



**Anaheim Resort Transportation service of Anaheim
Transportation Network**

Limited English Proficiency Plan



*ATN Board of Directors Original Approval – 02-27-2013
3-25-2015
06-06-2018*



INTRODUCTION

This Limited English Proficiency (LEP) Implementation Plan has been prepared to address the Anaheim Transportation Network's (ATN) responsibilities as a recipient of federal financial assistance as it relates to the needs of individuals with limited English language skills. The plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964 and its implementing regulations which states no person in the United States shall be subjected to discrimination on basis of race, color, or national origin.

There are two pieces of legislation that provide the foundation for the development of an LEP Plan; Title VI of the Civil Rights Act of 1964 and the Executive Order 13166. In some circumstances, failure to ensure LEP persons can effectively participate in federally assisted programs may constitute discrimination based on race, color or national origin under Title VI. In order to comply with Title VI, ATN will take reasonable actions for competent language assistance.

Executive Order 13166 clarified requirements for an LEP person under Title VI. Executive Order 13166 requires ATN to examine the services it provides and to develop and implement a system by which an LEP person can have meaningful access those services. As defined in Executive Order 13166, LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write or understand English.

As a sub-recipient of the Orange County Transportation Authority (OCTA), the Anaheim Transportation Network (ATN) has the ability to adopt OCTA's Limited English Proficiency (LEP) Plan. The purpose of this is to allow sub-recipients with limited resources to use data collected and analyzed by the primary recipient. However, a separate Implementation Plan must be prepared to address LEP needs within the sub-recipients service area. ATN's LEP Implementation Plan was adopted by the ATN Board of Directors on February 27, 2013. ATN Board of Directors approved LEP Implementation Plan update on May 27, 2015 and June 6, 2018.

ATN'S LEP IMPLEMENTATION PLAN

United States Department of Justice (DOJ) developed a Four Factor Analysis to establish a Safe Harbor threshold of 1,000 speakers, or five percent of the population whichever less is. Nineteen languages in United States meet this criteria. In Orange County, Spanish and Vietnamese, at 26.5 percent at 5.8 percent respectively, are the two languages that meet this criteria. Based on the 2010 Census (and 2013 Census update), the ATN determined that the Anaheim's Spanish speaking population (meet the DOJ Safe Harbor threshold. In addition, ATN utilized the U.S. Department of Transportation's (DOT) LEP Guidance Handbook and performed its Four Factor Analysis for LEP Plan development.

The DOT maintains that public transit agencies can retain LEP ridership even after they become proficient in English if his/her experience with public transportation is positive. Additionally, the Federal Transit Administration (FTA) has determined that conducting a LEP needs assessment based on a Four Factor Analysis ensures that a transit agency can know and understand the LEP population in its service area



and be in a better position to implement a cost-effective mix of language assistance measures that target resources appropriately.

Four Factor Analysis

The DOT Four Factor Analysis provides guidance to transit agencies receiving federal financial assistance in taking reasonable steps to ensure meaningful access to all of its services, programs, and activities utilized by LEP persons. The DOT guidance states transit agencies will provide written translation of vital documents for each eligible LEP language group that meets the Department of Justice (DOJ) Safe Harbor provision of five (5) percent of the population or 1,000 persons, whichever is less, identified as a limited English proficiency speaker within the service area. Such practices will be considered strong evidence of compliance with the recipient's written- translation obligations. The DOT Four Factor Analysis assesses the following criteria:

- Factor 1:** The number or proportion of LEP persons eligible to be served or likely to be encountered by ATN service, program, or activity;
- Factor 2:** The frequency with which LEP individuals come in contact with the program, service, or activity;
- Factor 3:** The nature or importance of ATN services, programs, or activities provided to LEP individuals;
- Factor 4:** The resources available to ATN and the costs

Based on the four factor analysis conducted by OCTA, ATN developed an implementation plan to ensure meaningful access to information for the LEP residents of the City of Anaheim. Current programs, activities, and services that are being offered by ATN as of April 2013 include:

FACTOR ONE

The Factor One analysis documents the number or proportion of persons with limited English proficiency in ATN service area eligible to be served or likely to be encountered by ATN service, program, or activity. ATN utilized various external data, such as the 2010 U.S. Census and the American Community Survey, to gather this data.

In addition, internal data sources, such as requests for translation services and surveys, are utilized to determinate the approximate number of LEP persons age 5 years and older. ATN also monitors website activity, specifically requests a Google Analytics report on session conducted by customers in languages other than English. Table 1.1 provides information on sessions conducted in a foreign language through December 2017.

ATN defines a LEP person as those individuals limited by the ability to speak English less than "very well"



or “not at all” as reported by the U.S. Census Bureau.

EXTERNAL SOURCES – U.S. Census Bureau

Table 1 represents the racial breakdown of the City of Anaheim according to the 2010 U.S. Census Bureau.

Table 1: Anaheim Racial Break-Down Total Population 346,776¹

Race & Origin	Population	Percentage of Population
White	104,375	30.10%
Black/African American	7,749	2.23%
American Indian & Alaska Native	1,462	0.42%
Asian	55,558	16.02%
Asian Indian	4,908	1.42%
Chinese	5,153	1.49%
Filipino	13,864	4.00%
Japanese	1,897	0.55%
Korean	7,501	2.16%
Vietnamese	17,896	5.16%
Other Asian	4,339	1.25%
Native Hawaiian & Hawaiian & Another Pacific Islander	1,687	0.49%
Hispanic	175,945	50.74%
Mexican	164,064	47.31%
Puerto Rico	1,649	0.48%
Cuban	1,110	0.32%
Other Latino/Hispanic	9,122	2.63%
Total Population	346,776	

Table 1.1 Website Session Conducted in Foreign Language

Language	Total Sessions	% of Total Sessions
English	316,680	97.32
Japanese	5,893	1.81%
Spanish	2,821	0.87%
Total Sessions	325,394	100%

Table 2 represents the LEP speakers by language and the percentage of LEP persons in Anaheim who meet the Department of Justice (DOJ) Safe Harbor provision of “every 1,000 speakers or five percent of the population whichever is less.”

¹ Source: 2010-2016 American Community Survey



Table 2: LEP Speakers by Language in Anaheim (Safe Harbor Provision) Total Population 346,776 Age 5 Years and Older

Language	Total Population	Percentage of Total Population
Chinese	5,153	1.49%
Filipino	13,864	4.00%
Korean	7,501	2.16%
Vietnamese	17,896	5.16%
Hispanic	175,945	50.74%

The two languages, which meet both criteria, are Spanish at 57.02 percent and Vietnamese at 5.2 percent of the LEP population that speaks English less than “very well” or “not at all” in the City of Anaheim.

Additional four (4) languages meet the DOJ Safe Harbor threshold of 1,000 speakers, but only two languages meet the five percent threshold. Considering that Asian and Pacific Islander nations are grouped together by government classifications and 2010 Census in aggregate by regions, national identity and ethnic background, with two major groups being Indo-European and Pacific Islander.

In addition to the traditional US Census information, ATN gathers information pertaining to its unique traveling demographic. ATN uses lodging and travel information gathered by Visit Anaheim and Visit California² to ascertain language assistance that maybe needed aboard ART system. According to the report, 48.24 million individuals traveled to Orange County in 2016. Approximately 4.4 million visitors were from foreign countries. Table 2.2 represents information on foreign visitation to Orange County.



² Orange County Tourism Economic Study Report_2016



FACTOR TWO

The Factor Two analysis documents the frequency with which LEP individuals meet ATN’s programs, service, or activity.

EXTERNAL RESOURCES

Table 3 represents the population in Anaheim who travel by means of public transportation and the ability to speak English.

Table 3: Means of Transportation³

Means of Transportation by Language Spoken at Home and Ability to Speak English		
	Total	Percentage
Public Transportation	13,056	4.4%
Speaks Spanish		
Speaks English - less than “very well”	6,231	44.6%
Speaks other Languages		
Speaks English – less than “very well”	6,825	40.6%

Approximately 13,056, or 3.9%, of transit population 16 years and over utilize public transportation as a means of transportation to work. Approximately 6,231, or 44.6%, are Spanish speakers and 6,825, or 40.6%, are speakers of other languages who speak English less than “very well.”

As discussed as part of Factor One analysis, ATN uses lodging and travel information gathered by Visit Anaheim and Visit California⁴ to ascertain language assistance that maybe needed aboard ART system. According to the report, 48.24 million individuals traveled to Orange County in 2016. Approximately 4.4 million visitors were from foreign countries. Table 2.2 (above) represents information on foreign visitation to Orange County.

According to the Orange County Tourism Economic Study report, top countries visiting Orange County are:

- ◆ Canada
- ◆ Mexico
- ◆ China
- ◆ Japan
- ◆ United Kingdom
- ◆ Other Asian Countries

These languages are covered by the Save Harbor requirements.

³ Source: US Census Bureau 2009 American Community Survey

⁴ Orange County Tourism Economic Study Report_2016



FACTOR THREE

The Factor Three analysis documents the nature or importance of ATN services, programs, or activities provided to LEP individuals.

ATN was formed in 1995 to provide public transportation services for the City of Anaheim and surrounding areas. ATN delivers efficient transportation programs that reduce traffic congestion and improve mobility. ATN was formed by the City of Anaheim to reduce traffic congestion and improve air quality in-and-around the major event centers located in The Anaheim Resort and Platinum Triangle areas.

ATN provides important transit services to the public through its fixed route public transit programs. ATN also provides bus service between Metrolink & Amtrak rail stations.

Ongoing ATN Customer Satisfaction Survey efforts reveal that Anaheim residents, employees and visitor utilize transportation services for the purpose of commuting to work offered at major city's event centers and visitors use ATN services in lieu of reliance on personal automobiles. Over 9 million annual passengers use ATN services. Usage of ATN services increases at an annual rate of three percent.

FACTOR FOUR

The Factor Four analysis documents the resources available to the recipient of federal funds to assure meaningful access to the service by LEP persons.

ATN ensures that pertinent information is available 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 Office buildings.

ATN's Customer Service staff, which manages customer engagement by phone, mail, email, and in-person currently benefits from staff members who speak Spanish. ATN also utilizes translation services provided by Visit Anaheim in over 160 languages. The ATN website uses Google Translate features to make sure that public transit information is available for the general public.

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 applicable languages:

- ATN System Map

The following documents are available on the ATN's website and can be translated into any language covered by Google Translate:

- Rider Alerts
- Title VI Protection Notifications



The following documents use international symbols and numbers to communicate pertinent information:

- Temporary signs at bus stops informing customers of any detours or route changes
- Interior bus posters and stickers displaying safety or system information
- Fare cards on fare boxes

LANGUAGE ASSISTANCE MEASURES

- Title VI Notification placards in English and Spanish are installed on-board all Anaheim Resort Transportation (ART) buses.
- Interior bus posters displaying general safety information in English and Spanish, along with pictographs
- Major Service and Fare Changes Notices are provided in English and Spanish and are distributed on-board all ART buses, and published in local newspapers
- Many coach operators are bilingual; however, if they are not bilingual, they are instructed to request assistance by contacting dispatch in order to respond to LEP individuals
 - LEP callers are directed to bilingual staff. Currently, ATN has several regular hourly employees who speak languages other than English, including Spanish
 - ART website has a “translate” feature allowing viewing of ART website information and materials in all language available through Google Translate
 - Should language assistance requests be made, ATN has access to interpretation services provided by the Anaheim Orange County Visitor and Convention Bureau (AOCVCB)
 - ART Route maps/timetables are universal by showing street alignments and numeric timetables

VITAL DOCUMENTS

Vital Documents are defined as those documents without which a person would be unable to access services. The following are available on the website and can be translated into any language available through Google Translate:

- Title VI Protection Notifications (on-board all buses, website)
- Major Service and Fare Change Notifications (on-board all buses, website, public newspapers)
- Interior bus posters and stickers displaying safety or system information



ART System Map consists primarily of business and street names, and numeric timetables that cannot be translated in other languages. Translations are available online and on ATN's website through Google Translate functions.

STAFF TRAINING

There are four primary staff groups who come into contact with LEP individuals: Coach Operators, Customer Service Representatives, Transit Managers/Administrators and Marketing Staff.

- Coach Operators have the greatest potential to interact with LEP person, through daily interaction with passengers
- Customer Service Representatives are also likely to come into contact with LEP persons by telephone, or when assisting passengers

LEP training for both groups occurs during their initial training and orientation. This training includes understanding Title VI responsibilities, what procedures to follow when encountering an LEP person, and how to handle a potential Title VI complaint.