

Sacramento County SCT/Link Title VI Civil Rights Program

Purpose:

The Sacramento County Department of Transportation (SacDOT) as a condition to receiving Federal financial assistance from the U.S. Department of Transportation will comply with Title VI of the Civil Rights Act of 1964.

Section 601 of Title VI of the Civil Rights Act of 1964 states the following:

No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

Governing Board:

The five elected members of the Sacramento County Board of Supervisors serve as the policy board for SacDOT transit programs.

Policy:

SacDOT promotes and affords equal treatment and service to people and affirms that no person on the basis of race, color, or national origin will be subjected to discrimination in the level and quality of transit services or related benefits provided by its employees, affiliates, and contractor's.

General Reporting Requirements:

Chapter III of FTA Circular 4702.1B speaks to the general reporting requirements of recipients of FTA funding and its sub-recipients to ensure that their activities comply with the DOT Title VI regulations. Summaries of these requirements and SacDOT's efforts in meeting them are outlined below.

1. REQUIREMENT TO PROVIDE TITLE VI ASSURANCES. In accordance with 49 CFR Section 21.7(a), every application for financial assistance from FTA must be accompanied by an assurance that the applicant will carry out the program in compliance with DOT's Title VI regulations. This requirement shall be fulfilled when the applicant/recipient submits its annual certifications and assurances to FTA.

SacDOT annually submits its Certifications and Assurances to the California Department of Transportation (Caltrans), Division of Mass Transportation, as a sub-recipient of Federal Transit Administration (FTA) funds.

2. REQUIREMENT TO PREPARE AND SUBMIT A TITLE VI PROGRAM. FTA requires that all direct and primary recipients document their compliance with DOT's Title VI regulations by submitting a Title VI Program to their FTA regional civil rights officer once every three years or as otherwise directed by FTA. For all recipients (including sub-recipients), the Title VI Program must be approved by the recipient's board of directors or appropriate governing entity or official(s) responsible for policy decisions prior to submission to FTA. Sub-recipients shall submit Title VI Programs to the primary recipient from whom they receive funding in order to

assist the primary recipient in its compliance efforts.

The Sacramento County Board of Supervisors on June 4, 2013, approved this Title VI Civil Rights Program (PROGRAM) by resolution. Upon approval, SacDOT has forward copies to all direct recipient's to which SacDOT transit programs receive federal funding as sub-recipient including the City of Lodi, Caltrans, and Regional Transit.

3. REQUIREMENT TO NOTIFY BENEFICIARIES OF PROTECTION UNDER TITLE VI The PROGRAM shall include recipient's Title VI notice to the public that indicates the recipient complies with Title VI, and informs members of the public of the protections against discrimination afforded to them by Title VI. Include a list of locations where the notice is posted.

SacDOT has developed a public notice following the guidelines of Circular FTA C 4702.1B, Appendix B. A copy is reproduced in appendix 1 of this PROGRAM. The notice is displayed on the front window of SCT/Link reception/dispatch office next to the hours of service sign and on the following website:

www.sctlink.com

The following notice is printed on all system brochures in English and Spanish. System brochures are displayed in racks on every bus:

“No person on the basis of race, color, or national origin will be subjected to discrimination in the level and quality of transit services or related benefits. For additional information regarding our non-discrimination policy and procedures to follow in order to file a discrimination complaint visit the www.sctlink.com website or call 209 745-3052.”

4. REQUIREMENT TO HAVE TITLE VI COMPLAINT PROCEDURES AND A COMPLAINT FORM The PROGRAM shall include recipient's instructions to the public regarding how to file a Title VI discrimination complaint, including a copy of the complaint form.

SacDOT has developed a complaint procedure and form. Sample complaint procedures and complaint form are in Appendix 2 of this PROGRAM. The complaint procedures are available in English and Spanish on the www.sctlink.com website. If a member of the public wishes to file a complaint who does not have access to the internet the SCT/Link receptionist will mail the procedures and form in both English and Spanish.

5. REQUIREMENT TO RECORD AND REPORT TRANSIT-RELATED TITLE VI INVESTIGATIONS, COMPLAINTS, AND LAWSUITS In order to comply with the reporting requirements of 49 CFR Section 21.9(b), FTA requires all recipients to prepare and maintain a list of any of the following that allege discrimination on the basis of race, color, or national origin: active investigations conducted by entities other than FTA; lawsuits; and complaints naming the recipient. This list shall include the date that the investigation, lawsuit, or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit, or complaint; and actions taken by the recipient in response, or final findings related to, the investigation, lawsuit, or complaint.

SacDOT has developed a format for maintaining a list of all investigations, lawsuits and complaints naming SacDOT according to the guidelines of Circular FTA C 4702.1B, Appendix E. A copy of the SacDOT list format is reproduced in appendix 5 of this PROGRAM. SacDOT has not received any complaints of discrimination pursuant to Title VI.

6. REQUIREMENT TO PROMOTE INCLUSIVE PUBLIC PARTICIPATION AND PROVIDE MEANINGFUL ACCESS TO LEP PERSONS. Consistent with Title VI of the Civil Rights Act of 1964, DOT's implementing regulations, and Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency" (65 FR 50121, Aug. 11, 2000), recipients shall take reasonable steps to ensure meaningful access to benefits, services, information, and other important portions of their programs and activities for individuals who are limited-English proficient (LEP). The content and considerations of Title VI, the Executive Order on LEP, and the DOT LEP Guidance shall be integrated into each recipient's established public participation plan or process (i.e., the document that explicitly describes the proactive strategies, procedures, and desired outcomes that underpin the recipient's public participation activities). SacDOT public participation policy is reproduced in Appendix 3.

Four Factor Analysis The U. S. Department of Transportation (DOT) issued its Policy Guidance Concerning Recipient's Responsibilities to Limited English Proficient (LEP) Persons [Federal Register: December 14, 2005 (Volume 70, Number 239)]. This policy states that DOT recipients are required to take reasonable steps to ensure meaningful access to programs by LEP persons. This coverage extends to the recipient's entire program. There are four factors for agencies to consider when assessing language needs and determining what steps they should take to ensure access for LEP persons, regardless of whether or not the agency chooses not to prepare a written LEP plan. A brief description of the self-assessment undertaken in each of these areas follows.

- a. The number or proportion of LEP persons eligible to be served or likely to be encountered by a program, activity or service.

Appendix 4 contains a table sourced from the U.S. Census Bureau, 2007-2011 American Community Survey that lists the languages spoken at home and their ability to "speak English very well" for the population within Galt five years and older. Spanish speakers who speak English less than very well comprise 11% of the estimated population and are the primary LEP persons likely to be involved with SacDOT programs and transit services. All other LEP groups are less than 68 individuals and fall well below the "safe harbor" numbers of 5% or 1,000 individuals, whichever is lowest.

- b. The frequency with which LEP individuals come in contact with the program.

SacDOT has assessed the frequency at which staff has or could possibly have contact with LEP persons. This includes examining census data, phone inquiries, requests for translated documents, and staff feedback. As discussed above, census data indicate that there is 11% percent of the general population who are primarily Spanish-speaking persons. No other language group who speak English less than very well exceeds 68 individuals. Phone inquiries and staff feedback indicate that SCT/Link transit dispatchers and drivers interact relatively little with people with limited English speaking skills other than Spanish.

- c. The nature and importance of the program, activity or service provided by the recipient to people's lives.

The provision of public transportation is a vital service, especially for people without access to personal vehicles. Transit ridership is composed mainly of various groups who make up what is often identified as the "transit dependent" population. This category includes elderly persons, youth, persons with disabilities, persons below the poverty level, and households without a private vehicle. Many individuals will fall into more than one group. The SCT/Link Short Range Transit Plan on Chapter 1, page 5, table 2, shows Galt "transit dependent" populations vary between 6 and 18% of the population served.

- d. The resources available to the recipient and costs.

SacDOT assessed its available resources that are currently being used, and those that could be used, to provide language assistance. Notwithstanding the significant cuts in funding for public transportation service, SacDOT provides a high degree of services for limited English speaking persons. After analyzing the four factors outlined in U. S. DOT policy guidance, SacDOT has determined that a LEP plan is not required, as the agency already provides a high degree of services to ensure that LEP individuals have meaningful input and access to SacDOT services including the following:

- i. All systems brochures with maps, timetables, and Title VI notifications are available in English and Spanish from literature racks on all vehicles and at the dispatch office.
- ii. A Spanish interpreter is provided at our annual unmet transit needs meeting. The meeting is advertised in Spanish and English on all buses and the local newspapers.
- iii. Trained and qualified telephone information personnel, at least one of whom is English/Spanish bilingual, are present to provide service information and demand response trip reservations during all hours and days of operation.

7. MINORITY REPRESENTATION ON PLANNING AND ADVISORY BODIES. Title 49 CFR Section 21.5(b)(1)(vii) states that a recipient may not, on the grounds of race, color, or national origin, "deny a person the opportunity to participate as a member of a planning, advisory, or similar body which is an integral part of the program." Recipients that have transit-related, non-

elected planning boards, advisory councils or committees, or similar committees, the membership of which is selected by the recipient, must provide a table depicting the racial breakdown of the membership of those committees, and a description of efforts made to encourage the participation of minorities on such committees.

SacDOT does not have a non-elected transit board or advisory council.

8. PROVIDING ASSISTANCE TO SUBRECIPIENTS/ MONITORING SUBRECIPIENTS

SacDOT does not have any FTA sub-recipients.

9. DETERMINATION OF SITE OR LOCATION OF FACILITIES. Title 49 CFR Section 21.9(b)(3) states, “In determining the site or location of facilities, a recipient or applicant may not make selections with the purpose or effect of excluding persons from, denying them the benefits of, or subjecting them to discrimination under any program to which this regulation applies, on the grounds of race, color, or national origin; or with the purpose or effect of defeating or substantially impairing the accomplishment of the objectives of the Act or this part.”

At this time, SacDOT does not have any facility projects. Should SacDOT engage in such a project in the future, SacDOT will ensure that both NEPA environmental analysis and Title VI environmental justice requirements are incorporated into the scope of work for the project.

10. REQUIREMENT TO PROVIDE ADDITIONAL INFORMATION UPON REQUEST. FTA may request, at its discretion, information other than that required by this Circular from a recipient in order for FTA to investigate complaints of discrimination or to resolve concerns about possible noncompliance with DOT’s Title VI regulations.

SacDOT will fully cooperate with any FTA investigation of complaints of discrimination to the extent required by Title VI regulations.

Requirements And Guidelines For Fixed Route Transit Providers:

Chapter IV of FTA Circular 4702.1B speaks to the additional reporting requirements of recipients of FTA funding and its sub-recipients that operate fixed route transit service to ensure that their activities comply with the DOT Title VI regulations. Providers of public transportation that operate fixed route and demand response service, or only fixed route service, are responsible for the reporting requirements in this chapter, but these requirements only apply to fixed route service. Circular 4702.1B defines fixed route as “Fixed route refers to public transportation service provided in vehicles operated along pre-determined routes according to a fixed schedule.” SacDOT operates two fixed routes by this definition, both commuter routes. The Highway 99 Express (Hwy 99) serves Lodi/Galt/Elk Grove and South Sacramento on 1 hour headways. The Galt-Sacramento Commuter Express (GSCE) services Galt/Downtown Sacramento 3 times a day.

SacDOT qualifies for a reduced level of Chapter IV reporting. If a fixed route transit provider does not operate 50 or more fixed route vehicles in peak service and is not located in a UZA of 200,000 or more in population, then the transit provider is only required to set system-wide standards and policies, as further described below.

SYSTEM-WIDE SERVICE STANDARDS AND POLICIES

1. Vehicle load for each mode. Vehicle load can be expressed as the ratio of passengers to the total number of seats on a vehicle.
 - a. Hwy 99 both peak and off peak vehicle load =1.0
 - b. GCSE both peak and off peak vehicle load = 1.0

2. Vehicle headway for each mode. Vehicle headway is the amount of time between two vehicles traveling in the same direction on a given line or combination of lines.
 - a. Hwy 99 both peak and off peak vehicle headway =1.0 hour.
 - b. GCSE vehicle headway does not apply. Operates 3 times a day – morning commute, midday, and evening commute.

3. On-time performance for each mode. On-time performance is a measure of runs completed as scheduled.
 - a. System-wide fixed route on-time performance is 95 percent of all runs completed no more than 15 minutes late and no more than 2 minutes early.

4. Service availability for each mode. Service availability is a general measure of the distribution of routes within a transit provider's service area.
 - a. Hwy 99 – Minimum of one stop in each city from Lodi to South Sacramento that connects to the cities' transit system.
 - b. GCSE – In Galt service area maximum 5 mile drive to park-n-ride. In downtown Sacramento ½ mile walk to major employment centers, Amtrak, and RT light rail.

5. Distribution of transit amenities for each mode Transit amenities refer to items of comfort, convenience, and safety that are available to the general riding public. Fixed route transit providers must set a policy to ensure equitable distribution of transit amenities across the system. This policy does not apply to transit providers that do not have decision-making authority over the siting of transit amenities.

SacDOT does not have siting authority of transit amenities in any of the jurisdictions it provides commuter service. However, route maps and schedules are provided on every bus SacDOT operates.

6. Vehicle assignment for each mode Vehicle assignment refers to the process by which transit vehicles are placed into service in depots and on routes throughout the transit provider's system.
 - a. Hwy 99 should be assigned SacDOT and City owned vehicles with mileage less than 180,000 miles.
 - b. GCSE should be assigned contractor owned vehicle meeting the specifications of the operator contract with SacDOT.

APPENDIX 1

Notifying the Public of Rights Under Title VI THE COUNTY OF SACRAMENTO

The County of Sacramento operates its SCT/Link Transit services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been subjected to discrimination prohibited by Title VI may file a complaint with the County of Sacramento.

For more information on the County's civil rights program, and the procedures to file a complaint please visit the SCT/Link Title VI webpage at www.sctlink.com, or visit the SCT/Link administrative office at 140 Enterprise Court, Suite B, Galt, CA 95632, or call (209) 745-3052.

A complainant may choose to file a complaint directly with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590

Si necesita información en Español por favor llame al (209) 745-3052.

APPENDIX 2

SACRAMENTO COUNTY
DEPARTMENT OF TRANSPORTATION
Civil Rights Title VI Complaint Procedure

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by Sacramento County's SCT/Link Transit Services (hereinafter referred to as "the Agency") may file a Title VI complaint by completing and submitting the Agency's Title VI Complaint Form. The Agency investigates complaints received no more than 90 days after the alleged incident. The Agency will only process complaints that are complete. All Title VI and related statute complaints are considered formal as there is no informal process. Complaints **must** be in writing and **signed** by the complainant on the form provided. Complaints must include the complainant's name, address and phone number and be detailed to specify all issues and circumstances of the alleged discrimination. Allegations must be based on issues involving race, color, or national origin. Title VI complaints of discrimination may be filed with:

- ◆ TRANSIT CIVIL RIGHTS COORDINATOR
SACRAMENTO COUNTY DEPARTMENT OF TRANSPORTATION
906 G STREET, SUITE 510, SACRAMENTO, CA 95814

Once the complaint is received, the Agency will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by the Agency.

The Agency has 30 days to investigate the complaint. If more information is needed to resolve the case, the Agency may contact the complainant. The complainant has 15 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 15 business days, the Agency can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur. If the complainant wishes to appeal the decision, she/he has 30 days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

Si necesita información en Español por favor llame al (209) 745-3052.

County of Sacramento

Department of Transportation

TITLE VI COMPLAINT OF DISCRIMINATION FORM

TO: TRANSIT CIVIL RIGHTS COORDINATOR
SACRAMENTO COUNTY DEPARTMENT OF TRANSPORTATION
906 G STREET, SUITE 510, SACRAMENTO, CA 95814

I _____ hereby file this complaint of discriminatory
(Please print your name)
treatment and request that an investigation be conducted.

I believe I was discriminated against because of my:

<input type="checkbox"/>	RACE	<input type="checkbox"/>	COLOR	<input type="checkbox"/>	NATIONAL ORIGIN
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DATE AND PLACE OF OCCURRENCE: _____

NAME (S) AND TITLE (S) OF THE PERSON (S) WHO I BELIEVE DISCRIMINATED AGAINST ME:

THE ACTION OR DECISION WHICH CAUSED ME TO BELIEVE I WAS DISCRIMINATED AGAINST IS AS FOLLOWS:

(Please include a description of what happened and how your benefits were denied, delayed or affected)

I WISH TO HAVE THE FOLLOWING CORRECTIVE ACTION TAKEN:

I BELIEVE THE ABOVE INFORMATION IS TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE AND BELIEF.

ADDRESS: _____

(COMPLAINANT'S SIGNATURE) (DATE)

TELEPHONE: _____

Original: Transit Civil Rights Coordinator Copy: Complainant

APPENDIX 3

PUBLIC PARTICIPATION POLICY

(Updated October 2008)

Guidelines for Changes to Transit Services and Increases in Fares

DEFINITIONS

A major change in service includes:

- Reduction in total system vehicle service hours of 10% or more.
- Elimination of service in an area with population of 2,000 or more.
- Elimination of service on one or more days of the week.
- Changing the type of transit service in an area with population of 2,000 or more.

A fare increase includes:

- Increase in single ride fare for any transit service including other fare categories.
- Decrease in the discounts offered for fare categories

PROCESS

For any major service change or any fare increase as defined above, the Sacramento County Department of Transportation will schedule a public hearing to present the proposed change(s) and obtain public comments. The primary source of service and fare changes will be the Short Range Transit Plan and its approval will fulfill these requirements. The public hearing will be scheduled at a time and place accessible and convenient for the general public to attend. Legal notice of the public hearing will be published in a local newspaper of general distribution at least 30 calendar days prior to the public hearing. Additional notice will be placed on transit vehicles and on a web site that provides information for the transit service (e.g. SCTLINK). Notices will be provided in English and Spanish. Interpretation services will be available for the public hearing.

A staff person will record and prepare formal minutes of the public hearing. In addition, written or verbal comments will be accepted for at least one week following the public hearing.

Comments will be evaluated and incorporated into the recommendation and decision regarding the fare increase or service change.

Legal notice and press releases and/or advertising of the pending changes will be published in a local newspaper of general distribution at least 30 calendar days prior to implementation of the fare increase or service change.

APPENDIX 4

B16001 - Language Spoken at Home by Ability to Speak English for the Population 5 years and over

2007-2011 American Community Survey 5-Year Estimates

	Sacramento County, California		Galt city, California	
	Estimate	Margin of Error	Estimate	Margin of Error
Total:	1,307,603	*****	21,398	+/-349
Speak only English	908,857	+/-5,238	14,494	+/-776
Spanish or Spanish Creole:	175,373	+/-3,656	5,859	+/-664
Speak English "very well"	98,904	+/-2,863	3,514	+/-588
Speak English less than "very well"	76,469	+/-2,590	2,345	+/-459
French (incl. Patois, Cajun):	3,467	+/-465	0	+/-95
Speak English "very well"	3,008	+/-412	0	+/-95
Speak English less than "very well"	459	+/-163	0	+/-95
French Creole:	159	+/-92	0	+/-95
Speak English "very well"	124	+/-88	0	+/-95
Speak English less than "very well"	35	+/-34	0	+/-95
Italian:	2,090	+/-370	14	+/-23
Speak English "very well"	1,700	+/-353	0	+/-95
Speak English less than "very well"	390	+/-145	14	+/-23
Portuguese or Portuguese Creole:	1,882	+/-360	95	+/-69
Speak English "very well"	1,433	+/-307	63	+/-65
Speak English less than "very well"	449	+/-134	32	+/-31
German:	4,330	+/-502	134	+/-82
Speak English "very well"	3,654	+/-460	134	+/-82
Speak English less than "very well"	676	+/-206	0	+/-95
Yiddish:	54	+/-38	0	+/-95
Speak English "very well"	54	+/-38	0	+/-95
Speak English less than "very well"	0	+/-95	0	+/-95
Other West Germanic languages:	732	+/-260	101	+/-130
Speak English "very well"	651	+/-243	93	+/-127
Speak English less than "very well"	81	+/-62	8	+/-16
Scandinavian languages:	414	+/-151	0	+/-95
Speak English "very well"	382	+/-146	0	+/-95
Speak English less than "very well"	32	+/-30	0	+/-95
Greek:	898	+/-293	0	+/-95
Speak English "very well"	637	+/-236	0	+/-95
Speak English less than "very well"	261	+/-113	0	+/-95
Russian:	21,277	+/-2,074	289	+/-386
Speak English "very well"	9,206	+/-1,269	221	+/-304

Speak English less than "very well"	12,071	+/-1,180	68	+/-83
Polish:	688	+/-271	0	+/-95
Speak English "very well"	587	+/-253	0	+/-95
Speak English less than "very well"	101	+/-67	0	+/-95
Serbo-Croatian:	1,612	+/-518	0	+/-95
Speak English "very well"	930	+/-295	0	+/-95
Speak English less than "very well"	682	+/-307	0	+/-95
Other Slavic languages:	11,301	+/-1,534	0	+/-95
Speak English "very well"	4,208	+/-787	0	+/-95
Speak English less than "very well"	7,093	+/-1,025	0	+/-95
Armenian:	1,359	+/-536	0	+/-95
Speak English "very well"	684	+/-322	0	+/-95
Speak English less than "very well"	675	+/-286	0	+/-95
Persian:	5,009	+/-841	0	+/-95
Speak English "very well"	3,128	+/-680	0	+/-95
Speak English less than "very well"	1,881	+/-368	0	+/-95
Gujarati:	1,358	+/-485	0	+/-95
Speak English "very well"	775	+/-343	0	+/-95
Speak English less than "very well"	583	+/-236	0	+/-95
Hindi:	12,501	+/-1,236	138	+/-120
Speak English "very well"	9,277	+/-963	110	+/-111
Speak English less than "very well"	3,224	+/-548	28	+/-46
Urdu:	1,706	+/-550	0	+/-95
Speak English "very well"	1,028	+/-376	0	+/-95
Speak English less than "very well"	678	+/-260	0	+/-95
Other Indic languages:	12,325	+/-1,585	0	+/-95
Speak English "very well"	7,794	+/-1,130	0	+/-95
Speak English less than "very well"	4,531	+/-750	0	+/-95
Other Indo-European languages:	4,143	+/-775	0	+/-95
Speak English "very well"	2,343	+/-520	0	+/-95
Speak English less than "very well"	1,800	+/-379	0	+/-95
Chinese:	29,922	+/-2,178	0	+/-95
Speak English "very well"	12,204	+/-1,233	0	+/-95
Speak English less than "very well"	17,718	+/-1,330	0	+/-95
Japanese:	4,214	+/-556	0	+/-95
Speak English "very well"	2,476	+/-490	0	+/-95
Speak English less than "very well"	1,738	+/-277	0	+/-95
Korean:	4,894	+/-773	0	+/-95
Speak English "very well"	2,362	+/-527	0	+/-95
Speak English less than "very well"	2,532	+/-463	0	+/-95
Mon-Khmer, Cambodian:	2,238	+/-644	0	+/-95
Speak English "very well"	1,093	+/-388	0	+/-95
Speak English less than "very well"	1,145	+/-448	0	+/-95
Hmong:	20,097	+/-1,867	0	+/-95
Speak English "very well"	9,361	+/-1,192	0	+/-95

Speak English less than "very well"	10,736 +/-1,325	0 +/-95
Thai:	1,772 +/-613	0 +/-95
Speak English "very well"	913 +/-416	0 +/-95
Speak English less than "very well"	859 +/-314	0 +/-95
Laotian:	2,713 +/-649	0 +/-95
Speak English "very well"	1,305 +/-403	0 +/-95
Speak English less than "very well"	1,408 +/-406	0 +/-95
Vietnamese:	20,561 +/-1,580	0 +/-95
Speak English "very well"	8,678 +/-987	0 +/-95
Speak English less than "very well"	11,883 +/-1,032	0 +/-95
Other Asian languages:	10,072 +/-1,146	0 +/-95
Speak English "very well"	6,025 +/-781	0 +/-95
Speak English less than "very well"	4,047 +/-656	0 +/-95
Tagalog:	25,514 +/-1,985	56 +/-47
Speak English "very well"	17,351 +/-1,573	56 +/-47
Speak English less than "very well"	8,163 +/-896	0 +/-95
Other Pacific Island languages:	5,731 +/-747	40 +/-50
Speak English "very well"	3,664 +/-514	2 +/-4
Speak English less than "very well"	2,067 +/-447	38 +/-50
Navajo:	64 +/-54	0 +/-95
Speak English "very well"	60 +/-51	0 +/-95
Speak English less than "very well"	4 +/-10	0 +/-95
Other Native North American languages:	264 +/-143	0 +/-95
Speak English "very well"	205 +/-120	0 +/-95
Speak English less than "very well"	59 +/-70	0 +/-95
Hungarian:	278 +/-142	0 +/-95
Speak English "very well"	235 +/-134	0 +/-95
Speak English less than "very well"	43 +/-47	0 +/-95
Arabic:	3,892 +/-852	178 +/-209
Speak English "very well"	2,895 +/-753	151 +/-198
Speak English less than "very well"	997 +/-280	27 +/-40
Hebrew:	226 +/-144	0 +/-95
Speak English "very well"	189 +/-123	0 +/-95
Speak English less than "very well"	37 +/-44	0 +/-95
African languages:	3,344 +/-882	0 +/-95
Speak English "very well"	2,180 +/-634	0 +/-95
Speak English less than "very well"	1,164 +/-359	0 +/-95
Other and unspecified languages:	272 +/-162	0 +/-95
Speak English "very well"	212 +/-157	0 +/-95
Speak English less than "very well"	60 +/-67	0 +/-95

Source: U.S. Census Bureau, 2007-2011 American Community Survey

21,398

APPENDIX 5

LIST OF TRANSIT-RELATED TITLE VI INVESTIGATIONS, COMPLAINTS, AND LAWSUITS

	Date (Month, Day, Year)	Summary (include basis of complaint: race, color, or national origin)	Status	Action(s) Taken
Investigations				
1.	N/A			
2.				
Lawsuits				
1.	N/A			
2.				
Complaints				
1.	N/A			
2.				