Milpitas BART Station - McCarthy Ranch	6:00a - 9:00p	30 min	8:00a - 8:00p	40-45 min	8:00a - 7:30p	60 min
<b>51*</b>	Moffett Field - De Anza College - West Valley College	6:30a - 6:30p	30 min	-	-	-	-
<b>52</b>	Foothill College - Downtown Mountain View	7:00a - 9:00p	30 min	-	-	-	-
<b>53</b>	Downtown Sunnyvale - Santa Clara Caltrain Station	6:30a - 8:00p	30 min	-	-	-	-
<b>55</b>	De Anza College - Old Ironsides LRT Station	5:30a - 10:00p	30 min	7:30a - 9:00p	30 min	8:00a - 8:00p	30 min
<b>56</b>	Lockheed Martin Transit Center - Tamien LRT Station	5:30a - 10:00p	30 min	7:00a - 10:00p	30 min	8:00a - 9:00p	30 min
<b>59</b>	Baypointe LRT - Santa Clara Caltrain - Valley Fair	6:00a - 10:00p	30 min	8:00a - 8:00p	60 min	8:00a - 6:30p	60 min
<b>63</b>	Kooser/Blossom Hill - San Jose State University	6:00a - 9:00p	30 min	8:00a - 7:00p	60 min	9:00a - 6:00p	60 min
<b>71</b>	Milpitas BART Station - Eastridge Transit Center - Capitol LRT	5:30a - 10:00p	30 min	7:00a - 10:00p	30 min	7:30a - 9:00p	30 min
<b>80</b>	Ohlone-Chynoweth Station - Almaden Station	6:00a - 10:30p	30 min	8:00a - 10:00p	30 min	8:00a - 8:00p	30 min
<b>84/85</b>	Gilroy Circulator Clockwise/Counterclockwise	6:30a - 6:30p	60 min	9:00a - 6:00p	60 min	9:00a - 6:00p	60 min
<b>86</b>	Downtown Gilroy - Gavilan College	7:00a - 10:00p	30 min	-	-	-	-
<b>87</b>	Morgan Hill (No Midday Service)	6:30a - 6:00p	60 min	-	-	-	-
<b>89</b>	California Avenue Caltrain Station - VA Hospital	6:30a - 6:30p	30 min	-	-	-	-

\* Routes 20 and 51 have greater weekday peak period frequencies

VTA Express Bus Routes		Frequency	School Trippers	Frequency
<b>102</b>	South San Jose - Palo Alto	5 trips each direction daily	<b>256</b> Willow Glen High School	Morning and afternoon trips
<b>103</b>	Eastridge Transit Center - Palo Alto	3 trips each direction daily	<b>246</b> Milpitas High School	Morning and afternoon trips
<b>104</b>	Penitencia Creek Transit Center - Palo Alto	2 trips each direction daily	<b>247</b> Milpitas High School	Morning and afternoon trips
<b>121</b>	Gilroy Transit Center - Lockheed Martin	6 trips each direction daily	<b>270</b> Independence High School	Morning and afternoon trips
<b>168</b>	Gilroy Transit Center - San Jose Diridon	5 trips each direction daily	<b>287</b> Sobrato High School & Live Oak High School	Morning and afternoon trips
			<b>288/288L/288M</b> Gunn High School	Morning and afternoon trips

VTA正在制訂2019年公共交通服務新計畫，我們需要您的意見。請查看此後的地圖，造訪我們的網站，瞭解所提議路線或班次變更，在2019年2月28日前透過線上、電子郵件或電話提交您的意見。

2016和2017年，VTA組織大眾參與制定大眾交通服務計畫，稱為新世代交通網。計畫草案收集了數千則大眾意見並做出34項修改，於2017年最後定稿。此後，由於VTA現有預算不足，無法完全實施2017年新世代交通網計畫。為了保證在預計預算內進行營運，達到財務穩定目標，增加高乘載路線班次，並維持目前的公車及輕軌服務時數，我們提出2019年公共交通服務新計畫。新服務計畫結合了2017年新世代交通網計畫的主要內容並採行了其他多項調整以提高高乘載路線的服務。

VTA đang phát triển một Kế Hoạch Dịch Vụ Giao Thông Mới (2019) và chúng tôi cần sự góp ý của quý vị. Xin vui lòng xem kỹ bản đồ này, truy cập trang web để tìm hiểu thêm về tuyến đường được đề xuất hoặc những thay đổi về tần suất và gửi nhận xét của quý vị trực tuyến, qua email hoặc qua điện thoại cho đến ngày 28 tháng Hai năm 2019.

Trong năm 2016 và 2017, VTA đã kêu gọi công chúng tham gia vào việc phát triển kế hoạch dịch vụ giao thông được gọi là Hệ Thống Kế Tiếp (Next Network). Việc này đã đem lại hàng ngàn ý kiến nhận xét của công chúng và dẫn đến 34 thay đổi trong kế hoạch dự thảo trước khi phiên bản cuối cùng được thông qua vào năm 2017. Kể từ thời điểm đó, sự mất cân bằng trong ngân sách của VTA đã không cho phép Kế Hoạch Hệ Thống Kế Tiếp 2017 (2017 Next Network Plan) được thực hiện đầy đủ như đã được xác định. Nhằm hoạt động trong ngân sách dự kiến và đáp ứng các mục tiêu ổn định tài chính của chúng tôi, cũng như tăng tần suất cho một số tuyến đường với số lượng hành khách cao, đồng thời duy trì số giờ dịch vụ xe buýt và tàu điện, chúng tôi đề xuất một Kế Hoạch Dịch Vụ Giao Thông Mới (2019). Kế Hoạch Dịch Vụ Giao Thông Mới (2019) này sẽ lấy các yếu tố của kế hoạch Hệ Thống Kế Tiếp 2017 (2017 Next Network) đã được thông qua và giới thiệu một số những thay đổi khác phản ánh sự tập trung vào số lượng hành khách tham gia giao thông công cộng cao hơn.

VTA에서는 2019 신규 교통서비스 계획 초안을 만들고 있으며 이에 대한 여러분들의 피드백이 필요합니다. 본 지도를 검토하신 후 제안된 노선 또는 배차 간격 변경에 대해 더 필요한 정보가 있으시면 저희 웹사이트를 방문해주세요. 그리고 2019년 2월 28일까지 귀하의 의견을 온라인, 이메일 또는 전화로 접수해주시기 바랍니다.

2016 및 2017년에 VTA는 차세대 네트워크 (Next Network)라 명명된 교통 서비스 구축에 있어서 일반인들이 참여할 수 있도록 하여 수천 여건의 일반인들의 의견을 수렴하였고 34개의 변경 사항을 초안 계획에 적용하여 2017년 최종안을 채택하였습니다. 그 이후로 VTA의 기존 예산 불균형으로 인해 2017년 차세대 네트워크 (Next Network)의 완전한 구현이 어려울 것이라 판단하였습니다. 책정된 예산 내에서 운영을 하고, 재정적 안정 목표를 달성하며 탑승객이 많은 노선에 대한 배차 간격을 늘리고 현재의 버스 대수와 철도 서비스 시간을 유지하기 위해서 2019 신규 교통서비스 계획 초안을 제안하고 있습니다. 2019 신규 교통서비스 계획 초안은 채택된 2017년 차세대 네트워크 (Next Network)의 내용을 포함하며 탑승객이 많은 노선에 중점을 두어 변경한 사항들이 도입될 것입니다.

Gumagawa ang VTA ng isang New Service Plan (2019) at hinihiling namin ng inyong puna tungkol dito. Mangyaring suriin ang mapang ito, bisitahin ang website para alamin ang tungkol sa iminungkahing ruta o mga pagbabago sa dalas ng biyahe at isumite ang inyong mga komento sa pamamagitan ng email o telepono sa **Pebrero 28, 2019**.

Noon taon 2016 at 2017, nagkaroon ng pulong ang VTA para sa publiko tungkol sa binubuong planong serbisyo ng transit na tinatawag na Next Network at nakatanggap ng libo-libong komento mula sa publiko na nagresulta sa 34 na pagbabago sa mungkahing plano bago naaprubahan ang panghuling bersyon noong 2017. Simula noon, nagkaroon ang budget imbalance ang VTA at hindi maaaring mapatupad ang 2017 Next Network Plan. Para maka-operate and VTA sa loob ng inilalaan na badget, makatugon sa aming financial stability goals, madagdagang ang dalas ng biyahe sa ilang ruta na may mataas na ridership, mapanatili ang aming kasalukuyang bilang ng mga oras ng serbisyo ng bus at tren, nagmumungkahi kami ng New Service Plan (2019). Ang New Service Plan (2019) ay kumukuha ng mga elemento mula sa adopted na 2017 New Network plan at naghaharap ng ibang mga pagbabago na tumutuon sa ridership.

# Draft 2019 New Transit Service Plan



2019 Nuevo Plan de Tránsito  
 2019 Kế hoạch vận chuyển mới  
 2019 Bagong Layunin ng Transit  
 2019年新運輸計劃 2019 새로운 대중 교통 계획

VTA is developing a 2019 New Transit Service Plan and we need your feedback. Please review this map, visit the website to learn more about the proposed route or frequency changes, and submit your comments online, via email, or by phone by **February 28, 2019**.

Throughout 2016 and 2017, VTA engaged the public in developing a transit service plan called Next Network that yielded thousands of public comments and 34 changes to the draft plan before the final version was adopted in 2017. Since that time, it has been determined that VTA's existing budget imbalance cannot allow for the full implementation of the 2017 Next Network Plan. In order to operate within our projected budget, meet our financial stability goals, increase frequency on some higher ridership routes, and maintain our current number of bus and light rail service hours, we are proposing the Draft 2019 New Transit Service Plan. The Draft 2019 New Transit Service Plan takes elements of the adopted 2017 Next Network plan and introduces other changes that reflect a much higher ridership focus.

VTA está desarrollando un Nuevo Plan de Servicios (2019) y necesitamos su opinión. Revise por favor este mapa, visite el sitio web para saber más sobre la ruta propuesta o los cambios en la frecuencia de los servicios; y envíe sus comentarios en línea, a través del correo electrónico o por teléfono, hasta el **28 de febrero de 2019**.

Durante los años de 2016 y 2017, VTA recurrió al público para desarrollar un plan de servicios de transporte público denominado "Next Network" ("La Próxima Red"), teniendo como resultado miles de comentarios del público y 34 cambios al borrador del plan antes de que se adoptara la versión final en 2017. Pasado ese momento, se llegó a determinar que el déficit en el presupuesto actual de la VTA no permite la implementación total del Plan "Next Network" de 2017. Para poder operar dentro del presupuesto proyectado, alcanzar nuestros objetivos de estabilidad financiera, incrementar la frecuencia en algunas rutas de alto tráfico de pasajeros y mantener nuestro actual número de horas de servicio de nuestros autobuses y tranvías; estamos proponiendo el Nuevo Plan de Servicios (2019). Este plan toma elementos del ya adoptado Plan "Next Network" de 2017 e introduce otros cambios que reflejan un enfoque mayor en las áreas de mayor tráfico de pasajeros.

**Find out more at: [newtransitplan.vta.org](http://newtransitplan.vta.org)**  
**Email us: [community.outreach@vta.org](mailto:community.outreach@vta.org)**  
 (408) 321-7575 / TTY for hearing-impaired: (408) 321-2330



# Nuevo servicio de VTA

Updated in 2020

## Tranvía de VTA

El Tranvía tendrá ahora tres líneas distintas que estarán codificadas por color, y la nueva línea naranja conectará fácilmente el centro de Mountain View y Milpitas Transit Center. Durante las horas pico de lunes a viernes, el servicio funcionará cada 15 minutos, y en las horas pico en fines de semana funcionará cada 20 minutos.

### Línea naranja: de Alum Rock a Mountain View

- Traslado en Baypointe hacia la línea azul
- Traslado en Champion, Lick Mill, Great America o Old Ironsides hacia la línea verde

### Línea azul: de Santa Teresa a Baypointe

### Línea verde: de Winchester a Old Ironsides

### Otros cambios en los tranvías

- El segmento de tranvía de Ohlone/Chynoweth a Oakridge será suspendido y quedará cubierto por la línea 64a.
- El nuevo nombre de la estación I 880/Milpitas es la estación Alder.
- El nuevo nombre de la estación Montague es la estación Milpitas.
- La nueva línea de autobuses 60 dará servicio a SJC, Valley Fair/Santana Row, Downtown Campbell y la estación de Milpitas Transit Center.
- Solo los pasajeros que aborden la línea 60 desde SJC lo harán gratuitamente.

## La red frecuente

La red frecuente de VTA operará cada 15 minutos o menos de lunes a viernes entre las 6:30 a. m. y las 6:30 p. m., y cada 15 a 30 minutos los fines de semana.

**Rapid 500** - de la estación Diridon a la Santa Clara/6th

**Rapid 522** - del centro de trasbordos Palo Alto Transit Center al centro de trasbordos Eastridge Transit Center

**Rapid 523** - del centro de trasbordos Lockheed Martin Transit Center a la estación de Berryessa Transit Center

**Route 22** - del centro de trasbordos Palo Alto Transit Center al centro de trasbordos Eastridge Transit Center

**Route 23** - de De Anza College al centro de trasbordos Alum Rock Transit Center

**Línea 25** - de De Anza College al centro de trasbordos Alum Rock Transit Center

**Línea 26** - de West Valley College al centro de trasbordos Eastridge Transit Center

**Línea 57** - de la estación Old Ironsides a West Valley College

**Línea 60** - de la estación de Milpitas Transit Center al centro de trasbordos Winchester Transit Center

**Línea 61** - del Hospital Good Samaritan a Sierra y Piedmont (vía King/Mabury)

**Línea 64** - de Almaden & Crown a McKee & White

**Línea 66** - de Kaiser San Jose a Milpitas/Dixon Road

**Línea 68** - del centro de trasbordos Gilroy Transit Center a la estación San Jose Diridon

**Línea 70** - del centro de trasbordos Eastridge Transit Center a la estación de Milpitas Transit Center

**Línea 72** - de Senter & Monterey al centro de San José

**Línea 73** - de Monterey & Branham al centro de San José

**Línea 77** - del centro de trasbordos Eastridge Transit Center a la estación de Milpitas Transit Center

## Líneas mejoradas

**Línea 20:** de la estación de Caltrain Sunnyvale a la estación de Milpitas Transit Center; frecuencia de 15 minutos durante periodos de mayor tránsito y frecuencia de 30 minutos a mediodía.

**Línea 21:** del Centro Comercial Stanford a la estación de Caltrain Santa Clara; la fusión en una sola línea de las anteriores Línea 35 y Línea 32.

**Línea 51:** de Moffett Field a West Valley College; servicio cada hora de lunes a viernes.

**Línea 56:** del centro de trasbordos Lockheed Martin Transit Center a la estación Tamien; servicio cada 30 minutos de lunes a viernes y fines de semana.

**Línea 59:** de la estación Old Ironsides al centro de trasbordos Valley Fair Transit Center; frecuencia de 30 minutos de lunes a viernes y a cada hora en fines de semana.

### Rutas de autobús que han sido descontinuadas o cambiadas:

Las rutas 17, 34, 45, 58, 88; las rutas limitadas 304, 321, 328 y 330; y los autobuses express 120, 140 y 180 serán descontinuados. El autobús express 181 continuará operando hasta que se abra el servicio BART. Contacte a VTA para informarse sobre otras opciones.

# VTA推出全新服務 讓您感「動」的解決方案

## VTA 輕軌服務

輕軌將有三條不同的路線，採用顏色編碼，乘坐新的橙色線輕軌可以從 Mountain View 市中心和 Tasman 沿線的工作地點，輕鬆抵達 Milpitas 站運輸中心。工作日的尖峰時段每 15 分鐘一班，週末的尖峰時間每 20 分鐘一班。

### 橙線輕軌 - Alum Rock 到 Mountain View

- 在 Baypointe 換乘藍線輕軌
- 在 Champion, Lick Mill, Great America 或 Old Ironsides 換乘綠線輕軌

### 藍線輕軌 - Santa Teresa 到 Baypointe

### 綠線輕軌 - Winchester 到 Old Ironsides

### 輕軌的其他變化

- 從 Ohlone / Chynoweth 到 Oakridge 的部分輕軌將停止服務，現在將由 64a 線公車提供服務
- I 880/Milpitas 車站改名為 Alder 車站
- Montague 站改名為 Milpitas 站
- 新的 60 線公車將服務 SJC、Valley Fair/Santana Row、Campbell 市中心和 Milpitas 站運輸中心。
- 只有從 SJC 上車的乘客才能免費搭乘 60 線公車。

### 多班次公車網路

VTA 的多班次公車網路在工作日上午 6:30 至下午 6:30 之間每 15 分鐘一班，有的間隔時間更短，週末每 15 至 30 分鐘一班。

**快捷公車 500** - Diridon 站到 Santa Clara/6th

**快捷公車 522** - Palo Alto 運輸中心到 Eastridge 運輸中心

**快捷公車 523** - Lockheed Martin 運輸中心到 Berryessa 站運輸中心

**22 線公車** - Palo Alto 運輸中心到 Eastridge 運輸中心

**23 線公車** - De Anza College 到 Alum Rock 運輸中心

**25 線公車** - De Anza College 到 Alum Rock 運輸中心

**26 線公車** - West Valley College 到 Eastridge 運輸中心

**57 線公車** - Old Ironsides 站到 West Valley College

**60 線公車** - Milpitas 站運輸中心到 Winchester 運輸中心

**61 線公車** - Good Samaritan Hospital 到 Sierra & Piedmont (經過 King/Mabury)

**64 線公車** - Almaden 和 Crown 至 Mckee & White

**66 線公車** - Kaiser San Jose 到 Milpitas/Dixon Road

**68 線公車** - Gilroy 運輸中心到 San Jose Diridon 站

**70 線公車** - Eastridge 運輸中心至 Milpitas 站運輸中心

**72 線公車** - Senter & Monterey 到 Downtown San Jose

**73 線公車** - Monterey & Branham 到 Downtown San Jose

**77 線公車** - Eastridge 運輸中心到 Milpitas 站運輸中心

### 為您準備的解決方案 - 改進的路線

**20 線公車** - Sunnyvale Caltrain 站至 Milpitas 站運輸中心；通勤期間每 15 分鐘一班，中午每 30 分鐘一班。

**21 線公車** - Stanford Shopping Center 到 Santa Clara Caltrain 站；由原來的 35 線公車和 32 線公車合併為一條路線。

**51 線公車** - Moffett Field 到 West Valley College；平日每小時一班。

**56 線公車** - Lockheed Martin 運輸中心到 Tamien Station；平日和周末每 30 分鐘一班。

**59 線公車** - Old Ironsides 站至 Valley Fair 運輸中心；工作日每 30 分鐘一班，週末每小時一班。

**59 線公車** - Old Ironsides 站至 Valley Fair 運輸中心；工作日每 30 分鐘一班，週末每小時一班。

### 已停駛或變更的公車路線：

17、34、45、58、88 號線；304、321、328 及 330 有限停靠路線；120、140 及 180 號快捷公車將停駛。181 號快捷公車將持續營運至 BART 服務開始。其他選擇請聯絡 VTA。

**Updated in 2020**

## **Appendix I - 2020 COVID-19 Informational Campaign**





**Dates:** March 2020 to present as needed.

**Description:** Various materials developed to inform riders about schedule changes and health guidelines.

**Translated items:** Posters and other signage largely, translated into Spanish, Chinese, and Vietnamese, with some signs in Korean as well.

**Collateral shown below:** Health notice sign, light rail service change sign, shelter-in-place sign, schedule change riders notices posters.

**By Order of the Health Officer of the County of Santa Clara and to help prevent the spread of respiratory diseases like COVID-19, please:**

<p><b>Do not enter this facility if you have a cough or fever</b></p>	
	<p><b>Maintain a six-foot distance from one another</b></p>
<p><b>Sneeze or cough into a tissue, cloth, or elbow</b></p>	
	<p><b>Do not shake hands or engage in any unnecessary physical contact</b></p>

**NO ENTRE** esta instalación si tiene tos, fiebre o si se encuentra enfermo.

Por favor:

- Mantenga una distancia mínima de seis pies de persona a persona
- Estornude y tose en un paño, pañuelo o cubriéndose la boca y nariz con su codo
- No le dé la mano a otra persona, ni participe en ningún contacto físico innecesario.

如果您咳嗽，發燒，感覺不舒服，請勿進入此設施。

請：

- 彼此保持最小六英尺的距離
- 打噴嚏和咳嗽到一塊布，薄紙或自己的肘部
- 請勿握手或進行任何不必要的身體接觸

기침, 미열, 또는 감기 기운이 있으면 본 시설에 입장하지 마세요.

부다:

- 최소한 사람들 부터 6 Feet (2 m) 거리를 유지하세요
- 옷, 종티슈 또는 팔꿈치에다 대고 기침하세요
- 악수를 하거나 불필요한 신체 접촉은 피하세요

For more information, visit [www.cdc.gov/COVID19](http://www.cdc.gov/COVID19)



## COVID-19 RIDER'S NOTICE

Effective: 3/26/2020 - Until Further Notice

VTA light rail service is suspended.  
For the latest information please visit:  
[www.vta.org/covid-19](http://www.vta.org/covid-19)  
or call 408-321-2300

## AVISO

Efectivo: 3/26/2020 - Hasta nuevo aviso

Servicio de tranvía de VTA está suspendido.  
Para obtener la información más reciente, visite:  
[www.vta.org/covid-19](http://www.vta.org/covid-19)  
o llamar 408-321-2300



## COVID-19 RIDER'S NOTICE

Effective: 3/30/2020 - Until Further Notice

VTA will be running reduced bus and rail service.  
Some routes will be suspended and some will come  
less often. For the latest information please visit:  
[www.vta.org/covid-19](http://www.vta.org/covid-19) or call 408-321-2300

## AVISO

Efectivo: 3/30/2020 - Hasta nuevo aviso

VTA ejecutará un servicio reducido de autobús y  
tranvía. Algunas rutas se suspenderán y otras  
vendrán con menos frecuencia. Para obtener la  
información más reciente, visite:  
[www.vta.org/covid-19](http://www.vta.org/covid-19) o llamar 408-321-2300



# COVID-19 RIDERS NOTICE

Thứ năm, ngày 9 tháng 4, VTA (Cơ Quan Vận Chuyển Valley) sẽ tiến hành giảm lượt xe không tính phí cho các hành khách:

- Dịch vụ đường sắt nhẹ cứ sau 30 phút từ thứ Hai đến thứ Sáu. Không có dịch vụ cuối tuần.
- Tất cả các chuyến xe buýt sẽ ngừng chạy sau 9 giờ tối
- Dịch vụ Xe Buýt Tốc Hành sẽ ngừng hoạt động ngoại trừ Tuyến Express 104 đến Công viên nghiên cứu Stanford (Stanford Research Park) và Tuyến Express 181 sẽ hoạt động để phù hợp với lịch trình giảm lượt xe của BART (Trạm trung chuyển vùng Vịnh tốc hành), cung cấp một số chuyến phục vụ sau 9 giờ tối để đáp ứng các lượt tàu BART cuối cùng tại khu vực Warm Springs

Ngoài ra, VTA đã ngừng hoạt động tất cả các dịch vụ chăm sóc khách hàng trực tiếp tại văn phòng River Oaks và Trung tâm dịch vụ khách hàng Thành phố. Mọi thắc mắc và quan ngại sẽ được giải quyết qua số điện thoại: (408) 321-2300 hoặc địa chỉ email: [customer.service@vta.org](mailto:customer.service@vta.org) Thứ Hai đến thứ Bảy: 7:30 sáng - 4 giờ chiều.

Để nhận thông báo dịch vụ theo thời gian thực (real-time), bạn có thể đăng ký theo dõi các tuyến đường của mình trong ứng dụng Trung chuyển (Transit app).

Để biết thêm thông tin về cách ứng phó của VTA với dịch bệnh COVID-19, xin hãy truy cập vào trang web [www.vta.org/covid-19](http://www.vta.org/covid-19).

Light Rail		MON-FRI	SAT/SUN	FREQUENCY
<b>B</b> BLUE LINE Baypointe-Santa Teresa	6:00 am to 6:00 pm	Ngưng cung cấp dịch vụ	30	
<b>G</b> GREEN LINE Winchester-Old Ironsides				
<b>O</b> ORANGE LINE Alum Rock-Mountain View				

Frequent Bus		MON-SUN Hours	FREQUENCY Day Night	
22	El Camino-Alum Rock	5:00am-9:00pm	15	20
23	Stevens Creek-Alum Rock	6:00am-9:00pm	15	30
25	Story-Willow west of Bascom	6:00am-9:00pm 6:00am-8:00pm	15 60	30 60
26	Tully West Valley College	7:30am-9:00pm	20	30
57	Bowers-Saratoga	7:30am-9:00pm	30	30-45
60	Winchester-Brokaw	5:30am-9:00pm	20	30
61	Taylor-Bascom east of Berryessa BART Station	7:30am-9:00pm 7:30am-8:00pm	20 40	30-60 60
64A	McKee-Lincoln	7:00am-9:00pm	30	60
64B	Downtown SJ-Meridian	9:00am-5:30pm	60	
66	Oakland-Monterey-Snell	6:00am-9:00pm	20	30
68	Monterey	5:30am-9:00pm	20	30
70	Jackson north of Berryessa BART Station	6:30am-9:00pm 6:30am-8:00pm	20 40	20 40-60
72	McLaughlin	7:30am-9:00pm	30	30-60
73	Senter	7:30am-9:00pm	30	30-60
77	King-Lundy	6:30am-9:00pm	30	30-60

Rapid Bus		MON-SUN Hours	FREQUENCY Day Night	
500	Diridon Station-Santa Clara/6th	Tạm ngừng hoạt động cho đến khi có thông báo mới		
522	El Camino-Alum Rock	6:00am-9:00pm	15	20
523	Stevens Creek-Sunnyvale	7:00am-9:00pm	15	20

Local Bus		MONDAY-FRIDAY Hours	FREQUENCY Day Night		SATURDAY / SUNDAY Hours	FREQUENCY Day Night	
20	Sunnyvale-Milpitas	Ngưng cung cấp dịch vụ					
21	Middlefield	8:30am-8:00pm	60	60	8:30am-8:00pm	60	60
27	Blossom Hill-Los Gatos	8:00am-7:30pm	60	60	8:00am-7:30pm	60	60
31	Evergreen College	Ngưng cung cấp dịch vụ					
37	Hillsdale-Hacienda-Pollard	Ngưng cung cấp dịch vụ					
39	Quimby-San Felipe	9:00am-6:00pm	60		9:00am-6:00pm	60	
40	Los Altos-North Bayshore	9:00am-6:00pm	45		9:00am-6:00pm	45	
42	Capitol-Evergreen	8:00am-5:30pm	60		Ngưng cung cấp dịch vụ		
44	McCarthy	8:30am-7:00pm	60	60	8:30am-7:00pm	60	60
47	Calaveras	8:00am-7:00pm	60	60	8:00am-7:00pm	60	60
51	Grant-Moffett	8:30am-5:00pm	50				
51H	via Homestead	Ngưng cung cấp dịch vụ					
52	Foothill College-Mountain View	Ngưng cung cấp dịch vụ					
53	Homestead-Sunnyvale	7:30am-4:30pm	60				
55	Sunnyvale-Saratoga	8:00am-8:00pm	30	60	8:00am-8:00pm	30	60
56	Wolfe-Hamilton	8:00am-9:00pm	30	60	8:00am-9:00pm	30	60
59	Monroe-Alviso	7:30am-4:30pm	60		7:30am-4:30pm	60	
71	Piedmont-White	7:00am-9:00pm	30	60	7:00am-9:00pm	30	60
83	Almaden	Ngưng cung cấp dịch vụ					
84	Gilroy-Arroyo	9:30am-5:30pm	60		9:30am-5:30pm	60	
85	Gilroy-West	9:00am-6:00pm	60		9:00am-6:00pm	60	
86	Gilroy-Gavilan College	Ngưng cung cấp dịch vụ					
87	Morgan Hill	Ngưng cung cấp dịch vụ					
89	California	7:30am-6:00pm	30-40				

Express Bus		MON-FRI	FREQUENCY	SATURDAY Hours	FREQUENCY Day Night	SUN/HOL Hours	FREQUENCY Day Night
101, 102, 103, 121, 168	Tạm ngừng hoạt động cho đến khi có thông báo mới						
104	Milpitas BART-Palo Alto VA	commute hours 2 trips in each direction		Ngưng cung cấp dịch vụ			
181	Diridon Station-Warm Springs BART	5:30am-11:00pm	30	7:30am-11:00pm	40 40	7:30am-11:00pm	48 48



# COVID-19 AVISO

Jueves 9 de abril, VTA operará un servicio restringido, sin costo para los pasajeros:

- Servicio de tren ligero cada 30 minutos de lunes a viernes solamente. No hay servicio de fin de semana.
- Todos los viajes en autobús después de las 9 p.m. serán discontinuados
- El servicio de Express Bus (Autobuses express) se suspenderá, excepto por el Express 104 que llega hasta Stanford Research Park y el Express 181 que funcionará para que coincida con el horario de servicio restringido de BART que ofrece alguno de sus servicios después de las 9 p.m. para coincidir con los últimos trenes BART en Warm Springs

Además, VTA ha suspendido todos los servicios al cliente en persona en sus oficinas de River Oaks y en el Centro de Servicios al Cliente ubicado en el centro de la ciudad (Downtown). Todas las preguntas e inquietudes pueden comunicarse por teléfono/correo electrónico, llamando al (408) 321-2300 o escribiendo a [customer.service@vta.org](mailto:customer.service@vta.org). Lunes a sábado: 7:30 a.m. a 4 p.m.

Para recibir alertas sobre nuestros servicios en tiempo real, puede suscribirse a sus rutas en la aplicación "Transit".

Para obtener más información sobre lo que está haciendo VTA en respuesta al COVID-19, visite [www.vta.org/covid-19](http://www.vta.org/covid-19)

## Light Rail

	MON-FRI	SAT/SUN	FREQUENCY
<b>B</b> BLUE LINE Baypointe–Santa Teresa	6:00 am to 6:00 pm	Sin Servicio	30
<b>G</b> GREEN LINE Winchester–Old Ironsides			
<b>O</b> ORANGE LINE Alum Rock–Mountain View			

## Local Bus

	MONDAY–FRIDAY Hours	FREQUENCY		SATURDAY / SUNDAY Hours	FREQUENCY	
		Day	Night		Day	Night
20 Sunnyvale–Milpitas	Sin servicio					
21 Middlefield	8:30am–8:00pm	60	60	8:30am–8:00pm	60	60
27 Blossom Hill–Los Gatos	8:00am–7:30pm	60	60	8:00am–7:30pm	60	60
31 Evergreen College	Sin servicio					
37 Hillsdale–Hacienda–Pollard	Sin servicio					
39 Quimby–San Felipe	9:00am–6:00pm	60		9:00am–6:00pm	60	
40 Los Altos–North Bayshore	9:00am–6:00pm	45		9:00am–6:00pm	45	
42 Capitol–Evergreen	8:00am–5:30pm	60		No Service		
44 McCarthy	8:30am–7:00pm	60	60	8:30am–7:00pm	60	60
47 Calaveras	8:00am–7:00pm	60	60	8:00am–7:00pm	60	60
51 Grant–Moffett	8:30am–5:00pm	50				
51H via Homestead	Sin servicio					
52 Foothill College–Mountain View	Sin servicio					
53 Homestead–Sunnyvale	7:30am–4:30pm	60				
55 Sunnyvale–Saratoga	8:00am–8:00pm	30	60	8:00am–8:00pm	30	60
56 Wolfe–Hamilton	8:00am–9:00pm	30	60	8:00am–9:00pm	30	60
59 Monroe–Alviso	7:30am–4:30pm	60		7:30am–4:30pm	60	
71 Piedmont–White	7:00am–9:00pm	30	60	7:00am–9:00pm	30	60
83 Almaden	Sin servicio					
84 Gilroy–Arroyo	9:30am–5:30pm	60		9:30am–5:30pm	60	
85 Gilroy–West	9:00am–6:00pm	60		9:00am–6:00pm	60	
86 Gilroy–Gavilan College	Sin servicio					
87 Morgan Hill	Sin servicio					
89 California	7:30am–6:00pm	30–40				

## Express Bus

	MON-FRI	FREQUENCY		SATURDAY Hours	FREQUENCY		SUN/HOL Hours	FREQUENCY	
		Day	Night		Day	Night		Day	Night
101, 102, 103, 121, 168	Descontinuado hasta nuevo aviso								
104 Milpitas BART–Palo Alto VA	commute hours 2 trips in each direction			Sin servicio					
181 Diridon Station–Warm Springs BART	5:30am–11:00pm	30		7:30am–11:00pm	40	40	7:30am–11:00pm	48	48

## Frequent Bus

	MON–SUN Hours	FREQUENCY	
		Day	Night
22 El Camino–Alum Rock	5:00am–9:00pm	15	20
23 Stevens Creek–Alum Rock	6:00am–9:00pm	15	30
25 Story–Willow west of Bascom	6:00am–9:00pm 6:00am–8:00pm	15 60	30 60
26 Tully West Valley College	7:30am–9:00pm	20	30
57 Bowers–Saratoga	7:30am–9:00pm	30	30–45
60 Winchester–Brokaw	5:30am–9:00pm	20	30
61 Taylor–Bascom east of Berryessa BART Station	7:30am–9:00pm 7:30am–8:00pm	20 40	30–60 60
64A McKee–Lincoln	7:00am–9:00pm	30	60
64B Downtown SJ–Meridian	9:00am–5:30pm	60	
66 Oakland–Monterey–Snell	6:00am–9:00pm	20	30
68 Monterey	5:30am–9:00pm	20	30
70 Jackson north of Berryessa BART Station	6:30am–9:00pm 6:30am–8:00pm	20 40	20 40–60
72 McLaughlin	7:30am–9:00pm	30	30–60
73 Senter	7:30am–9:00pm	30	30–60
77 King–Lundy	6:30am–9:00pm	30	30–60

## Rapid Bus

	MON–SUN Hours	FREQUENCY	
		Day	Night
500 Diridon Station–Santa Clara/6th	Descontinuado hasta nuevo aviso		
522 El Camino–Alum Rock	6:00am–9:00pm	15	20
523 Stevens Creek–Sunnyvale	7:00am–9:00pm	15	20

# COVID-19 RIDERS NOTICE

4月9日，星期四，VTA將減少營運服務，保持運營的服務對乘客免費：

- 僅星期一至星期五每30分鐘一班輕軌服務。沒有周末服務。
- 晚間9點後所有公車班次都將停駛
- 快捷公車服務暫停，但104路和181路快車除外。104路繼續服務史丹佛研究園區。181路將配合BART減運後的運營時刻表，晚間9點後提供一些班次，載運在Warm Springs上下車的BART末班列車乘客

此外，VTA的River Oaks辦公室及市區乘客服務中心的現場人工服務已經停止。所有問題及疑慮可電洽 (408) 321-2300或寄送電郵至customer.service@vta.org，星期一至星期六：上午7:30-下午4點

如需收到實時服務通知，可利用Transit應用程式訂閱路線。

如需瞭解VTA的COVID-19因應對策，請上網查詢：[www.vta.org/covid-19](http://www.vta.org/covid-19)。

Light Rail		MON-FRI	SAT/SUN	FREQUENCY
<b>B</b> BLUE LINE Baypointe-Santa Teresa	6:00 am to 6:00 pm	無服務	30	
<b>G</b> GREEN LINE Winchester-Old Ironsides				
<b>O</b> ORANGE LINE Alum Rock-Mountain View				

Local Bus		MONDAY-FRIDAY		SATURDAY / SUNDAY	
		Hours	FREQUENCY	Hours	FREQUENCY
			Day Night	Day Night	Day Night
20	Sunnyvale-Milpitas	無服務			
21	Middlefield	8:30am-8:00pm	60 60	8:30am-8:00pm	60 60
27	Blossom Hill-Los Gatos	8:00am-7:30pm	60 60	8:00am-7:30pm	60 60
31	Evergreen College	無服務			
37	Hillsdale-Hacienda-Pollard	無服務			
39	Quimby-San Felipe	9:00am-6:00pm	60	9:00am-6:00pm	60
40	Los Altos-North Bayshore	9:00am-6:00pm	45	9:00am-6:00pm	45
42	Capitol-Evergreen	8:00am-5:30pm	60	無服務	
44	McCarthy	8:30am-7:00pm	60 60	8:30am-7:00pm	60 60
47	Calaveras	8:00am-7:00pm	60 60	8:00am-7:00pm	60 60
51	Grant-Moffett	8:30am-5:00pm	50		
51H	via Homestead	無服務			
52	Foothill College-Mountain View	無服務			
53	Homestead-Sunnyvale	7:30am-4:30pm	60		
55	Sunnyvale-Saratoga	8:00am-8:00pm	30 60	8:00am-8:00pm	30 60
56	Wolfe-Hamilton	8:00am-9:00pm	30 60	8:00am-9:00pm	30 60
59	Monroe-Alviso	7:30am-4:30pm	60	7:30am-4:30pm	60
71	Piedmont-White	7:00am-9:00pm	30 60	7:00am-9:00pm	30 60
83	Almaden	無服務			
84	Gilroy-Arroyo	9:30am-5:30pm	60	9:30am-5:30pm	60
85	Gilroy-West	9:00am-6:00pm	60	9:00am-6:00pm	60
86	Gilroy-Gavilan College	無服務			
87	Morgan Hill	無服務			
89	California	7:30am-6:00pm	30-40		

Frequent Bus		MON-SUN	FREQUENCY	
		Hours	Day	Night
22	El Camino-Alum Rock	5:00am-9:00pm	15	20
23	Stevens Creek-Alum Rock	6:00am-9:00pm	15	30
25	Story-Willow	6:00am-9:00pm	15	30
	west of Bascom	6:00am-8:00pm	60	60
26	Tully	7:30am-9:00pm	20	30
	West Valley College	無服務		
57	Bowers-Saratoga	7:30am-9:00pm	30	30-45
60	Winchester-Brokaw	5:30am-9:00pm	20	30
61	Taylor-Bascom	7:30am-9:00pm	20	30-60
	east of Berryessa BART Station	7:30am-8:00pm	40	60
64A	McKee-Lincoln	7:00am-9:00pm	30	60
64B	Downtown SJ-Meridian	9:00am-5:30pm	60	
66	Oakland-Monterey-Snell	6:00am-9:00pm	20	30
68	Monterey	5:30am-9:00pm	20	30
70	Jackson	6:30am-9:00pm	20	20
	north of Berryessa BART Station	6:30am-8:00pm	40	40-60
72	McLaughlin	7:30am-9:00pm	30	30-60
73	Senter	7:30am-9:00pm	30	30-60
77	King-Lundy	6:30am-9:00pm	30	30-60

Rapid Bus		MON-SUN	FREQUENCY	
		Hours	Day	Night
500	Diridon Station-Santa Clara/6th	停駛，恢復時間將另行通知		
522	El Camino-Alum Rock	6:00am-9:00pm	15	20
523	Stevens Creek-Sunnyvale	7:00am-9:00pm	15	20

Express Bus		MON-FRI	FREQUENCY	SATURDAY	FREQUENCY	SUN/HOL	FREQUENCY
		Hours	Day Night	Hours	Day Night	Hours	Day Night
101, 102, 103, 121, 168		停駛，恢復時間將另行通知					
104	Milpitas BART-Palo Alto VA	commute hours 2 trips in each direction			無服務		
181	Diridon Station-Warm Springs BART	5:30am-11:00pm	30	7:30am-11:00pm	40 40	7:30am-11:00pm	48 48



**Title VI Complaint Form**

Santa Clara Valley Transportation Authority (VTA)  
Office of Civil Rights

VTA is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color, or national origin, as provided by Title VI of the Civil Rights Act of 1964, as amended. Title VI complaints must be filed within 180 days from the date of the alleged discrimination.

The following information is necessary to assist us in processing your complaint. If you require any assistance in completing this form, please contact the Office of Civil Rights by calling (408) 952-8901. The completed form must be returned to VTA Office of Civil Rights, 3331 North First Street, Building B-1, San Jose, CA 95134.

Your Name:	Phone:
Street Address:	Alt Phone:
	City, State, & Zip Code:
Person(s) discriminated against (if someone other than complainant):	
Name(s):	
Street Address, City, State & Zip Code:	

Which of the following best describes the reason for the alleged discrimination? (Circle one)

- Race
- Color
- National Origin (Limited English Proficiency)

Date of Incident: \_\_\_\_\_

Please describe the alleged discriminatory incident. Provide the names and title of all VTA employees involved if available. Explain what happened and whom you believe was responsible. Please use the back of this form if additional space is required.

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# Santa Clara Valley Transportation Authority (VTA)

## Title VI

### Pananagutan ng Organisasyon

Ang County ng Santa Clara County, na nasa puso ng Silicon Valley, ay tahanan sa isa sa pinakamakabago, malikhain at iba't ibang mga uri ng komunidad sa bansa. May populasyon na 1.7 milyong katao, higit sa kalahati ng mga naninirahan sa County ay nagsasalita ng wika maliban sa Ingles sa kanilang tahanan kung ikukumpara sa 20% ng populasyon ng Estados Unidos sa parehong demograpiko.

Dahil sa aming multicultural na batayan, kinikilala ng VTA ang mga oportunidad nito at mga obligasyon sa pamamagitan ng proactive na pagtitiyak na ang aming mga patakaran, serbisyo at programa ay naihatid ng mga kagamitan at proseso ng komunikasyon na napapabilang at mabisa. Sa pamamagitan ng mga kilos na ito, maaari naming tiyakin na walang sinuman, sanhi ng kanilang lahi, kulay o pinagmulang bansa ay tinanggihan ng makabuluhang paraang gumamit ng aming mga serbisyo, programa at impormasyon ng transportasyon.

Sinusuportahan ng VTA ang pakay ng Title VI at ng mga Executive Order nito sa Limitadong Kasanayan sa Ingles o Limited English Proficiency (LEP) at Environmental Justice upang maghandog ng mainam na paraang makagamit ng mga serbisyo, proyekto aktibidad nito sa mga mababang kita, minoridad, at may limitadong kasanayan ng mga tao sa Ingles .

Matindi ang pananagutan ng VTA sa pag-abot ng mga kahilingan nito sa pamamahala sa ilalim ng Title VI. Ang organisasyon ay nakaayos upang ang superbisyon at pamamahala ng pagbubuo ng patakaran, pagsasanay, pamamahala sa pagsunod, pag-uulat at pagbabanta ng lahat ng mga patakaran laban sa diskriminasyon at ang pag-uugnay ng mga ito sa Title VI at LEP ay nakatuon sa iisang departamento; ang Office of Civil Rights. Ang mga empleyado na mula sa bawat isang dibisyon sa loob ng organisasyon ay makikipagtulungan upang makapagbigay ng kontribusyon sa tagumpay ng ating Title VI na programa.

Nang may paggalang sa Title VI, ang VTA ay:

- Titiyakin na ang antas at kalidad ng serbisyo ng transportasyon ay ipinagkakaloob nang walang alintana sa lahi, kulay, o pinagmulang bansa.
- Kilalanin at tugunan, kung naaangkop, hindi kasing taas at iba't ibang epekto sa kalusugan ng tao at kapaligiran, kasama na ang mga epekto sa lipunan at ekonomiya ng mga programa at aktibidad ng mga minoridad at mababang kita na populasyon.
- Itaguyod nang buo at patas na paglalahok sa lahat ng mga apektadong populasyon sa pagdedesisyon sa transportasyon.
- Iwasan ang pagtatangi, pagbabawas, o pagkakaantala ng mga benepisyong may kaugnayan sa mga programa at aktibidad na nakikinabang sa mga minoridad o mababang kita na populasyon.
- Tiyakin ang makabuluhang paraang makagamit ng mga programa at aktibidad ng mga tao ng may limitadong kasanayan sa Ingles.

## PAUNAWA SA PUBLIKO

Ang Santa Clara Valley Transportation Authority (VTA) ay nagbibigay ng paunawa sa publiko ukol sa mga patakaran nito upang tiyakin ang ganap na pagpapasunod sa Title VI ng Civil Rights Act ng 1964 at lahat ng mga nauugnay dito na batas. Hinihiling ng Title VI na walang tao sa Estados Unidos ng Amerika, batay sa lahi, kulay, o pinagmulang bansa, ay hindi isinali, pinagkaitan ng mga benepisyo ng, o dili kaya'y sasailalim sa diskriminasyon sa ilalim ng anumang programa o aktibidad ng VTA.

Upang humiling ng karagdagang impormasyon sa Title VI ng VTA at iba pang mga obligasyon ng laban sa diskriminasyon o para magtanong tungkol sa mga serbisyo ng transportasyon ng VTA, mga proyekto at pag-aaral nito, mangyari lamang na tumawag sa Sentro ng Serbisyo sa Kustomer sa (408)321-2300/(408)321-2330 TTY o magpadala ng email sa [customer.service@vta.org](mailto:customer.service@vta.org). Maaaring ibigay ang mga dokumento sa mga ibang wika maliban sa Ingles o sa mga format na magpapadali sa paggamit ng mga taong may kapansanan.

Sinumang tao na naniniwala na siya ay hindi isinali, tinanggihan ng mga benepisyo, o dili kaya'y sumailalim sa diskriminasyon sa ilalim ng anumang serbisyo, programa o aktibidad ng VTA, at naniniwala na ang diskriminasyon ay batay sa lahi, kulay, o pinagmulang bansa ay maaaring magsampa ng isang pormal na reklamo. Ang proteksyon na ito laban sa diskriminasyon ay sumasaklaw rin sa mga aktibidad at programa ng mga ikatlong partido na contractor ng VTA.

Ang mga reklamo laban sa VTA o sa mga ikatlong partido na kontraktor ay maaaring isampa sa pamamagitan ng kasulatan gamit ang Title VI Complaint na Form (matatagpuan sa ibaba) o sa pamamagitan ng pagtawag sa (408) 321-5571. Ang mga nakumpleto at nalagdaang mga form ay maaaring ihulog sa:

Title VI Coordinator  
Office of Civil Rights  
Santa Clara Valley Transportation Authority  
3331 North First Street, B-1  
San Jose CA 95134

Kung hindi mo nagawang magsampa ng reklamo sa pamamagitan ng kasulatan, ang iyong sinalitang(o sinasabing) reklamo ay tatanggapin at isusulat ng Title VI Coordinator. Upang magsagawa ng sinasabing reklamo, tumawag sa (408)321-5571. Ang mga reklamo ay dapat na isumite sa loob ng 180 araw nang naparatang na kilos na may diskriminasyon (o ang huling kaganapan nito).

Ang mga reklamo ay maaari rin isampa nang direkta sa Equal Employment Opportunity Commission (EEOC) [www.eeoc.gov](http://www.eeoc.gov); Federal Transit Administration (FTA) [www.fta.dot.gov](http://www.fta.dot.gov); o sa Department of Fair Employment and Housing (DFEH) [www.dfeh.ca.gov](http://www.dfeh.ca.gov). Mangyari repasuhin ang impormasyon sa website ng bawat ahensya para sa mga detalye sa pagsasampa ng reklamo sa ilalim ng Title VI.

## Proseso ng Pagreklamo

Ang Santa Clara Valley Transportation Authority (VTA) ay nagbibigay sa lahat ng mga mamamayan ng patas na access sa lahat ng mga serbisyo nito sa transportasyon. Ito ay pandagdag sa layunin ng VTA, na lahat ng mga mamamayan ay may kaalaman sa kanilang mga karapatan sa nasabing access. Ang site na ito ay nilikha upang magsilbi bilang isang nakapagtuturong kagamitan para sa mga mamamayan upang maunawaan nila ang isa sa mga batas ng karapatang sibil na nagpoprotekta sa kanilang benepisyo sa mga programa at serbisyo ng VTA, partikular na rito, dahil nauugnay ito sa Title VI ng Civil Rights Act ng 1964.

### Ano ang Title VI?

Ang Title VI ay isang seksyon ng Civil Rights Act ng 1964 na hinihiling na "Walang tao sa Estados Unidos na batay sa lahi, kulay o pinagmulang bansa, ay di makakasali sa, o mapagkakaitan ng mga benepisyo ng, o sumailalim sa diskriminasyon sa ilalim ng anumang programa o aktibidad na tumatanggap ng tulong pananalapi ng pederal." Tandaan na ang Title VI ay hindi tumutugon sa diskriminasyon laban sa kasarian. Sumasaklaw lamang ito sa lahi, kulay at pinagmulang bansa. Ipinagbabawal ng ibang mga batas hinggil sa Karapatan Sibil ang diskriminasyon sa kasarian.

### Sino-sino ang mga Taong may Limited English Proficient (Limitadong Kasanayan sa Ingles)?

Ang mga taong hindi nagsasalita ng Ingles bilang kanilang pangunahing wika at iyong mga may limitadong kakayahan na magbasa, magsalita, magsulat, o umunawa ng Ingles ay maaaring limitado ang kasanayan sa Ingles, o may "LEP." Ang mga taong ito ay maaaring may karapatan sa tulong sa wika bilang ugnay sa partikular na uri ng serbisyo, benepisyo, o pagtatagpo.

Ang iba't ibang pakikitungo batay sa kawalan ng kakayahan ng taong magsalita, magbasa, magsulat, o umunawa ng Ingles ay maaaring isang uri ng diskriminasyon sa pinagmulang bansa.

### Paano ako magsasampa ng reklamo?

Kung ikaw ay naniniwala na ikaw ay pinakitunguhan nang may diskriminasyon ng VTA batay sa iyong lahi, kulay o pinagmulang bansa, ikaw ay may karapatan na magsampa ng reklamo sa VTA Title VI Coordinator. Kailangang isampa ang reklamo nang hindi tatagal sa 180 araw na base sa kalendaryo nang maganap ang naparatang na pangyayari ng diskriminasyon.

### Mga Paraan sa pagsasampa ng Reklamo

Ang pinipiling paraan ay ang pagsasampa ng iyong reklamo sa pamamagitan ng kasulatan gamit ang Form para sa Reklamo sa ilalim ng Title VI (Title VI Complaint Form), at ipadala ito sa:

Title VI Coordinator  
Office of Civil Rights  
Santa Clara Valley Transportation Authority  
3331 North First Street, B1  
San Jose, CA 95134

Ang mga sinasalitang(sinasabing) reklamo ay tatanggapin at isusulat ng Title VI Coordinator. Upang magsagawa ng sinasabing reklamo, tumawag sa (408) 321-5571 at hanapin ang Title VI Coordinator. Ang mga reklamo ay maaari rin isampa sa pamamagitan ng mga panlabas na entidad tulad ng Equal Employment Opportunity Commission (EEOC) [www.eeoc.gov](http://www.eeoc.gov); Federal Transit Administration (FTA) [www.fta.dot.gov](http://www.fta.dot.gov); o Department of Fair Employment and Housing (DFEH) [www.dfeh.ca.gov](http://www.dfeh.ca.gov). Mangyari repasuhin ang impormasyon sa website ng bawat ahensya para sa mga detalye sa pagsasampa ng reklamo sa ilalim ng Title VI.

Kung sabay na magsampa ng reklamo sa VTA at panlabas na entidad, ang panlabas na reklamo ang magpapawalang-bisa sa naunang reklamo sa VTA at ang mga pamamaraan para sa reklamo ng VTA ay pansamantalang ihihinto habang nakabinbin ang mga matutuklasan ng panlabas na entidad.

### **Mga imbestigasyon**

Sa loob ng 10 araw ng trabaho pagkatanggap ng pormal na reklamo, ang Title VI Coordinator ay aabisuhan ang nagrereklamo at mag-uumpisa ng isang imbestigasyon (maliban kung ang reklamo ay nakasampa sa isang panlabas na entidad muna o kasabay ito).

Ang mga imbestigasyon ay tutugon sa mga reklamo na laban sa alinmang (mga) departamento ng VTA. Ang imbestigasyon ay isasagawa bilang kaugnay at sa ilalim ng payo ng Employee Relations Department (Departamento ng Ugnayan ng Empleyado).

Maaaring kabilang sa imbestigasyon ang (mga) talakayan ng reklamo sa lahat ng mga apektadong partido upang matiyak ang problema. Ang nagrereklamo ay maaari kinakatawan ng isang abogado o iba pang kinatawan na kaniyang pinili at maaaring magdala ng mga saksi at magpakita ng salaysay(patotoo) at katibayan sa tagal ng imbestigasyon.

Ang imbestigasyon ay isasagawa at matatapos sa loob ng 60 araw pagkatanggap ng pormal na reklamo.

Batay sa lahat ng mga natanggap na impormasyon, isang ulat ng imbestigasyon ay isusulat ng Title VI Coordinator para isumite sa Chief Administrative Officer.

Ang nagrereklamo ay tatanggap ng liham na nagpapahayag na ang huling desisyon ay ibibigay sa katapusan ng 60 araw na limitasyon ng panahon. Karamihan sa mga imbestigasyon ay nakukumpleto sa loob ng 30 araw.

Ipagbibigay-alam sa nagrereklamo ng kaniyang karapatan upang mag-apela sa desisyon. Ang mga apela ay maaaring isagawa sa Federal Transit Administration, sa Equal Employment Opportunity Commission, o sa Department of Fair Employment and Housing.





SANTA CLARA  
**Valley Transportation Authority**

**Form para sa Reklamo sa ilalim ng Title VI**  
Santa Clara Valley Transportation Authority (VTA)  
Tanggapan ng Karapatang Sibil

Ang VTA ay may pananagutan upang tiyakin na walang taong hindi isasali o pinagkaitan ang mga benepisyo para sa mga serbisyo nito batay sa lahi, kulay, o pinagmulang bansa, tulad nang nakalahad sa Title VI ng Civil Rights Act ng 1964, ayon sa pagsususog. Ang mga reklamo sa ilalim ng Title VI ay dapat na isampa sa loob ng 180 araw mula sa petsa ng ipinaratang na diskriminasyon.

Ang sumusunod na impormasyon ay kinakailangan upang tulungan kami sa pagpoproseso ng iyong reklamo. Kung kinakailangan mo ng anumang tulong sa pagkukumpleto ng form na ito, mangyari makipag-ugnayan sa Title VI Coordinator sa pamamagitan ng pagtawag sa (408) 321-5571. Ang nakumpletong form ay dapat maisauli sa VTA Office of Civil Rights, Title VI Coordinator, 3331 North First Street, Building B-1, San Jose, CA 95134.

Iyong Pangalan:	Telepono:
Tirahan:	Iba pang Telepono:
	Lungsod, Estado at Zip Code:
(Mga) taong nadiskrimina laban sa(kung taong iba sa nagrereklamo):	
(Mga) Pangalan:	
Address ng Tirahan, Lungsod, Estado at Zip Code:	

Alin sa mga sumusunod ang pinakamainam na naglalarawan sa sanhi ng naparatang na diskriminasyon? (Bilugan ang Lahat Nang Naaangkop)          Petsa ng Pangyayari:         

- Lahi
- Kulay
- Pinagmulang Bansa (Limitado ang Kasanayan sa Ingles)



## **Listahan sa Pakikipag-ugnayan sa Community Outreach at Title VI/LEP**

Upang sumunod sa Title VI ng Civil Rights Act ng 1964, ipinagkakaloob ng VTA sa lahat ng mga tao ang walang kinikilingan at pantay-pantay na access sa lahat ng mga serbisyo at impormasyon sa transportasyon. Nagtatabi ang VTA ng isang "mailing list", na gagamitin upang ipagbigay-alam sa mga organisasyon na nagkakaloob ng mga serbisyo sa mga may kapansanan, menoridad, mababang kita o mga taong may limitadong kasanayan sa Ingles, ng mga iminumungkahing programa o pagbabago sa serbisyo ng transportasyon. Hinihikayat ng VTA ang mga organisasyon o indibiduwal na kusang loob na ipasok ang kanilang impormasyon sa pakikipag-ugnayan sa mailing list. Mangyaring kumpletuhin ang form sa [online \(http://apps.vta.org/title6/\)](http://apps.vta.org/title6/), sa wikang Ingles, upang maidagdag sa mailing list. Kung mayroon kayong anumang katanungan, mangyaring makipag-ugnayan sa VTA sa (408)321-2300, (408)321-2330 TTY o sa pamamagitan ng email sa [customer.service@vta.org](mailto:customer.service@vta.org)

Americans with Disabilities Act Complaint Form

Santa Clara Valley Transportation Authority (VTA)

VTA is committed to ensuring that no person is denied access to its services, programs, or activities on the basis of their disabilities, as provided by title II of the Americans with Disabilities Act of 1990 ("ADA"). ADA complaints must be filed within 180 days from the date of the alleged incident.

The following information is necessary to assist us in processing your complaint. If you require any assistance in completing this form, or if you would like to make a verbal complaint, please contact the ADA Coordinator by calling (408) 321-2300. The completed form must be returned to the ADA Coordinator, 3331 North First Street, Building B-1, San Jose, CA 95134.

Complainant:	Phone:
Street Address:	Alt Phone:
	City, State, Zip Code
Person Preparing Complaint (if different from Complainant):	
Street Address, City, State, Zip Code	

Date of Incident: \_\_\_\_\_

Please describe the alleged discriminatory incident, including the location(s), if applicable. Provide the names and titles of VTA employees involved, if available.

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Continue to Next Page

Description of incident continued:

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Have you filed a complaint with any other federal, state, or local agencies? Yes/No (Circle One).  
If so, list agency/agencies and contact information below:

---

Agency

Contact Name

---

Street Address, City, State, Zip Code

Phone

---

Agency

Contact Name

---

Street Address, City, State, Zip Code

Phone

I affirm that I have read the above charge and that it is true to the best of my knowledge,  
information, and belief.

---

Complainant's Signature

---

Date

---

Print or Type Name of Complainant

Date Received: _____
Received By: _____

## **ADA: Complaint Process**

### **LEY PARA LOS ESTADOUNIDENSES CON DISCAPACIDADES FÍSICAS (ADA):**

#### **Proceso de Presentación de Quejas**

Santa Clara Valley Transportation Authority (VTA) les brinda a todos los ciudadanos acceso equitativo a sus servicios de transporte.

Este procedimiento de presentación de quejas ha sido establecido con el objetivo de satisfacer los requisitos de la Ley para los Estadounidenses con Discapacidades Físicas de 1990 (“ADA”). Puede ser utilizado por cualquier persona que desee presentar una queja alegando discriminación por una discapacidad, en el suministro de servicios, actividades, programas o beneficios por parte de VTA. La Política de Personal de VTA rige las quejas de discriminación por discapacidad relacionadas con el empleo.

#### **Presentación de una Queja**

La queja debe ser presentada a más tardar 180 días calendario después del presunto incidente discriminatorio. El método preferido es presentar la queja por escrito utilizando el Formulario de Quejas de ADA (que se incluye más adelante), y enviarlo a:

ADA Coordinator  
Office of Diversity and Inclusion  
Santa Clara Valley Transportation Authority  
3331 North First Street, B1  
San Jose, CA 95134  
(408) 321-2300  
www.vta.org

Las quejas verbales serán aceptadas y transcritas comunicándose con el centro de servicio al cliente de VTA llamando al (408) 321-2300. También puede presentar quejas ante entidades externas tales como la Administración Federal de Transporte ([Federal Transit Administration](#)), la Comisión de Oportunidades Equitativas de Empleo ([Equal Employment Opportunity Commission](#)) o el Departamento de Empleo y Vivienda Equitativos ([Department of Fair Employment and Housing](#)). Por favor lea la información en los sitios web de las respectivas agencias a fin de obtener detalles adicionales sobre la presentación de quejas relacionadas con ADA.

Si se llegara a presentar una queja ante VTA y una entidad externa simultáneamente, la queja externa sustituirá a la queja ante VTA. Sin embargo, VTA continuará con su propia investigación de la queja y publicará los resultados de dicha investigación.

#### **Investigaciones**

Dentro de los 10 días hábiles siguientes a la fecha de recepción de la queja formal, el Coordinador de ADA notificará al denunciante y dará inicio a una investigación.

Estas investigaciones cubrirán las quejas contra cualquier departamento de VTA. La investigación será conducida en combinación y bajo la asesoría del Departamento de Relaciones Laborales.

Esta investigación podría incluir una o varias discusiones de la queja con las partes afectadas a fin de determinar cuál es el problema. El denunciante puede ser representado por un abogado u otro representante de su elección, y durante esta investigación también puede llevar testigos y presentar testimonios y evidencia.

La investigación será realizada y concluida dentro del periodo de 60 días posterior a la fecha de recepción de la queja formal.

Según la información recibida, el Coordinador de ADA redactará un informe de la investigación a fin de que sea presentado ante el Director Administrativo.

El denunciante recibirá una carta indicando la decisión final a más tardar al concluir el límite de tiempo de 60 días. La mayoría de las investigaciones concluyen dentro de un periodo de 30 días.

El denunciante será notificado de su derecho de apelar la decisión. Se puede apelar ante la Administración Federal de Transporte ([Federal Transit Administration](#)), la Comisión de Oportunidades Equitativas de Empleo ([Equal Employment Opportunity Commission](#)) o el Departamento de Empleo y Vivienda Equitativos ([Department of Fair Employment and Housing](#)).

Todas las quejas por escrito recibidas por el Coordinador de ADA o la persona designada por ella, las apelaciones ante la Administración Federal de Transporte, la Comisión de Oportunidades Equitativas de Empleo o el Departamento de Empleo y Vivienda Equitativos, así como las respuestas de estas agencias, serán conservadas por VTA durante un mínimo de tres años.

**FORMULARIO DE QUEJAS DE ADA ([ADA COMPLAINT FORM](#))**

**Formulario de Queja de la Ley para los Estadounidenses con Discapacidades Físicas  
Americans with Disabilities Act Complaint Form  
Santa Clara Valley Transportation Authority (VTA)**

VTA está comprometida con garantizar que a ninguna persona se le niegue el acceso a sus servicios, programas o actividades de acuerdo a sus discapacidades, tal como lo estipula el Título II de la Ley para los Estadounidenses con Discapacidades Físicas de 1990 ("ADA"-*Americans with Disabilities Act*). Las quejas de ADA deben ser presentadas dentro de los 180 días siguientes a la fecha del presunto incidente.

La siguiente información es necesaria para ayudarnos a tramitar su queja. Si usted necesita ayuda para llenar el formulario o si desea presentar una queja verbalmente, póngase en contacto con el Coordinador de ADA (*ADA Coordinator*) llamando al (408) 321-2300. El formulario debidamente llenado deberá ser enviado al Coordinador de ADA (*ADA Coordinator*) a 3331 North First Street, Building B-1, San Jose, CA 95134.

Denunciante: Complainant:	Teléfono: Phone:
Dirección postal: Street Address:	Teléfono alternativo: Alt Phone:
	Ciudad, Estado, Código postal City, State, Zip Code
Persona que prepara el formulario de queja (de ser diferente al denunciante): Person Preparing Complaint (if different from Complainant):	
Dirección postal, Ciudad, Estado, Código postal Street Address, City, State, Zip Code	

Fecha del incidente (Date of Incident): \_\_\_\_\_

Por favor describa el presunto incidente discriminatorio, incluyendo el(los) lugar(es) donde tuvo lugar, si es pertinente. Proporcione los nombres y puestos de los empleados de VTA involucrados, si los conoce.

\_\_\_\_\_

\_\_\_\_\_

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Continúa en la página siguiente

Continuación de la descripción del incidente:

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¿Ha presentado usted una queja contra alguna otra agencia federal, estatal o local? Sí/No  
(Encierre una respuesta en un círculo).

Si la respuesta es "Sí", indique a continuación la agencia o agencias y la información de contacto:

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Agencia Agency	Nombre de contacto Contact Name
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Dirección postal, Ciudad, Estado, Código postal Street Address, City, State, Zip Code	Teléfono Phone
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Agencia Agency	Nombre de contacto Contact Name
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Dirección postal, Ciudad, Estado, Código postal Street Address, City, State, Zip Code	Teléfono Phone
--	-------------------

Afirmo que he leído el cargo descrito anteriormente y que, a mi mejor saber y entender, es verdadero.

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Firma del denunciante  
Complainant's Signature

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Fecha  
Date

Escriba con letra de imprenta o a máquina el nombre del denunciante  
Print or Type Name of Complainant

Fecha en que fue recibida: _____ Date Received:
Recibida por: _____ Received By:

<b><i>Transportation for Individuals with Disabilities; VTA Reasonable Modification Policy and Procedure</i></b>	<b>POLICY</b>	
	<b>Document Number:</b>	OPS-PL-0060
	<b>Version Number:</b>	01

**1.0 Purpose:**

Effective on July 13, 2015, the US Department of Transportation’s Americans with Disabilities Act final rule regarding Transportation for Individuals with Disabilities; Reasonable Modification of Policies and Practices requires that transit providers make reasonable modifications to their operating rules and procedures to further ensure that services are accessible to persons with disabilities (*see Federal Register/Vol. 80, No. 49 (80 FR 13253, March 13, 2015. The Federal Transit Administration’s Circular FTA C 4710.1 further explains the final rule at §2.10 & §2.11).*

This policy incorporates VTA’s operating rules and regulations with the US Department of Transportation’s Americans with Disabilities Act reasonable modification final rule, thereby broadening access to VTA’s buses, light rail vehicles, and paratransit services to persons with disabilities.

**2.0 Scope:**

VTA and its contractors shall be responsible for making modifications/accommodations to operating rules, policies, and procedures when necessary and appropriate to allow individuals with disabilities to use VTA bus, light rail, shuttle, or paratransit services.

**3.0 Responsibilities:**

3..1 Coach Operators, Light Rail Operators, Fare Inspectors, Field Supervisors, Transit Patrol Deputies, and VTA Security staff may encounter the following examples of reasonable accommodation requests. This list is not exclusive as there may be other requests for policy, rule, or procedure modifications, not foreseen, that will need to be accommodated.

3.1.A Fare handling assistance, upon request, shall be provided (Coach Operator Rule Book 7.11). *The Operator shall not reach into a passenger’s wallet, purse, baggage, or clothing to obtain the money or fare media to assist with fare handling.*

3.1.B Passengers eating and drinking on-board a transit vehicle to avoid an adverse medical situation. (Coach Operator Rule Book 8.12; see VTA Ordinance 98.1 Sec 4 (b) 7)

3.1.C Passengers self-administering medicine on-board a transit vehicle (Coach Operator Rule Book 8.13). *The Operator shall not assist the passenger administer the medication. Passengers are responsible for the disposal of their medical materials and shall not discard any medical material (sharps, syringes, test strips, medicine, or other related items) on-board a transit vehicle or in a trash receptacle at a transit facility (light rail platform, customer service center, transit center, bus stop or shelter).*



<b>Original Date:</b>	<b>Revision Date:</b>	Page 1 of 6
8/25/15	N/A	

- 3.1.D Passengers may board separately from their mobility devices (Coach Operator Rule Book 8.9.1). *The Operator shall not assist with the operation of the mobility device.*
- 3.1.E Coaches shall be positioned at or near a coach stop to avoid obstacles as necessary or upon request when the Operator determines that it is safe to do so (Coach Operator Rule Book 5.16).

For further guidance, operators shall contact VTA's Operations Control Center if they are not able to provide a requested accommodation. No additional data recording is needed for the provision of reasonable modifications.

### 3.2 Field Supervisors

- 3.2.A Shall support Operators in determining if a requested reasonable modification/accommodation can be met.
- 3.2.B Shall interact with passengers to ensure that they are able to use VTA services through making reasonable modification decisions or by determining alternative approaches that provide the requested accessibility.

### 3.3 Customer Service/ISR Staff

- 3.2.A VTA Customer Service/ISR Staff shall enter customer requests for policy, procedural, or rule modifications in the Customer Service feedback tracking system. These requests will be identified as Reasonable Modification Requests. The requests will be forwarded to Customer Service Management/Supervisory staff.
- 3.2.B If VTA Customer Service/ISR Staff receive a customer complaint about a denial of a request for policy, procedural, or rule modification while using VTA services, the complaint will be entered into the Customer Service feedback tracking system and marked as a reasonable modification request denial.

### 3.4 Customer Service Management

- 3.4.A Customer Service Management staff shall forward customer requests for policy, procedural, or rule modifications to appropriate VTA staff. Customer Service Management will record the request's resolution in the Customer Service database per direction from responsible VTA staff.
- 3.4.B Customer Service Management staff shall request a CCTV data-pack video of a reported denial of a reasonable modification request. The customer's report of the denial with information about the respective incident data pack will be forwarded to VTA's ADA Coordinator. CCTV data-pack video may be requested up to 14 days after a reported event by completing a Protective Services CCTV Data-Pack request form at:  
<http://thehub.vta.org/divisions/protectiveservices/Documents/Forms>.

### 3.5 Responsible VTA Staff

Responsible VTA staff will have 14 calendar days from the date of the request to make a determination regarding the customer's request.

3.5.A If the request is approved, customers will be notified in writing.

3.5.B If the request is denied, the staff member who made the decision will provide, in writing, the reason for the denial and provide an alternative, if possible.

3.5.C If the customer disagrees with the denial or the offered alternative, the customer can appeal. VTA's denial notice will include the customer's reference number and advise the customer that they will have 21 calendar days from the date of the denial notice to appeal to VTA's ADA Coordinator, in writing or by calling the customer service center. Customers should use their reference number when filing an appeal.

### 3.6 ADA Coordinator

The ADA Coordinator will review the customer's appeal and will prepare a packet for an Appeals Review Committee (ARC) to consider. The appeal packet consists of the summary of the requested accommodation, the reason(s) why the requested accommodation was denied, the customer's appeal, relevant VTA rules, input from the involved Operator/Field Supervisors, and a copy of any data pack video of the reported incident.

The ARC is comprised of 3 members from the following departments:

3.6.A ADA Coordinator, or designee

3.6.B Subject Matter Expert (one staff who was not involved in the initial determination to deny the modification request)

3.6.C Customer Service

Other staff will be consulted by the ARC members, if needed, to review and recommend a resolution of the Reasonable Modification/Accommodation request denial appeal.

The Appeals Review Committee will respond, in writing, within 21 calendar days of the date of the appeal. If the denial is overturned, the ARC will respond to the customer, in writing, explaining their decision. If the denial is upheld, the ARC will provide, in writing, a detailed explanation as to why the accommodation cannot be made. An alternative approach to achieve service access pursued by the requested accommodation will be recommended to the customer. The determination made by the ARC will be final.

All information regarding customer requests for reasonable modifications and appeals will be entered into the Customer Service feedback tracking system.

#### **4.0 Policy:**

VTA will make reasonable modifications/accommodations to its operating policies, practices and procedures to help ensure that transportation services are accessible to all passengers.

Though transit agencies are not required to make modifications that are considered unreasonable, the final rule obligates them to work with customers to find reasonable alternatives.

When a request for modifications/accommodations to operating policy, practice, or procedure is determined to be unreasonable, VTA will collaborate with the requesting customer, or designated representative(s), to find an alternative policy, practice, or procedural adjustment to allow the customer to use VTA transportation services.

The following is a list of accommodation requests that USDOT has identified as being unreasonable. Transit operators are not required to provide these accommodations.

This list is not exclusive as there may be other scenarios, not foreseen, that cannot be accommodated.

- 4.1 Personal Care Attendant (PCA) assistance by an operator
- 4.2 Assistance with luggage and packages
- 4.3 Fare payment by operators, or non-payment
- 4.4 Operator care for service animals
- 4.5 Hand-carrying passengers
- 4.6 Specification of vehicles or special equipment in a vehicle
- 4.7 Exclusive or reduced capacity paratransit (single passenger) trip
- 4.8 ADA Paratransit trips beyond the defined service area or operating hours
- 4.9 A stop and wait at an intermediate location during an ADA paratransit trip
- 4.10 A request that creates a hazard for a vehicle, the operator, or other passengers
- 4.11 A request for a specific driver
- 4.12 A request to avoid other passengers on an ADA paratransit trip

## **5.0 Training Requirements:**

Under the direction of VTA's Employee Training and Development Department, management will be responsible for training their respective staff on how to respond to customer requests for reasonable modifications/accommodations. Training will be provided to staff initially and on an ongoing basis.

- 5.1 Coach and Light Rail Operators will be trained during initial training and during their respective technical training refresher classes.
- 5.2 Field Supervisors, Superintendents, and Radio Dispatchers will receive initial training on the reasonable modifications/accommodation regulations. Periodic, as needed, refresher training will be provided by Operations staff.\
- 5.3 Fare Inspectors and Transit Patrol Deputies will receive initial training on the reasonable modifications/accommodation regulations. Periodic, as needed, refresher training will be provided by Operations staff as designated by Protective Services management.
- 5.4 Customer Service staff will receive initial training on the reasonable modifications/accommodation regulations. Periodic, as needed, refresher training will be provided by Customer Service management.
- 5.5 The ADA Coordinator will work with Customer Service management and designated Operations staff to ensure that the members of the Appeal Review Committee are apprised of information regarding reasonable modifications/accommodation complaint processing and appeal review.



## **6.0 Definitions:**

- 6.1 *Reasonable Modification/Accommodation:* A change to an operating policy, practice, or procedure in order to enable persons with disabilities to use public transportation.
- 6.2 *Unreasonable Modification/Accommodation:* A change to an operating policy, practice, or procedure that would pose a danger to the operator or others, is not necessary to achieve service accessibility, is burdensome, or would significantly change the nature of the service.

## **7.0 Summary of Changes:**

Initial release of this policy.

**8.0 Approval Information:**

<i>Prepared by:</i>	<i>Reviewed by:</i>	<i>Approved by:</i>
David Ledwitz Management Analyst Service & Operations Planning  Camille C. Williams Accessible Services Program Manager/ Title VI Project Manager	  Inez Evans, Chief Operating Officer	  Nuria I. Fernandez General Manager



## तर्कसंगत संशोधन/अनुकूलन

### Reasonable Modifications/Accommodations

VTA बस और लाइट रेल सेवाओं का उपयोग करने वाले विकलांगता ग्रस्त यात्रियों को संयुक्त राज्य परिवहन विभाग (United States Department of Transportation) के 49 CFR के भाग 27 और 37 के अंतिम नियम का पालन करते हुए प्रचालन नीतियों, कार्य प्रणालियों और प्रक्रियाओं में तर्कसंगत संशोधन करके समंजित करता है।

तर्कसंगत संशोधनों में फेयर बॉक्सेज़ में पैसे डालने में यात्रियों की मदद करना, चिकित्सीय समस्या से बचने के लिए यात्रियों को चलते वाहन में खाने, पीने या दवा लेने की अनुमति देना, और यात्रियों को उस समय अपनी मोबिलिटी डिवाइस से उतरकर, अलग से सवार होने की अनुमति देना शामिल है जब वे अपनी डिवाइस की गति नियंत्रित कर सकते हों।

यात्री संशोधन के लिए अग्रिम रूप से, या जरूरत के समय अनुरोध कर सकते हैं। किसी अनुकूलन की माँग करते समय यात्रियों को “तर्कसंगत संशोधन” कहने की जरूरत नहीं होती। यदि नीति, कार्य प्रणाली या प्रक्रियात्मक संशोधन नहीं किए जा सकते तो VTA कर्मचारी यात्रियों की सुगमता संबंधी जरूरतें समंजित करने का वैकल्पिक रास्ता निकालने के लिए उनके साथ मिलकर काम कर सकते हैं।

तर्कसंगत अनुकूलन का अनुरोध करने के लिए कृपया VTA की ग्राहक सेवा से संपर्क करें।

ग्राहक सेवा:

(408) 321-2300

स्वचालित सूचना उपलब्ध है

24 घंटे अंग्रेजी और स्पेनिश में

(800) 894-9908 सैंटा क्लाराघाटी काउंटी से बाहर

(408) 321-2330 TTY

customer.service@vta.org

VTA उचित अनुकूलन नीति/कार्य-प्रणाली (VTA Reasonable Accommodation Policy/Procedure)

<b>विकलांग व्यक्तियों के लिए परिवहन</b> <b>VTA उचित संशोधन नीति और कार्य-प्रणाली</b> <b>Transportation for Individuals with Disabilities;</b> <b>VTA Reasonable Modification Policy and Procedure</b>	<b>नीति</b> <b>(POLICY)</b>	
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### 1.0 प्रयोजन:

जुलाई 13, 2015 को लागू, अमरीकी परिवहन विभाग (US Department of Transportation's Americans with Disabilities Act) का विकलांग व्यक्तियों के परिवहन से संबंधित विकलांगता ग्रस्त अमरीकी अधिनियम का अंतिम नियम; नीतियों और प्रक्रियाओं का तर्कसंगत संशोधन अपेक्षा करता है कि परिवहन प्रदाता यह सुनिश्चित करने के लिए अपने प्रचालन नियमों और प्रक्रियाओं में तर्कसंगत बदलाव लाए कि सेवाएँ विकलांग व्यक्तियों के लिए सुलभ हैं (देखें फ़ेडरल रजिस्टर (संघीय पंजिका), खंड 80, नं. 49 (80 FR 13253, मार्च 13, 2015. संघीय संक्रमण प्रशासन का सर्कुलर FTA C 4710.1 अंतिम नियम की §2.10 और §2.11) पर अधिक व्याख्या करता है।

यह नीति VTA के प्रचालन नियमों और विनियमनों को अमेरिकी परिवहन विभाग अमेरिकन्स विद डिसेबिलिटीज़ एक्ट रिज़नेबल मॉडिफ़िकेशन अंतिम नियम के साथ शामिल करती है और उनके माध्यम से VTA की बसों, हल्के रेल वाहनों, और पैरा ट्रांसिट सेवाओं में विकलांग व्यक्तियों की पहुँच को और बढ़ाती है।

### 2.0 दायरा:

VTA और इसके ठेकेदार जरूरत पड़ने पर विकलांग व्यक्तियों के लिए VTA की बसों, लाइट रेल, शटल या पैराट्रांसिट सेवाओं के उपयोग की गुंजाइश के लिए प्रचालन नियमों, नीतियों और प्रक्रियाओं में उपयुक्त संशोधन/अनुकूलन करने के लिए जिम्मेदार होंगे।

### 3.0 जिम्मेदारियाँ:

3.1.1 कोच ऑपरेटर्स, लाइट रेल ऑपरेटर्स, किराया निरीक्षकों, फ़ील्ड पर्यवेक्षकों, ट्रांजिट गश्ती एंथोनी, और VTA सुरक्षा कर्मचारियों को उचित आवास अनुरोधों के निम्न उदाहरण आ सकते हैं। यह सूची अपवर्जक नहीं है क्योंकि नीति, नियम या प्रक्रिया संशोधन के दूसरे अनुरोध भी हो सकते हैं, जिनका पूर्वानुमान नहीं लगाया गया था, जिनका समायोजन करने की जरूरत होगी।

3.1.A अनुरोध करने पर किराया प्रबंधन प्रदान किया जाएगा (कोच ऑपरेटर्स रूल बुक 7.11)। ऑपरेटर किराया प्रबंधन के लिए पैसे या फ़ेयर मीडिया निकालने के लिए यात्री के वॉलेट, बटुए, सामान, या कपड़ों में हाथ नहीं डाल सकते।

3.1.B यात्री किसी प्रतिकूल चिकित्सीय घटना से बचने के लिए ट्रांसिट वाहन पर खा और पी रहे हैं। (कोच ऑपरेटर नियम पुस्तक 8.12; देखें VTA अध्यादेश 98.1 अनुभाग 4 (b) 7)

3.1.C यात्री ट्रांसिट वाहन पर स्वयं दवा खा रहे हैं। (कोच ऑपरेटर्स रूल बुक 8.13)। ऑपरेटर दवा लेने में यात्री की सहायता नहीं करेंगे। यात्री अपनी चिकित्सीय सामग्री के निपटान के लिए जिम्मेदार हैं और वे कोई चिकित्सीय सामग्री (सुइयां, सिरिंजें, परीक्षण स्ट्रिप्स, दवाएँ या अन्य संबंधित वस्तुएँ) किसी ट्रांसिट वाहन पर नहीं फेंकेंगे, या ट्रांसिट सुविधा (लाइट रेल प्लेटफ़ॉर्म, ग्राहक सेवा केंद्र, ट्रांसिट केंद्र, बस स्टॉप या शेल्टर) पर रखी कचरा पेटियों में नहीं डालेंगे।

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3.1.D यात्री अपने मोबिलिटी डिवाइसेज से अलग से सवार हो सकते हैं (कोच ऑपरेटर रूल बुक 8.9.1)। ऑपरेटर मोबिलिटी डिवाइस के प्रचालन में सहायता नहीं कर सकता।

3.1.E जरूरत पड़ने पर या अनुरोध करने पर कोच, अवरोधों से बचने के लिए कोच स्टॉप पर या उसके पास खड़े किए जा सकते हैं बशर्ते ऑपरेटर तय करे कि ऐसा करना सुरक्षित है (कोच ऑपरेटर रूल बुक 5.16)।

यदि ऑपरेटर मांगे गए अनुकूलन देने में असमर्थ हैं तो वे अधिक मार्गदर्शन के लिए VTA के प्रचालन नियंत्रण केंद्र से संपर्क करेंगे। तर्कसंगत संशोधन के लिए अतिरिक्त डेटा अभिलेखन की जरूरत नहीं होती।

### 3.2 फील्ड सुपरवाइज़र्स

3.2.A यह तय करने में ऑपरेटर्स का समर्थन करेंगे कि क्या मांगा गया तर्कसंगत संशोधन/समायोजन किया जा सकता है।

3.2.B यह सुनिश्चित करने के लिए यात्रियों के साथ इंटरैक्ट करेगा कि वे तर्कसंगत संशोधन के फैसलों या अनुरोध की सुगमता प्रदान करने वाले वैकल्पिक उपाय निर्धारण के जरिये VTA की सेवाओं के उपयोग में सक्षम होंगे।

### 3.3 ग्राहक सेवा/ISR कर्मचारी

3.2.A VTA ग्राहक सेवा/ISR कर्मचारी ग्राहक सेवा प्रतिपुष्टि पर नजर रखने वाली प्रणाली में नीति, प्रक्रियात्मक या नियम में संशोधन के ग्राहक के अनुरोध दर्ज करेगा। इन अनुरोधों की पहचान तर्कसंगत संशोधन अनुरोध के रूप में की जाएगी। ये अनुरोध ग्राहक सेवा प्रबंधन/पर्यवेक्षण कर्मचारियों को अग्रसारित किए जाएंगे।

3.2.B यदि VTA की ग्राहक सेवा/ISR कर्मचारियों को VTA की सेवाओं का उपयोग करते समय नीति, प्रक्रिया या नियम में परिवर्तन की ग्राहक की माँग से इनकार करने की शिकायत मिलती है तो वह शिकायत ग्राहक सेवा प्रतिपुष्टि ट्रेकिंग प्रणाली में दर्ज की जाएगी और उसे तर्कसंगत संशोधन अनुरोध अस्वीकृति के रूप में चिह्नित किया जाएगा।

### 3.4 ग्राहक सेवा प्रबंधन

3.4.A ग्राहक सेवा प्रबंधन स्टाफ नीति, कार्य-प्रणाली-संबंधी, या नियम में संशोधन का ग्राहक का अनुरोध उपयुक्त VTA कर्मचारी को अग्रसारित कर देगा। ग्राहक सेवा प्रबंधन VTA के जिम्मेदार कर्मचारी के निर्देशानुसार अनुरोध का समाधान ग्राहक सेवा डेटाबेस में दर्ज करेगा।

3.4.B ग्राहक सेवा प्रबंधन का कर्मचारी तर्कसंगत संशोधन के अनुरोध की रिपोर्ट की गई अस्वीकृति के CCTV डेटा पैक वीडियो का अनुरोध करेगा। संबंधित घटना के डेटा पैक के बारे में सूचना के साथ ग्राहक की अस्वीकृति की रिपोर्ट VTA के ADA समन्वयकर्ता को अग्रसारित की जाएगी। सुरक्षात्मक सेवा CCTV डेटा-पैक अनुरोध फॉर्म भरकर किसी रिपोर्ट की गई घटना के 15 दिन बाद तक के CCTV डेटा पैक वीडियो का अनुरोध यहाँ किया जा सकता है:

<http://thehub.vta.org/divisions/protectiveservices/Documents/Forms>.

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- 3.5 जिम्मेदार VTA कर्मचारी  
जिम्मेदार VTA कर्मचारी के पास ग्राहक के अनुरोध के बारे में निर्णय लेने के लिए अनुरोध की तारीख से 14 कलेंडर दिवस का समय होगा।
- 3.5.A यदि अनुरोध मंजूर हो जाता है तो ग्राहक को लिखित सूचना दी जाएगी।
- 3.5.B यदि अनुरोध अस्वीकार कर दिया जाता है तो यह निर्णय लेने वाला कर्मचारी अस्वीकृति का लिखित कारण बताएगा और अगर संभव होगा तो कोई विकल्प सुझाएगा।
- 3.5.C यदि ग्राहक अस्वीकृति या प्रस्तावित विकल्प से असहमत है तो ग्राहक अपील कर सकता है। VTA के अस्वीकरण पत्र में ग्राहक की संदर्भ संख्या, और यह सुझाव शामिल होगा कि वह अस्वीकृति की तारीख से 21 कलेंडर दिवस के भीतर VTA के ADA समन्वयकर्ता के यहाँ लिखित या ग्राहक सेवा केंद्र पर कॉल करके अपील कर सकता है। ग्राहकों को अपील करते समय अपनी संदर्भ संख्या का उपयोग करना चाहिए।

- 3.6 ADA समन्वयकर्ता  
ADA समन्वयकर्ता ग्राहक की अपील का पुनरीक्षण करेगा और विचार करने के लिए अपील पुनरीक्षण समिति (ARC) के लिए पैकेट तैयार करेगा। अपील पैकेट में होती है माँगे गए अनुकूलन का सारांश, इसका कारण कि माँगा गया अनुकूलन अस्वीकार क्यों किया गया, ग्राहक की याचिका VTA के प्रासंगिक नियम संबद्ध ऑपरेटर/फील्ड सुपरवाइज़र के बयान और रिपोर्ट की गई घटना के डेटा पैक वीडियो की प्रति।

ARC में निम्नलिखित विभागों के तीन सदस्य शामिल हैं:

- 3.6.A ADA समन्वयकर्ता, या नामित
- 3.6.B सब्जेक्ट मैटर एक्सपर्ट (एक कर्मचारी जो माँगे गए अनुकूलन को अस्वीकार करने के फैसले में शामिल नहीं था)
- 3.6.C ग्राहक सेवा

यदि आवश्यक होगा तो ARC के सदस्य तर्कसंगत संशोधन/अनुकूलन अनुरोध की अस्वीकरण अपील का पुनरीक्षण करने और उसका कोई समाधान सुझाने के लिए अन्य कर्मचारियों से सलाह लेंगे।

अपील दायर करने की तारीख से 21 कलेंडर दिवस के भीतर अपील पुनरीक्षण समिति लिखित जवाब देगी। यदि अस्वीकार को पलट दिया जाता है तो ARC इसका लिखित में अपने फैसले का स्पष्टीकरण देते हुए ग्राहक को जवाब देगी। यदि अस्वीकार को सही ठहराया जाता है तो ARC इसका लिखित में विस्तृत स्पष्टीकरण देगी कि अनुकूल क्यों नहीं किया जा सकता। माँगे गए अनुकूलन को आगे बढ़ाते हुए ग्राहक को सेवा तक पहुँचने का वैकल्पिक उपाय सुझाया जाएगा। ARC द्वारा किया गया निर्णय अंतिम होगा।

तर्कसंगत अनुकूलनों के लिए किए गए अनुरोधों और याचिकाओं से संबंधित सारी सूचनाएँ ग्राहक सेवा प्रतिपुष्टि ट्रेकिंग प्रणाली में दर्ज की जाएँगी।

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#### 4.0 नीति:

यह सुनिश्चित कराने के लिए कि परिवहन सेवाएँ सभी यात्रियों को सुलभ हैं, VTA अपनी प्रचालन नीतियों, कार्यप्रणालियों और प्रक्रियाओं में तर्कसंगत संशोधन/अनुकूलन करेगी।

हालांकि ट्रांजिट एजेंसियों से अतार्किक अनुकूलन करने की अपेक्षा नहीं की जाती, लेकिन अंतिम नियम उन्हें तर्कसंगत विकल्प तलाशने के लिए ग्राहकों के साथ मिलकर काम करने के लिए बाध्य करता है।

जब प्रचालन नीति, कार्यप्रणाली, या प्रक्रिया में संशोधन/अनुकूलन का कोई अनुरोध अतार्किक ठहराया जाता है तो VTA अनुरोध करने वाले ग्राहक के साथ मिलकर नामित प्रतिनिधि(यों) के सहयोग से ग्राहक को VTA की परिवहन सेवाओं के उपयोग की अनुमति देने के लिए वैकल्पिक नीति, कार्य प्रणाली या प्रक्रियात्मक समंजन की तलाश करेगी।

अनुकूलनों की निम्नलिखित सूची को USDOT ने अतार्किक करार दिया है: ट्रांसिट ऑपरेटर्स से ये अनुकूलन प्रदान करने की अपेक्षा नहीं की जाती।

यह सूची अपवर्जक नहीं है क्योंकि दूसरे अननुमानित, दृश्य लेख भी हो सकते हैं जिनका समायोजन नहीं किया जा सकता।

- 4.1 किसी ऑपरेटर द्वारा व्यक्तिगत परिचर्या परिचर (PCA) सहायता
- 4.2 सामान और पैकेज के साथ सहायता
- 4.3 ऑपरेटरों द्वारा किराए का भुगतान या किराया न चुकाना
- 4.4 सेवा पशुओं (service animals) के लिए ऑपरेटर की परिचर्या
- 4.5 यात्री का हाथ पकड़कर ले जाना
- 4.6 वाहनों के विवरण या किसी वाहन में कोई विशेष उपकरण
- 4.7 अपवर्जक या न्यूनीकृत क्षमता की पैराट्रांसिट (एकल यात्री) यात्रा
- 4.8 निर्धारित सेवा क्षेत्र के बाहर या प्रचालन के घंटों के बाद ADA की पैराट्रांसिट यात्राएँ
- 4.9 ADA पैराट्रांसिट यात्रा के दौरान बीच की जगह पर रुकना और इंतज़ार करना
- 4.10 ऐसा अनुरोध जो किसी वाहन, प्रचालक या दूसरे यात्रियों के लिए खतरा उत्पन्न कर सकता है
- 4.11 चालक विशेष का अनुरोध
- 4.12 किसी पैराट्रांसिट यात्रा में दूसरे यात्रियों की उपेक्षा करने का अनुरोध

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### 5.0 प्रशिक्षण की अपेक्षाएँ:

VTA के कर्मचारी प्रशिक्षण और परिवर्धन विभाग के निर्देश के अनुसार इसका प्रशिक्षण देने के लिए प्रबंधन जिम्मेदार होगा कि अपने संबंधित कर्मचारियों को तर्कसंगत संशोधनों/अनुकूलनों की ग्राहक भी माँग पर प्रतिक्रिया कैसे दी जाए। कर्मचारियों को प्रारंभ में और व्यवहार के आधार पर प्रशिक्षण दिया जाएगा।

- 5.1 कोच और लाइट रेल ऑपरेटर्स को उनके प्रारंभिक प्रशिक्षण और उनकी संबंधित तकनीकी प्रशिक्षण रिफ्रेशर कक्षाओं के दौरान प्रशिक्षण दिया जाएगा।
- 5.2 फील्ड सुपरवाइजर्स, सुप्रीटेंडेंट्स और रेडियो डिस्पैचर्स को तर्कसंगत संशोधन/अनुकूलन विनियम का प्रारंभिक प्रशिक्षण दिया जाएगा। प्रचालन कर्मियों द्वारा, जरूरत के अनुरूप नियत कालिक रिफ्रेशर प्रशिक्षण दिया जाएगा।
- 5.3 फेयर इन्सपेक्टर्स और ट्रांसिट पेट्रोल डिप्यूटीज़ को तर्कसंगत संशोधन/अनुकूलन विनियमों का प्रारंभिक प्रशिक्षण दिया जाएगा। जरूरत के अनुसार सुरक्षात्मक सेवा प्रबंधन द्वारा नामित प्रचालन कर्मियों नियत कालिक रिफ्रेशर प्रशिक्षण देंगे।
- 5.4 ग्राहक सेवा कर्मियों को तर्कसंगत संशोधन/अनुकूलन विनियमों का प्रारंभिक प्रशिक्षण दिया जाएगा। जरूरत के अनुसार ग्राहक सेवा प्रबंधन द्वारा नियत कालिक रिफ्रेशर प्रशिक्षण प्रदान किया जाएगा।
- 5.5 ADA समन्वयकर्ता यह सुनिश्चित करने के लिए ग्राहक सेवा प्रबंधन और नामित प्रचालन कर्मियों के साथ मिलकर काम करेगा कि अपील पुनरीक्षण समिति तर्कसंगत संशोधन/अनुकूलन विनियमों संबंधी सूचनाओं का मूल्य समझती है।

### 6.0 परिभाषाएँ:

- 6.1 **उचित संशोधन/अनुकूलन:** संचालन नीति, प्रथा, या कार्य-प्रणाली में बदलाव ताकि विकलांग व्यक्ति सार्वजनिक परिवहन का इस्तेमाल करने में सक्षम हो सकें।
- 6.2 **अनुचित संशोधन/अनुकूलन:** किसी प्रचालन नीति, कार्यप्रणाली या प्रक्रिया में कोई परिवर्तन जो प्रचालक या दूसरों के लिए खतरा उत्पन्न करेगा, सेवा की सुगमता प्राप्त करने के लिए आवश्यक नहीं है, कष्टकर है, या सेवा की प्रकृति को उल्लेखनीय रूप से बदल देगा।

### 7.0 बदलावों का सारांश:

इस नीति की प्रारंभिक रिलीज़।

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**8.0 स्वीकृति जानकारी:**

तैयार-कर्ता:	समीक्षा-कर्ता:	स्वीकार-कर्ता:
डेविड लेडविट्ज़ (David Ledwitz) प्रबंधन विश्लेषक सेवा व संचालन योजना (Management Analyst Service & Operations Planning)	~हस्ताक्षरित	~हस्ताक्षरित
केमिली सी. विलियम्स (Camille C. Williams) सुलभ सेवा कार्यक्रम प्रबंधक/ शीर्षक VI परियोजना प्रबंधक (Accessible Services Program Manager/ Title VI Project Manager)	आइनेज़ इवांस (Inez Evans), मुख्य परिचालन अधिकारी (Chief Operating Officer)	नूरिया आई. फ़र्नांडीज़ (Nuria I. Fernandez) डेविड लेडविट्ज़ (General Manager) महाप्रबंधक

मूल तारीख:	संशोधन की तारीख:	पृष्ठ 6 का 6
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# Personal Data Card, Certification and Authorization for Release of Protected Health Information



Please read, sign, date and mail to VTA Eligibility Department, 3331 N. First St, San Jose, CA 95134. This form can also be dropped off at VTA, 3331 N. First St, San Jose, CA 95134.

Applications for individuals who are under the age of 18 years, must be completed by the applicant's parent, legal guardian or custodian. If an applicant is 18 years or older, but is unable to complete the application because of a physical or vision impairment, the applicant must have given permission to the person completing the application. Applications for individuals 18 years of age or older with cognitive impairments, must be completed by the applicant's legal guardian or custodian.

Applications that do not meet the above criteria will not be processed. Thank you in advance for your cooperation.

VTA ACCESS Paratransit will contact you for a phone interview.

Section 1: Personal Data Check one:  New Applicant  Existing Customer  
(Paratransit ID # \_\_\_\_\_)

Applicant Name: \_\_\_\_\_ (Mr/Mrs/Ms - circle one)

Birthdate: \_\_\_\_\_

### Application Information:

Address: \_\_\_\_\_ City: \_\_\_\_\_

State: \_\_\_\_\_ Zip: \_\_\_\_\_

Home Phone Number: \_\_\_\_\_ Cell Phone Number: \_\_\_\_\_

Best time(s) to call: \_\_\_\_\_ Email: \_\_\_\_\_

Primary Language: \_\_\_\_\_

What is your primary disability and/or most limiting condition?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Do you use any mobility aids or specialized equipment?  Yes  No

If you answered "Yes" please check all that apply:

- Cane  White Cane  Walker  Crutches  Manual Wheelchair
- Power Wheelchair  Power Scooter  Leg Braces  Respirator  Portable Oxygen Tank
- Prosthesis  Service Animal  Speech Devices  Communication Board  Other \_\_\_\_\_

Do you need any future written information provided to you in an accessible format?  Yes  No

If "Yes", please check the format you prefer:  Email  Diskette  Audio Tape  Braille  Large Print

Would you be interested in learning more about mobility options and travel training?  Yes  No

Continued on back



Emergency Contact Name: \_\_\_\_\_

Relationship to Applicant: \_\_\_\_\_ Phone Number (s): \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

---

**Section 2: Authorization for Release of Protected Health Information**

I understand the protected health information provided during the application and interview process will be kept confidential and shared only with the following professionals or providers as necessary to determine eligibility and provide paratransit services, and for quality assurance/audits to comply with ADA regulations and VTA policy.

**Section 3: Authorization to Release Medical Information**

(Please include the contact information for your physician or licensed professional, who can verify your disability/ies, or has knowledge about your disability/ies and functional limitations.)

I hereby authorize:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_ FAX: \_\_\_\_\_

(OPTIONAL) Medical Record/Kaiser Number: \_\_\_\_\_

to release the information requested below about my disability or disabilities to VTA ACCESS Paratransit eligibility representatives/contractors upon request. The information released will be used solely to evaluate my eligibility for VTA paratransit services as required by the Americans with Disabilities Act, 42 U.S.C. Section 12101 et seq., 104 Stats. 327.

*I understand that I have a right to revoke any Section of this authorization at any time by writing to VTA ACCESS Paratransit except to the extent that action has already been taken based upon this authorization.*

Applicant Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Section 4: Applicant Certification** (Please sign)

All applicants must sign the completed application. If this application has been completed by someone other than the person requesting certification, the person who completed the application must provide the following information:

Name of Person Assisting Applicant: \_\_\_\_\_

Relationship to Applicant: \_\_\_\_\_

Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Phone Number: \_\_\_\_\_ Alternate Number: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

By signing this application, you are certifying under penalty of perjury under the laws of the State of California, that the foregoing is true and correct.

Applicant/Legal Guardian/Conservator Signature: \_\_\_\_\_ Date: \_\_\_\_\_

# 個人資料卡、保證書和提供受保護健康資訊的授權書



請詳細閱讀後簽名並加註日期，然後寄回或送交至 **VTA Eligibility Department, 3331 N. First St, San Jose, CA 95134**。此表格可於 [www.vta.org](http://www.vta.org) 下載

未滿 18 週歲的個人申請，必須由申請人的父母、法定監護人或看護人填寫。如果申請人已年滿 18 週歲，但由於身體或視力障礙而無法填寫申請，代為填寫人必須得到申請人的許可。18 週歲或18周歲以上但有認知障礙的個人申請，必須由申請人的法定監護人或看護人填寫。

不符合上述條件的申請將不給予處理。提前感謝您的合作。

**VTA ACCESS** 殘障人士特別服務將與您聯絡安排電話訪談。

第 1 部分：個人資料 請勾選一項： 新申請人  現有客戶  
(殘障人士特別服務身份證編號\_\_\_\_\_)

申請人姓名：\_\_\_\_\_ (先生/夫人/女士 - 請圈選一項)

出生日期：\_\_\_\_\_

## 申請資訊：

地址：\_\_\_\_\_ 城市：\_\_\_\_\_

州：\_\_\_\_\_ 郵遞區號：\_\_\_\_\_

家庭電話號碼：\_\_\_\_\_ 手機號碼：\_\_\_\_\_

最佳電話聯絡時間：\_\_\_\_\_ 電子郵件：\_\_\_\_\_

主要語言：\_\_\_\_\_

您的主要殘障和/或行動最不便的狀況是什麼？

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

您使用任何行動輔助設備或專用設備嗎？ 是 否

如果回答「是」，請勾選所有適用項：

- 手杖                       白手杖                       輪椅                       雙拐                       手動輪椅
- 電動輪椅                       電動代步車                       小腿支架                       呼吸器                       便攜式氧氣筒
- 假體                       服務 動物                       語障輔助器材                       溝通板                       其他\_\_\_\_\_

您將來接收書面信息是否需要殘障人士方便使用的格式？ 是 否

如果「是」，請勾選您需要的格式：

- 電子郵件                       磁片                       錄音帶                       布拉耶點字                       大字體

您是否希望更多瞭解各種交通形式和出行的培訓？ 是 否

緊急情況聯絡人姓名: \_\_\_\_\_

與申請人之間的關係: \_\_\_\_\_ 電話號碼: \_\_\_\_\_

地址: \_\_\_\_\_ 城市: \_\_\_\_\_ 州: \_\_\_\_\_ 郵遞區號: \_\_\_\_\_

## 第 2 部分:提供受保護健康資訊的授權

本人理解,本人在申請和訪談過程中提供的受保護健康資訊將得到保密,只能在確定資格以便提供殘障人士特別服務時,以及為遵循ADA 規定和 VTA 政策而進行品質管理/審核時,在必要時向以下專業人員或服務提供者提供。

## 第 3 部分:提供醫療資訊的授權

(請提供能夠確認您的殘障情況以及行動不便情況的醫生或持執照專業人員的聯絡資訊。)

本人特此授權:

姓名: \_\_\_\_\_

地址: \_\_\_\_\_

電話: \_\_\_\_\_ 傳真: \_\_\_\_\_

(可選)醫療記錄/Kaiser 號碼: \_\_\_\_\_

應要求將以下所需的有關本人殘障情況的資訊提供給VTA ACCESS 殘障人士特別服務資格代表/承包商。所提供的資訊只可用於評估本人根據美國殘障法案(美國法典(U.S.C.)第42篇第12101節及其後條款第104法令327)享受殘障人士特別服務的資格。

本人了解,本人有權以書面形式通知 VTA ACCESS,在任何時候撤銷這項授權的任何部分,但根據本授權已採取行動的部份除外。

申請人簽名: \_\_\_\_\_ 日期: \_\_\_\_\_

## 第 4 部分:申請人保證書(請簽名)

所有申請人必須在已填妥的申請上簽名。如果申請並非由保證人本人填寫,則代為填寫申請的人必須提供以下資訊:

協助申請人的人員姓名: \_\_\_\_\_

與申請人之間的關係: \_\_\_\_\_

地址 \_\_\_\_\_ 城市 \_\_\_\_\_ 州 \_\_\_\_\_ 郵遞區號 \_\_\_\_\_

電話號碼: \_\_\_\_\_ 備用號碼: \_\_\_\_\_

簽名: \_\_\_\_\_ 日期: \_\_\_\_\_

您在本申請書上簽名之後,即根據加州法律中有關偽證罪的規定,保證上述內容是真實和準確的。

申請人/法定監護人/看護人: \_\_\_\_\_ 日期: \_\_\_\_\_



Updated in 2020

# FACT SHEET: Title VI

## What is Title VI?

Title VI is a federal regulation that requires that no person in the United States of America shall, because of race, color, or national origin be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity that receives federal assistance.



## Who is Protected Under Title VI?

Title VI protects everyone regardless of race, color, or national origin. It has two administrative directives; environmental justice protects low-income and/or minority communities, and limited English proficiency (LEP) protects individuals whose primary language is not English. Limited English proficient individuals have limited ability to read, speak, write or understand English. LEP individuals may be competent in English for certain types of communication (e.g., speaking or understanding), but still have Limited English Proficiency in areas such as reading or writing.

## Does Title VI only Protect U.S. Citizens?

No, Title VI protects all persons in the United States whether or not they are U.S. citizens.

## How Does the Community Benefit from Title VI?

Free language line assistance is available to customers in their primary language. Customers can call (408) 321-2300 to request assistance.

The Language Line can be used for:

- Bus and light rail trip planning information.
- Information on how to purchase a Clipper® Card.
- Free language assistance at VTA meetings.
- Free interpreters and/or translation of documents.



## How Does VTA interact with the Community regarding Title VI?

VTA seeks our customers' input when considering changes to bus routes, fares or improving our bus stops and services. Our customers' input enables us to make decisions that serve our community's interest. Scheduled VTA meeting dates, times, and locations are advertised in (a) VTA Take-One (VTA's on-board newsletter), (b) VTA's website: [www.vta.org](http://www.vta.org), (c) local mainstream and ethnic newspapers, (d) community centers, (e) libraries, and (f) neighborhood markets, among others.





## Muïc VI (Vietnamese)

### Muïc VI laø gì?

Muïc VI laø moät quy ñònh lieân bang yêu cầu raêng khoảng ngòoai naøo ùu Hoa Kỳ, vì lý do chuùng toác, maøu da, hoaëc nguoàn goác quoc gia bò loaii troø tham gia, bò tồ choái cauc quyeàn loii, hoaëc bò phaân bieät ñoái xùu bòu baát kyø chõng trình hoaëc hoat ñoäng naøo nhaän trõ giuùp taoi chính lieân bang.

### Muïc VI Baùo Veä Nhõng Ai?

Muïc VI baùo veä moïi ngòoai baát keå chuùng toác, maøu da, hoaëc nguoàn goác quoc gia. Muïc VI còu hai hoøung daãn haønh chính; coäng baèng veä moai troøoøng baùo veä nhõng coäng ñoàng còu loii toüc thaáp vaø/ hoaëc thieàu soá, vaø khoàng thaønh thaõo tieáng Anh (limited English proficiency, LEP) baùo veä nhõng ngòoai maø ngoaøn ngòo chính khoàng phaui laø tieáng Anh. Nhõng ngòoai khoàng thaønh thaõo tieáng Anh (LEP) còu khaù naèng haïn cheá khi ñoïc, noùi, vieát hoaëc hieäu tieáng Anh. Nhõng ngòoai LEP còu theá thaønh thaõo tieáng Anh ñoái vòuì cauc daing giao tieáp nhaät ñònh (ví dụi nhõ noùi hoaëc hieäu), nhõng vaãn laø Khoàng Thaønh Thaõo Tieáng Anh trong cauc loñh vòic nhõ ñoïc hoaëc vieát.

### Còu phaui Muïc VI chæ Baùo Veä coäng daãn Hoa Kỳ khoàng?

Khoàng phaui, Muïc VI baùo veä taát caù moïi ngòoai taõi Hoa Kỳ baát keå hoï laø coäng daãn Hoa Kỳ hay khoàng.



### Quyèàn Loii cuõa Coäng Ñoàng theo Muïc VI?

Còu ñoøoøng daãy trõ giuùp ngoaøn ngòo mieãn phí daønh cho cauc haønh khaùch baèng ngoaøn ngòo chính cuõa hoï. Cauc haønh khaùch còu theá goi soá (408) 321-2300 ñeã yêu cầu trõ giuùp. Ñoøoøng Daãy Ngoaøn Ngòo còu theá sòu dũng cho:

- 1. Thoàng tin hoach ñònh chuyeán ñi cho xe buyùt vaø xe ñieãn.
- 1. Thoàng tin veä caùch thòuc mua Theù Clipper®.
- 1. Trõ giuùp ñoàng ngòo mieãn phí taõi cauc buoái hoïp cuõa VTA.
- 1. Mieãn phí thoàng dòch vieãn vaø/hoaëc thoàng dòch cauc taoi lieäu.



### Caùch Thòuc VTA tõng tauc vòuì Coäng Ñoàng theo Muïc VI?

VTA ghi nhaän vù kieán ñoàng gòup cuõa haønh khaùch khi xem xeùt cauc thay ñoái veä tuyeán xe buyùt, giàu veø hoaëc caùt tieán cauc beán xe buyùt vaø cauc dòch vù. Yù kieán ñoàng gòup cuõa cauc haønh khaùch cho pheùp chuùng toái ñoã ra cauc quyèat ñònh nhaèm phuic vù loii ích cuõa coäng ñoàng. Ngaøy, giòu va ñoã ñieãm cauc buoái hoïp cuõa VTA ñoã leãn lòch ñoïc ñeãng trong (a) “VTA Take-One” (baun tin treãn xe cuõa VTA), (b) trang maing cuõa VTA: [www.vta.org](http://www.vta.org), (c) baùo chí chính doøng va cuõa cauc coäng ñoàng ngòoai thieàu soá, (d) cauc trung taãm coäng ñoàng, (e) cauc thõ vieãn, va (f) cauc chõi trong khu phoá, trong soá nhõng nguoàn cung caáp thoàng tin khauc.



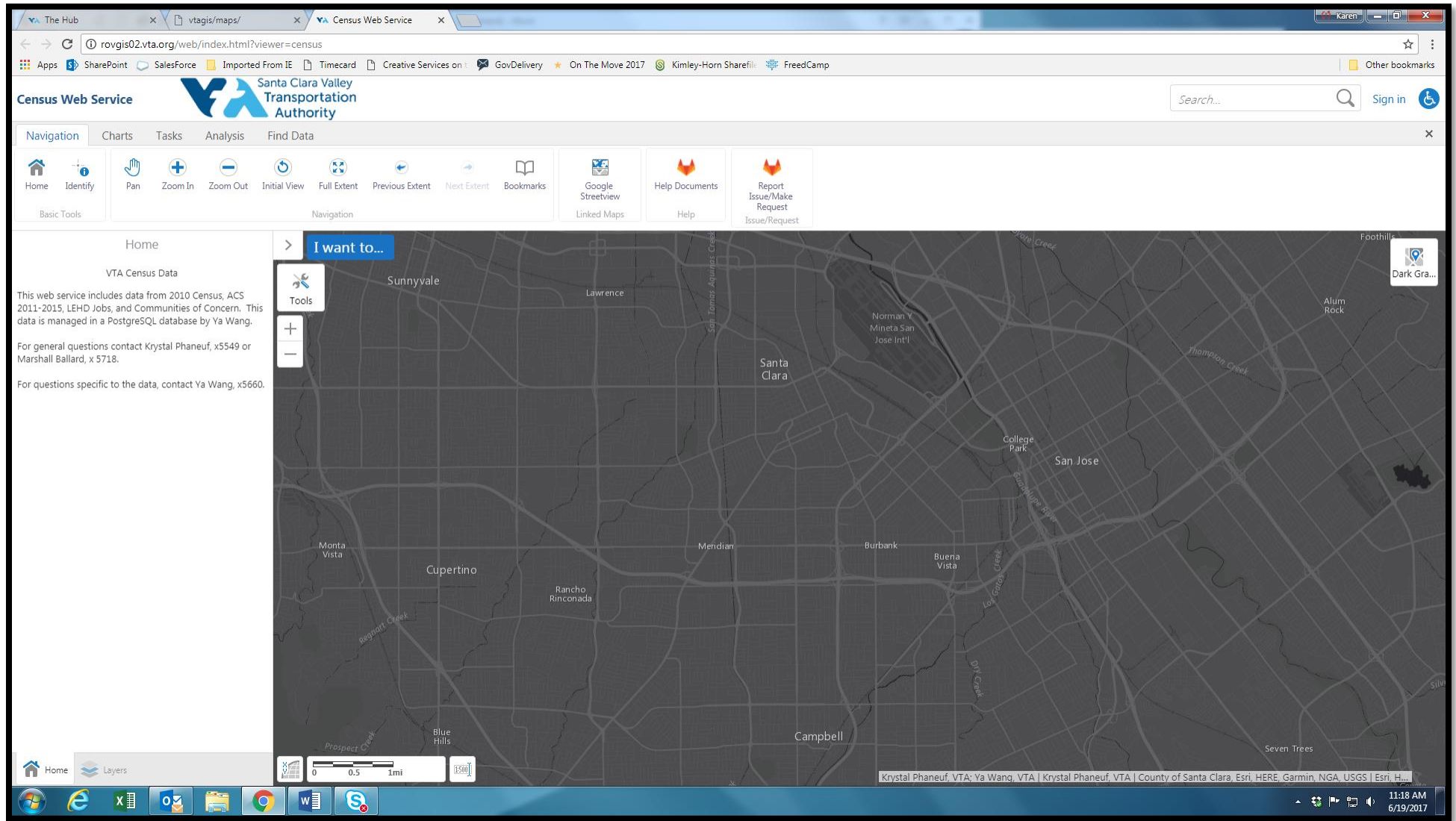
Updated in 2020

# Geographical Language Search Tool Process

1. Determine which languages are spoken in different parts of the County? Click on “VTA CENSUS”

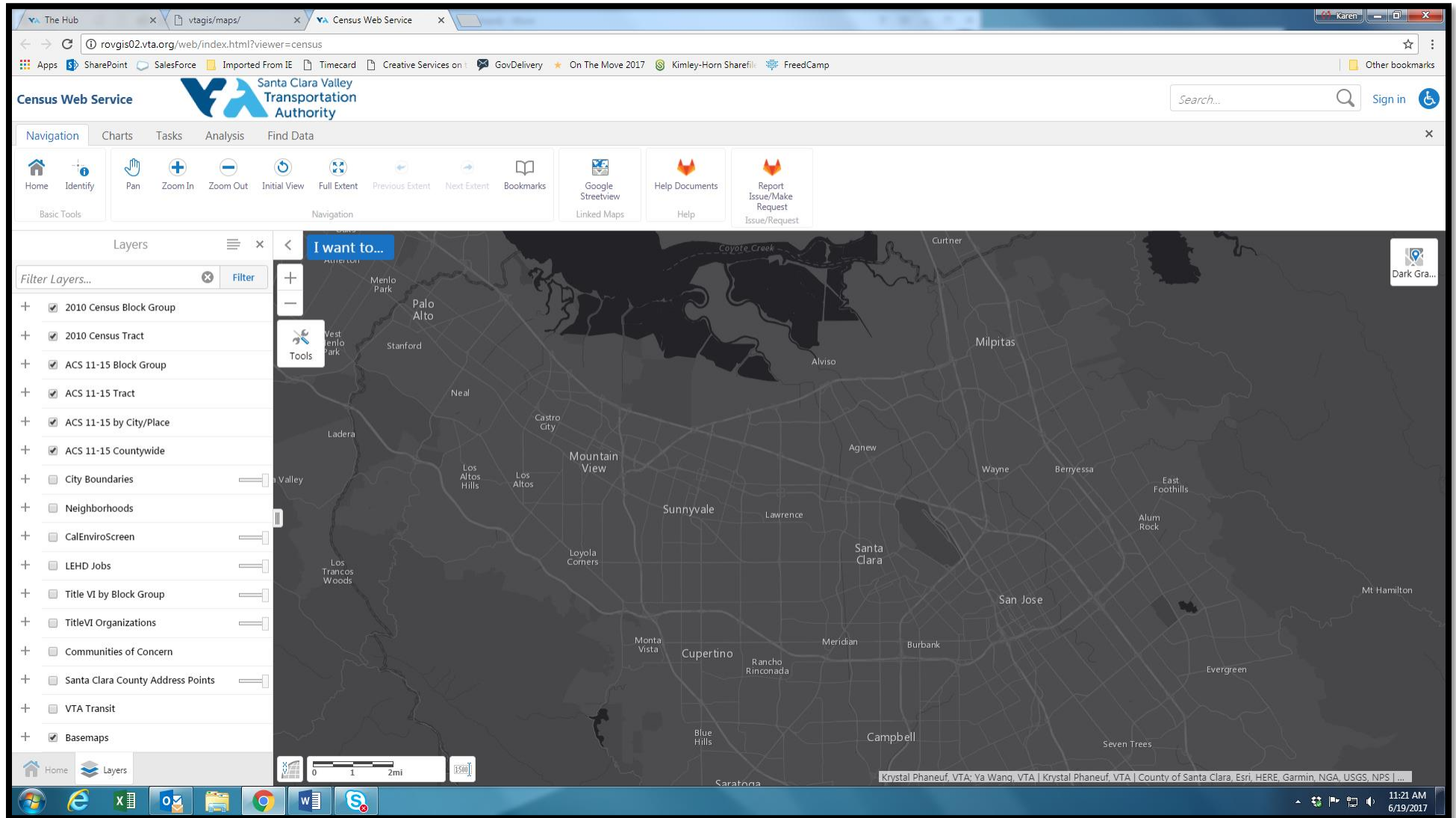
The screenshot displays a web browser window with the address bar showing 'vtagis/maps/'. The browser's address bar and tabs are visible at the top. The main content area features a map of Santa Clara County with several grey location markers. To the right of the map is a vertical menu with the following items: PARCEL FINDER, TRANSPORTATION PLANNING, LRT ASSETS, ASSET MANAGEMENT, **VTA CENSUS** (highlighted in red), VTA TRANSIT, VTA BICYCLE, SANTA CLARA COUNTY HABITAT CONSERVATION PLAN, SANTA CLARA COUNTY HIGHWAY TRANSPORTATION OPERATIONS SYSTEMS (TOS), VTA TRANSPORTATION SYSTEMS MONITORING PROGRAM (TSMP), SCAR BRT PUBLIC OUTREACH AND CONSTRUCTION WEB SCAR BRT EDITABLE, CMP INTERSECTIONS AND FREEWAY LEVEL OF SERVICE, VTA'S BART TO SILICON VALLEY EXTENSION, VTA'S COMMUNITY RELATIONS AND OUTREACH, EXISTING CONDITIONS DEMO, FACILITIES GUIDEBOOK, and OR... Below the menu is a red button labeled 'Start Exploring'. The browser's taskbar at the bottom shows the Windows logo, several application icons, and the system tray with the date and time '11:17 AM 6/19/2017'.

2. Mouse-over to Cupertino, and zoom-in using your roller ball on the mouse, or by clicking the “+”



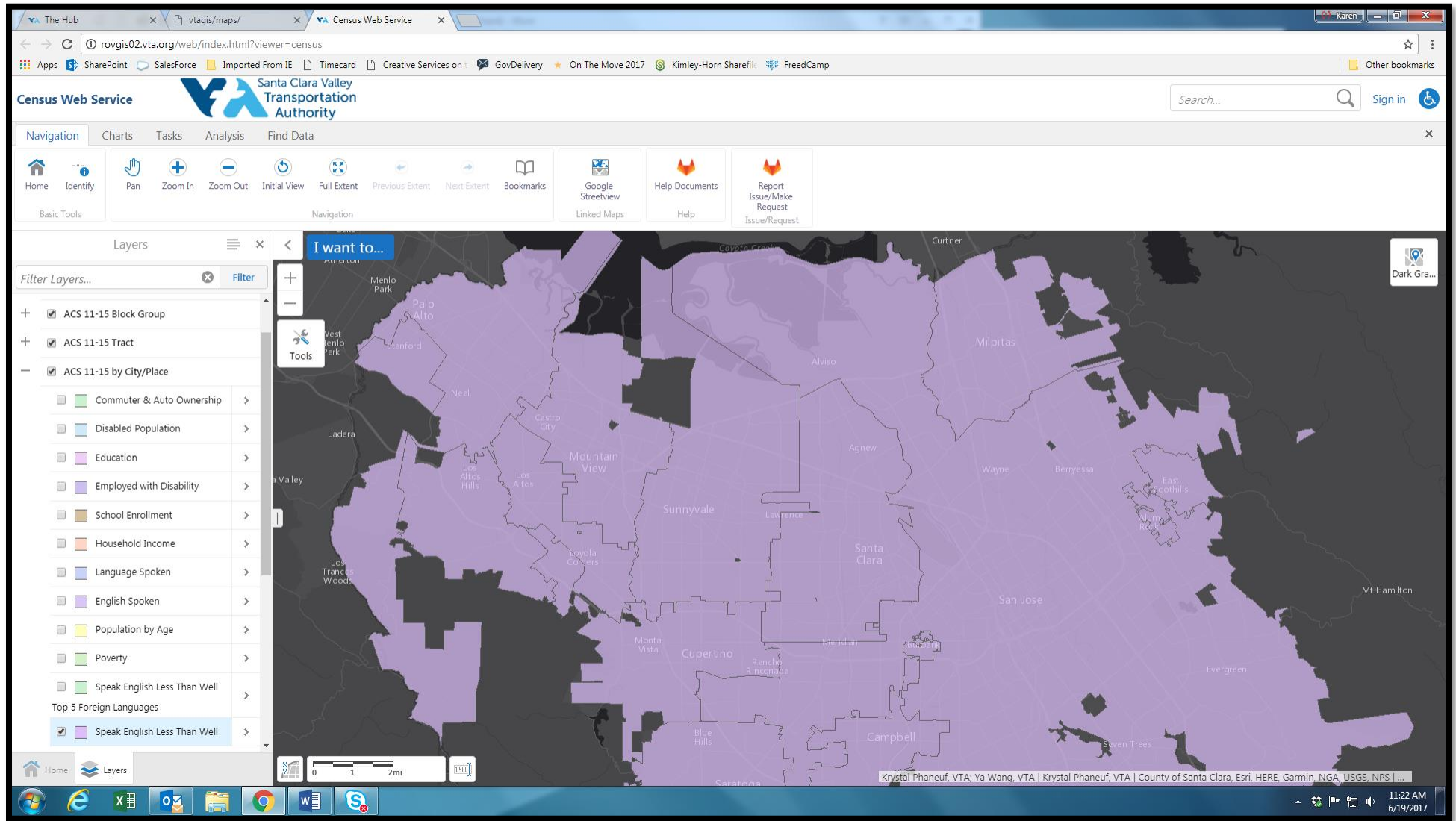
3. In the bottom left, select the “Layers” tab

Uncheck everything except for “Basemap” and “ACS 11-15 by City/Place”

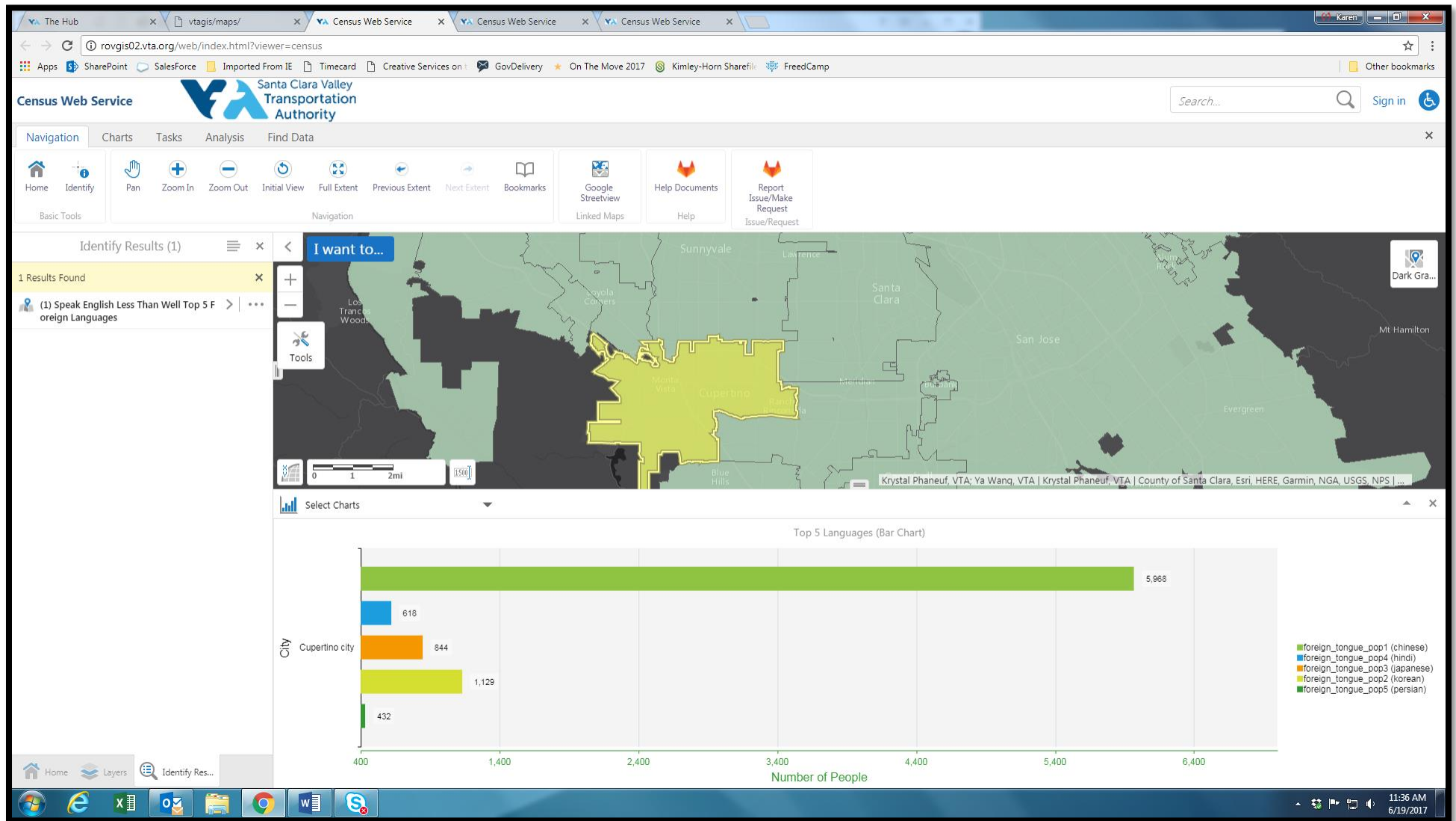




4. In the left menu bar, under “ACS 11-15 by City/Place” select “Speak English Less Than Well”



5. In the Charts Tab, select “point”. Click on Cupertino. Select “View Charts”.



The top 5 languages in Cupertino per this example in descending order are: Chinese, Hindi, Japanese, Korean, and Persian (Farsi).

## Language Line Data Analysis 2019 – Total Minute Usage

### Table 13

Calendar Year 2019	January	February	March	April	May	June	July	August	September	October	November	December	2019 Total Minutes Used
Spanish	1096	1207	1132	1134	807	923	595	781	588	262	652	843	10020
Vietnamese	1022	662	683	1124	768	1207	519	330	177	253	198	347	7290
Mandarin	608	574	1208	781	563	518	418	458	213	268	235	267	6111
Russian	474	196	292	234	355	276	128	28	7	15	21	5	2031
Farsi	91	240	335	73	43	110	42	31	5	0	27	28	1025
Punjabi	5	22	51	199	97	82	0	13	0	0	26	6	501
Cantonese	104	15	52	16	11	24	80	6	0	8	0	41	357
Hindi	44	21	21	17	16	15	36	0	0	4	0	2	176
Korean	37	5	47	9	33	10	0	0	13	15	0	0	169
Urdu	0	0	0	0	0	0	0	0	0	121	0	14	135
Japanese	9	9	38	62	6	0	0	0	0	0	5	0	129
Tagalog	0	0	0	0	31	14	31	18	0	8	0	18	120
Arabic	0	0	7	0	0	14	0	0	18	26	0	0	65
Portuguese	31	0	0	0	0	0	0	0	0	0	0	0	31
French	13	5	0	0	0	0	0	0	0	0	11	0	29
Gujarati	11	0	0	17	0	0	0	0	0	0	0	0	28
Telugu	0	0	0	0	0	0	4	17	0	0	0	0	21
Croatian	0	0	0	0	4	0	10	0	0	0	0	0	14
Haitian Creole	0	0	0	0	0	12	0	0	0	0	0	0	12
Amharic	0	0	0	0	0	0	0	0	10	0	0	0	10
Bengali	0	0	0	0	9	0	0	0	0	0	0	0	9
Tamil	0	0	0	0	0	0	0	0	0	0	9	0	9
Swahili	0	0	0	0	0	0	0	0	0	0	0	9	9
Samoan	0	0	5	0	0	0	0	0	0	0	0	0	5
Burmese	0	0	0	0	0	0	0	0	5	0	0	0	5
Tigrinya	0	0	0	4	0	0	0	0	0	0	0	0	4
Toishanese	3	0	0	0	0	0	0	0	0	0	0	0	3
<b>Total</b>	<b>3548</b>	<b>2956</b>	<b>3871</b>	<b>3670</b>	<b>2743</b>	<b>3205</b>	<b>1863</b>	<b>1682</b>	<b>1036</b>	<b>980</b>	<b>1184</b>	<b>1580</b>	<b>28318</b>

Source: Language Line Data, Calendar Year 2019

## Language Line Data Analysis 2019 – Total Calls Received

### Table 15

Calendar Year 2019	January	February	March	April	May	June	July	August	September	October	November	December	2019 Total Calls Received
Spanish	133	143	132	132	105	110	65	105	67	50	70	118	1230
Vietnamese	94	62	64	94	68	99	49	35	21	22	22	34	664
Mandarin	56	61	81	59	55	59	38	39	21	33	30	24	556
Russian	38	19	25	18	36	24	11	2	2	2	2	1	180
Farsi	7	17	12	5	3	5	1	2	1	0	2	3	58
Punjabi	1	3	3	8	5	4	0	1	0	0	5	1	31
Cantonese	11	2	5	2	1	3	2	1	0	1	0	3	31
Hindi	3	2	4	1	3	1	4	0	0	1	0	1	20
Korean	1	1	4	1	1	2	0	0	1	3	0	0	14
Urdu	0	0	0	0	0	0	0	0	0	2	0	1	3
Japanese	1	1	1	3	1	0	0	0	0	0	1	0	8
Tagalog	0	0	0	0	2	1	2	1	0	1	0	2	9
Arabic	0	0	2	0	0	1	0	0	1	4	0	0	8
Portuguese	1	0	0	0	0	0	0	0	0	0	0	0	1
French	1	1	0	0	0	0	0	0	0	0	1	0	3
Gujarati	1	0	0	1	0	0	0	0	0	0	0	0	2
Telugu	0	0	0	0	0	0	1	1	0	0	0	0	2
Croatian	0	0	0	0	1	0	1	0	0	0	0	0	2
Haitian Creole	0	0	0	0	0	1	0	0	0	0	0	0	1
Amharic	0	0	0	0	0	0	0	0	1	0	0	0	1
Bengali	0	0	0	0	1	0	0	0	0	0	0	0	1
Tamil	0	0	0	0	0	0	0	0	0	0	1	0	1
Swahili	0	0	0	0	0	0	0	0	0	0	0	1	1
Samoan	0	0	1	0	0	0	0	0	0	0	0	0	1
Burmese	0	0	0	0	0	0	0	0	1	0	0	0	1
Tigrinya	0	0	0	1	0	0	0	0	0	0	0	0	1
Toishanese	1	0	0	0	0	0	0	0	0	0	0	0	1
<b>Total</b>	<b>349</b>	<b>312</b>	<b>334</b>	<b>325</b>	<b>282</b>	<b>310</b>	<b>174</b>	<b>187</b>	<b>116</b>	<b>119</b>	<b>134</b>	<b>189</b>	<b>2831</b>

Source: Language Line Data, Calendar Year 2019

## Language Line Data Analysis 2019 – Average Length of Call (Minutes)

### Table 17

Calendar Year 2019	January	February	March	April	May	June	July	August	September	October	November	December	2019 Yearly Average (Minutes)
Spanish	8.2	8.4	8.6	8.6	7.7	8.4	9.2	7.4	8.8	5.2	9.3	7.1	8.1
Vietnamese	10.9	10.7	10.7	12.0	11.3	12.2	10.6	9.4	8.4	11.5	9.0	10.2	10.6
Mandarin	10.9	9.4	14.9	13.2	10.2	8.8	11.0	11.7	10.1	8.1	7.8	11.1	10.6
Russian	12.5	10.3	11.7	13.0	9.9	11.5	11.6	14.0	3.5	7.5	10.5	5.0	10.1
Farsi	13.0	14.1	27.9	14.6	14.3	22.0	42.0	15.5	5.0		13.5	9.3	17.4
Punjabi	5.0	7.3	17.0	24.9	19.4	20.5		13.0			5.2	6.0	13.1
Cantonese	9.5	7.5	10.4	8.0	11.0	8.0	40.0	6.0		8.0		13.7	12.2
Hindi	14.7	10.5	5.3	17.0	5.3	15.0	9.0			4.0		2.0	9.2
Korean	37.0	5.0	11.8	9.0	33.0	5.0			13.0	5.0			14.9
Urdu										60.5		14.0	37.3
Japanese	9.0	9.0	38.0	20.7	6.0						5.0		14.6
Tagalog					15.5	14.0	15.5	18.0		8.0		9.0	13.3
Arabic			3.5			14.0			18.0	6.5			10.5
Portuguese	31.0												31.0
French	13.0	5.0									11.0		9.7
Gujarati	11.0			17.0									14.0
Telugu							4.0	17.0					10.5
Croatian					4.0		10.0						7.0
Haitian Creole						12.0							12.0
Amharic									10.0				10.0
Bengali					9.0								9.0
Tamil											9.0		9.0
Swahili												9.0	9.0
Samoan			5.0										5.0
Burmese									5.0				5.0
Tigrinya				4.0									4.0
Toishanese	3.0												3.0
<b>All Languages</b>	<b>13.5</b>	<b>8.8</b>	<b>13.7</b>	<b>13.5</b>	<b>12.0</b>	<b>12.6</b>	<b>16.3</b>	<b>12.4</b>	<b>9.1</b>	<b>12.4</b>	<b>8.9</b>	<b>8.8</b>	<b>11.9</b>

Source: Language Line Data, Calendar Year 2019

## Language Line Data Analysis 2018 – Total Minute Usage

### Table 19

Calendar Year 2018	January	February	March	April	May	June	July	August	September	October	November	December	2018 Total Minutes Used
Spanish	1447	1232	1843	2124	2389	2570	1675	2051	1709	1524	1101	768	20433
Vietnamese	967	1038	1627	1207	1100	1029	1058	1371	1067	1076	880	1158	13578
Mandarin	798	554	609	646	673	483	577	778	442	588	576	496	7220
Russian	164	325	101	185	199	218	152	292	178	274	228	306	2622
Farsi	97	71	198	85	20	35	236	140	70	215	116	176	1459
Cantonese	70	0	19	71	8	88	45	61	153	5	27	54	601
Korean	7	41	0	37	5	21	36	27	91	20	40	76	401
Hindi	5	7	0	46	25	37	34	14	0	0	51	44	263
Punjabi	0	20	0	37	9	0	21	42	0	9	0	7	145
Tagalog	0	8	4	13	0	18	0	13	26	2	11	0	95
Arabic	0	30	44	0	0	0	4	0	0	0	0	0	78
Tigrinya	2	4	0	0	0	14	21	0	4	0	0	0	45
Japanese	7	0	0	0	0	0	0	0	0	0	0	0	7
Cambodian	0	0	0	4	0	0	0	0	6	0	0	0	10
Lingala	0	0	0	0	0	5	0	0	0	0	0	0	5
French	0	0	0	0	0	0	5	0	0	0	0	0	5
Toishanese	0	0	0	0	0	0	0	0	0	0	0	8	8
Amharic	0	0	0	5	6	0	0	0	0	0	0	0	11
Shanghaiense	0	0	0	0	0	0	7	0	0	0	0	0	7
Somali	0	0	0	0	0	0	0	0	10	0	0	0	10
Greek	0	0	0	0	0	0	0	0	0	5	0	0	5
Visayan	0	0	0	0	0	0	0	0	0	0	6	0	6
Thai	0	0	0	0	16	0	0	0	0	0	0	0	16
<b>Total</b>	<b>3564</b>	<b>3330</b>	<b>4445</b>	<b>4460</b>	<b>4450</b>	<b>4518</b>	<b>3871</b>	<b>4789</b>	<b>3756</b>	<b>3718</b>	<b>3036</b>	<b>3093</b>	<b>47030</b>

Source: Language Line Data, Calendar Year 2018

## Language Line Data Analysis 2018 – Total Calls Received

### Table 21

Calendar Year 2018	January	February	March	April	May	June	July	August	September	October	November	December	2018 Total Calls Received
Spanish	157	138	206	211	227	218	172	209	164	166	113	86	2067
Vietnamese	105	97	132	111	96	98	100	126	86	90	75	100	1216
Mandarin	72	62	52	54	64	49	65	75	49	53	62	44	701
Russian	14	21	12	12	14	26	10	17	12	20	17	30	205
Farsi	8	5	17	6	1	2	18	8	4	19	9	13	110
Cantonese	9	0	3	5	1	6	4	6	8	1	4	4	51
Korean	1	3	0	4	1	3	5	2	9	2	3	7	40
Hindi	1	1	0	3	3	3	1	3	0	0	4	2	21
Punjabi	0	2	0	4	1	0	3	5	0	2	0	1	18
Tagalog	0	1	1	1	0	1	0	2	1	1	1	0	9
Arabic	0	3	4	0	0	0	1	0	0	0	0	0	8
Tigrinya	1	1	0	0	0	1	1	0	1	0	0	0	5
Japanese	2	0	0	0	0	0	0	0	0	0	0	0	2
Cambodian	0	0	0	1	0	0	0	0	1	0	0	0	2
Lingala	0	0	0	0	0	2	0	0	0	0	0	0	2
French	0	0	0	0	0	0	1	0	0	0	0	0	1
Toishanese	0	0	0	0	0	0	0	0	0	0	0	1	1
Amharic	0	0	0	1	1	0	0	0	0	0	0	0	2
Shanghainese	0	0	0	0	0	0	1	0	0	0	0	0	1
Somali	0	0	0	0	0	0	0	0	1	0	0	0	1
Greek	0	0	0	0	0	0	0	0	0	1	0	0	1
Visayan	0	0	0	0	0	0	0	0	0	0	1	0	1
Thai	0	0	0	0	1	0	0	0	0	0	0	0	1
<b>Total</b>	<b>370</b>	<b>334</b>	<b>427</b>	<b>413</b>	<b>410</b>	<b>409</b>	<b>382</b>	<b>453</b>	<b>336</b>	<b>355</b>	<b>289</b>	<b>288</b>	<b>4466</b>

Source: Language Line Data, Calendar Year 2018

## Language Line Data Analysis 2018 – Average Length of Call (Minutes)

### Table 23

Calendar Year 2018	January	February	March	April	May	June	July	August	September	October	November	December	2018 Yearly Average (Minutes)
Spanish	9.2	8.9	8.9	10.1	10.5	11.8	9.7	9.8	10.4	9.2	9.7	8.9	9.8
Vietnamese	9.2	10.7	12.3	10.9	11.5	10.5	10.6	10.9	12.4	12.0	11.7	11.6	11.2
Mandarin	11.1	8.9	11.7	12.0	10.5	9.9	8.9	10.4	9.0	11.1	9.3	11.3	10.3
Russian	11.7	15.5	8.4	15.4	14.2	8.4	15.2	17.2	14.8	13.7	13.4	10.2	13.2
Farsi	12.1	14.2	11.6	14.2	20.0	17.5	13.1	17.5	17.5	11.3	12.9	13.5	14.6
Cantonese	7.8		6.3	14.2	8.0	14.7	11.3	10.2	19.1	5.0	6.8	13.5	10.6
Korean	7.0	13.7		9.3	5.0	7.0	7.2	13.5	10.1	10.0	13.3	10.9	9.7
Hindi	5.0	7.0		15.3	8.3	12.3	34.0	4.7			12.8	22.0	13.5
Punjabi		10.0		9.3	9.0		7.0	8.4		4.5		7.0	7.9
Tagalog		8.0	4.0	13.0		18.0		6.5	26.0	2.0	11.0		11.1
Arabic		10.0	11.0				4.0						8.3
Tigrinya	2.0	4.0				14.0	21.0		4.0				9.0
Japanese	3.5												3.5
Cambodian				4.0					6.0				5.0
Lingala						2.5							2.5
French							5.0						5.0
Toishanese												8.0	8.0
Amharic				5.0	6.0								5.5
Shanghainese							7.0						7.0
Somali									10.0				10.0
Greek										5.0			5.0
Visayan											6.0		6.0
Thai					16.0								16.0
<b>Total</b>	<b>7.9</b>	<b>10.1</b>	<b>9.3</b>	<b>11.1</b>	<b>10.8</b>	<b>11.5</b>	<b>11.8</b>	<b>10.9</b>	<b>12.7</b>	<b>8.4</b>	<b>10.7</b>	<b>11.7</b>	<b>8.8</b>

Source: Language Line Data, Calendar Year 2018



Updated in 2020

**Table 44: Language Line Expenses (Calendar Years 2017-2020)**

<b>Calendar Year</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>Total Cost (Month)</b>
January	\$3,701.75	\$3,598.57	\$3,599.64	\$1,760.32	\$12,660.28
February	\$4,001.41	\$3,368.30	\$2,984.33	\$1,222.39	\$11,576.43
March	\$4,985.37	\$4,486.20	\$3,930.53	\$1,154.31	\$14,556.41
April	\$4,643.28	\$4,487.60	\$3,723.40	\$724.89	\$13,579.17
May	\$5,750.99	\$4,464.05	\$2,784.94	\$439.81	\$13,439.79
June	\$6,431.45	\$4,525.04	\$3,255.00	\$548.13	\$14,759.62
July	\$5,504.92	\$3,903.38	\$1,889.14		\$11,297.44
August	\$8,075.44	\$4,830.12	\$1,693.41		\$14,598.97
September	\$7,265.86	\$3,783.23	\$1,037.68		\$12,086.77
October	\$7,701.44	\$3,753.34	\$996.30		\$12,451.08
November	\$7,226.44	\$3,072.03	\$1,186.92		\$11,485.39
December	\$6,337.07	\$3,147.39	\$1,585.25		\$11,069.71
<b>Total Cost (Year)</b>	<b>\$71,625.42</b>	<b>\$47,419.25</b>	<b>\$28,666.54</b>	<b>\$5,849.85</b>	<b>\$153,561.06</b>

Source: Language Line Data, Calendar Years 2017-2020

**Table 45: Language Line Calls (Calendar Years 2017-2020)**

<b>Calendar Year</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>Total Calls (Month)</b>
January	342	370	349	214	1,275
February	407	334	312	145	1,198
March	437	427	334	152	1,350
April	442	413	325	109	1,289
May	554	410	282	58	1,304
June	558	409	310	85	1,362
July	530	382	174		1,086
August	775	453	187		1,415
September	674	336	116		1,126
October	724	355	119		1,198
November	659	289	134		1,082
December	545	288	189		1,022
<b>Total Calls (Year)</b>	<b>6,647</b>	<b>4,466</b>	<b>2,831</b>	<b>763</b>	<b>1,4707</b>

Source: Language Line Data, Calendar Years 2017-2020



