

# *Language Assistance Plan*

**Providing Access to Sound Transit Services  
for Limited English Proficiency Persons**



***Four-Factor Analysis and Implementation Plan***

**2019**

## BACKGROUND

Sound Transit prepared this analysis and implementation plan, which forms the agency's Language Assistance Plan (LAP). The plan is in place to meet requirements stemming from Title VI of the Civil Rights Act of 1964 concerning access to services for people with limited English proficiency (LEP). It also responds to Executive Order 13166, *Improving Access to Services for Persons with Limited English Proficiency*, which directs recipients of federal funding to take reasonable steps to ensure that people with limited English proficiency have meaningful access to their programs and activities.

Title VI of the Civil Rights Act of 1964 provides that no person in the United States shall, on the grounds of race, color or national origin, be excluded from participating in, be denied the benefits of, or be subject to discrimination under any program or activity receiving federal financial assistance. As a recipient of federal financial assistance, Sound Transit must ensure the distribution of federally supported transit services and related benefits in an equitable manner.

Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency" (65 FR 50121, Aug. 11, 2000) and Federal Transit Administration (FTA) Circular 4702.1B require recipients to take reasonable steps to ensure *meaningful access* to benefits, services, information and other important portions of their programs and activities for LEP persons.

In accordance with FTA's policy guidance, the initial step for providing meaningful access to services for LEP persons and maintaining an effective LEP program is to identify LEP populations in the service area and their language characteristics through an analysis of available data. Sound Transit has updated its Four-Factor Analysis as part of the 2019 Title VI Program Update.

Beginning more than 20 years ago, with its activities to implement the regional transit system, especially light rail, Sound Transit has conducted outreach to a wide variety of communities whose members include persons that are LEP. Those activities have evolved over time into practices that have been replicated and expanded as the agency has learned more about the communities served and the need for language-assistance services to a variety of non-English-speaking groups in the areas where transit services are provided.

### **FOUR-FACTOR ANALYSIS**

In order to determine how to provide meaningful access (or improve access), transit systems are to conduct a "Four-Factor Analysis" and provide this analysis to FTA. Sound Transit updated its Four-Factor Analysis as part of this Language Assistance Plan update. This updated analysis helps inform the agency's Public Participation Plan.

The agency studies meaningful access by considering four factors as outlined below.

#### **Meaningful access is based on four factors:**

1. The number and proportion of LEP persons served or encountered in the eligible service population.
2. The frequency with which LEP individuals come into contact with Sound Transit's programs, activities and services.
3. The importance to LEP persons of Sound Transit's programs, activities and services.
4. The resources available to the recipient and costs.

## **FACTOR 1 – The number and proportion of LEP persons served or encountered in the eligible service population**

Sound Transit has provided an assessment of the total LEP populations within its service area. This information is based on 2019 Census data release from the American Communities Survey.

Analysis of census data showed that of the total population within the Sound Transit District is 3,013,356 and LEP populations represent 293,031 or 9.7 percent. Since the previous LEP population analysis based on 2014 Census data from the American Communities Survey, the total population increased more than 341,249 or 13 percent from 2,672,107 to 3,013,356, while the LEP population has increased 15,416 or 5.5 percent from 277,615 to 293,031. The total percent of the LEP population compared to the total population decreased slightly from 10.4 percent to 9.7 percent. Nevertheless, the LEP population in the Sound Transit service area, remains basically unchanged at roughly 10 percent.

Sound Transit reviewed the largest groups speaking a language other than English at home. A table of the languages, the percent of foreign language speakers and the percent of the total population in the Sound Transit District appears in LAP Appendix A. There are also language groups that while combined do not reflect a numerical breakdown of the subset of languages within that group. As such, it is not feasible to prepare documents ahead of a specific request or an identified need associated with public participation efforts in compliance with Title VI. The combined language groupings appear in LAP Appendix A.

### **A. Languages Spoken at Home**

The Sound Transit District is very large (1,087 square miles across three counties). Because it is not feasible to provide translated materials in all languages identified, Sound Transit examined the six largest groups listed for languages spoken at home. For each of these groups, more than 25,000 people and approximately 1 percent or more of people within the district speak that language at home.

#	Home-spoken Language	Pop. Within Sound Transit Dist.	% of Sound Transit Dist. Pop.
1	Spanish	200,410	6.7%
2	Chinese	83,377	2.8%
3	Vietnamese	48,989	1.6%
4	Tagalog	40,528	1.3%
5	Korean	39,451	1.3%
6	Russian	28,583*	0.9%
	<b>Sound Transit District Total Population</b>	<b>3,013,356</b>	

The number of people speaking Spanish at home continues to be the single largest group and makes

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\* Russian is carried over from 2014 data. In 2019 Russian data is combined as “Russian, Polish and Other Slavic Languages”. (For further information, see LAP Appendix A).

up nearly seven percent of Sound Transit District population.

## B. Persons speaking English “Less than very well”

The assessment of home-spoken languages begins to tell us part of the information regarding LEP populations. Using the DOT definition of LEP (less than very well) and further analyzing the Census data, Sound Transit was able to determine the six largest groups and their portions of the LEP population and of the Sound Transit District as follows:

Top Six LEP Languages	LEP Pop. in Sound Transit	% of Sound Transit LEP Pop.	% of Sound Transit Dist.
Spanish	79,980	27.3%	2.7%
Chinese	42,945	14.7%	1.4%
Vietnamese	28,678	9.8%	1.0%
Korean	21,511	7.3%	0.7%
Tagalog	14,498	4.9%	0.5 %
Russian	12,287	4.2%	0.4%
<b>Total of Top Six LEP Languages</b>	<b>199,899</b>	<b>68.2%</b>	<b>6.6%</b>

These six language groups comprise 199,899 persons or 68.2% of the total LEP population of 293,031.

Of the top six LEP language groups, Spanish is by far the largest single LEP group in the Sound Transit District with a population of 79,980. The Spanish language group makes up 27.3 percent of the LEP population and 2.7 percent of the people in the Sound Transit District. Chinese is the second largest LEP language group with 42,945 people, 14.7 percent of the LEP population and 1.4 percent of the people in the Sound Transit District. Vietnamese is the third largest LEP language group with 28,678 people, 9.8 percent of the LEP population and 1% of people in the Sound Transit District. Each of the remaining three language groups (Korean, Tagalog and Russian) are spoken by fewer than 10 percent of the LEP population and fewer than 1% of people in the Sound Transit District, but they do exceed the safe harbor threshold that must be considered.

## C. Comparison with LEP Requirements in Education

Part A of Title III of the Federal No Child Left Behind Act of 2001, is officially known as the English Language Acquisition, Language Enhancement and Academic Achievement Act. It is specifically targeted to benefit LEP children and immigrant youth. The act states that LEP students must not only attain English proficiency but simultaneously meet the same academic standards as their English-speaking peers in all content areas. In the state of Washington, Title III LEP requirements are met under the Transitional Bilingual Education Program (TBIP). Sound Transit reviewed the TBIP participation of Students in Public School Districts where at least 80 percent of the schools were in the Sound Transit District, and where at least 1,000 students were TBIP participants per school district. Of

the 31 public school districts located with the Sound Transit District, 12 public school districts met these criteria (Bellevue, Clover Park, Edmonds, Everett, Federal Way, Highline, Mukilteo, Puyallup, Renton, Seattle, Tacoma and Tukwila). Sound Transit compared the top six language groups in the school districts with its top six language groups to see how many had one or more of the same groups. The results were as follows:

<b>Sound Transit Top LEP Languages</b>	<b>School Districts with Same Top Six Languages</b>
Spanish: 27.3%	12 of 12
Chinese: 14.7%	3 of 12
Vietnamese: 9.8%	8 of 12
Korean: 7.3%	3 of 12
Tagalog: 4.9%	1 of 12
Russian: 4.2%	7 of 12

It is noteworthy that while the six languages did show up in these school districts, as is the case with Sound Transit, Spanish was by far the No. 1 language group, ranging between nearly 30 percent of the TBIP participants to more than 75 percent.

## **FACTOR 2 – The frequency with which LEP individuals come into contact with Sound Transit’s programs, activities and services**

### **A. Over-the-Phone Interpreter Services**

Sound Transit has used over-the-phone interpreter services as its primary method of providing assistance to LEP persons for accessing transit service dating back to at least the year 2000. On its website, and in Sound Transit's transit guide (Ride the Wave), a language block is provided directing persons from six key languages to contact Sound Transit's language line for information in their languages. The languages listed in the transit guide are Spanish, Chinese, Korean, Russian, Tagalog and Vietnamese. The transit guide has a language assistance section that reads: “Information and assistance in your language is available upon request.” The language line number appears and the section is translated into the six languages. In addition to the language block, an interpreter pictogram will be used to promote the language line for any language needed.

Sound Transit's records providing telephone interpreter services are its most reliable and direct information available to document contacts by LEP persons regarding Sound Transit and other regional transit services.

The over-the-phone service was initially developed as an outgrowth of various community outreach activities in the Rainier Valley of southeast Seattle during the Environmental Impact Statement process for the design and construction of Link light rail. It is now the principal and daily means of assisting LEP individuals seeking transit information services. Sound Transit also provides on-site interpreter services upon request at public outreach meetings.

Of the LEP services Sound Transit provides, records indicate telephone interpreter services are its most reliable and direct information available to document contacts by LEP persons regarding Sound Transit and other regional transit services. The interpreter services are not limited to the top six languages identified, but are provided for over 100 languages.

As an example, in reviewing the invoices for telephone interpreter services provided for 17 months from November 2016 through December 2017 and December 2018 through March 2019, the vast number of calls were for customer service information. Spanish was by far the most-requested language, accounting for 172 of 369 total calls, or 47 percent. With the exception of Tagalog (three calls for 0.8 percent), the phone interpreter services were consistent with the top six LEP languages as follows:

- Chinese including Cantonese & Mandarin 24 percent/88 calls
- Korean nine percent/34 calls
- Russian seven percent/24 calls
- Vietnamese five percent/20 calls

Sound Transit provides phone interpreter services to a multitude of languages without limitation, and its website provides for information provided to be converted to over 103 languages by the simple click on a languages tab at the top and bottom of the web page.

## B. Link Light Rail Origin and Destination Survey

In 2018 the agency conducted an Origin and Destination Survey to assess ridership on all of its modes of service. Data on Link light rail for its central segment included information from survey participants based on the language spoken at home. The following table shows the results:

Table 1: Ridership Frequency and Percent of Languages Regularly Spoken at Home (2018)

Language	Frequency	Percent	Cumulative Percent
English	60,545	88.5	88.5
Spanish	3,841	5.6	94.1
Tagalog	1,341	2	96.1
Mandarin [Chinese]	1,328	2	98.1
Somali	697	1	99.1
Korean	475	.7	99.8
Russian	381	.6	100.4*
Total	68,608		

\*Total exceeds 100 due to rounding.

Again, five of the six top LEP languages identified in the Sound Transit District were populations identified in the survey.

## FACTOR 3 – The importance to LEP persons of Sound Transit’s programs, activities and services

This section provides an assessment of the important communications that are provided to people in the Sound Transit service area that are of equal importance to LEP persons.

Sound Transit's assistance to limited English populations started long before the start of light rail service. The assistance and approaches that Sound Transit has been using is reflected in the "Link Light Rail Community Outreach Strategy" (LAP Appendix B). The strategy has developed over time into on-going practices that provide Sound Transit a baseline of community outreach activities to provide language assistance for non-English speaking persons for to ensure meaningful access and participation in:

- The environmental process to ensure environmental justice requirements are met and LEP populations are included in the process.
- Community meetings regarding design and construction planning.
- Outreach and discussions with business and homeowners during property acquisition processes.
- Information and updates during construction, including providing important safety information.
- Providing real-time assistance for area residents with concerns and complaints regarding construction impacts.
- Preparing the community for the launch of service including how to use the system and safety information.

As an outgrowth of these practices, below is the following summary of ongoing community outreach in use for other activities:

- Making an-person interpreter services available upon request for public meetings and important events.
- Translating, posting online and distributing to community groups and service providers in the project area key printed documents, such as project information, environmental documents, etc.
- Inserting language blocks into nontranslated print publications, to let LEP persons know what the material is about and how they can contact Sound Transit to learn more.
- Utilizing telephone interpretation assistance with LEP persons in the field and for telephone inquiries.
- Placing non-English language ads into publications that serve LEP persons to inform them of project-related issues (e.g. release of environmental documents, safety information).

Community outreach staff and front-line staff including reception, customer service, station agents and fare enforcement personnel are trained to respond to LEP individuals in person and use the telephone language line. For significant service changes, street team volunteers also are trained to use the telephone interpreter service.

Sound Transit has added two key activities to ensure that its information is translated and accurate.

### **Foreign language staff volunteer roster**

The agency maintains a roster of employees who speak multiple languages and are available to support in-person outreach efforts and double check translated materials.

## **Integrated website translation**

The agency's 2018 redesign of Soundtransit.org includes Google Translate, an integrated translation function that can automatically translate Sound Transit website content into 103 languages. The agency contracts with vendors that provide translation and interpretation services upon request.

Sound Transit plays a key role in connecting all of the people in the region to its various transportation services throughout the region. Sound Transit continues to monitor its language services. Many callers seek information about not only Sound Transit, but also other transit and transportation services in the region, including the ORCA regional fare smart card. Sound Transit's telephone interpreter line is the regional call center for non-English speaking calls regarding the ORCA card.

## **FACTOR 4 - The resources available to the recipient and costs**

Throughout its history, Sound Transit has used a variety of language assistance methods during environmental study and construction phases to build transit and transportation related facilities, including:

- Translating materials in major languages groups in populations affected in the planning and construction process for transit facilities.
- Making interpreter services available by phone during construction.
- Providing in-person interpreter services at key meetings.
- Using nonverbal messages such as pictures, illustrations and videos for people who are not literate in their major language.
- Using pictures and illustrations on all signage at customer facilities to assist those who are not literate.

As Sound Transit began to develop services to provide responsive assistance to non-English speaking persons, staff found the most effective way to do so was to provide over the phone interpretive services in which a person can get specific information tailored to their needs, including follow-up questions and answers. This mirrors in the field interpretive services during construction when individual residents may be impacted by the various activities taking place. It also mirrors on-site interpretive services provided to LEP community members to facilitate their ability to participate at community outreach and construction update meetings.

Sound Transit staff have also learned that providing oral interpretive services also responds to various subsets of the LEP populations who are not able to read and write the languages they speak.

Sound Transit has made a commitment to provide over-the-phone interpreter services to LEP persons on an individualized basis. The cost of providing such services is approximately \$1 per minute, and Sound Transit has determined this to be a cost-effective way to respond to LEP individuals, since it directly involves persons interested in using the transit system, including services throughout the region.

Sound Transit also uses a combination of written and oral alternative language services in Spanish and Chinese on its point-of-sale ticket vending machines. Ticket vending machines are located at all Sound Transit stations and provide fare information for Link light rail, Sounder and the regional ORCA regional fare smart card.

These services are both reasonable and cost-effective, with telephone interpreter services available in more than 100 languages. Ticket vending machines are keyed to the top two LEP



groups in the region, Spanish and Chinese (Mandarin).

In 2016 Sound Transit began producing translated versions of vital documents in the most commonly spoken languages as outlined by the Four-Factor Analysis. The agency continues to explore the costs and merits of other customized publications and the most effective distribution methods for reaching the region's major LEP language group populations. Using the previous "how-to-ride" instructions, offered in Spanish for several years as a model, Sound Transit will work with the LEP populations (refer to the implementation section) to determine what measures would best improve access to programs and services.

## **CONCLUSION**

Sound Transit's leadership believes it is important to provide accessible rider information to the diverse LEP populations in its service area. Personalized telephone interpreter services provide direct assistance to a variety of language groups so that no one seeking information on how to use services is turned away.

The agency will continue to provide non-English language services including telephone interpreter services for more than 100 languages, community outreach activities relevant to LEP groups in project areas, the use of language blocks on key publications and additional translated information in Spanish and Chinese. The agency translates key parts of the transit guide and provides that rider information on the website.

### **From the Four-Factor Analysis, Sound Transit has determined:**

- The six largest LEP language groups in the Sound Transit District are (in order): Spanish, Chinese (including Cantonese & Mandarin), Vietnamese, Korean, Tagalog and Russian.
- While there are a wide array of LEP language groups throughout Sound Transit's service district, the largest, most prevalent group in the region consists of LEP Spanish speakers.
- Spanish speakers consistently are the most commonly requested LEP group seeking language assistance services.
- While Spanish speakers and Chinese (Mandarin) are the two largest groups, Sound Transit is committed to address the needs of the variety of LEP groups throughout its region. For this reason, Sound Transit has a telephone interpreter service that can accommodate more than 100 languages. In addition, Sound Transit's website was redesigned in 2018 to include Google Translate, an integrated translation function that can automatically translate soundtransit.org content into 103 languages. Sound Transit's Community Outreach activities throughout each project's life cycle provide connections to community leaders and information regarding the LEP groups within each project area to reach all potential riders.
- Sound Transit continues to expand its non-English communications program in response to the demographic changes experienced in the region

From the Four-Factor Analysis, Sound Transit has outlined the steps needed to implement the methodology to enact the Language Assistance Plan.

## **IMPLEMENTATION PLAN**

The FTA requires transit systems provide “meaningful access” for LEP populations. Meaningful access is based on the four factors outlined in the Four-Factor Analysis section above. The Four-Factor Analysis helps the agency develop an implementation plan. Together the Four-Factor Analysis and the Implementation Plan form the Language Assistance Plan.

Sound Transit balances its overall commitment to the various LEP groups in the region with improvements targeted to the most commonly spoken languages in the region.

Sound Transit will do the following:

- Continue to expand on Spanish offerings where effective and work with the overall community to understand needs.
- Provide services to groups in a geographic area that may not reflect the larger population in the Sound Transit region.
- Be adept to respond to any LEP person.

### **CURRENT LANGUAGE ASSISTANCE MEASURES THAT WILL CONTINUE (AND BE IMPROVED UPON) FOR MULTIPLE LEP GROUPS**

- **Telephone-based interpreters** – All Sound Transit staff and consultants have access to interpreters who speak up to 100 languages. Sound Transit information is provided by establishing a conference call between the non-English speaker, the interpreter and appropriate staff.
- **Staff training** – Community outreach staff and front-line staff including reception, customer service, station agents and fare enforcement personnel receive training in how to respond to LEP individuals in person and in using the telephone language line.
- **Community or project specific materials (e.g., construction outreach materials for light rail construction in Tacoma)** – All Sound Transit staff and consultants have access to translation services. Key materials for residents should be translated or a language block for languages relevant to that geographic area.
- **Sound Transit integrated website translation** – To improve access and utility of the website for LEP persons, the 2018 Sound Transit website ([www.soundtransit.org](http://www.soundtransit.org)) includes Google Translate, an integrated translation function that can automatically translate soundtransit.org content into 103 languages.
- **In-person interpreters and customized translation services** – Sound Transit contracts with vendors that provide translation and interpretation services upon request. Sound Transit provides interpreters at public meetings on request. At meetings where the agency anticipates a large number of LEP community members, it will proactively provide interpreters. As a part of its community outreach activities, Sound Transit is in contact with community representatives for whom a portion of their members are LEP persons to plan on providing interpreters based on their input.

### **CURRENT LANGUAGE ASSISTANCE MEASURES THAT WILL CONTINUE FOR SPANISH AND CHINESE (MANDARIN) SPEAKERS**

- Spanish and Chinese (Mandarin) text and audio on all Ticket Vending Machines (TVMs).

## **LANGUAGE ASSISTANCE MEASURES THAT SOUND TRANSIT HAS IMPLEMENTED AS A RESULT OF THE 2016 FOUR-FACTOR ANALYSIS**

As a result of the 2016 Title VI Program submittal, Sound Transit has taken these steps to expand its assistance to the LEP populations in its region:

- **Producing translated versions of vital documents** – Sound Transit has translated vital documents into the six most commonly spoken LEP languages: Spanish, Chinese, Vietnamese, Korean, Tagalog and Russian.
- **Including a Spanish-language section in the Ride the Wave Guide** – Sound Transit added a Spanish section to the Ride the Wave guide that includes how-to-ride information. This information is available in both the printed guide and on the website.
- **Including the Title VI Notice of Rights in every car of every mode** – The signage is in English but instructs the six predominant languages to call the Language Line for assistance regarding nondiscrimination.

## **LANGUAGE ASSISTANCE MEASURES THAT SOUND TRANSIT WILL PURSUE AS A RESULT OF THE 2019 FOUR-FACTOR ANALYSIS**

- **Work to identify LEP language needs as new transit projects are being planned.**
- **Develop guidance for the development of curriculum and the incorporation of LEP information into the Sound Transit employee environment** – To prepare all front line and other relevant staff to effectively engage and respond to LEP customers.
- **Update the Sound Transit Editorial Style Guide, an instructional tool that outlines the look and content of materials produced by staff and contractors, to include the following:**
  - Information on how to access interpreters and translations.
  - Guidance on using language blocks and the interpreter pictogram.
  - Assistance on how to determine LEP persons in the project area. By providing this information early in the planning/outreach phase helps ensure equal access for all.
- **Utilization of the “I Speak’ Language Assistance Card (LAP Appendix C)** – Sound Transit will distribute this to operators of all modes. The cards are also available to other public-facing staff including station agents, outreach staff, ambassadors and other staff that interact with the public.
  - Staff will work with the signage committee to design a similar onboard message for all vehicles likely in the form of a channel card and/or an adhesive sign.
- **Include the Title VI Notice of Rights in the Ride the Wave guide** – The notice includes several instructional sentences in the six predominant languages and the interpreter pictogram will be included adjacent to the language line.
- **Include additional language assistance in the Ride the Wave guide** – Sound Transit will include the language line number and a general language assistance section translated into the six predominant languages to inform that information assistance is available upon

request. The interpreter pictogram will be included in close proximity to the language line number.

- **Update survey instruments to gather additional data** – Gathering language data will provide a better understand the LEP populations served.

## **ADDITIONAL MEASURES THAT SOUND TRANSIT WILL EVALUATE, ASSESS AND REFINE**

- **Conduct outreach with the LEP populations to best gain insight and understand needs**  
Survey and meet with stakeholders to work with LEP populations to assess, and where appropriate, implement expanded methods to serve LEP transit riders.

Ask the LEP populations what measures would best improve access to programs and service and if there are ways to make travel easier. As a part of this outreach effort, staff may consider working with the Spanish speaking community first, given the language prevalence in the Sound Transit District.

Spanish has consistently been the largest LEP language group from the past to the current Four-Factor Analyses. In the 2019 Analysis, data from school districts in all parts of the ST District demonstrated the numerical and geographic prevalence of Spanish as the number one language group.

Sound Transit should work with outreach staff to identify community-based organizations and other resources to help reach out to the Spanish speaking community.

The agency can share the following ideas with the community. Most importantly, ideas generated as part of the process can be explored.

- Is there a need to increase language translations or alternative audio on the Sound Transit website?
- What tools might help better navigate the Sound Transit system?
  - Signage translations, pictograms, etc.
    - Onboard
    - Website
    - Printed materials
    - Signage
- Would vehicle announcements be of assistance?
- For service changes and service disruptions what are the most useful tools for the LEP communities?
- Is additional guidance needed for how-to-ride?
- Are there any videos, printed materials or other tools that would be of assistance?

## **INCORPORATE PROACTIVE PLANNING STRATEGIES FOR LANGUAGE ASSISTANCE MEASURES AS A PART OF TITLE VI COMPLIANCE**

- **Have the internal Title VI Roundtable meet regularly (three to four times a year)** – This

group looks ahead to incorporate Title VI compliance proactively into programs and activities. At a minimum, the roundtable members should include:

- Business & Labor Compliance Office
- Service Planning Representatives for Link, Sounder and ST Express
- Outreach staff
- Customer Service
- Communications
- Web Administration
- Legal
- Board Administration
- GIS
- Planning, Environment and Project Development (PEPD)
- Design, Engineering and Construction Management (DECM)
- Government and Community Relations
- Procurement
- Operations
- ADA Accessibility Team
- Project Transition Team

- **Develop a Sound Transit Title VI LEP Community Roundtable that meets two to three times a year** – This group regularly checks in and proactively plans and coordinates activities between Sound Transit and Title VI Community Stakeholders. At a minimum, the regular roundtable members should include:

- Title VI & LEP Community representatives (consider racial, language & geographic representation)
- Business & Labor Compliance Office
- Outreach Staff
- Communications
- Government and Community Relations
- Customer Service

Other members of the Sound Transit internal Title VI Roundtable may be asked to attend for presentations and to share information and consult as needed.

**LAP Appendix A  
Sound Transit District<sup>1</sup>**

**Language Groups Speaking a Language Other Than English at Home**

	<b>Estimate; Total*</b>	<b>3,013,356</b>		
		<b>Estimated</b>	<b>% of Non-English total</b>	<b>% of ST District pop.</b>
<b>Rank</b>	<b>Home Spoken Language</b>			
<b>1</b>	<b>Spanish:</b>	<b>200,410</b>	<b>27.1%</b>	<b>6.7%</b>
<b>2</b>	<b>Chinese (Includes Mandarin &amp; Cantonese):</b>	<b>83,377</b>	<b>11.3%</b>	<b>2.8%</b>
<b>3</b>	<b>Vietnamese:</b>	<b>48,989</b>	<b>6.6%</b>	<b>1.6%</b>
<b>4</b>	<b>Tagalog (Includes Filipino):</b>	<b>40,528</b>	<b>5.5%</b>	<b>1.3%</b>
<b>5</b>	<b>Korean:</b>	<b>39,451</b>	<b>5.3%</b>	<b>1.3%</b>
<b>6</b>	<b>Russian:</b>	<b>28,583*</b>	<b>3.9%</b>	<b>0.9%</b>
<b>7</b>	<b>German or Other West Germanic Languages:</b>	<b>17,943</b>	<b>2.4%</b>	<b>0.6%</b>
<b>8</b>	<b>French, Haitian, or Cajun:</b>	<b>15,196</b>	<b>2.1%</b>	<b>0.5%</b>
<b>9</b>	<b>Arabic:</b>	<b>12,188</b>	<b>1.6%</b>	<b>0.4%</b>
<b>10</b>	<b>Polish:</b>	<b>2,969*</b>	<b>0.4%</b>	<b>0.1%</b>
			<b>% of ST District (est.)</b>	
	<b>English Only</b>	<b>2,272,979</b>	<b>75.4%</b>	
	<b>Non-English, total</b>	<b>740,377</b>	<b>24.6%</b>	
<i>Source: American Community Survey 2019, five-year estimates. Table 16001.</i>				
<i>*Based on Census data source. May differ from Sound Transit district total population estimates which use a different data source (Washington State Office of Financial Management annual tract estimates.)</i>				
<b>Note: 2019 ACS Data included four combined categories that gave no additional breakdown of separate languages as follows:</b>				
<ul style="list-style-type: none"> <li>• <b>Other Asian and Pacific Island Languages: 93,515</b></li> <li>• <b>Other Indo-European Languages: 85,042</b></li> <li>• <b>Russian, Polish or other Slavic Languages: 56,322</b></li> <li>• <b>Other and unspecified Languages: 47,416</b></li> </ul>				

<sup>1</sup> NOTE: There are 104 languages able to be formatted on the Sound Transit website.

\* Russian is carried over from 2014 data. In 2019 Russian data is combined as "Russian, Polish and Other Slavic Languages". Same treatment for Polish.

## **LAP Appendix B**

### **Community Outreach Strategy**

Sound Transit recognizes it is important to reach people who may not speak or read English, who may not read the language spoken in their homes, who may not have a home, and who may have cultural barriers that limit or prevent their ability to participate. These audiences can be transit-dependent and potential new service could greatly affect their mobility. Following are specific tactics Sound Transit will use to engage limited English populations:

- Provide, on request, interpreter services and/or translated written materials, such as fact sheets.
- Proactively translate printed materials when appropriate.
- Include contact information for in-language interpretation (language block) on all printed materials, such as construction impact notices.
- Provide simultaneous interpretation via headset at community meetings.
- Run display ads for public engagement opportunities in non-English, community-based publications and/or run on social media in multiple languages.
- Feedback opportunities offered in multiple languages;
  - Surveys proactively translated.
  - In-person, translated briefings.
  - Workshops held with communities of color.
- Provide multiple and varied opportunities to encourage individuals with diverse needs to engage on a topic, such as community meetings, drop-in stations, door-to-door outreach, printed updates and electronic media
- Engage with service providers and community organizations to inform them about a project and to help reduce barriers to access for community members of vulnerable populations.
- Mitigate impacts of construction to local businesses including minority, low income and LEP business owners through marketing, support and resources.
- Convene or seek input from: stakeholder advisory groups; interagency groups; neighborhood forums; to supplement public engagement and other outreach techniques used by ST.
- Provide Language Link training to all outreach staff and outreach volunteers to enable exchanges with LEP stakeholders.
- Provide buttons/nametags that identify multi-lingual staff and volunteers at outreach events.
- I-Speak Language assistance cards for outreach staff and Ambassadors .

## LAP Appendix C

### I Speak Language Assistance Card



**Language Assistance** 

Information and assistance in your language is available upon request. Please contact us at 1-800-823-9230.

#### Spanish

Asistencia lingüística para los pasajeros de Sound Transit  
La información y asistencia en su idioma se encuentra a su disposición, previa solicitud. Comuníquese con nosotros a través del 1-800-823-9230.  
Gracias

#### Chinese

向 Sound Transit 乘客提供語言協助  
可應要求提供您所用語言的資訊與協助。請聯絡我們：1-800-823-9230。  
謝謝

#### Vietnamese

Hỗ Trợ Ngôn Ngữ Dành Cho Hành Khách Sound Transit  
Thông tin và hỗ trợ bằng ngôn ngữ của quý vị được cung cấp theo yêu cầu. Xin vui lòng liên lạc chúng tôi qua số 1-800-823-9230.  
Cảm Ơn Quý Vị

#### Tagalog

Tulong na Wika para sa Mga Mananakay ng Sound Transit  
Impormasyon at tulong sa inyong wika ay available kapag hiniling. Mangyaring tawagan kami sa 1-800-823-9230.  
Salamat

#### Korean

Sound Transit 이용자를 위한 언어 지원  
요청 시 여러분의 언어로 정보 및 지원을 제공합니다.  
1-800-823-9230번으로 저희에게 연락하십시오.  
감사합니다

#### Russian

Языковая помощь пассажирам Sound Transit  
По запросу предоставляется информация и помощь на вашем языке. Обращайтесь к нам по телефону 1-800-823-9230.  
Благодарим вас!

