



## **ORANGE COUNTY TRANSPORTATION LIMITED ENGLISH PROFICIENCY (LEP) PLAN May 2011**

*Orange County Transportation Authority's (OCTA) Limited English Proficiency Plan* has been prepared to address OCTA's responsibilities as a recipient of federal financial assistance as they relate to the needs of individuals with limited English language skills. Individuals, who have a limited ability to read, write, speak or understand English are Limited English Proficient or "LEP". OCTA is federally mandated (Executive Order 13166) to take responsible steps to ensure meaningful access to the benefits, services, information and other important portions of its programs and activities to individuals who are LEP. OCTA utilized the U.S. Department of Transportation's (DOT) LEP Guidance Handbook and performed a four factor analysis to develop its LEP Plan.

Four Factor Analysis:

### **1) The nature and importance of service provided by OCTA.**

OCTA provides important transit services to the public through its fixed route and paratransit ACCESS programs. OCTA is the only major public transportation provider in Orange County and provides bus service between Metrolink stations and connecting routes to Los Angeles, Riverside and San Diego transit agencies. OCTA provides Orange County residents transportation services for the purpose of commuting to work, shopping, recreational needs, personal errands, school and other services the public accesses frequently.

### **2) The number or proportion of LEP persons in the service area.**

The LEP data was gathered from the following sources to identify information on persons who do speak languages other than English at home and who speak English less than well or not at all and would be classified as an LEP person:

1. 2000 Census Data
2. Census Bureau's American Community Survey and Fact Finder Surveys
3. Department of Labor LEP Special Tabulation website

A review of the aforementioned data concerning the numbers of LEP persons, revealed that Orange County's highest percentage of the total population five years of age and over that speaks a language other than English at home are Spanish speakers. The total Spanish speaking LEP population was 665,069 or 25.3% of the 2,632,408 total population of Orange County. The number of Spanish-speaking LEP individuals that spoke English "not at all" in Orange County is 34,235 or 10.2%. The second highest percentage of the total population five years of age and over that speak a language other than English at home are Vietnamese speakers. The total Vietnamese LEP speaking population was 124,545 or 4.73%. The number of Vietnamese speaking LEP individuals in Orange County that spoke English "not at all" was 5805 or 6.0%. The remaining languages identified which represents over one percent of the LEP populations were identified as Korean, Chinese, Tagalog, and Persian. In general, there are higher populations of LEP persons on the northern and central geographic areas of Orange County.

### **3) The frequency with which LEP individuals come into contact with the service.**

OCTA serves LEP persons daily via our fixed route buses, contracted services and ACCESS paratransit. A Coach Operator Survey is currently being developed by OCTA to determine the frequency with which Coach Operators come in contact with LEP persons and in which geographic segment of the service area. Of those LEP persons who ride OCTA buses, OCTA will seek to determine the needs of top six LEP languages identified (Spanish, Vietnamese, Korean, Chinese, Tagalog, and Persian) based on Coach Operator feedback. The survey results are anticipated to be available in February 2012.

The OCTA Customer Information Center and Customer Relations Department receives approximately 69,000 calls per month of which approximately 4,000 or 6% of those calls are identified as calls from Spanish speaking persons.

### **4) The resources available to the recipient of the federal funds to assure meaningful access to the service by LEP persons**

OCTA's External Affairs Division ensures that OCTA information is available in Spanish regarding services, programs and activities including surveys, bus routes and fares, public service announcements and information on the buses, as well as in the administrative buildings and OCTA Store. Press releases and public service announcements are also submitted to Spanish and Vietnamese language print and broadcast media, as well as in Chinese and Korean when required. Language interpreters are made available upon request. OCTA has allocated \$15,000.00 in its FY 2011-2012 Budget for additional language services as needed.

OCTA's Planning Division requires identifying translation services and minority outreach effort needs of Orange County into all OCTA project contracts. Selected project consultants are required to identify the LEP needs for the project area and provide outreach tactics to effectively reach minority or non-English speaking populations. The budgeted amount for translation and community outreach efforts varies depending on the project scope and size of the communities identified.

OCTA's Customer Relations Department, which manages customer comments by phone, mail, email and in-person, currently benefits from seven staff members who speak Spanish and/or Vietnamese. The Customer Relations team also utilizes translation services provided by AT&T for customers who speak other languages, providing OCTA with the ability to communicate with over 160 different languages. The OCTA Store, which makes available bus passes and is an informational source for the general public on transit information, is also manned by one representative who speaks Spanish.

OCTA's Customer Information Center (CIC) is a telephone-based information service that manages customer inquiries primarily concerning bus transit trip generation. The CIC is a procured service operated by a firm which has satisfied all agency Disadvantaged Business Enterprise, Minority Business Enterprise and Women Business Enterprise requirements. Currently, the CIC employs thirty-four agents, of which fourteen are bilingual Spanish speaking. The CIC also utilizes the translation services provided by AT&T, as needed.

In addition to the aforementioned oral language services, several written language services are available. Documents that are determined to be vital are translated into Spanish. Vital documents

are defined as those documents without which a person would be unable to access services. The following are written communications that are printed in both English and Spanish:

- OCTA Bus Book
- Temporary signs at bus stops informing customers of any detours or route changes
- Rider Alerts
- Interior bus posters and stickers displaying safety or system information
- Fare cards on fare boxes
- Independent and promotional brochures
- Onboard surveys
- Pass disclaimers
- Title VI Protection Notifications

### **Implementation Plan:**

Based on the four factor analysis, OCTA has identified the language needs and services required to provide meaningful access to information for the LEP residents of Orange County. OCTA will review its LEP Plan on an annual basis and incorporate an LEP data gathering venture, such as surveys, to further identify additional language area-specific needs for the top languages identified. A review of OCTA's relevant programs, activities and services that are being offered or will be offered by OCTA as of January 2011 include:

- Spanish speaking translators are available upon request during normal business hours.
- Route and schedule brochures are available in both English and Spanish.
- Route and schedule information available in Spanish, Vietnamese, Chinese and Korean on the OCTA website.
- OCTA conducted a Transit System Study rider survey in which the survey information was available in Spanish and Vietnamese.
- Outreach programs with various Spanish and Vietnamese speaking segments of the service area to discuss the Transit System Study.
- An examination of records from various departments requesting language assistance from past Board and Committee meetings to anticipate the possible need for assistance at upcoming meetings.
- OCTA website translates into Spanish, Vietnamese, Korean and Chinese.

OCTA will contact the community organizations that serve LEP persons, and perform a four factor analysis every three years to identify what, if any, additional information or activities might better improve OCTA's services to assure non-discriminatory service to LEP persons. OCTA will then evaluate the projected finance and personnel needed to provide the translation services and assess which of these can be provided most cost-effectively. The following is a list of community organizations that have been contacted or will be contacted to assist in gathering information and see what services are most frequently sought by the LEP population:

- Orange County Regional Centers
- Ethnic Chamber of Commerce – Asian Native
- Vietnamese Community of Orange County
- Korean Community Services

## Training Staff

There are four primary groups of staff members who are critical to the LEP Plan: Coach Operators, Customer Service Representatives, Executive Directors, and the External Affairs staff. Coach Operators have the most frequent contact with LEP persons, through daily interaction with passengers. Customer Service Representatives also have frequent contact with LEP persons, either in person or by telephone. These two groups are most likely to encounter LEP persons and thus to provide language assistance. LEP training for Customer Relations Representatives occurs during their initial departmental training. Additionally, in 2011, Title VI training is being conducted in the Annual Required Training (ART) class held for all Coach Operators. Training topics for these two groups include:

- Understanding Title VI responsibilities
- What language assistance services OCTA offers
- Specific procedures to be followed when encountering an LEP person
- Assisting passengers/members of the public in obtaining translation services

The LEP Plan is designed to be flexible and should be reviewed as an ongoing progress. As such it is important to consider whether new documents and services need to be made accessible for LEP persons and also to monitor changes in demographics and types of services and to update the LEP plan when appropriate.

OCTA will post the LEP Plan on its website at [www.octa.net](http://www.octa.net). Copies of the Plan will be provided to any person or agency requesting a copy. LEP persons may obtain copies/translations of the Plan upon request.

Any questions or comments regarding this Plan should be directed to:

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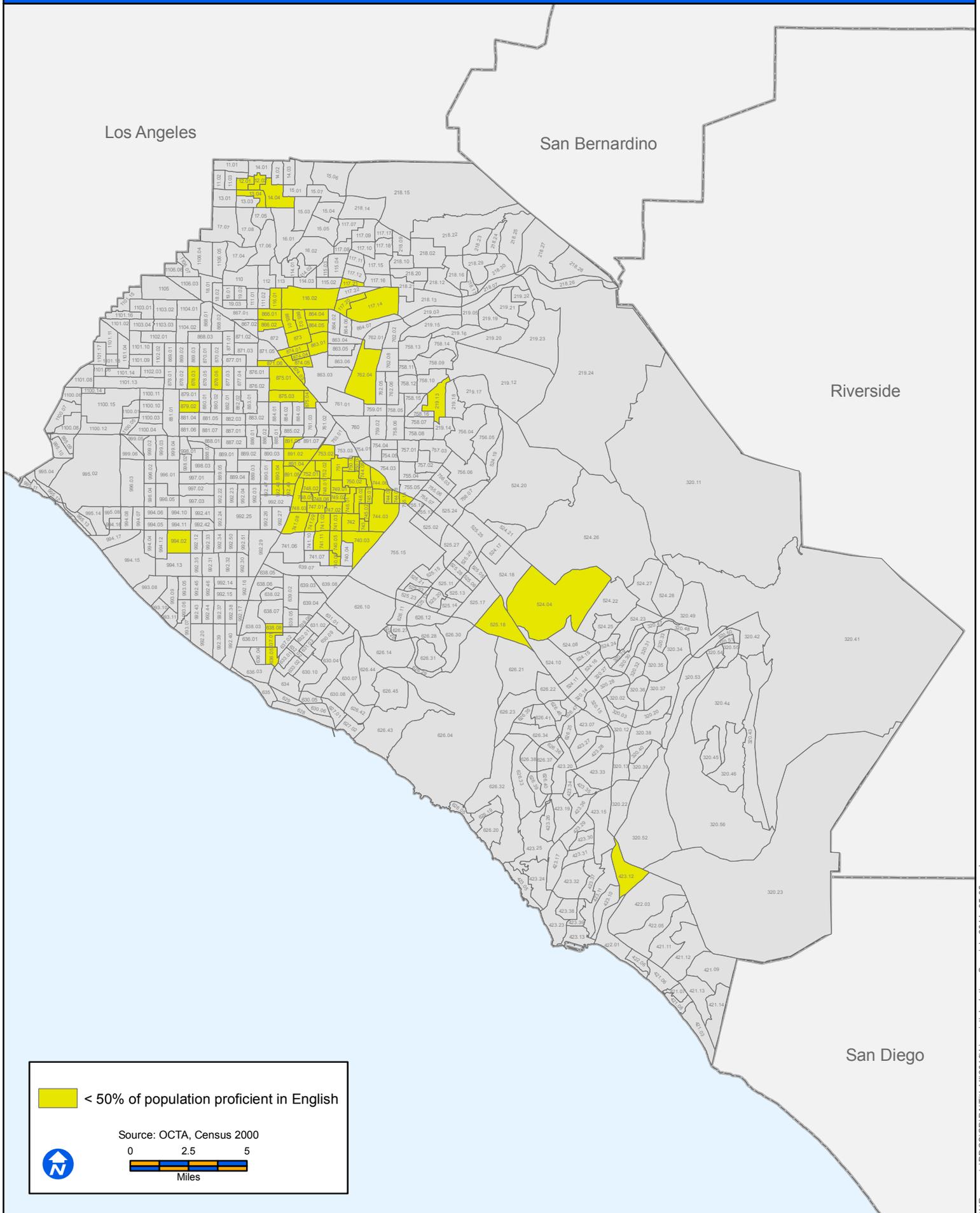
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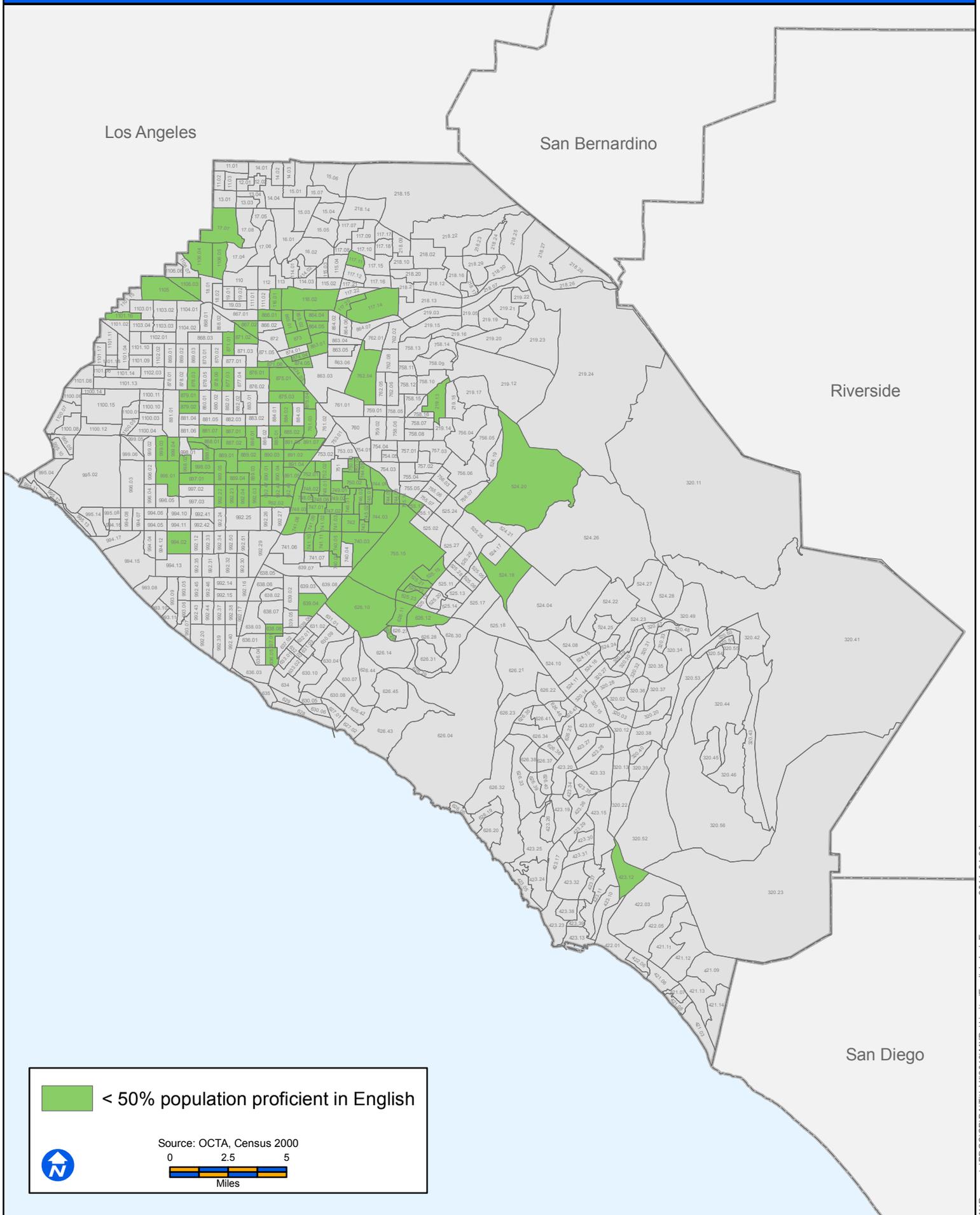
E-Mail address: [dcochran@octa.net](mailto:dcochran@octa.net)

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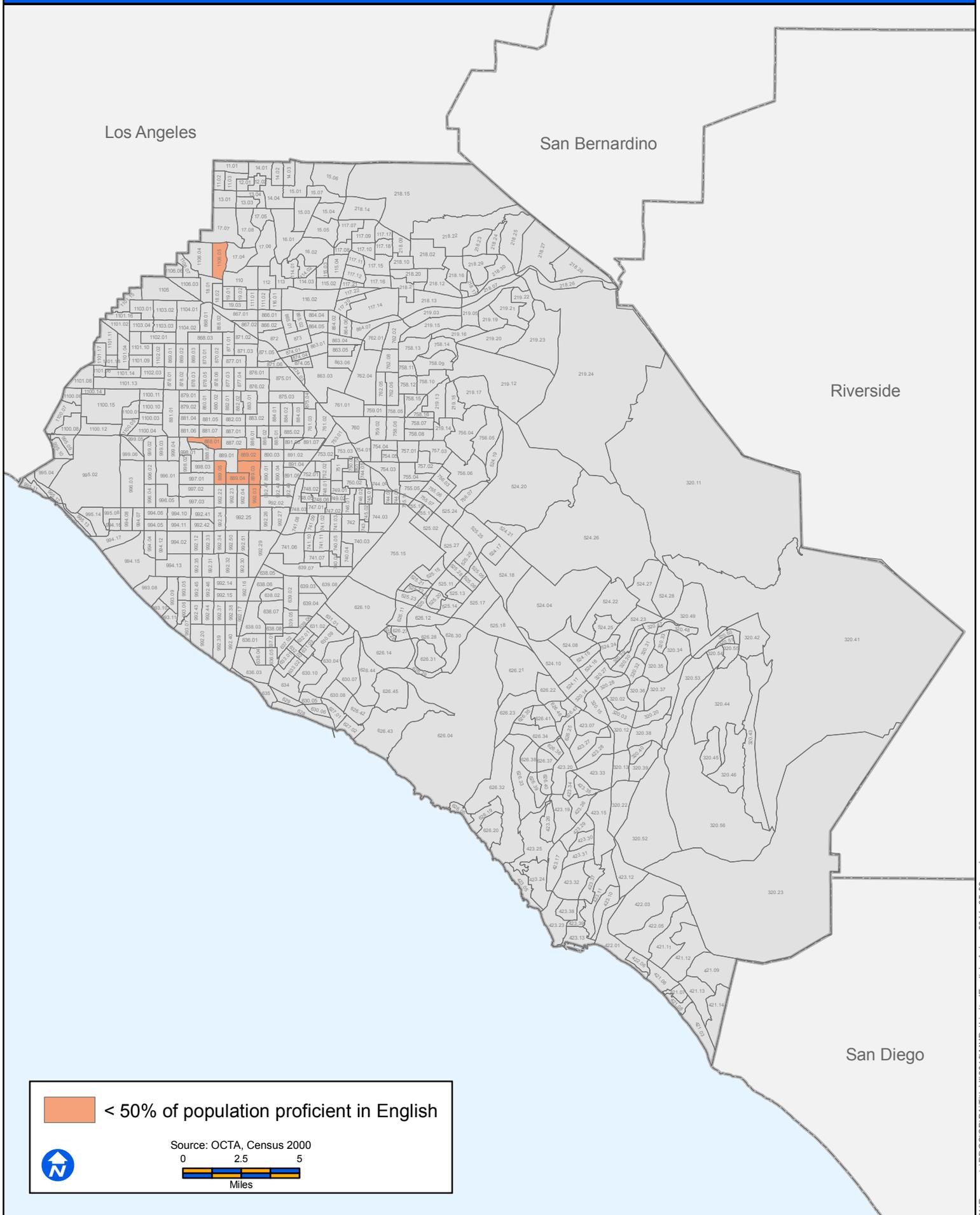
# Tracts with Limited English Proficiency - Spanish



# Tracts with Limited English Proficiency - Indo-European

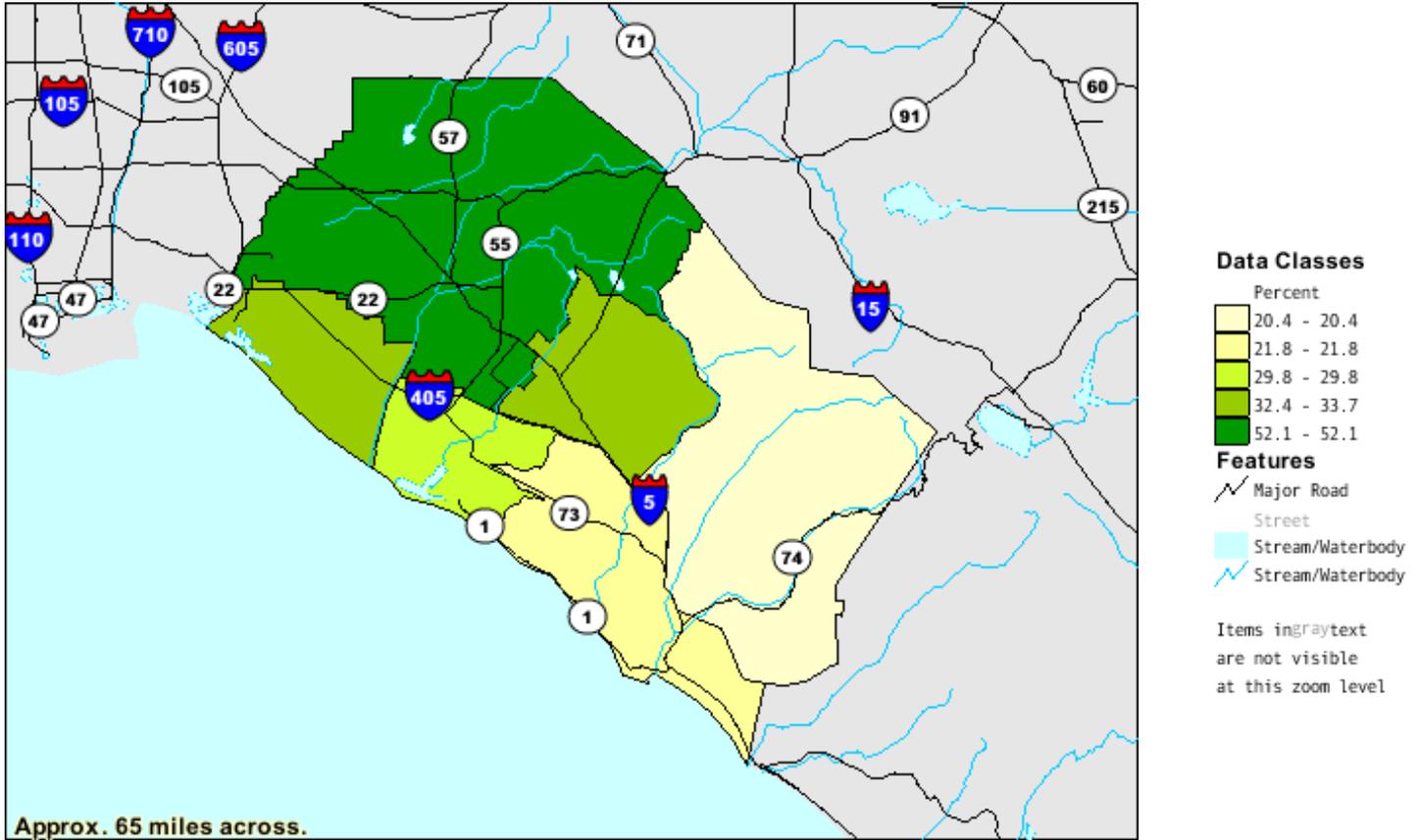


# Tracts with Limited English Proficiency - Asian



### American Community Survey

### Percentage of Language Concentration Based on 2000 U.S. Census Orange County



Data from the American Community Survey is depicted in the following map indicating the percentage of language concentrated areas for LEP persons in Orange County 5 years and over who speak a language other than English at home.

**Table 1. Ability to Speak English by Language Spoken at Home**

**Universe:** Total population

**Geography:**

California

Orange County

6270 LWIA#

Language Spoken at Home	Speak English "very well"		Speak English "well"		Speak English "not well"		Speak English "not at all"		Total	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
<b>Total population</b>	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	2,181,425	100.0
Not in universe (population under 5 years)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	149,235	6.8
Speak only English	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	1,346,755	61.7
Speak language other than English	345,515	50.4	170,085	24.8	123,775	18.1	46,060	6.7	685,435	31.4
African languages	1,030	70.1	325	22.1	70	4.8	45	3.1	1,470	0.1
Arabic	7,850	71.3	2,285	20.8	740	6.7	135	1.2	11,010	0.5
Armenian	2,025	66.9	635	21.0	265	8.8	100	3.3	3,025	0.1
Chinese	21,480	49.3	13,540	31.1	6,895	15.8	1,620	3.7	43,535	2.0
French (incl. Patois, Cajun)	7,170	80.5	1,210	13.6	500	5.6	25	0.3	8,905	0.4
French Creole	50	66.7	10	13.3	15	20.0	0	0.0	75	0.0
German	9,580	83.8	1,340	11.7	465	4.1	50	0.4	11,435	0.5
Greek	1,915	85.3	215	9.6	95	4.2	20	0.9	2,245	0.1
Gujarathi	3,170	66.0	1,010	21.0	445	9.3	175	3.7	4,800	0.2
Hebrew	1,135	80.2	220	15.6	60	4.2	0	0.0	1,415	0.1
Hindi	3,110	78.1	575	14.5	255	6.4	40	1.0	3,980	0.2
Hungarian	1,160	73.7	335	21.3	70	4.4	10	0.6	1,575	0.1
Italian	3,840	76.0	930	18.4	235	4.7	50	1.0	5,055	0.2
Japanese	6,540	46.8	4,345	31.1	2,880	20.6	200	1.4	13,965	0.6
Korean	17,315	39.4	13,165	29.9	11,690	26.6	1,795	4.1	43,965	2.0
Laotian	465	35.8	420	32.3	350	26.9	65	5.0	1,300	0.1
Miao, Hmong	200	57.1	60	17.1	65	18.6	25	7.1	350	0.0
Mon-Khmer, Cambodian	1,080	45.5	745	31.4	475	20.0	75	3.2	2,375	0.1
Navajo	45	75.0	15	25.0	0	0.0	0	0.0	60	0.0
Other and unspecified languages	770	65.3	260	22.0	45	3.8	105	8.9	1,180	0.1
Other Asian languages	2,975	74.7	725	18.2	240	6.0	45	1.1	3,985	0.2
Other Indic languages	4,200	71.1	1,080	18.3	475	8.0	150	2.5	5,905	0.3
Other Indo-European languages	2,695	64.9	975	23.5	420	10.1	65	1.6	4,155	0.2
Other Native North American languages	135	84.4	15	9.4	10	6.3	0	0.0	160	0.0
Other Pacific Island languages	3,700	62.1	1,605	26.9	605	10.2	50	0.8	5,960	0.3
Other Slavic languages	1,130	68.1	390	23.5	135	8.1	4	0.2	1,659	0.1
Other West Germanic languages	2,725	83.4	430	13.2	110	3.4	4	0.1	3,269	0.2
Persian	13,825	63.3	5,205	23.8	1,990	9.1	815	3.7	21,835	1.0
Polish	1,765	69.6	510	20.1	240	9.5	20	0.8	2,535	0.1
Portuguese or Portuguese Creole	1,760	75.5	390	16.7	140	6.0	40	1.7	2,330	0.1
Russian	2,260	62.3	855	23.6	450	12.4	65	1.8	3,630	0.2
Scandinavian languages	2,105	87.5	260	10.8	40	1.7	0	0.0	2,405	0.1
Serbo-Croatian	895	64.4	385	27.7	50	3.6	60	4.3	1,390	0.1

Spanish or Spanish Creole	160,400	47.9	74,660	22.3	65,670	19.6	34,235	10.2	334,965	15.4
Tagalog	18,530	74.6	4,935	19.9	1,320	5.3	45	0.2	24,830	1.1
Thai	1,425	45.3	1,295	41.2	365	11.6	60	1.9	3,145	0.1
Urdu	2,735	72.2	735	19.4	250	6.6	70	1.9	3,790	0.2
Vietnamese	31,545	32.6	33,915	35.0	25,640	26.5	5,805	6.0	96,905	4.4
Yiddish	775	89.1	85	9.8	10	1.2	0	0.0	870	0.0