



# **NCTPA Plan for Language Assistance Plan to Limited English Proficient (LEP) Populations**

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**Also available in Spanish**

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# **Language Assistance Plan for Napa County Transportation and Planning Agency (NCTPA)**

## **Introduction**

NCTPA serves as the congestion management agency and public transit provider for the jurisdictions in Napa County, and is one of the nine Bay Area counties within the Metropolitan Transportation Commission (MTC) region. NCTPA's service area includes a population of some 139,000 residents in over 740 square miles of land, consisting mostly of smaller, rural communities and agricultural land. The service area is diverse, with large numbers of residents speaking a language other than English as their primary means of communication.

Individuals who have a limited ability to read, write, speak or understand English are considered to be limited English proficient, or "LEP." In compliance with guidance and rules issued by the U.S. Department of Transportation, and Title VI of the Civil Rights Act of 1964, NCTPA has taken reasonable steps to ensure that all persons have meaningful access to its programs, services, and information, at no additional cost. This includes the following plan for LEP persons within NCTPA's jurisdiction.

A Language Assistance Plan starts with an assessment to identify LEP individuals who need assistance. NCTPA will perform an on-board rider survey in the spring of 2014 and the survey results will be available in summer 2014. NCTPA also plans to conduct internal surveys with transit operators, dispatch, customer service and ticket sales staff, regarding frequency of contact with LEP individuals or groups. Once the assessment is complete, the Language Assistance Plan is drafted and adopted by the agency.

Implementation of the Language Assistance Plan includes the development of language assistance measures, staff training, notification measures to LEP individuals, and monitoring and updating of the plan on a yearly basis.

## **Purpose**

The purpose of this Language Assistance Plan (hereinafter "plan") is to ensure members of the public have access to public information and services provided by NCTA and to meet Federal Transit Administration's (FTA) requirements to comply with Title VI of the Civil Rights Act of 1964, which prohibits discrimination on the basis of race, color, or national origin. As a subrecipient of FTA funds, NCTPA is required to take reasonable steps to provide meaningful access to its transit services for persons who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English. The FTA refers to these persons as Limited English Proficient (LEP) persons.

The U.S. DOT's FTA Office of Civil Rights' publication "*Implementing the Department of Transportation's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient Persons – A Handbook for Public Transportation Providers*" was used in the preparation of this plan.

## Contents

This plan contains:

- A. A needs assessment based on the four-factor analysis
- B. Language assistance measures
- C. Staff training plan
- D. Methods for notifying LEP persons about available language assistance
- E. Methods for monitoring, evaluating and updating plan

### **A. LEP Needs Assessment – the Four-Factor Analysis**

#### **Determination of Need**

In order to prepare this Plan, NCTPA implemented the U.S. Department of Transportation’s four factor LEP analysis, which considers the following:

1. The Number and Proportion of LEP Persons Served or Encountered in the Eligible Service Population
2. The frequency with which LEP persons come in contact with NCTPA programs, activities or services
3. The Importance to LEP Persons of NCTPA’s Program, Activities and Services
4. The resources available to NCTPA and overall cost to provide LEP assistance

#### ***Factor 1: Number and proportion of LEP persons served or encountered***

NCTPA used the American Community Survey (ACS) 5 Year survey data for 2007-2011 for Limited English Proficient (LEP) Populations in Napa County to estimate the number or proportion of LEP persons who might use or want to use NCTPA’s services.

The American Community Survey (ACS) 5 Year survey data identifies people who speak English “less than very well” as Limited English Proficient persons. The survey data is broken down by the languages spoken at home, and by ability to speak English, for persons five years of age and older, with number and percentage broken out by county. For Napa County, the ACS data indicates that approximately half of the residents identified as speaking a “language other than English”, and whose primary language is categorized as “Spanish or Spanish Creole”, were identified as speaking English “less than very well”. The ACS study data also indicates that nearly 40% of the Asian and Pacific Islanders in Napa County speak English “less than very well”.

2007-2011 American Community Survey  Language Spoken at Home	Total		Percent of specified language speakers			
	Estimate	Margin of Error	Speak English "very well"		Speak English less than "very well"	
			Estimate	Margin of Error	Estimate	Margin of Error
Population 5 years and over	127,288	+/-76	83.5%	+/-1.0	16.5%	+/-1.0
Speak only English	65.9%	+/-1.1	(X)	(X)	(X)	(X)
Speak a language other than English	34.1%	+/-1.1	51.7%	+/-2.5	48.3%	+/-2.5
Spanish or Spanish Creole	26.7%	+/-1.0	47.6%	+/-3.0	52.4%	+/-3.0
Other Indo-European languages	2.7%	+/-0.4	80.6%	+/-5.3	19.4%	+/-5.3
Asian and Pacific Island languages	4.4%	+/-0.4	58.2%	+/-5.3	41.8%	+/-5.3
Other languages	0.3%	+/-0.1	66.3%	+/-14.1	33.7%	+/-14.1
<b>SPEAK A LANGUAGE OTHER THAN ENGLISH</b>						
Spanish or Spanish Creole	33,979	+/-1,234	47.6%	+/-3.0	52.4%	+/-3.0
5-17 years	8,954	+/-586	69.2%	+/-5.5	30.8%	+/-5.5
18-64 years	23,481	+/-860	39.8%	+/-3.1	60.2%	+/-3.1
65 years and over	1,544	+/-152	39.7%	+/-11.0	60.3%	+/-11.0
Other Indo-European languages	3,419	+/-555	80.6%	+/-5.3	19.4%	+/-5.3
5-17 years	314	+/-148	87.9%	+/-15.9	12.1%	+/-15.9
18-64 years	2,261	+/-446	82.1%	+/-7.5	17.9%	+/-7.5
65 years and over	844	+/-204	73.9%	+/-10.1	26.1%	+/-10.1
Asian and Pacific Island languages	5,649	+/-476	58.2%	+/-5.3	41.8%	+/-5.3
5-17 years	715	+/-183	68.3%	+/-14.6	31.7%	+/-14.6
18-64 years	4,054	+/-355	63.0%	+/-6.0	37.0%	+/-6.0
65 years and over	880	+/-152	28.2%	+/-13.2	71.8%	+/-13.2
Other languages	365	+/-166	66.3%	+/-14.1	33.7%	+/-14.1
5-17 years	65	+/-90	58.5%	+/-22.3	41.5%	+/-22.3
18-64 years	242	+/-107	71.9%	+/-18.9	28.1%	+/-18.9
65 years and over	58	+/-45	51.7%	+/-37.1	48.3%	+/-37.1
<b>CITIZENS 18 YEARS AND OVER</b>						
All citizens 18 years and over	87,477	+/-993	92.5%	+/-0.8	7.5%	+/-0.8
Speak only English	78.7%	+/-1.0	(X)	(X)	(X)	(X)
Speak a language other than English	21.3%	+/-1.0	65.0%	+/-3.3	35.0%	+/-3.3
Spanish or Spanish Creole	14.5%	+/-0.9	63.8%	+/-4.2	36.2%	+/-4.2
Other languages	6.8%	+/-0.5	67.5%	+/-4.3	32.5%	+/-4.3

- The ACS data above estimates the total population of the NCTPA Napa County service area to be: 127,288.
- The ACS data above estimates the total number of people who speak a language other than English in the NCTPA Napa County service area is estimated to be: 43,405 or 34.1% of the population.
- The ACS data above estimates the total number of LEP persons (those who speak English less than "very well") in the NCTPA Napa County service area is estimated to be: 21,702 or 17% of the population.

**Factor 2: Frequency of LEP populations' contact with existing programs, activities, and services**

Statistical data regarding individual requests from LEP persons will be tracked as resources permit; however since several transit routes serve Napa County social service and non-profit agencies, it is likely that NCTPA is providing services to many LEP individuals.

The main language spoken by LEP individuals within the NCTPA service area is primarily Spanish.

**Factor 3: Importance to LEP population of programs, activities, and services**

NCTPA considers public transit to be an important and essential service for many residents, commuters, and visitors in the local service area. This includes local buses and buses servicing neighboring counties and the regional BART system, paratransit, and services for seniors. These services are used by people from all walks of life, including commuters, students, visitors, the elderly, and those with limited mobility.

**Factor 4: Resources available to NCTPA and overall cost to provide LEP assistance**

NCTPA makes every reasonable effort to communicate with LEP persons about available transit services, including providing the funding for translation of current services and bilingual materials. As resources permit, NCTPA will include training for all drivers on best practices for serving LEP individuals.

In addition to using a translation service, NCTPA recently hired additional Spanish-speaking staff at the ticket desk to better serve LEP individuals. NCTPA has also translated key website pages into Spanish.

In an effort to better serve the transit service needs of its users, NCTPA recently completed construction of its new Transit Center facility. The expanded facility will allow NCTPA to better market and communicate its transit services and serve the needs of the traveling public, including those of LEP populations.

NCTPA works with many advocacy groups serving LEP individuals to gain insight regarding their needs and concerns about local transit services. This includes Napa County Department of Health and Human Services, Community Action Napa Valley, SOMOS Napa, Hispanic Network, Non-profit Coalition, and Legal Aid of Napa Valley. NCTPA is continually exploring options for the best methods of delivering information and meeting the transit needs of all LEP persons and Napa County residents. NCTPA undertook significant Spanish-language outreach during its Agricultural Worker Vanpool Program and continues to expand community outreach efforts agency-wide.

**B. Language Assistance Measures**

Language measures currently used and planned to be used by the NCTPA transit system to address the needs of LEP persons include the following:

Translating key documents in the following language(s): Spanish (other languages as needed)

Translating key website pages

- Coordination of Oral and Written Translation Services
- Communication with LEP advocacy groups about transit services
- Increased use of signage with graphic visual images and pictograms to promote universal understanding
- Posting of bilingual notices informing LEP persons of available services
- Other (description of services): training new residents on how to use transit system

### **C. Staff Training**

To ensure effective implementation of this plan, NCTPA will schedule orientations for new staff and annual training for all employees whose position requires regular contact with the public. Training will include a review of this plan and how to handle verbal requests for transit service in a language other than English.

### **D. Notice to LEP Persons about Available Language Assistance**

NCTPA will notify LEP individuals about the language assistance services available to them without cost by using the following methods:

- Brochures
- Sending information to local organizations serving LEP populations
- Website notices
- Including contact information for translation requests on all printed materials
- Posting of bilingual flyers at libraries, churches, schools, cultural and community centers
- Audio programs and radio ads
- Participation in local community events

### **E. Monitoring, Evaluating and Updating Plan**

NCTPA staff will review this plan annually, including:

- Assessing the sufficiency of staff training and budget for language assistance,
- Reviewing current sources for assistance to ensure continuing availability, and
- Reviewing any complaints, comments and suggestions from LEP persons, or agencies serving LEP populations, received during the past year.

**Annual plan revisions will be approved by the agency's Executive Director and dated accordingly.**

## **F. Dissemination of Plan**

This plan is available on the NCTPA website at [www.nctpa.net](http://www.nctpa.net).

This plan is also available at no cost in English or Spanish upon request by telephone, fax, U.S. Postal Service mail, e-mail, or in person at the NCTPA office.

## **G. Contact Information**

Questions or comments about this plan may be submitted to:

Napa County Transportation and Planning Agency  
ATTN: Director of Civil Rights  
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