Title VI Limited English Proficiency
Language Assistance Plan

For the Metropolitan Council, Metro Transit, Metro
Mobility, and Transit Link

January 2020
II. About the Metropolitan Council

The Metropolitan Council is the regional policy-making body, metropolitan planning organization (MPO), and provider of essential services for the Twin Cities metropolitan region. The Council's mission is to foster efficient and economic growth for a prosperous region.

The 17-member Metropolitan Council is a policy board, which has guided and coordinated the strategic growth of the metro area and achieved regional goals for over 50 years. Elected officials and citizens share their expertise with the Council by serving on key advisory committees.

The Council also provides essential services and infrastructure – Metro Transit's bus and rail system, Metro Mobility, Transit Link, wastewater treatment services, regional parks, planning, affordable housing, and more – that support communities and businesses and ensure a high quality of life for residents.

A. Metro Transit

Metro Transit is an operating division of the Metropolitan Council and offers an integrated network of buses, light rail transit (LRT), and commuter trains as well as resources for those who carpool, vanpool, walk, or bike. The largest public transit operator in the region, Metro Transit provides roughly 85 percent of the transit trips taken annually in the Twin Cities. Metro Transit served 80.7 million bus and rail passengers in 2018 with award-winning, energy-efficient fleets.

Metro Transit operates the METRO Green Line LRT, METRO Blue Line LRT, Northstar commuter rail line and 127 bus routes, using a fleet of about 920 buses and 100 rail vehicles. In the last three years, Metro Transit opened the A and C Lines, two arterial bus rapid transit (BRT) lines that provide faster service and a more comfortable ride. Several more BRT lines are in development as Metro Transit seeks to expand its METRO BRT network. Metro Transit continues to develop and refine local and enhanced service throughout the region.

B. Other Transportation Services

The Metropolitan Council’s Metropolitan Transportation Services (MTS) division oversees operations of Metro Mobility, Transit Link, and contracted fixed routes.

MTS contracted fixed routes are operated by private providers using Council-owned vehicles. However, these routes are branded as Metro Transit routes and are subject to the same policies as regular Metro Transit fixed routes. For the purposes of Title VI and language assistance, MTS routes are treated like any other Metro Transit fixed route, unless otherwise noted.

The Metropolitan Council also provides services that meet the needs of those not served by or not able to use Metro Transit.

Metro Mobility is a shared public transportation service for certified riders who are unable to use regular fixed route buses due to a disability or health condition. Eligibility is determined by the Federal Americans with Disabilities Act. Rides are provided for any purpose. Customers are eligible for Metro Mobility service if they are physically unable to get to the regular fixed route bus, they are unable to navigate regular fixed route bus systems once they are on board, or they are unable to board and exit the bus at some locations.

Transit Link is the Twin Cities dial-a-ride small bus service. It provides transportation to the public
where regular route transit service is not available. Transit Link is for trips that cannot be accomplished on regular transit routes alone and may combine regular route and Transit Link service. Anyone may reserve a Transit Link ride for any purpose, subject to availability.
III. Background Information

A. Purpose

The following document serves as the Title VI Limited English Proficiency Language Assistance Plan for the Council's Metro Transit, Metro Mobility, and Transit Link services. This document demonstrates the Council's commitment to provide meaningful access to all individuals accessing the Council's services. Internally this plan is intended for department managers and supervisors, and for staff who interact directly or indirectly with limited English proficiency (LEP) individuals. LEP legal requirements also apply to sub-recipients, subcontractors and vendors who do business with the Council. LEP community members and advocates can refer to this plan to learn about the Council’s commitment to equal access.

Dissemination of the Limited English Proficiency Plan is to occur via many routes. Any internal or external individual will be able to access the plan via the Internet. LEP individuals can obtain copies/translations upon request.

Further questions regarding this plan may contact:

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B. Authority

Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d et seq., provides that no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity that receives Federal financial assistance. The Supreme Court, in Lau v. Nichols, 414 U.S. 563 (1974), interpreted Title VI regulations promulgated by the former Department of Health, Education, and Welfare to hold that Title VI prohibits conduct that has a disproportionate effect on LEP persons because such conduct constitutes national origin discrimination.

Executive Order 13166, “Improving Access to Services for Persons with Limited English Proficiency,” reprinted at 65 FR 50121, August 16, 2000 (Appendix A), directs each Federal agency to examine the services it provides and develop and implement a system by which LEP persons can meaningfully access those services. Federal agencies were instructed to publish guidance for their respective recipients in order to assist them with their obligations to LEP persons under Title VI. The Executive Order states that recipients must take reasonable steps to ensure meaningful access to their programs and activities by LEP persons. President Bush affirmed his commitment to Executive Order 13166 through a memorandum issued on October 25, 2001 by Assistant Attorney General for Civil Rights, Ralph F. Boyd, Jr. Federal agencies were directed to provide guidance and technical assistance to recipients of Federal funds as to how they can provide meaningful access to Limited English Proficient users of Federal programs.

The U.S. DOT published revised guidance for its recipients on December 14, 2005 (Appendix B). This document states that Title VI and its implementing regulations require that DOT recipients
take responsible steps to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for LEP individuals and that recipients should use the DOT LEP Guidance to determine how best to comply with statutory and regulatory obligations to provide meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are LEP.

The Federal Transit Administration (FTA) references the DOT LEP guidance in its Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients," which was published on October 1, 2012. Chapter III part 9 of this Circular reiterates the requirement to take responsible steps to ensure meaningful access to benefits, services, and information for LEP persons and suggests that FTA recipients and sub-recipients develop a language implementation plan consistent with the provisions of Section VII of the DOT LEP Guidance.

The DOT LEP Guidance recommends that all recipients, especially those that serve large LEP populations, should develop an implementation plan to address the needs of the LEP populations they serve. The DOT LEP Guidance notes that effective implementation plans typically include the following five elements:

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

C. Responsibilities

The Council Regional Administrator has designated the ADA & Title VI Administrator as the Council’s Language Assistance Liaison. The Language Assistance Liaison will be responsible for developing, executing and coordinating language services to LEP persons, and will collaborate with any sub-recipients covered under Title VI to ensure that they satisfy their LEP requirements. OEO is designated the lead department for LEP initiatives in order to assist the Language Assistance Liaison in ensuring that the Council, Metro Transit, Metro Mobility, and Transit Link continue to serve LEP customers. The Liaison will also investigate and resolve language access complaints from the LEP community.
IV. Identification of Limited English Proficient Individuals in the Service Area

**DOT Guidance:** “There should be an assessment of the number or proportion of LEP individuals eligible to be served or encountered and the frequency of encounters pursuant to the first two factors in the four-factor analysis.”

Metro Transit has addressed the federal requirements for assessing needs and providing services to LEP populations. The LEP needs assessment was conducted based on the Four-Factor Analysis, as outlined in the FTA Circular 4702.1B. This analysis includes:

- Identifying the number or proportion of LEP persons served or encountered in Metro Transit’s service area;
- Determining the frequency with which LEP individuals come into contact with Metro Transit’s services;
- Determining the nature and importance of the services to LEP people; and
- Assessing the current resources available and the costs to provide Language Assistance Services.

As a result of the Four-Factor Analysis, Metro Transit and the Metropolitan Council will translate all vital documents into Spanish, Somali, Hmong, Vietnamese and Karen. Details about how these languages were identified are described in Sections A, B and C below.

**A. The Number & Proportion of LEP Persons in the Service Area**

The U.S. Census Bureau collects data through the American Community Survey (ACS) to assess language characteristics within a geographic area. These data identify a person’s ability to speak English “very well” or less than “very well” and the language predominately spoken at home for those populations age 5 and older. The 2013-2017 ACS provided quantitative information regarding LEP populations for the seven-county region and Metro Transit’s service area. An analysis of these data identified LEP populations and their language characteristics within the Metro Transit service area.

ACS data indicate that the total population within Metro Transit’s service area is **2,118,088**. In addition, **17%** of the total population is age 5 and older and speaks a language other than English at home (**352,234**). Of these individuals, **43%** (**153,549**) speak English less than “very well” representing **7%** of the total population within Metro Transit’s service area.

The Safe Harbor Provision, which the Department of Transportation adopted from the Department of Justice, stipulates that, “if a recipient provides written translation of vital documents for each eligible LEP language group that constitutes five percent (5%) or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered, then such action will be considered strong evidence of compliance.”

Table 1 lists LEP populations within Metro Transit’s service area according to the twelve foreign language classifications contained in the 2013-2017 ACS at the tract level. No languages have LEP populations that exceed 5% of the total population in the service area. Eleven of the twelve languages classifications have LEP populations over 1,000.
### Table 1: LEP Speakers in the Metro Transit Service Area

<table>
<thead>
<tr>
<th>Language</th>
<th>Number of LEP Speakers</th>
<th>Pct. of Total LEP</th>
<th>Pct. of Total Population</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spanish</td>
<td>50,622</td>
<td>33.0%</td>
<td>2.4%</td>
</tr>
<tr>
<td>Other Asian and Pacific Island languages</td>
<td>39,657</td>
<td>25.8%</td>
<td>1.9%</td>
</tr>
<tr>
<td>Other or unspecified languages</td>
<td>28,782</td>
<td>18.7%</td>
<td>1.4%</td>
</tr>
<tr>
<td>Vietnamese</td>
<td>8,785</td>
<td>5.7%</td>
<td>0.4%</td>
</tr>
<tr>
<td>Chinese (incl. Mandarin, Cantonese)</td>
<td>6,449</td>
<td>4.2%</td>
<td>0.3%</td>
</tr>
<tr>
<td>Russian, Polish, and other Slavic languages</td>
<td>5,829</td>
<td>3.8%</td>
<td>0.3%</td>
</tr>
<tr>
<td>Other Indo-European languages</td>
<td>4,708</td>
<td>3.1%</td>
<td>0.2%</td>
</tr>
<tr>
<td>Arabic</td>
<td>2,772</td>
<td>1.8%</td>
<td>0.1%</td>
</tr>
<tr>
<td>French, Haitian, and Cajun</td>
<td>2,667</td>
<td>1.7%</td>
<td>0.1%</td>
</tr>
<tr>
<td>Korean</td>
<td>1,293</td>
<td>0.8%</td>
<td>0.1%</td>
</tr>
<tr>
<td>Tagalog (incl. Filipino)</td>
<td>1,023</td>
<td>0.7%</td>
<td>0.0%</td>
</tr>
<tr>
<td>German and other West Germanic languages</td>
<td>962</td>
<td>0.6%</td>
<td>0.0%</td>
</tr>
</tbody>
</table>

### B. The Frequency of Contact Between LEP Individuals and the Council’s Transportation Services

This section includes information describing how frequently our transportation services interact with LEP communities in the service area. This information is collected through reviewing LEP population distribution, data from the Minnesota Department of Education, Language Line usage, bus operator surveys, supplemental data and anecdotal information provided by front line staff.

1. **Interactions with LEP Populations**

   a) **LEP Population Distribution**

Using the language categories contained in the 2013-2017 ACS, Metro Transit mapped the concentrations of LEP communities within the service areas. Results of the geographic distribution indicate the greatest densities of LEP speakers are located within the limits of Metro Transit’s service area and along well-served transit corridors. Figure 1 demonstrates that LEP communities are concentrated in central and east St. Paul, central and north Minneapolis and cities to the northwest and south of Minneapolis.
Figure 1

Distribution of All Limited English Proficiency (LEP)* Speakers

*English spoken less than "very well", ages 5 and older

Pct. Share of Tract

Source: American Community Survey 2013-2017

- < 3%
- 3% - 9.9%
- 10% - 19.9%
- 20% - 29.9%
- > 30%

Service Area

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No languages have LEP populations that exceed 5% of the total population in the service area. All twelve languages and language groups included in the 2013-2017 ACS have LEP populations over 1,000. The most frequently spoken language is Spanish, which is spoken by 33.0% of the LEP population in the service area. Vietnamese is also a prevalent language whose speakers comprise 5.7% of the LEP population.

For language classifications containing multiple languages, tract analysis for individual languages is not possible because ACS does not break down the language data at this geographic level. School district data provides insight into languages that are not individually available in the ACS. The Minnesota Department of Education reports student populations that qualify for English Learner (EL) programs. Twenty-nine school districts are within the Metro Transit service area, and EL students enrolled in these school districts represent LEP persons who are reasonably likely to interact with transit. Table 2 below shows the home languages of EL students enrolled in these school districts, where languages with over 100 student speakers are broken out separately.

Hmong and Karen are languages classified under “other Asian and Pacific Island languages”, and Somali is classified under “other and unspecified languages” in the 2013-2017 ACS. Student enrollment data shows that Hmong, Karen, and Somali are languages with LEP populations above 1,000. While EL students who speak Hmong and Somali are enrolled widely across school districts, Karen-speaking EL students are primarily enrolled in school districts in and around St. Paul.

Table 2: English Learner (EL) students (K-12) enrolled at school districts within the transit service area

<table>
<thead>
<tr>
<th>Language</th>
<th>Number of EL Students (K-12)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spanish</td>
<td>12,373</td>
</tr>
<tr>
<td>Somali</td>
<td>5,963</td>
</tr>
<tr>
<td>Hmong</td>
<td>5,867</td>
</tr>
<tr>
<td>Karen</td>
<td>2,206</td>
</tr>
<tr>
<td>Oromo</td>
<td>709</td>
</tr>
<tr>
<td>Arabic</td>
<td>504</td>
</tr>
<tr>
<td>Amharic</td>
<td>482</td>
</tr>
<tr>
<td>Vietnamese</td>
<td>470</td>
</tr>
<tr>
<td>Nepali</td>
<td>278</td>
</tr>
<tr>
<td>Chinese, Mandarin</td>
<td>241</td>
</tr>
<tr>
<td>English Creolized</td>
<td>209</td>
</tr>
<tr>
<td>Swahili, Kiswahili</td>
<td>182</td>
</tr>
<tr>
<td>French</td>
<td>181</td>
</tr>
<tr>
<td>Khmer, Cambodian</td>
<td>135</td>
</tr>
<tr>
<td>Tigrinya</td>
<td>115</td>
</tr>
<tr>
<td>Russian</td>
<td>101</td>
</tr>
<tr>
<td>Other languages with fewer than 100 ELs</td>
<td>1,124</td>
</tr>
</tbody>
</table>

Spanish and Vietnamese have LEP communities that each account for at least 5% of the total LEP population; similarly, Hmong, Karen, and Somali are within language classifications that each account for at least 5% of the total LEP population. No additional analysis was done for these five languages. It is assumed that more than 1,000 persons speaking each of these
languages interact with transit so vital documents will be translated into these languages.

Figures 2-11 map the tract-level distribution of LEP populations in the service area by each of the twelve language classifications of the 2013-2017 ACS. Maps are not shown for Tagalog and German because no tracts in the service area exceed a minimum threshold of 3% LEP speakers in the total tract population. The following maps indicate:

- LEP Spanish speakers are more widely dispersed than the other language groups and are located in both urban and suburban communities (Figure 2);
- LEP speakers of “other Asian and Pacific Island languages” (i.e. Hmong and Karen) reside in North Minneapolis, in St. Paul along University Avenue and on the East Side, and also in suburbs in the north and northwest metro (Figure 3);
- LEP Vietnamese speakers are located in north and northwest areas of the metro, but are also located along University Avenue in St. Paul (Figure 4);
- LEP speakers of “other and unspecified languages” (i.e. Somali) are dispersed throughout the metro, with communities concentrated in Central Minneapolis and along University Avenue in St. Paul (Figure 5);
- LEP Chinese speakers are concentrated around the University of Minnesota, with other communities in suburbs and West Side St. Paul (Figure 6);
- LEP speakers of Russian, Polish, and other Slavic languages reside along corridors radiating from Minneapolis to the west and northwest suburbs, but also in Highland Park in St. Paul (Figure 7);
- LEP speakers of other Indo-European languages are dispersed with communities mainly in suburbs north of St. Paul (Figure 8);
- LEP Arabic speakers are concentrated in Highland Park in St. Paul and in the northwest suburbs (Figure 9);
- LEP speakers of French, Cajun, and Haitian live in the northwest suburbs (Figure 10);
- LEP Korean speakers reside around the University of Minnesota (Figure 11).
Figure 2

**LEP* Distribution - Spanish Speakers**

*English spoken less than "very well", ages 5 and older

[Map showing distribution of LEP* speakers with color legend indicating percentage ranges.]
Figure 3

**LEP* Distribution - Other Asian and Pacific Island Language Speakers (includes Hmong and Karen)**

*English spoken less than "very well", ages 5 and older

**Pct. Share of Tract**

Source: American Community Survey 2013-2017

- < 3%
- 3% - 9.9%
- 10% - 19.9%
- 20% - 29.9%
- > 30%

Service Area

[Map of LEP distribution with color coding for different percentage ranges]
Figure 4

**LEP* Distribution - Other and Unspecified Language Speakers (includes Somali)**

*English spoken less than "very well", ages 5 and older

**Pct. Share of Tract**

Source: American Community Survey 2013-2017

- < 3%
- 3% - 9.9%
- 10% - 19.9%
- 20% - 29.9%
- > 30%

- Service Area

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Figure 5

**LEP* Distribution - Vietnamese Speakers**

*English spoken less than "very well"; ages 5 and older*

**Pct. Share of Tract**

Source: American Community Survey 2013-2017

- < 3%
- 3% - 9.9%
- 10% - 19.9%
- 20% - 29.9%
- > 30%

Service Area

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*Image of a map showing the distribution of Vietnamese speakers in the metropolitan area.*

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Figure 6

LEP* Distribution - Chinese Speakers (includes Mandarin and Cantonese)

*English spoken less than "very well", ages 5 and older

Pct. Share of Tract

Source: American Community Survey 2013-2017

- < 3%
- 3% - 9.9%
- 10% - 19.9%
- 20% - 29.9%
- > 30%

Service Area

0 6
miles
Figure 7

LEP* Distribution - Russian, Polish & Other Slavic Language Speakers

*English spoken less than "very well", ages 5 and older

Pct. Share of Tract

Source: American Community Survey 2013-2017

- < 3%
- 3% - 9.9%
- 10% - 19.9%
- 20% - 29.9%
- > 30%

Service Area

0 6 miles
Figure 8

LEP* Distribution - Other Indo-European Language Speakers

*English spoken less than “very well”, ages 5 and older

Pct. Share of Tract

Source: American Community Survey 2013-2017

- < 3%
- 3% - 9.9%
- 10% - 19.9%
- 20% - 29.9%
- > 30%

Service Area

0 6 miles
Figure 9

LEP* Distribution - Arabic Speakers

*English spoken less than “very well”, ages 5 and older

Pct. Share of Tract

Source: American Community Survey 2013-2017

- < 3%
- 3% - 9.9%
- 10% - 19.9%
- 20% - 29.9%
- > 30%

Service Area

miles

0

6
Figure 10

**LEP* Distribution - French, Cajun & Haitian Speakers**

*English spoken less than “very well”, ages 5 and older

<table>
<thead>
<tr>
<th>Pct. Share of Tract</th>
</tr>
</thead>
<tbody>
<tr>
<td>Source: American Community Survey 2013-2017</td>
</tr>
<tr>
<td>&lt; 3%</td>
</tr>
<tr>
<td>3% - 9.9%</td>
</tr>
<tr>
<td>10% - 19.9%</td>
</tr>
<tr>
<td>20% - 29.9%</td>
</tr>
<tr>
<td>&gt; 30%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>miles</th>
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</thead>
<tbody>
<tr>
<td>0</td>
</tr>
<tr>
<td>6</td>
</tr>
</tbody>
</table>

*Service Area*

[Image of map showing LEP distribution]
**Figure 11**

**LEP* Distribution - Korean Speakers**

*English spoken less than "very well", ages 5 and older*

### Pct. Share of Tract

- **< 3%**
- **3% - 9.9%**
- **10% - 19.9%**
- **20% - 29.9%**
- **> 30%**

Source: American Community Survey 2013-2017

[Map showing distribution of LEP speakers with color legend.]
For languages with LEP populations comprising less than 5% of the total LEP population, mapping census tract-level data reveals where LEP speakers live. The distribution of LEP communities was compared to the availability of fixed route service to help determine whether 1,000 persons live near transit service. Buffers were applied in census tracts where more than 3% of the population speaks the specific language under review. Applying a quarter-mile buffer to bus stops and a half-mile buffer to transitway stations shows whether 1,000 speakers of the language under review are likely to encounter Metro Transit service.

To demonstrate the methodology, Figure 12 shows the relationship between LEP population distribution and proximity to transit for Chinese speakers. The shaded areas lie within the transit stop buffer zone. As shown in Figure 12, there are more than 1,000 Chinese LEP speakers concentrated in tracts with access to Metro Transit service.

Figure 13 replicates this analysis for LEP populations speaking Russian, Polish, and other Slavic languages. This method also demonstrates that over 1,000 LEP speakers of Russian, Polish, and other Slavic Languages are concentrated in tracts near transit service.

Arabic, Korean, French, and “other Indo-European languages” each have fewer than 1,000 LEP speakers concentrated near transit service. Tagalog and German are excluded from this analysis because no tracts in the service area exceed a minimum threshold of 3% LEP speakers in the total tract population.

Table 3 lists the number of LEP speakers residing in tracts where those LEP speakers make up over 3% of the tract population:

**Table 3: LEP languages under 5% of total LEP population and population residing in proximity to transit**

<table>
<thead>
<tr>
<th>Language</th>
<th>LEP Speakers in Concentrated Tracts near Transit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chinese (incl. Mandarin, Cantonese)</td>
<td>1,778</td>
</tr>
<tr>
<td>Russian, Polish, and other Slavic languages</td>
<td>1,663</td>
</tr>
<tr>
<td>Other Indo-European languages</td>
<td>619</td>
</tr>
<tr>
<td>Arabic</td>
<td>386</td>
</tr>
<tr>
<td>Korean</td>
<td>360</td>
</tr>
<tr>
<td>French, Haitian, and Cajun</td>
<td>303</td>
</tr>
</tbody>
</table>
Figure 12

Proximity of LEP Chinese Speakers to Metro Transit Service

Area A

Area B

Area C

Area D

LEGEND

102

Census tract where population is greater than 3% LEP

Count of LEP speakers

Transitway station

Bus stop

Transit route

1/2-mile buffer - transitway stations

1/4-mile buffer - bus stops
Figure 13
Proximity of LEP Russian, Polish, and other Slavic language Speakers to Metro Transit Service

Area A

Area B

Area C

Area D

LEGEND

102 Census tract where population is greater than 3% LEP

Count of LEP speakers

Transitway station

Bus stop

1/2-mile buffer - transitway stations

1/4-mile buffer - bus stops

Transit route

Metro Transit
b)  Call Center Data

The Metro Transit Call Center tracks its interaction with LEP customer via its partnership with Language Line interpreter services. The following table lists Call Center phone calls by language over the previous 12-month period from August 1, 2018 to July 31, 2019. During that time, the Call Center took 644 total calls from LEP customers seeking interpreter services. The breakdown of those languages is listed below in Table 4:

<table>
<thead>
<tr>
<th>Language</th>
<th>Number of Calls</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spanish</td>
<td>539</td>
</tr>
<tr>
<td>Somali</td>
<td>62</td>
</tr>
<tr>
<td>Amharic</td>
<td>6</td>
</tr>
<tr>
<td>Hmong</td>
<td>5</td>
</tr>
<tr>
<td>Mandarin</td>
<td>5</td>
</tr>
<tr>
<td>Oromo</td>
<td>5</td>
</tr>
<tr>
<td>Russian</td>
<td>5</td>
</tr>
<tr>
<td>French</td>
<td>4</td>
</tr>
<tr>
<td>Arabic</td>
<td>2</td>
</tr>
<tr>
<td>Khmer</td>
<td>2</td>
</tr>
<tr>
<td>Portuguese</td>
<td>2</td>
</tr>
<tr>
<td>Farsi</td>
<td>1</td>
</tr>
<tr>
<td>Japanese</td>
<td>1</td>
</tr>
<tr>
<td>Karen</td>
<td>1</td>
</tr>
<tr>
<td>Swahili</td>
<td>1</td>
</tr>
<tr>
<td>Tibetan</td>
<td>1</td>
</tr>
<tr>
<td>Tigrinya</td>
<td>1</td>
</tr>
<tr>
<td>Vietnamese</td>
<td>1</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>644</strong></td>
</tr>
</tbody>
</table>

Based on these figures, Metro Transit’s Call Center interacted most commonly with Spanish and Somali speaking LEP customers during this time period. Approximately 84% of all LEP customers in need of language services requested Spanish language interpretation from Language Line. Somali was the next most requested language at almost 10%. On average, the Call Center took approximately 53 calls per month from LEP customers in need of language assistance. Overall, the Call Center utilized Language Line to interact with LEP customers representing 18 distinct languages.
c) Bus Operator Survey Results

In July 2016, the Office of Equal Opportunity, designed and administered a survey of Metro Transit operators to better understand the demographics of the LEP population, frequency of use and identify the nature of interactions specific to the LEP population. OEO visited Metro Transit’s 5 bus garages and provided paper copies of bus operator surveys, to which 91 randomly selected operators completed.

The 2016 survey differed from the previous one conducted in 2014 as the survey was self-administered by the operators themselves in printed form. For this reason, percentages for some questions do not add up to one hundred as some respondents chose more than one option and instead reflect the common experiences among bus operators about their interactions with LEP customers. These operators drove a variety of routes (inner city and suburban), were a combination of part or full-time employees, and had varying experiences with understanding foreign languages. As such, the results of this survey are limited by accuracy of the perception of these operators.

Overall, 87.5% of Metro Transit bus operators reported hearing Spanish while driving their current routes. Additionally, 80.9% reported hearing Somali and 39% reported hearing Hmong. Twelve other languages were also reported as being heard on the bus. The breakdown is shown in the chart below:

**Figure 13: Reported languages heard by bus operators**
Ninety-five percent (95%) of operators stated they had at least one interaction daily with LEP customers. In terms of LEP customer interactions per shift, the following table shows the frequencies as reported by operators about their current routes:

**Table 5: Report daily interactions between bus operators and LEP customers**

<table>
<thead>
<tr>
<th>LEP Interactions (Times/Shift)</th>
<th>Percentage Reported</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>5%</td>
</tr>
<tr>
<td>1</td>
<td>12%</td>
</tr>
<tr>
<td>2</td>
<td>18%</td>
</tr>
<tr>
<td>3</td>
<td>22%</td>
</tr>
<tr>
<td>4</td>
<td>12%</td>
</tr>
<tr>
<td>5+</td>
<td>31%</td>
</tr>
</tbody>
</table>

Roughly two-thirds of all operators reported that they interact most with working age LEP customers, while another 54% reported that they have many interactions with senior age LEP customers, and only 15% reported interacting with school age LEP customers (Figure 14).

**Figure 14: LEP Interactions by Age Group**

- 67% School Age
- 54% Working Age
- 15% Senior Age
The 2016 bus operator survey asked a new question which allowed operators to share how they try to communicate with customers who speak English less than well. Over two-thirds of operators reported speaking slower and using hand gestures as common methods. The graph below identifies other methods used and the frequencies:

![Figure 15: Communication Methods](image)

**d) Supplemental Information**

Metro Transit reached out to several groups in an effort to learn more about which languages are spoken most often in the Twin Cities.

- In the past year, Ramsey County Human Services reported 3,504 client requests for interpretation. Karen translations accounted for 30% of requests. Other common client languages were Hmong (21%), Somali (13%), Spanish (11%), and Amharic (5%). They report there are very few if any clients who request Chinese or Russian translation services.
- In the past year, Hennepin County Human Services reported 47,821 telephonic translation requests through Language Line. Half (50%) of requests were for Somali, followed by Spanish (35%) and Hmong (5%). Russian was requested for 2% of calls, and Mandarin Chinese was requested for less than 1% of calls.
- The International Institute of Minnesota and Hmong American Partnership are among the leading providers of English language classes in the region. They reported 975 students enrolled in English classes in 2019. Six languages are spoken by 54% of students: Somali has the most speakers (21%), followed by Spanish (8%), Amharic (7%), Oromo (7%); Karen (6%), and French (5%). Mandarin Chinese speakers accounted for 2% of students, and Russian speakers accounted for 1% of students.
e) Metro Mobility

Metro Mobility management and staff report that contact with LEP persons is very infrequent. Staff reported that they rarely (less than ten times per month) need to use Language Line with potential customers. Metro Mobility provides interpreter and translation services upon request. Over the past year, Metro Mobility staff reported that the department utilized interpreters to assist clients with the intake interview process approximately once per month. However, three quarters of those interactions involve using American Sign Language interpreters.

f) Transit Link Call Center Information

Transit Link Call Center staff reported anecdotal information on their interaction with LEP customers. Overall, staff reported that the majority of the Call Center’s volume comes from English speakers. When non-native English speakers contact the Call Center, Spanish is the most common language spoken by the customer.

Call Center staff use Language Line to facilitate interactions with LEP customers that speak a language other than English or Spanish.

C. Nature and Importance of Transportation Services for LEP Customers

Many LEP persons rely on public transportation for their mobility needs. According to U.S. Department of Transportation LEP guidance, “providing public transportation access to LEP persons is crucial. An LEP person’s inability to utilize effectively public transportation may adversely affect his or her ability to obtain health care, education, or access to employment.”

Metro Transit is committed to translating vital documents into languages where LEP speakers make up over 5% of the total LEP population in the service area. These languages are Spanish, Somali, Hmong, Karen, and Vietnamese.

Metro Transit identified over 1,000 LEP Chinese speakers living near transit, primarily near the University of Minnesota’s Minneapolis and St. Paul campuses. International students may not consider themselves to speak English “very well” but they are required to demonstrate command of the English language to be admitted. Similarly, over 1,000 LEP speakers of Russian, Polish, and other Slavic languages reside near transit. Within this language classification, Russian is most prevalent in the service area.

Data from Language Line and operator surveys demonstrate that LEP Russian and Chinese speakers have a relatively low level of interaction with Metro Transit services. These LEP populations also have lower rates of interaction with other services provided by Hennepin County, Ramsey County, the International Institute of Minnesota, and the Hmong American Partnership. This suggests that translating vital documents into Chinese or Russian would not meaningfully enhance access to Metro Transit services. Therefore, there are no plans to translate vital documents into Chinese or Russian. However, translation of transit-route level materials will be considered as appropriate.
Further review of smaller LEP communities does not show more than 1,000 LEP persons living near transit that speak Arabic, Korean, or French. Data collected from Language Line usage, bus operator surveys and other supplemental information, provide further evidence that vital document translation for these languages would not meaningfully enhance access to service. Therefore, there are no plans to translate all vital documents into these languages. However, translation of transit route-level materials will be considered as appropriate.

D. Resources Available & the Costs of Providing Language Assistance Services

The principal resources available to the Council’s Transportation services for providing language assistance to LEP customers are Metro Transit’s website, fare machines located at various transit centers, its customer service phone lines, translated materials, and its Customer Advocate program.

1. Metro Transit Website

Metro Transit provides translated content in Spanish, Somali, Hmong, Vietnamese and Karen at metrotransit.org/languages. Each language sub-page contains translated information that directs users to Language Line resources, gives how-to-ride details, provides fare information, contains information about the Title IV complaint process and has links to vital documents. Google Translate is available to translate other pages of the Metro Transit site.

2. Fare Machines

Fare machines on Blue and Green Light Rail Line stations offer customers the option of selecting Spanish, Hmong, or Somali (the three most commonly used languages besides English) for purchasing fares.

3. Interpretation Services

Metro Transit’s Call Center staff uses Language Line to facilitate phone interactions with LEP customers. Language Line can provide language interpretation services for over 170 different languages. In addition, Metro Transit also offers, upon request, interpreters for community meetings.

4. Translated Materials

Metro Transit provides documents and information that are translated into Hmong, Spanish, Somali, Vietnamese and Karen. These documents include fare product, user guides, safety brochures, translated page referral cards, etc. Metro Transit has also provided translated direct mailings in other languages like Nepali— for specific groups which may be impacted by changes to particular routes. Metro Transit also offers translations of documents upon request. Please see Attachments for samples of translated documents.

Transit Information led usability testing in 2015-2016 that included interviews with LEP participants to evaluate the usability of Metro Transit information materials. These materials included Rider Alerts, shelter schedules, pocket schedules, and bus stop signs. The interview
results informed the redesign of transit information materials.

Metro Transit also incorporates Universal Design principles into transit information to improve access for LEP persons and those without first-language literacy. Where materials are less suitable for translation (e.g. bus stop signs), materials are designed to reduce text to plain English and convey information through icons and images.

5. Customer Advocates

Metro Transit Customer Advocates provide free presentations and personalized how-to-ride classes addressing topics such as: fares and how to pay them, trip planning, reading maps and schedules, using the Metro Transit website, accessibility, etc. This is a customizable training that is adapted to meet the needs of a range of unique customer groups including LEP populations. Metro Transit helps make these workshops linguistically accessible to LEP populations by partnering with the requesting community group, which often provides interpretation services.

These services involve a number of technological and personnel costs, which are distributed among Metro Transit’s operations. Metro Transit is committed to assuring that these and other resources are used to reduce the barriers that limit access to its information and services by LEP persons. Where applicable, Metro Transit will provide funds to enhance its language services.

6. Operator Language Classes

Metro Transit offered language classes to operators between 2015 and 2017. Of the operators surveyed, 5% have taken the language courses and, of that group 80% found that the class met their expectations and 90% were able to use the Spanish they learned on the job. Operators also expressed that multi-lingual skills among operators would help better serve LEP transit customers.

While operators expressed interest in language classes, scheduling sessions was challenging and attendance among participants was inconsistent. In response, Metro Transit began work on creating a Basic Transit Spanish online course. The online course has no scheduled sessions, which will improve access for operators seeking to build language skills on their own time. When the course launches, it will emphasize vocabulary and phrases specific to transit (e.g. fares and directions).

7. Additional Services

The Council’s 2017 Title VI plan identified several additional services and efforts needed in order to provide meaningful access to its transportation services for LEP customers. The list of services and efforts are reproduced and updated:

- Centralizing LEP implementation and monitoring in a single Department
  - Update: Title VI and LEP implementation and compliance are now housed in the Council’s Office of Equal Opportunity (OEO). The Council has several departments and divisions and outreach units that interact with LEP populations. OEO staff routinely work with these staff members to help ensure the Council’s Title VI obligations are met.

- Focusing more resources on the languages used by the largest LEP communities in the
Council’s Transportation area (Spanish, Hmong, Somali, Vietnamese and Karen)
• Update: Ongoing. Examples include providing translated content in these five languages at metrotransit.org/languages. Each language sub-page contains translations of all vital documents and information. Google Translate is available to translate other pages on the Metro Transit site.

• Expanding the use of telephone interpreter services
  • Update: Ongoing. Metro Transit is researching opportunities to improve Language Line in order to increase its use by LEP customers.

• Expanding outreach to community organizations and entities that work directly with LEP customers to better understand the transit and language needs of LEP populations
  • Update: Ongoing. Metro Transit’s Customer Advocates continue their work in reaching out to community organizations, schools, and other entities that work with LEP populations. In 2016, Metro Transit hired a third Customer Advocate to help with this work. In addition, Metro Transit significantly expanded its Outreach and Public Involvement unit from 1 staff person to 5. These added resources facilitate Transit’s ability to reach more customers generally, including those with limited English proficiency.

• Increase the Council’s internal bilingual capabilities by identifying and certifying bilingual employees to provide oral language assistance as needed
  • Update: Ongoing. Metro Transit enlists current employees to help with outreach activities in communities of color. Many of these employees and communities speak languages other than English. For example, in July 2016, several Hmong-speaking Metro Transit bus operators participated in the Hmong Freedom Festival.
V. Current Language Assistance Measures

**DOT Guidance:** “An effective LEP plan would likely include information about the ways in which language assistance will be provided.”

Based on the four-factor analysis above, the most predominant languages spoken by LEP persons in the Metro Transit, Metro Mobility, and Transit Link services areas are Spanish, Hmong, Somali, Vietnamese and Karen. The Council most frequently encounters Spanish speaking commuters. In addition, Metro Transit is the Council’s most widely used transportation service. As a result, the Council focuses the majority of its LEP resources on Metro Transit and provides its most robust language assistance services in Spanish primarily, followed by Hmong, Somali, Vietnamese and Karen. However, the Council continues to make language assistance for other languages available on an as-needed basis.

Metro Transit uses a variety of strategies to provide language assistance for LEP customers, including:

- A variety of translated materials, including Title VI Notice of Rights, Title VI complaint forms, application and intake forms for reduced fare programs, fare information and user guides, notices of the availability of interpretation services and various marketing materials. Please see Attachment 2s for samples of translated materials.

- Ticket Vending Machines (TVMs) that offer customers the option of selecting Spanish, Hmong, or Somali translations for purchasing fares.

- Language Line phone services to facilitate interactions between LEP customers and Metro Transit customer service staff. Language Line can provide language interpretation services for over 170 different languages.

- Interactive Voice Response (IVR) system offers automated messages in Spanish to LEP customers calling Metro Transit’s general phone line for transit trip information and Go-To card services.

- Translations, available upon request, of all public documents and meeting materials presented at community/outreach meetings.

- Interpreters, available upon request, for community/outreach meetings.

- Outreach and educational workshops by Metro Transit Customer Advocates offering personalized and linguistically accessible how-to-ride classes to groups throughout Metro Transit’s service area.

- A website that contains a subsection of basic how-to-ride content translated into Spanish, Somali, Hmong, Vietnamese and Karen.

- Monitoring staff interactions with LEP customers in order to identify potential areas of need for language assistance.

- Administering bus operator surveys to identify the frequency and nature of contact LEP customers have with bus operations.
• Advertising its services via radio and television to communities that speak languages other than English.

• Ongoing partnership between Metro Transit’s Transit Information Center (TIC) and the International Institute of Minnesota (IIMN) to provide Bus Buddies, a program that pairs TIC representatives with recent immigrants on transit rides to and from IIMN’s location in St. Paul.

Metro Mobility uses several strategies to provide language assistance for LEP customers, including:

• Basic information about Metro Mobility, along with vital documents, is provided at metromobility.org/translations in Spanish, Somali, Hmong, Vietnamese and Karen.

• Language Line phone services to facilitate interactions between LEP customers and Metro Mobility customer service staff.

• Translations, available upon request, of all public documents and meeting materials presented at community/outreach meetings.

• Interpreters, available upon request, for community/outreach meetings.

• Monitoring staff interactions with LEP customers in order to identify potential areas of need for language assistance.

Transit Link uses several strategies to provide language assistance for LEP customers, including:

• Basic information about Transit Link, along with vital documents, is provided at transitlinktc.org/translations in Spanish, Somali, Hmong, Vietnamese and Karen.

• Interpreters, available upon request, for community/outreach meetings.

• Monitoring staff interactions with LEP customers in order to identify potential areas of need for language assistance.

• Language Line phone services to facilitate interactions between LEP customers and Metro Transit customer service staff. Language Line can provide language interpretation services for over 170 different languages.

• Spanish/English bilingual staff.
VI. Current LEP Outreach

The principle resources available to Metro Transit for LEP outreach are the Metro Transit website, its customer service phone line, its Customer Advocate program, and translated documents.

A. Metro Transit Webpage

Metro Transit provides translated content in Spanish, Somali, Hmong, Vietnamese and Karen at metrotransit.org/languages. Each language sub-page contains translated information that directs users to Language Line resources, gives how-to-ride details, provides fare information, contains information about the Title IV complaint process and has links to vital documents. This section also has a Google Translate feature to assist speakers of other languages.

Similarly, basic translated content is available for Metro Mobility users at metromobility.org/translations and for Transit Link at transitlinktc.org/translations.

B. Language Line

The public, including LEP customers, can contact Metro Transit’s Call Center. Metro Transit utilizes Language Line to provide phone interpreters for LEP customers who wish to speak with a Call Center representative. Language Line provides interpretation services in over 170 languages.

C. Advertising with Multilingual Media

Metro Transit has also advertised its services with multilingual media. For example, Metro Transit produced translated print, bus, and radio and TV ads promoting transit information; Spanish radio promoting operator hiring; and translated posters communicating the role of Metro Transit police officers.

D. Customer Advocates

Metro Transit Customer Advocates provide free presentations and personalized how-to-ride classes to groups throughout Metro Transit’s service area. During these classes, Customer Advocates teach groups a number of things including:

- Fares and how to pay them
- Planning a trip
- Reading maps and schedules
- Transfers / Using Park & Ride lots
- Metrotransit.org and online tools
- Accessibility
- Safety
- Mock calls to practice using Language Line
- Other topics
In addition to these presentation topics, Customer Advocates often bring a Metro Transit bus to
the meeting site and have the group practice buying their fare, requesting a transfer, finding their
seat, using the pull-cord signaling system, and taking a practice ride where they learn to identify
bus stops. Customer Advocates also hold classes on light rail vehicles where customers
experience a trip and learn about safety and the various amenities available on each rail car.

This training can be customized to address specific issues and can be adapted to meet the needs
of job seekers, those with disabilities, English language learner (ELL)/LEP populations, seniors,
community groups and schools of all ages. Metro Transit helps make these workshops
linguistically accessible through a variety of strategies. For example, one of the Customer
Advocates is a native Spanish speaker. In addition, Customer Advocates partner with the
requesting community group, which provides interpretation services.

Metro Transit Customer Advocates have a broad network of partner organizations that extends to
approximately 90 organizations that each serve particular groups of LEP, ELL, or English as a
Second Language learners. This network is constantly growing as more partnerships are
established.

Since the last Title VI update, Metro Transit’s Customer Advocates provided trainings to over 40
groups that serve LEP customers. In total, our Customer Advocates estimate that they have
reached hundreds of LEP customers through this outreach.
VII. Future Strategies to Better Serve LEP Customers

The Office of Equal Opportunity ("OEO") will continue to lead LEP initiatives for the Council to better coordinate how Metro Transit, Metro Mobility, and Transit Link serve their LEP customers. In addition, OEO will continue collaborating with sub-recipients to ensure they comply with Title VI and LEP.

OEO has helped coordinate several working groups, consisting of various Council and Metro Transit staff. These groups help explore options, resources, and opportunities for complying with Title VI. The Council’s continuing LEP efforts will include the following:

- Adding Karen and Vietnamese translations for ticket purchases at all Ticket Vending Machines.
- Surveying operators to assess how LEP customers interact with the Council and its services;
- Coordinating with Metro Transit to explore additional strategies for gathering data on the interactions between LEP customers and Transit staff;
- Collaborating with other Council divisions to collect data on Language Line usage by particular language, frequency, and services provided;
- Revising the language services, as appropriate, that the Council and its divisions offer in order to provide LEP customers with meaningful access to its services;
- Collaborating with community groups that serve LEP populations to understand the linguistic needs of these communities;
- Working with Metro Transit’s Service Development and Council planners to monitor demographic changes in our service areas to determine if additional language assistance measures are needed;
- Creating meaningful outreach by using multi-lingual employees as ambassadors to community organizations that represent LEP communities;
- Including transit information that is translated into Hmong, Somali, Vietnamese, and Karen as part of its phone messaging system;

The Council, Metro Transit, Metro Mobility, and Transit Link are committed to assuring that resources are used to reduce the barriers that limit access to its information and services by LEP persons. Where applicable, the Council will provide funds to enhance its language services.
VIII. Staff Training

According to LEP guidance provided by the USDOT, “Staff members should know their obligations to provide meaningful access to information and services for LEP persons, and all employees in public contact positions should be properly trained.”

Metro Transit and Metro Mobility provide basic training for employees at their respective Call Centers for utilizing the services of Language Line to help facilitate meaningful interactions with LEP customers. In addition, Metro Transit and OEO developed languages classes for various public-facing personnel. These include Transit-related Spanish language classes for bus operators that drive through Spanish speaking areas of the region. Language classes were held from 2015 to 2017, but they were discontinued due to scheduling and attendance challenges. Current efforts are underway to implement language classes in an online format. Furthermore, Metro Transit Police offered Spanish classes to Police Officers to help them interact with Spanish speaking customers. These courses will have expanded to include Somali instruction for Police Officers, and Spanish courses for operators in additional locations. Additional LEP training is given to employees on a case-by-case basis based on employee, supervisor, and customer feedback.
IX. Monitoring & Updated the Language Assistance Plan

The Council conducts internal monitoring of its language assistance practices to ensure that the strategies employed remain effective. This is accomplished partially through feedback from Metro Transit, Metro Mobility, and Transit Link Call Center staff and from Metro Transit bus operators who help identify the LEP populations with whom they come in frequent contact.

The Council is committed to continuously improving its Language Assistance Plan. To that end, the company will revise the plan with more appropriate strategies as needed. Additionally, the Council, Metro Transit, Metro Mobility, and Transit Link will assess the viability and cost-effectiveness of pursuing and implementing new technologies and language assistance strategies as they become available.
X. Executive Summary

A. Background

On October 1, 2012, the United States Department of Transportation (DOT) published revised guidance for its recipients on the Implementation of Executive Order 13166, “Title VI Requirements and Guidelines for Federal Transit Administration Recipients.” This document reiterates the requirement that FTA funded recipients take responsible steps to ensure meaningful access to benefits, services, and information for LEP persons and suggests that FTA recipients and sub-recipients. This requirement includes the following analysis:

- Identifying the number or proportion of LEP persons served or encountered in the recipient’s service area;
- Determining the frequency with which LEP individuals come into contact with the recipient’s services;
- Determining the nature and importance of the services to LEP people; and
- Assessing the current resources available and the costs to provide Language Assistance Services.

Recipients and sub-recipients must then develop a language implementation plan consistent with the provisions of Section VII of the DOT LEP Guidance. The following information summarizes the Council, Metro Transit, Metro Mobility, and First Transit’s LEP analysis and Language Assistance Plan.

B. Demographic Data

The Council’s Four Factor analysis revealed the following demographic information in the Metro Transit service area:

- 2,118,088 – Total population in Metro Transit service area
- 7.2% (153,549) – LEP individuals in service area
- 33.0% (50,622) – Spanish speakers out of total LEP individuals in service area

The most frequently spoken languages (other than English) in the Metro Transit service area are listed below:

<table>
<thead>
<tr>
<th>Language</th>
<th>Number of LEP Speakers</th>
<th>Pct. of Total LEP Population</th>
<th>Pct. of Total Population</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spanish</td>
<td>50,622</td>
<td>33.0%</td>
<td>2.4%</td>
</tr>
<tr>
<td>Other Asian and Pacific Island languages (incl. Hmong and Karen)</td>
<td>39,657</td>
<td>25.8%</td>
<td>1.9%</td>
</tr>
<tr>
<td>Other or unspecified languages (incl. Somali)</td>
<td>28,782</td>
<td>18.7%</td>
<td>1.4%</td>
</tr>
<tr>
<td>Vietnamese</td>
<td>8,785</td>
<td>5.7%</td>
<td>0.4%</td>
</tr>
<tr>
<td>Chinese</td>
<td>6,449</td>
<td>4.2%</td>
<td>0.3%</td>
</tr>
<tr>
<td>Russian, Polish, and other Slavic languages</td>
<td>5,829</td>
<td>3.8%</td>
<td>0.3%</td>
</tr>
</tbody>
</table>
Further analysis indicates that:

- LEP Spanish speakers are more widely dispersed than other language groups, being located in both urban & suburban communities.
- LEP speakers of “Other Asian and Pacific Island languages” (i.e., Hmong and Karen) reside in north Minneapolis, in St Paul along University Avenue and the East Side, and also in suburbs in the north and northwest metro.
- LEP Vietnamese speakers are located in the north and northwest areas of the metro, and are also located along University Avenue in St Paul.
- LEP speakers of “other or unspecified languages” are scattered across the service area but are mainly located in the central area Minneapolis and along University Avenue in St Paul. Somali is the most prevalent language within this classification.

C. Metropolitan Council Data

Metro Transit Call Center data and Bus Operator surveys support the conclusion that Metro Transit interacts most commonly with LEP individuals who speak Spanish, Hmong, and Somali. For example, over the last year, the Call Center took 644 total calls from LEP customers seeking interpreter services. The breakdown is listed below:

<table>
<thead>
<tr>
<th>Language</th>
<th>Number of Calls</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spanish</td>
<td>539</td>
</tr>
<tr>
<td>Somali</td>
<td>62</td>
</tr>
<tr>
<td>Amharic</td>
<td>6</td>
</tr>
<tr>
<td>Hmong</td>
<td>5</td>
</tr>
<tr>
<td>Mandarin</td>
<td>5</td>
</tr>
<tr>
<td>Oromo</td>
<td>5</td>
</tr>
<tr>
<td>Russian</td>
<td>5</td>
</tr>
<tr>
<td>French</td>
<td>4</td>
</tr>
<tr>
<td>Arabic</td>
<td>2</td>
</tr>
<tr>
<td>Khmer</td>
<td>2</td>
</tr>
<tr>
<td>Portuguese</td>
<td>2</td>
</tr>
<tr>
<td>Farsi</td>
<td>1</td>
</tr>
<tr>
<td>Japanese</td>
<td>1</td>
</tr>
<tr>
<td>Karen</td>
<td>1</td>
</tr>
<tr>
<td>Swahili</td>
<td>1</td>
</tr>
<tr>
<td>Tibetan</td>
<td>1</td>
</tr>
<tr>
<td>Tigrinya</td>
<td>1</td>
</tr>
<tr>
<td>Vietnamese</td>
<td>1</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>644</strong></td>
</tr>
</tbody>
</table>
In Summer 2016 OEO administered bus operator surveys to better understand the frequency and nature of the interactions between Metro Transit and the service area’s LEP population. Operators noted that Spanish, Somali, and Hmong were the most commonly heard language on buses. They also made several observations:

- **95%** of operators reported interacting daily with LEP customers
- **67%** of operators most frequently encountered working age LEP customers
- **57%** of operators cited bus fare as the most common question for LEP riders

**D. Current Language Assistance Measures**

Metro Transit, Metro Mobility, and First Transit, use several strategies to provide language assistance to LEP customers, including:

- Ticket Vending Machines (TVMs) that offer Spanish, Hmong, or Somali translations for purchasing fares;
- Language Line Call Center phone services, offering interpretation services in 170 different languages;
- Interactive Voice Response (IVR) system offers automated messages in Spanish to LEP customers calling Metro Transit’s general phone line;
- Translations, available upon request, of all public documents and meeting materials presented at community/outreach meetings;
- Interpreters, available upon request, for community/outreach meetings;
- Outreach and educational workshops by Metro Transit Customer Advocates offering personalized and linguistically accessible how-to-ride classes to groups throughout Metro Transit’s service area;
- A variety of translated materials providing information on resources, fare products, user guides, etc. Please see Attachments for samples of translated materials;
- A website with content that has been translated into Spanish, Hmong, Somali, Vietnamese and Karen;
- Advertising its services via radio and television to communities that speak languages other than English.
E. Future Strategies to Better Serve LEP Customers

The Council, Metro Transit, Metro Mobility, and Transit Link will explore the following strategies to continue providing meaningful access to LEP commuters:

- Adding Karen and Vietnamese translations for ticket purchases at all Ticket Vending Machines.

- Continuing survey work to assess how LEP customers interact with the Council;

- Continuing to coordinate Title VI working groups composed of Council staff to facilitate Title VI implementation, including LEP efforts;

- Revising language services as appropriate;

- Collaborating with community groups serving LEP populations to understand the linguistic needs of these communities;

- Creating meaningful outreach by using multi-lingual employees as ambassadors to community organizations that represent LEP communities;

- Continuing outreach with Customer Advocates;

F. Monitoring & Updating the Language Assistance Plan

The Council is committed to continuously improving its Language Assistance Plan. To that end, the company will revise the plan with more appropriate strategies. These may include future bus operator trainings and resources. Additionally, the Council, Metro Transit, Metro Mobility, and Transit Link will assess the viability and cost-effectiveness of pursuing and implementing new technologies and language assistance strategies as they become available.
Xl. Attachments

The following attachments are samples of translated documents created for LEP transit customers.
A. **Title VI Notice – Vehicle Interior Card**

Spanish, Somali, Hmong, Karen, and Vietnamese translations of customer rights under Title VI. This notice is posted inside Metro Transit buses and light rail vehicles.
B. Better Bus Routes – Route 63 Improvements Brochure

Spanish, Somali, and Hmong translations for a brochure announcing proposed improvements on Route 63.
C. Fare Enforcement Information

Somali translation of Metro Transit Police fare enforcement information.
Baasaska mara wadadda 724 (Route 724) waxay ay ku geyn shaqooyinka galinka hore ama gelinka dambe la galu labadaba.

Metro Transit waa kala shaqeeyaysaa Amazon sidii loo sii hagaajin lahaa gadiidka shaqada ku geeynay. Laga bilaabo bisha Maarso 11 keeda, waxa aanu gaarsiin doonaa baaska mara wadada 724 ka ilaa iyo Xarunta cusub ee kala Soocida ee laga furay Brooklyn Park.

- Safarada u jeeda jahada Waqooyigooda waxay ay tagaan Amazon 8:30 subaxnimmo iyo 2:02 Duhurnimo. Safarada u jeeda jihada Koonfurtuna waxay ay baxaan 1:19 duhurnimo iyo 6:56 fiidnimo.

- Baasasku waxa ay u adeegi doonaan rugaha Starlite Transit Center iyo Brooklyn Center Transit Center. Qaar ka mid basaskaa oo gaar ahi waxay sidoo kale u adeegi doonaan Waqooyiga Minneapolis (North Minneapolis) iyo bedelka hooise ee Minneapolis (downtown Minneapolis).

Booqo metroroute.org/route/724 si aad akhbaar buuxda uga hesho.
**Sử dụng thẻ TAP của quý vị**

Thẻ Go-To có thể TAP có tất cả các lợi ích giống như Thẻ Go-To – như tích lũy chuyến đi và bảo toàn số dư. Các hành khách có quyền sử dụng giá vé $1 trong cả năm sau lần sử dụng đầu tiên. Giá chiết khấu không hợp lệ đối với các vé mua Metro Mobility hoặc Transit Link và chỉ giảm giá một phần cho giá vé Northstar. Khách hàng có thể gia hạn vé TAP sau một năm nếu vẫn đủ điều kiện.

**Mẹo Nhanh**

Nếu quý vị mất hoặc bị tờ vé:
Hãy liên hệ bộ phận Quản Hành Khách Hàng theo số 612-373-3333.

**Nếu vé của quý vị không hoạt động:**

Thanh toán tiền vé của quý vị bằng tiền mặt và liên hệ với quan tri viên chương trình của nhà cung cấp dịch vụ của quý vị để yêu cầu vé thay thế. Kiểm tra ngày hết hạn. Thẻ Go-To TAP của quý vị chỉ dùng được trong một năm nên quý vị có thể cần phải đăng ký lại.

**Khách hàng có thể dự đoán diện kiến được giảm giá vé thông qua Chương Trình Hỗ Trợ Chuyển Tuyến (Transit Assistance Program, TAP)**

Tim hiểu thêm tại metrotransit.org/TAP
Đi xe tồn $1 với Chương Trình Hỗ Trợ Chuyển Tuyến (TAP)

Chương Trình Hỗ Trợ Chuyển Tuyến (TAP) được thiết kế để giúp dịch vụ chuyển chở công cộng có giá cả phải chăng hơn cho công dân có thu nhập thấp hơn. TAP cung cấp vé giảm giá trên Thẻ Go-To. Loại vé này cho phép khách hàng sử dụng xe buýt hoặc tàu chỉ với giá $1 mỗi chuyến – ngay cả trong giờ cao điểm – có chuyến tuyến 24/7.

Đăng ký rất dễ dàng!

Đăng ký trực tuyến hoặc trực tiếp

Trực Tuyến
metrotransit.org/tap-enrollment-form
Diễn văn đơn. Tài liệu đăng nhập và giấy tờ được chấp nhận.
Sau khi được chấp thuận, thẻ của quý vị sẽ được gửi qua đường bưu điện trong khoảng một tuần.

Trực Tiếp
 Mang thẻ ID của quý vị và các giấy tờ được chấp nhận tới một Cơ Sở Dịch Vụ Chuyển Chở để nhận được thẻ ngày.

Minneapolis Metro Transit Service Center
719 Marquette Avenue, Minneapolis
7:30 a.m. - 5:30 p.m.

St. Paul Metro Transit Service Center
US Bank Center Skyway
101 E. 5th Street, St. Paul
9 a.m. - 4:30 p.m.

SouthWest Transit Station
13500 Technology Drive, Eden Prairie
6:30 a.m. - 6:30 p.m.

Burnsville Transit Station
100 Highway 13, Burnsville
8 a.m. - 4:30 p.m.

Sự Kiện Ghi Danh
Nhân viên của Metro Transit có mặt tại địa điểm để ghi danh khách hàng và phát Thẻ Go-To TAP. Để biết ngày và địa điểm, hãy truy cập metrotransit.org/tap-enrollment-events.

Đối Tác Phân Phối TAP
Ngày càng có nhiều cơ quan có thể xác minh giấy tờ và phân phối Thẻ Go-To TAP.

Giấy tờ được chấp nhận

Trình thế ID có ảnh hoặc hóa đơn sử dụng có tên và địa chỉ của quý vị và một tài liệu xác minh để cho thấy rằng quý vị đáp ứng được các nguyên tắc về thu nhập.

Hãy truy cập metrotransit.org/tap để xem danh sách địa điểm các giấy tờ được chấp nhận hoặc gọi tới số 612-373-3333.

Tài Liệu Được Chấp Nhận Mẫu

Nạp tiền vào thẻ TAP của quý vị
Sau khi được chấp thuận, Metro Transit sẽ thêm chuyến khởi đầu cho Thẻ Go-To một hoặc thêm mới của quý vị – sau đó quý vị chỉ cần nạp giá trị và sử dụng!

- Trực tuyến tại metrotransit.org bằng thẻ tín dụng
- Qua điện thoại theo số 612-373-3333 bằng thẻ tín dụng
- Qua đường bưu điện bằng thẻ tín dụng hoặc điện. Hãy gọi tới 612-373-3333 để nhận mẫu đặt hàng qua đường bưu điện
- Tại máy bán vé tàu bằng tiền mặt hoặc thẻ tín dụng
- Tự động bằng thẻ tín dụng. Đăng ký tại metrotransit.org/AutoRefill
F. Translation Information Buckslip

Buckslip advertising translated transit information available by phone and on Metro Transit’s website at www.metrotransit.org/languages.