

APPENDIX B – SACOG LEP Plan

**SACOG Plan for
Special Language Services to
Limited English Proficient (LEP) Populations
June 2024**

Presidential Executive Order 13166 requires federal agencies to implement measures to ensure that people who speak limited English have meaningful access to programs and activities that are conducted and/or funded by the federal government, consistent with Title VI of the Civil Rights Act of 1964. Both the U.S. Department of Transportation (US DOT) and Federal Transit Administration (FTA) have implemented guidance or directives in furtherance of Executive Order 13166.

In compliance with guidance and rules issued by US DOT, and Title VI of the Civil Rights Act of 1964, SACOG continues to take reasonable steps to ensure that all persons have meaningful access to its programs, services, and information, at no additional cost. This document is SACOG's Plan for Special Language Services to Limited English Proficient (LEP) Populations, referred to as the LEP Plan. In order to prepare this LEP Plan, SACOG undertook the US DOT'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 SACOG programs, activities or services
3. The importance to LEP Persons of SACOG's program, activities and services
4. The resources available to SACOG and overall cost to provide LEP assistance.

SACOG is the metropolitan planning organization (MPO) for the Sacramento region. SACOG's service area includes six counties and 22 cities, with a population of 2.44 million in a range of urban, suburban, and rural settings. The population is increasingly diverse, with a portion speaking a language other than English.

In addition to this LEP Plan, a separate but related document, SACOG's Public Participation Plan, also lays out ways in which SACOG seeks broad public participation in SACOG's work and the transportation planning process. SACOG's current Public Participation Plan is included as Appendix D.

Part 1. Determination of Need

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

The following tables, drawn from American Community Survey (ACS) data for 2017-2021, identify those who speak English “less than very well” as Limited English Proficient persons.

Table 1 shows, by county, the ability to speak English and languages spoken at home for persons five years of age and older. The six most frequently spoken languages in the region other than English are Spanish 12.64 percent), Other Indo-European languages (4.48 percent), Other Asian and Pacific Island languages (2.60 percent), Russian, Polish, or other Slavic languages (2.1616 percent), Chinese (1.97 percent), Tagalog (1.858 percent), and Vietnamese (1. 27 percent). However, many of these people also speak English very well. Table 2 shows that Spanish-speakers are the only population representing approximately five (5) percent when rounded of any individual county’s population, or of the region’s population, that is identified as not speaking English very well.

Table 1 Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over

	El Dorado County	Placer County	Sacramento County	Sutter County	Yolo County	Yuba County	SACOG Region	Regional Percent
Total:	181,897	379,550	1,473,075	92,604	205,197	74,255	2406578	100%
Speak only English	160,555	320,485	996,033	59,574	131,189	54,651	1722487	71.57%
Speak other than English	21,342	59,065	477,042	33,030	74,008	19,604	684,091	28.43%
Spanish	10,658	23,994	193,406	18,570	43,623	14,022	304273	12.64%
Speak English "very well"	7,539	16,779	127,627	10,730	28,330	9,446	200451	8.33%
Speak English less than "very well"	3,119	7,215	65,779	7,840	15,293	4,576	103822	4.31%
French (inc Haitian or Cajun)	402	1,350	2,766	126	1,015	121	5780	0.24%
Speak English "very well"	402	1,223	2,456	105	893	121	5200	0.22%
Speak English less than "very well"	0	127	310	21	122	0	580	0.02%
German or other West Germanic languages	1,148	1,526	4,437	111	625	153	8000	0.33%
Speak English "very well"	1,030	1,341	3,741	86	584	150	6932	0.29%
Speak English less than "very well"	118	185	696	25	41	3	1068	0.04%
Russian, Polish, or other Slavic languages	961	4,315	41,813	138	4,331	457	52015	2.16%
Speak English "very well"	590	2,703	20,912	59	2,285	389	26938	1.12%
Speak English less than "very well"	371	1,612	20,901	79	2,046	68	25077	1.04%
Other Indo-European languages	2,636	10,408	74,750	12,113	7,354	557	107818	4.48%

Speak English "very well"	2,007	7,712	44,290	6,199	5,138	367	65713	2.73%
Speak English less than "very well"	629	2,696	30,460	5,914	2,216	190	42105	1.75%
Korean	727	1,080	4,372	63	1,065	44	7351	0.31%
Speak English "very well"	297	579	1,889	7	548	17	3337	0.14%
Speak English less than "very well"	430	501	2,483	56	517	27	4014	0.17%
Chinese (incl. Mandarin, Cantonese)	983	3,455	33,493	169	8,955	227	47282	1.97%
Speak English "very well"	519	1,921	12,476	62	4,994	149	20121	0.84%
Speak English less than "very well"	464	1,534	21,017	107	3,961	78	27161	1.13%
Vietnamese	431	1,760	26,309	349	1,358	290	30497	1.27%
Speak English "very well"	191	958	10,632	49	1,053	228	13111	0.55%
Speak English less than "very well"	240	802	15,677	300	305	62	17386	0.72%
Tagalog (incl. Filipino)	1,689	5,867	28,280	555	1,288	423	38102	1.58%
Speak English "very well"	1,146	4,556	19,291	356	1,010	341	26700	1.11%
Speak English less than "very well"	543	1,311	8,989	199	278	82	11402	0.47%
Other Asian and Pacific Island languages	1,250	3,077	51,460	611	3,237	2,995	62630	2.60%
Speak English "very well"	910	2,227	30,518	300	1,882	1,965	37802	1.57%
Speak English less than "very well"	340	850	20,942	311	1,355	1,030	24828	1.03%
Arabic	190	1,426	9,735	85	561	12	12009	0.50%
Speak English "very well"	190	1,036	5,619	26	444	4	7319	0.30%

Speak English less than "very well"	0	390	4,116	59	117	8	4690	0.20%
Other and unspecified languages	267	807	6,221	140	596	303	8334	0.35%
Speak English "very well"	196	639	4,564	126	496	244	6265	0.26%
Speak English less than "very well"	71	168	1,657	14	100	59	2069	0.09%

Source: 17212017-2021 Census American Community Survey (ACS)
Table C16001

Please note that from 2016 forward the Census Bureau released detailed language and language grouping by ability to speak English very well or less than very well for only 12 languages or language groupings.

Table 2 – Populations speaking English Less than “Very Well” by County and Regionally

Speaks English Less than "Very Well"

County	Spanish	Chinese	Russian	Vietnamese	All other languages	Total Speaking English Less than "Very Well"	Total Speaks English "Very Well"	Total Speaks Only English	Total
El Dorado	3,119	464	371	240	10,823	15,017	6,325	160,555	181,897
	1.86%	0.26%	0.20%	0.13%	5.95%	8.26%	3.48%	88.27%	100.00%
Placer	7,215	1,534	1,612	802	31,511	41,674	17,391	320,485	379,550
	1.90%	0.40%	0.42%	0.21%	8.3%	10.98%	4.58%	84.44%	100.00%
Sacramento	65,776	21,017	20,901	15,677	160,644	284,015	193,027	996,033	1,473,075
	4.47%	1.43%	1.42%	1.06%	10.9%	19.28%	13.10%	67.62%	100.00%
Sutter	7,840	107	79	300	9,779	18,105	14,925	59,574	92,604
	8.47%	0.12%	0.09%	0.32%	10.56%	19.55%	16.12%	64.33%	100.00%
Yolo	15,293	3,961	2,046	305	26,052	47,657	26,351	131,189	205,197
	7.45%	1.93%	1.00%	0.15%	12.70%	23.22%	12.84%	63.93%	100.00%
Yuba	4,576	78	68	62	8,637	13,421	6,183	54,651	74,255
	6.16%	0.11%	0.09%	0.08%	11.63%	18.07%	8.33%	73.60%	100.00%
Region	103,822	27,161	25,077	17,386	246,443	419,889	264,202	1,722,487	2,406,578
	4.31%	1.13%	1.04%	0.72%	10.24%	17.45%	10.98%	71.57%	100.00%

Source: 2017-2021 Census American Community Survey (ACS)
Table C16001

Factor 2: Frequency of LEP populations' contact with programs, activities, services.

SACOG's experience with LEP populations has been primarily with Spanish speakers. However, SACOG has also made an effort to reach out to speakers of Asian and Eastern European languages to gather input for the updates of the Metropolitan Transportation Plan/Sustainable Communities Strategy (MTP/SCS) and in other transit studies and planning work.

Outreach print materials for unmet transit needs hearings, MTP/SCS workshops, and other key community input meetings have regularly been translated into Spanish. Some meetings have been conducted entirely in Spanish; at other times, consecutive interpretation or simultaneous interpretation into Spanish has been provided. SACOG has also worked with a community-based organization, Asian Resources, Inc., to provide translation into Mandarin, Vietnamese, and Russian upon request.

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

SACOG is not a direct provider of transportation services, but instead every four years creates the MTP/SCS, a 20-year or longer plan for transportation facilities, programs and services across the region. Because of the long-term nature of SACOG's MTP/SCS planning, it has often been difficult to engage LEP populations in providing input.

However, some of SACOG's programs have a more immediate reach, including annual hearings to identify unmet transit needs in Sacramento, Sutter, Yolo and Yuba counties; the region's 511 traveler information system; and motorist-aid call boxes. These routinely include support for languages other than English.

Factor 4: Resources available to SACOG and overall cost to provide LEP assistance.

SACOG provides publicity in Spanish for unmet transit needs hearings and offers interpretation and translation into any language upon request to allow LEP populations to participate. SACOG has also offered interpretation and translation services upon request for community workshops to develop the region's long-range transportation plan. However, there has not been significant demand from LEP residents to participate in these discussions, unless SACOG actively works with community-based organizations to recruit participants from their LEP constituency and provide on-site language support. To the extent possible, SACOG staff goes out to other organizations' meetings, but unfortunately, the resources for doing this type of intensive outreach are very limited.

Other SACOG staff speak Spanish well enough to answer calls from the main telephone line that come in in Spanish. Several other staff members also speak Spanish, another speaks Korean,

and two other staff members are fluent in Chinese. Several SACOG staff members are proficient enough in Spanish to help translate some written materials, or outside translation services are procured. However, in some cases, the cost to implement multiple language programs, especially to provide translated materials or simultaneous interpretation, is significant and unfunded.

Part 2. Implementation Plan on Language Assistance

1. Identifying LEP persons who need language assistance

As noted above, the most significant group requiring language assistance has been the Hispanic/Latino population, with 4.31 percent of the region's Spanish-speaking population speaking English less than very well, which is a .24% decrease from the previous five-year period. However, SACOG has also sought to identify other groups needing language assistance. Although they represent one percent or less of the region's population, those who speak Vietnamese, Russian, and Chinese without speaking English very well still represent, approximately 70,000 people in the region. SACOG continues to monitor the needs of LEP persons, and to design its communications and public participation efforts to include people regardless of language barriers.

2. Providing language assistance

SACOG has used a number of techniques or practices to provide meaningful opportunities for LEP residents to access transportation-related information and provide input that informs key decisions, including the following:

Transportation Information

- SACOG's 511 website for traffic, transit, rideshare and bicycling information can be accessed in all languages supported by automatic browser language preference detection, including Spanish, Russian, Chinese, and Vietnamese.
- By dialing 511, telephone information on transportation services in the Sacramento region is available in Spanish.
- SACOG staff has produced and distributed transportation resource sheets to agencies working with low-income and LEP populations in the various counties in the region, including where to find transit information in languages other than English.
- With support from a Caltrans transportation planning grant, SACOG produced and can distribute multilingual video in Spanish, Cantonese, Vietnamese, Hmong and Russian on using transit, bicycling, walking, and carpooling in the region. The video also has an

accompanying information sheet in each language. The video and information sheet are also accessible in all of these languages through the 511 website.

- SACOG contracts with the company that answers call boxes and ensures that interpretation assistance for any language is available for motorists using call boxes or requesting roadside assistance through 511, and through call box answering center personnel.
- SACOG routinely creates publicity materials for annual Unmet Transit Needs hearings in both English and Spanish. Hearings are held in at least five locations in Sacramento, Yolo, Yuba and Sutter counties. Hearings and community events held in jurisdictions with a high proportion of Spanish speakers have interpretation offered as part of these hearings and events, and for all other meetings translation is provided upon request. Spanish-speakers with comments by phone are directed to a voicemail box with a Spanish greeting and written or email comments are accepted in any language.
- Most of the region's transit operators already provide transit service information in Spanish. Sacramento Regional Transit also has an arrangement with an interpretation service for callers in any language. Transit operators are also increasingly including Google Translator or automatic browser language preference detection on their web pages, to provide translation of their transit information into any language. SACOG also maintains an awareness and sensitivity to LEP needs in developing Short Range Transit Plans for transit agencies in the region, including creating on-board surveys in languages other than English as needed, and developing new transit marketing strategies and recommendations for reaching relevant LEP populations in the transit operator's area.

Regional Transportation Planning

- SACOG provided opportunities for public input at several stages of development of the 2020 MTP/SCS, adopted in November 2019, and will continue to do so during the update process of the 2025 "Blueprint" (MTP/SCS). SACOG has publicized community workshops through outreach materials in English and Spanish. Staff leveraged relationships with community-based organizations that serve LEP populations to support outreach and participation in the workshops. Interpretation and translation services are always offered upon request.
- All MTP/SCS workshops had Spanish-speaking staff and materials available in Spanish. Additionally, a Spanish online workshop and survey were available and promoted in Spanish through electronic communications and social media.
- In Spring 2023, SACOG conducted a series of public outreach activities including virtual community workshops, an online survey, and pop-up workshops at community events to

gather input on the Regional Transit Network Study throughout the region. Information on the Regional Transit Network were distributed in numerous non-English languages.

SACOG plans to continue such measures to ensure that those with limited English proficiency can obtain information about transportation services in the region, provide meaningful comment on public transit services, and participate in SACOG's transportation planning work.

3. Training staff

Many of SACOG's staff have experience communicating in an ethnically diverse environment. A number come to the job with multi-lingual skills. Agency training and internal planning will continue to note the need to consider persons with limited English proficiency in communicating transportation information and providing or partnering for language assistance for LEP persons to support and encourage their participation in the MTP/SCS planning process.

Given the proliferation of smart phones and expansion of internet access, even among low-income populations, SACOG is continuing to explore opportunities to use more online community education and engagement tools that allow people to participate in the planning process without having to physically attend workshops or meetings, and whether those tools can use automatic translation technology or otherwise be cost-effectively translated into Spanish or other non-English languages.

4. Providing notice to LEP persons

SACOG will continue to inform the public and LEP persons of their rights under Title VI in a number of ways:

- Notification of Title VI rights on SACOG's website in English, Spanish, and Chinese (the second most prominent single non-English language in the region), with automatic translation of all pages based on the user's browser language preferences.
- Complaint procedures and forms translated into Spanish and Chinese that are posted on SACOG's website and available through SACOG's office.
- Routine use of both English and Spanish on printed or electronic announcements for Unmet Transit Needs Hearings and public workshops on key planning efforts that alert interested individuals on how to request interpretation and translation services.
- SACOG has worked with its website vendors to add information in Spanish on how to translate PDFs of posted public documents into Spanish. Additionally, SACOG complies with California state law that requires all public agencies to make all information available on their websites readily translatable in multiple languages.

5. Monitoring/updating the plan

While maintaining a basic level of access by LEP populations to SACOG transportation information and services, and public input opportunities into key planning decisions, SACOG will monitor demographic shifts and interpretation and translation requests and adjust practices to meet demand. SACOG's LEP Plan will be updated periodically as needed to reflect significant changes.