

Capitol Corridor Joint Powers Authority
Managing Agency of the Capitol Corridor Intercity Passenger Rail Service

Limited English Proficiency Plan

July 1, 2016



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Acronyms and Abbreviations

ACS	American Community Survey
Amtrak	The National Railroad Passenger Corporation
BART	San Francisco Bay Area Rapid Transit
Caltrans	California Department of Transportation
Capitol Corridor	Capitol Corridor Intercity Passenger Rail Service
CBO	Community-based organization
CCJPA	Capitol Corridor Joint Powers Authority
FRA	Federal Railroad Administration
FTA	Federal Transit Administration
GIS	Geographic Information Systems
LEP	Limited English Proficient
TIC	Transit Information Center
USDOT	U.S. Department of Transportation

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EXECUTIVE SUMMARY

Federal executive orders and guidance require that recipients of federal funds take reasonable steps to ensure meaningful access to their services and benefits for persons with limited English proficiency. Under these orders and guidance, programs and activities normally provided in English must be accessible to persons who have a limited ability to speak, read, write, or understand English. Otherwise, English-only services may be discriminatory on the basis of national origin, in violation of Title VI of the Civil Rights Act of 1964, as amended, and its implementing regulations.

This four-factor analysis identifies appropriate language assistance measures needed to improve access to the Capitol Corridor Intercity Passenger Rail Service (Capitol Corridor) and benefits for limited English proficient (LEP) persons.

Capitol Corridor Joint Powers Authority (CCJPA), the managing agency of the Capitol Corridor train service, supports the goals of Section V of the U.S. Department of Transportation LEP Guidance (USDOT 2005) to provide meaningful access to its services by LEP persons. This inaugural Limited English Proficiency Plan assesses language needs in the Capitol Corridor service area shown in Figure 1, which includes Alameda, Contra Costa, Placer, Sacramento, San Francisco, Santa Clara, Solano, and Yolo Counties. The Capitol Corridor train service is operated by Amtrak, and ridership is generally characterized as middle to upper income professionals commuting to employment centers in the San Francisco, Oakland, Silicon Valley or Sacramento areas.

Capitol Corridor Self-Assessment

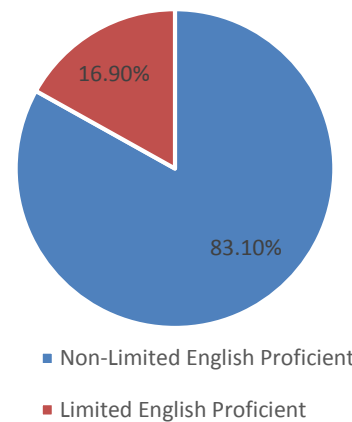
The USDOT LEP Guidance identifies four factors that recipients of federal funds, including CCJPA, should consider when determining what reasonable steps should be taken to ensure meaningful access for LEP persons. The four-factor analysis involves the following:

- identifying the number and proportion of LEP persons served or encountered in the eligible service population;
- determining the frequency with which LEP individuals come into contact with Capitol Corridor's programs, activities, and services;
- gauging the importance to LEP persons of Capitol Corridor's programs, activities, and services; and
- assessing the current resources available and the costs to provide language assistance services.

Identification of LEP Individuals

For the first step of the four-factor needs assessment, the LEP population was defined as those persons who reported to the U.S. Census Bureau that they speak

Capitol Corridor Service
Area Population
English Proficiency

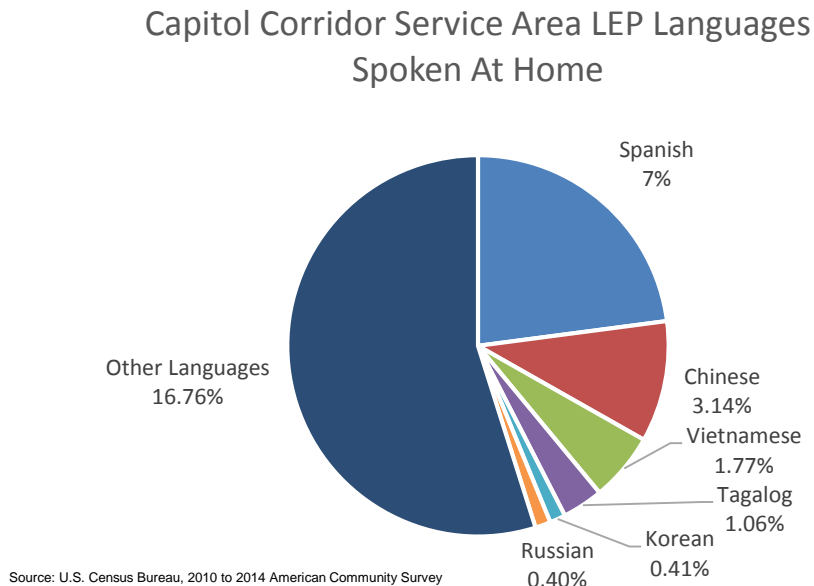


Source: U.S. Census Bureau, 2010 to 2014 American Community Survey

English less than “very well.” Recent U.S. Census Bureau estimates show that approximately 900,000 persons, or 16.9 percent of the Capitol Corridor service area population identify as limited English proficient. The primary languages spoken in the Capitol Corridor service area are: Spanish, Chinese (Cantonese and Mandarin), Vietnamese, Tagalog, Korean, and Russian.

There are 22 languages with 1,000 estimated or more LEP persons in the service area.¹

Frequency of Contact by LEP Persons with Capitol Corridor Services



For the second step of the four-factor analysis, CCJPA staff followed the USDOT guidance and reviewed Language Line Service requests for language assistance at staffed stations and the customer call center, and surveyed Amtrak employees who work at Capitol Corridor stations or on Capitol Corridor trains.

Station agents and customer information call center staff reported that Spanish and Chinese were the most frequently encountered languages at Capitol Corridor stations, based on a 2015 Amtrak employee survey and at Capitol Corridor’s telephone customer helpline, Transit Information Center (TIC).

Importance of Capitol Corridor’s Programs, Activities, and Services to LEP Persons

The third step involves understanding how important the Capitol Corridor service is for the LEP population in the Capitol Corridor service area. The Capitol Corridor Limited English Proficient Rider Survey was conducted in February 2016, and the survey was specifically targeted to

¹ Under USDOT Guidance, recipients seeking assurance that they comply with written translation requirements are directed to the federal “safe harbor” threshold. USDOT “safe harbor” guidance (2005) says that CCJPA may provide “written translation of vital documents for each eligible LEP language group that constitutes 5 percent or 1,000, whichever is less, of the population of persons eligible to be served or likely to be affected or encountered.”

understand how important the train service is to self-identified LEP passengers and ease-of-use of various trip-planning tools for LEP passengers.

Overall, the results for LEP passengers were generally similar to the results for non-LEP passengers for all questions asked by the survey. The Capitol Corridor service is generally of the same importance to LEP passengers as to non-LEP passengers for their work and personal lives. For a significant number of passengers, LEP and non-LEP, the Capitol Corridor service is “very important” or “somewhat important” in their work and personal lives. LEP passengers also generally have similar experiences as non-LEP passengers when purchasing tickets, planning trips, navigating stations, and on trains.

Available Resources and Costs of Language Assistance Services

The final step in the four-factor LEP needs assessment is intended to weigh the demand for language assistance, including the needs identified in the third step of the factor analysis, with CCJPA’s current and projected financial and personnel resources. CCJPA is committed to providing resources, to the extent funding is available, to reduce the barriers encountered by LEP persons in accessing its services, including staff labor to coordinate with Amtrak’s language assistance efforts. While CCJPA currently does not itemize all cost expenditures related to providing language assistance, these expenditures will be monitored in the future as part of CCJPA’s Limited English Proficiency Plan. CCJPA will continue to partner with Amtrak, the operator of the Capitol Corridor train service, to provide cost-effective language assistance services to LEP passengers.

Language Assistance Measures

CCJPA is committed to full compliance with Title VI and its implementing regulations to provide meaningful access and reduce barriers to services and benefits for persons with limited English proficiency. CCJPA currently provides oral language assistance through its bilingual transit information representatives and the Language Line Service. CCJPA’s written language assistance includes the translation of vital documents distributed at train stations, on the trains, and posted on the website. Currently, this includes the Capitol Corridor Ride Guide & Travel Policies translated into Spanish and Chinese, and the Amtrak website translated into multiple languages. Amtrak is actively evaluating their language assistance needs for their LEP customers nation-wide and is continually implementing new assistance efforts.

Vital Documents Guidelines

As part of its commitment to ensuring that LEP persons receive reasonable access to necessary language assistance, CCJPA has established guidelines for the translation of “vital” written materials or Vital Documents. These Vital Documents are either critical for obtaining services or benefits or required by law. CCJPA has established a three-tier system for identifying and translating Vital Documents. This system also prioritizes the translation of documents.

Tier 1 documents are the most important documents critical for safety, access to the Capitol Corridor service, and awareness of legal rights, especially the right to language assistance. Tier 1 documents are the first translation priority for CCJPA.

Tier 2 documents enhance or facilitate the customer experience, such as information about promotional events. Based on language requests, CCJPA will evaluate whether full translations are needed for Tier 2 documents.

Tier 3 documents provide information so that all riders regardless of language ability can participate in long-term transportation decisions made at CCJPA. Translation of Tier 3 documents may be determined on a case-by-case basis.

Frequently Encountered Languages & Safe Harbor Languages

Based on the updated four-factor analysis, Spanish and Chinese are the two frequently encountered languages at CCJPA. Vital Documents will be translated into the frequently encountered languages pursuant to CCJPA's Vital Documents Guidelines. CCJPA will also endeavor to consider translating its Vital Documents into additional languages, if needed and practicable to be determined on a case-by-case basis. In addition to the frequently encountered languages, the four-factor analysis identified 22 "safe harbor" languages for CCJPA. Pursuant to its Vital Documents Guidelines, CCJPA will coordinate with Amtrak to produce and translate the Title VI Complaint Form, Notice to Beneficiaries of Protection under Title VI, Vehicle Emergency & Safety Instructions (Car Card), and Notice of Language Assistance into its 22 "safe harbor" languages.

Plan Monitoring and Updating

The plan will be monitored and updated every three (3) years with current demographic data. Outreach to front-line train service employees and LEP persons will occur every six (6) years or as needed.

LEP Training

The USDOT recommends LEP training for employees in public contact positions. Employees at the Transit Information Center (TIC) call line are already trained to assist LEP customers, since the TIC services are shared with BART, who implements training for call center agents. Amtrak, as the operator of the Capitol Corridor service, is responsible for the staffing and training of employees at train stations served by Capitol Corridor and on Capitol Corridor trains. CCJPA will coordinate with Amtrak to ensure that employees working at Capitol Corridor stations and trains are properly and adequately trained to assist LEP customers.

1.0 INTRODUCTION

The Capitol Corridor is an intercity passenger train service that operates along a 170-mile rail corridor between Sacramento/Auburn and San Jose with stops at 17 stations through 8 Northern California counties including: Placer, Sacramento, Yolo, Solano, Contra Costa, Alameda, San Francisco, and Santa Clara. The majority of train equipment used on the Capitol Corridor service is owned by the California Department of Transportation (Caltrans). The train service is operated by and train equipment maintained by the National Railroad Passenger Corporation (Amtrak).

Capitol Corridor's average annual ridership is 1,474,873 passengers. Trains provide direct connections with 19 local public transit systems and five passenger rail or rail transit systems, including BART, the Santa Clara Valley Transportation Authority (VTA), Altamont Commuter Express (ACE), the Peninsula Corridor Joint Powers Board (Caltrain), Sacramento Regional Transit (SacRT), and Amtrak's national train network.

The Capitol Corridor Joint Powers Authority (CCJPA) is the managing agency of the Capitol Corridor Intercity Passenger Rail Service, a partnership among the six local transit agencies in the eight county service area which shares the administration and management of the Capitol Corridor. The San Francisco Bay Area Rapid Transit District (BART) provides day-to-day management support to the CCJPA.

The CCJPA supports the goal of the U.S. Department of Transportation (USDOT) limited English proficient (LEP) guidance to provide meaningful access to its services by LEP persons.

1.1 Authority and Guidance

Title VI of the Civil Rights Act of 1964, 42 U.S.C. §2000(d), provides that no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity that receives federal financial assistance.

Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency," issued on August 16, 2000, directs each federal agency to publish guidance for its respective recipients in order to assist with its obligations to LEP persons under Title VI. The Executive Order states that recipients must take reasonable steps to ensure meaningful access to their programs and activities by LEP persons. Providing English-only services may constitute national origin discrimination in violation of Title VI and its implementing regulations.

The Federal Transit Administration (FTA) handbook "Implementing the Department of Transportation's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons" (2007b) suggests that addressing the needs of LEP persons may also help increase and retain ridership. The USDOT LEP Guidance notes that effective implementation plans typically include the following five elements: (1) identifying LEP individuals who need language assistance, (2) providing language assistance measures, (3) training staff, (4) providing notice to LEP persons, and (5) monitoring and updating the plan.

1.2 Capitol Corridor Four-Factor Analysis

The USDOT LEP Guidance identifies four factors that recipients of federal funds, including Capitol Corridor, should consider when determining what reasonable steps should be taken to ensure meaningful access for LEP persons.

The four factor analysis involved the following:

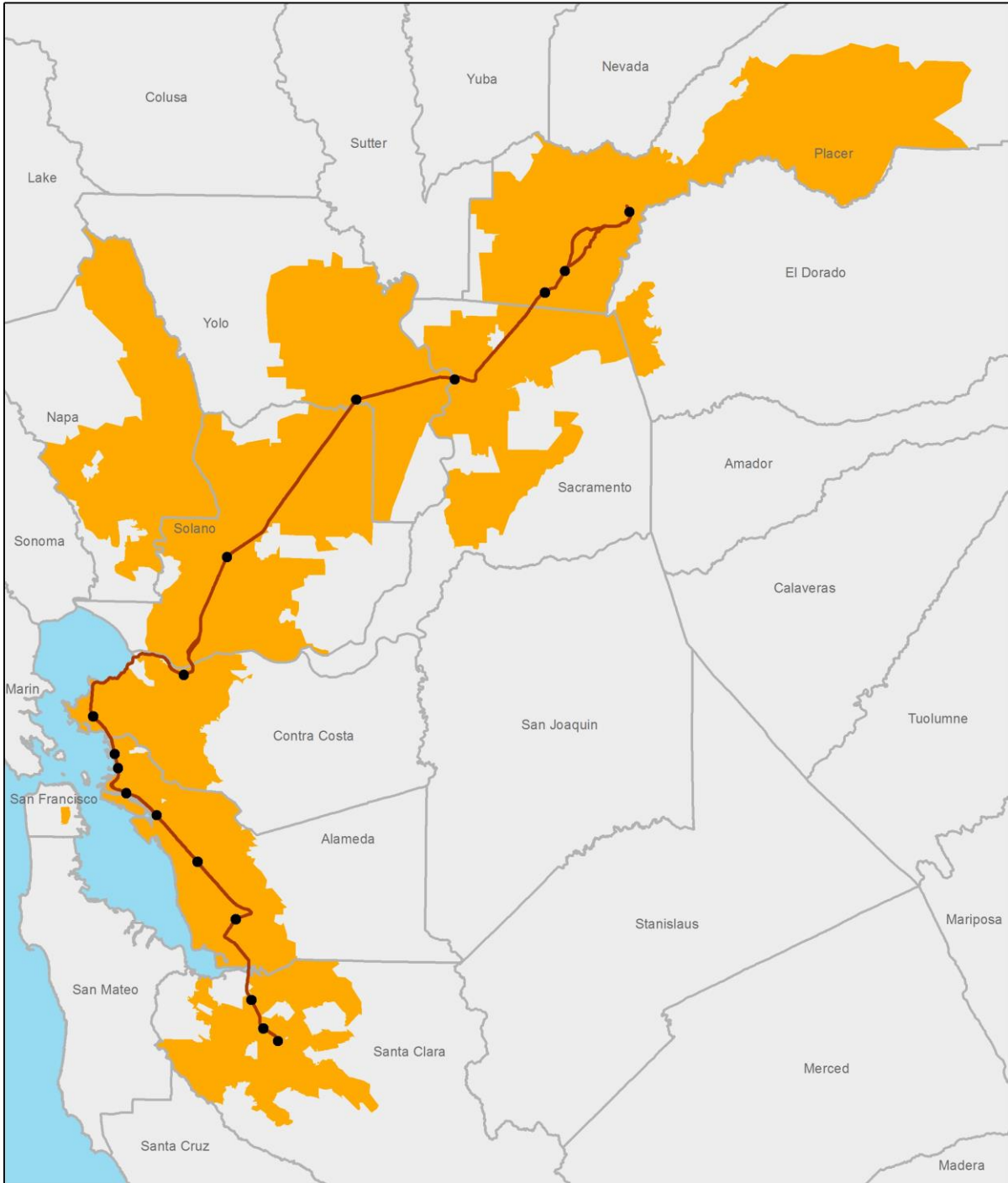
- identifying the number and proportion of LEP persons served or encountered in the eligible service population;
- determining the frequency with which LEP individuals come into contact with Capitol Corridor programs, activities, and services;
- gauging the importance to LEP persons of Capitol Corridor programs, activities, and services; and
- assessing the current resources available and the costs to provide language assistance services.

This document describes the Capitol Corridor four-factor analysis and summarizes its LEP outreach efforts.

1.3 Capitol Corridor Service Area

The Capitol Corridor service area (Figure 1) was determined by using data from a ridership survey conducted by the CCJPA in May 2015. Counts of responses (one response equals one rider) from every California zip code was tallied, and any zip codes within or adjacent to a 7-mile radius of a Capitol Corridor station were selected. Any zip codes with higher than average responses outside of the 7-mile radius were also selected. A map of the selected zip codes was then generated (Figure 1). Eighty percent of the total California respondents from the 2015 Capitol Corridor Ridership Survey are represented in the service area selection.

Figure 1: Capitol Corridor Service Area



Capitol Corridor Service Area

164 zip codes represented in service area

2.0 LIMITED ENGLISH PROFICIENT POPULATION

The Factor 1 analysis assesses the number and proportion of persons with limited English proficiency likely to be encountered within Capitol Corridor's service area. The LEP population includes those persons who reported to the Census Bureau that they speak English less than "very well."

The Capitol Corridor service area, shown in Figure 1, includes zip codes in Alameda, Contra Costa, Placer, San Francisco, Santa Clara, Solano, and Yolo counties. Within this area, the most recent data from the American Community Survey (ACS) estimates that 897,214, or 16.9 percent, of the population age 5 years and older is LEP. The ACS data shows that there are 22 individual languages spoken by 1,000 or more LEP persons in the service area.

2.1 Evaluation Methods and Data Sources

In accordance with the USDOT'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. Determining the presence of LEP populations in the Capitol Corridor service area was completed through an analysis of the U.S. Census Bureau's 2010 to 2014 ACS 5-Year Sample.

American Community Survey (ACS) - U.S. Census Bureau (2010-2014)

The ACS is a continuous nationwide survey of addresses conducted monthly by the U.S. Census Bureau. It is intended to measure changing socioeconomic characteristics and conditions of the population on a recurring basis. It is important to note that the ACS does not provide official counts of the population between each decennial census, but instead provides weighted population estimates.

2.2 LEP Population Identification

American Community Survey (ACS) 2010-2014

USDOT describes LEP persons as having a limited ability to read, write, speak, or understand English. For this LEP analysis, those who reported to the U.S. Census Bureau that they speak English less than "very well" were used to tabulate the LEP population for the Capitol Corridor service area.

The ACS 2010-2014 data, based on a sample of the population, includes the number of persons ages 5 and above who self-identified their ability to speak English as "very well," "well," "not well" and "not at all".

Table 1 shows English proficiency for the Capitol Corridor service area organized by county. The table shows that 16.9 percent of the population age 5 years and older reported speaking English less than "very well" in the Capitol Corridor service area. This is the overall LEP population for this study.

Table 1: ACS 2010-2014 English Proficiency in Capitol Corridor Service Area, by County

County	Total Population Age 5 and Over	Speaks English Only	Speaks English		Percentage Less than Very Well
			Very Well	Less than Very Well	
Alameda	1,347,918	725,604	348,934	273,380	20.28%
Contra Costa	444,584	283,352	90,122	71,110	15.99%
El Dorado	38,191	31,653	4,633	1,905	4.99%
Napa	63,951	42,856	10,938	10,157	15.88%
Placer	321,441	274,615	31,997	14,829	4.61%
Sacramento	1,202,404	834,140	207,472	160,792	13.37%
San Francisco	126,562	77,197	25,766	23,599	18.65%
Santa Clara	1,268,715	582,588	402,244	283,883	22.38%
Solano	320,297	231,082	56,898	32,317	10.09%
Yolo	175,063	115,199	34,622	25,242	14.42%
Total	5,309,126	3,198,286	1,213,626	897,214	16.90%

Source: U.S. Census Bureau, 2010-2014 American Community Survey
 Table: B16001 - LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER

USDOT describes limited English proficiency as having a limited ability to read, write, speak, or understand English. The study team defined the LEP population as the members of the population age 5 years and older who reported to the ACS that they speak English less than “very well”.

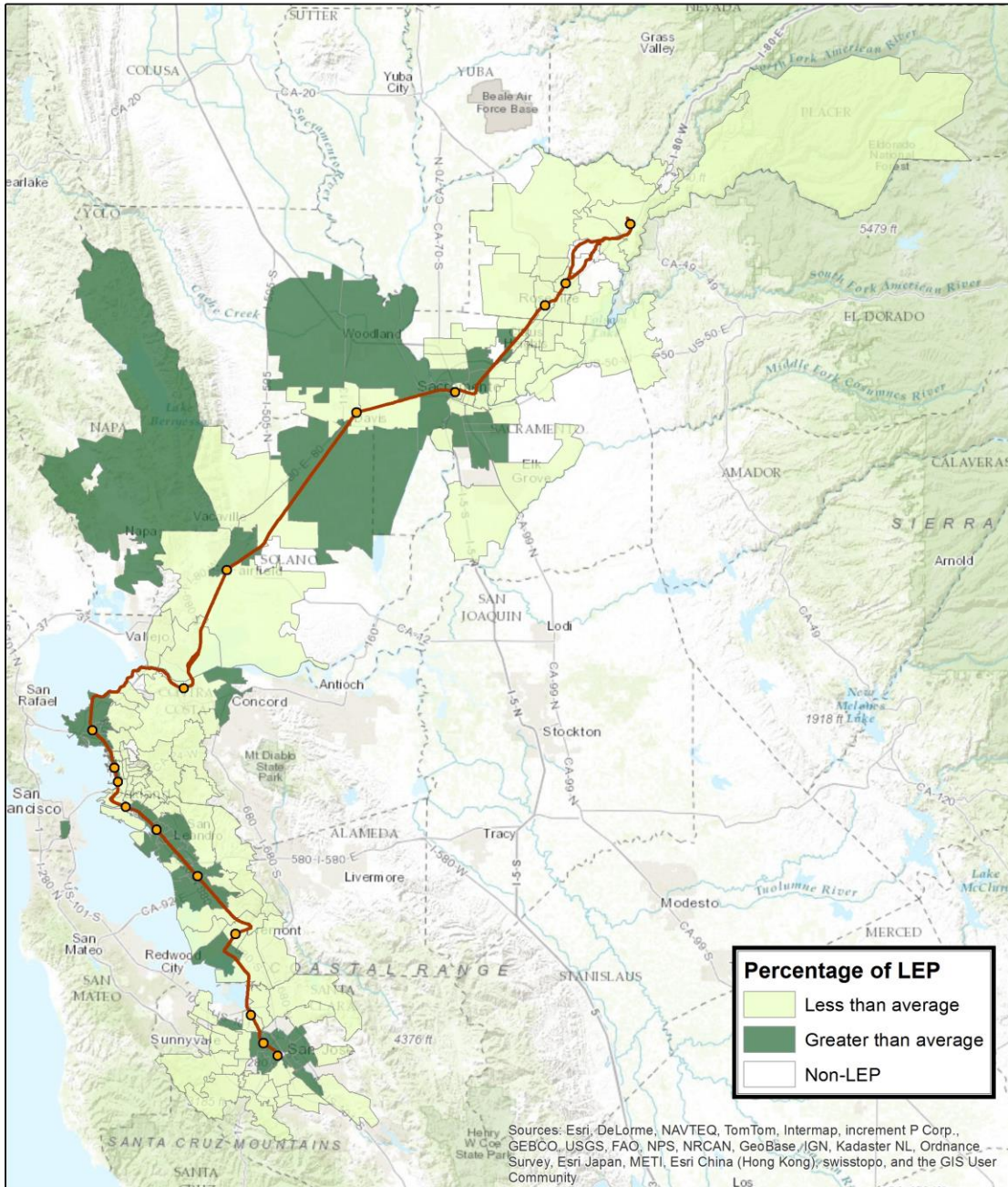
The USDOT “safe harbor” guidance (2005) states that public transportation agencies, such as Capitol Corridor and Amtrak should provide “written translation of vital documents for each eligible LEP language group that constitutes 5 percent or 1,000 persons, whichever is less, of the population of persons eligible to be served or likely to be affected or encountered.” The total population age 5 years and older estimated by the 2010-2014 ACS for the Capitol Corridor service area is 5,309,126. The LEP population was estimated at 897,214, or 16.9 percent of the eligible population. Table 2 shows 22 language groups with more than 1,000 estimated LEP persons.

Table 2: Persons that Speak English Less than “Very Well” in the Capitol Corridor Service Area by Language, in Decreasing Percentage

Language Spoken at Home	LEP Population Estimate	Percentage of Total Population
Spanish or Spanish Creole	371,589	7.00 %
Chinese (Cantonese, Mandarin)	166,685	3.14 %
Vietnamese	93,843	1.77 %
Tagalog	56,433	1.06 %
Korean	21,851	0.41 %
Russian	21,399	0.40 %
Persian	13,081	0.25 %
Hindi	12,460	0.23 %
Japanese	10,868	0.20 %
Hmong	9,201	0.17 %
Arabic	6,960	0.13 %
Portuguese or Portuguese Creole	6,002	0.11 %
Mon-Khmer, Cambodian	4,984	0.09 %
Laotian	4,119	0.08 %
Gujarati	3,619	0.07 %
French (incl. Patois, Cajun)	3,547	0.07 %
Urdu	3,445	0.06 %
Thai	2,801	0.05 %
German	2,290	0.04 %
Italian	2,111	0.04 %
Serbo-Croatian	1,852	0.03 %
Armenian	1,638	0.03 %
Other Languages	76,436	1.44 %
Total	897, 214	16.90 %
<small>Source: U.S. Census Bureau, 2010-2014 American Community Survey Table: B16001 - LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER</small>		

To understand where to concentrate specific language assistance efforts, if applicable, additional analysis was done with the ACS 2010-2014 data in conjunction with Geographic Information Systems (GIS) data to show where LEP persons speaking specific languages are concentrated in the service area for the top 6 most popular languages in the Capitol Corridor service area. Figures 2-7 show the zip codes where the proportion of the LEP population, by language group, is greater than the average percentage in the entire service area (see last column in Table 2).

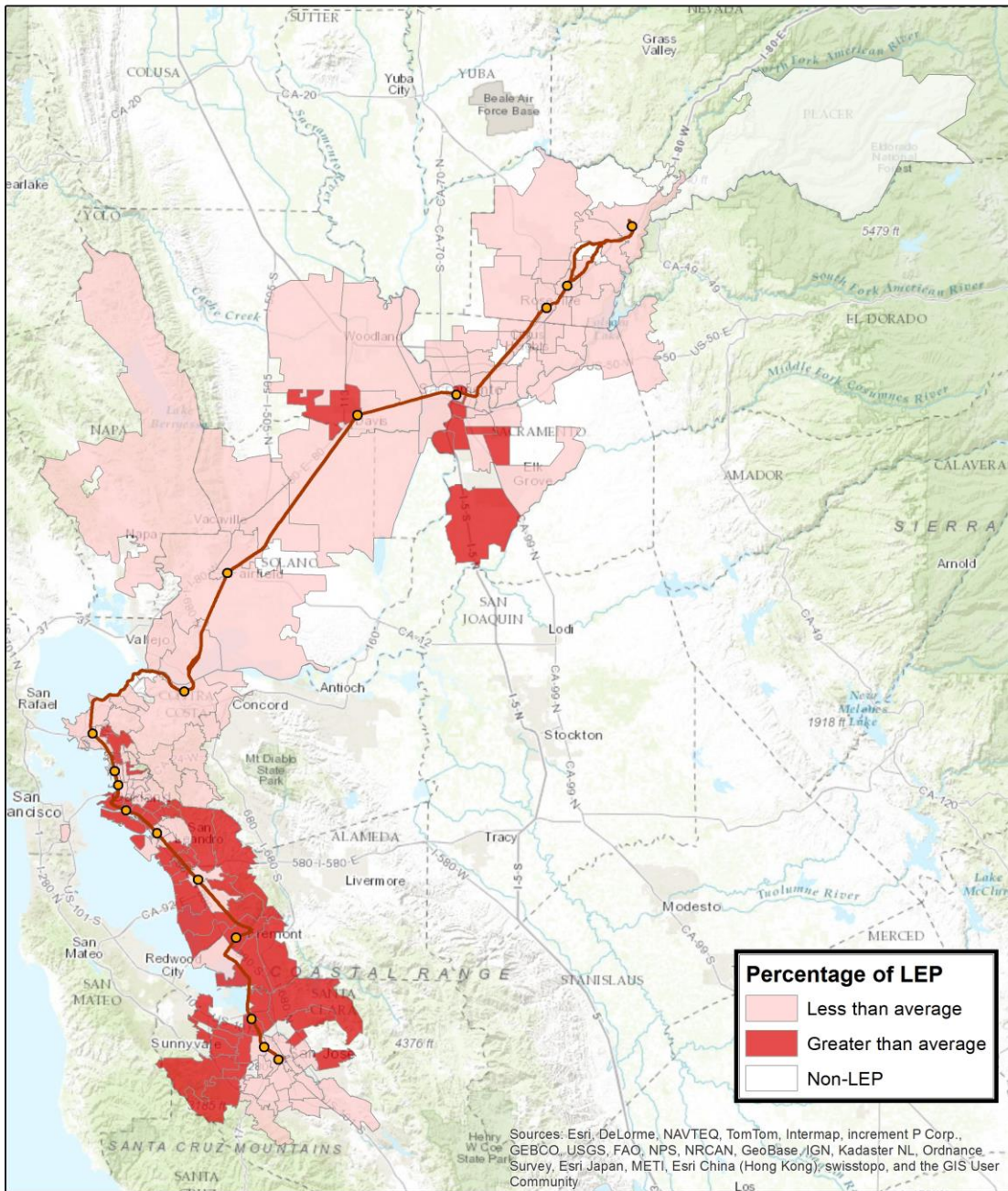
Figure 2: Spanish LEP Distribution in Capitol Corridor Service Area



Spanish or Spanish Creole LEP Distribution in Service Area

Average percentage of Spanish or Spanish Creole speaking LEP's in overall Capitol Corridor service area is 7.00%

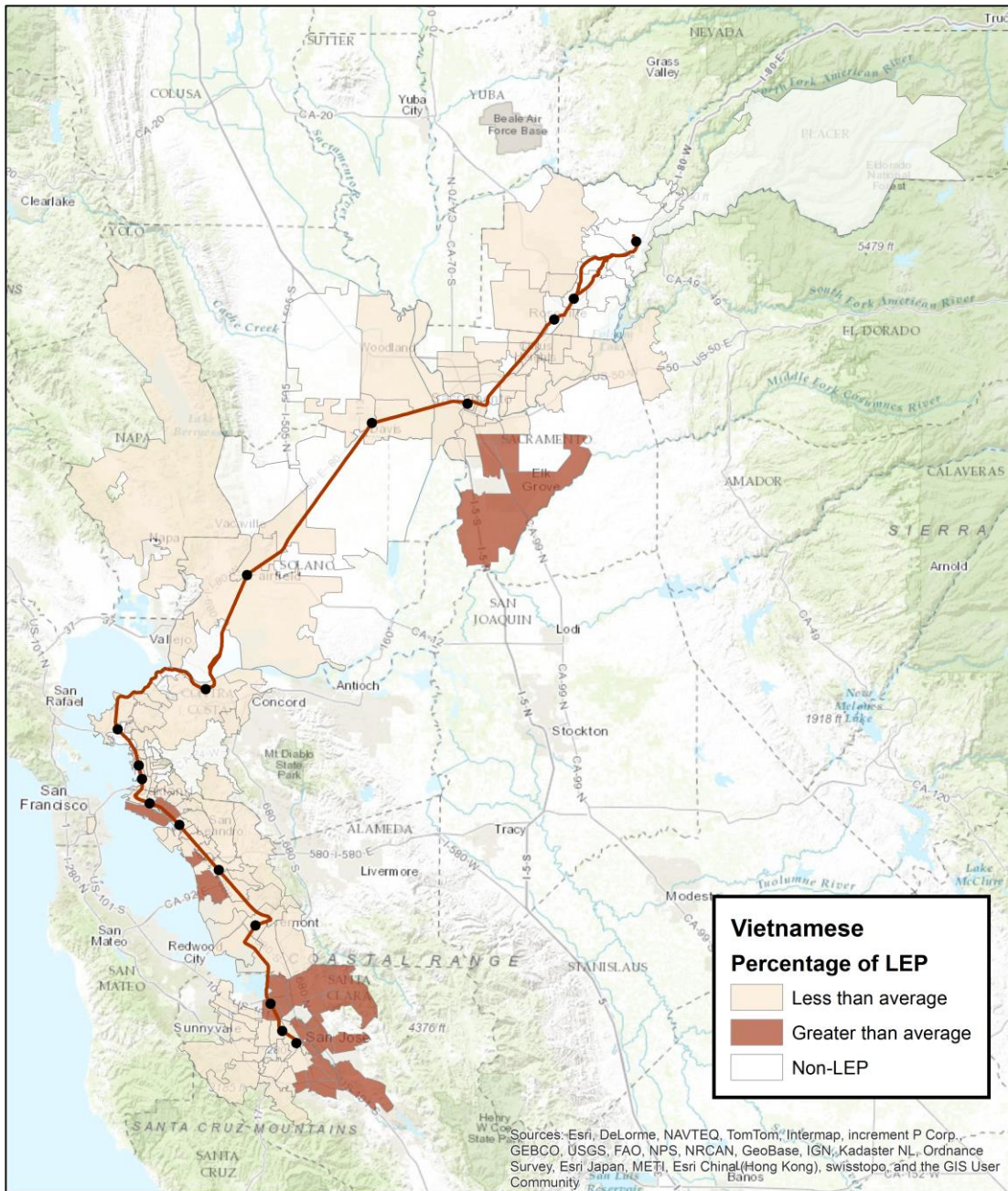
Figure 3: Chinese LEP Distribution in Capitol Corridor Service Area



**Chinese (Mandarin and Cantonese)
LEP Distribution in Service Area**

Average percentage of Chinese (Mandarin and Cantonese) speaking LEP's in overall Capitol Corridor service area is 3.14%

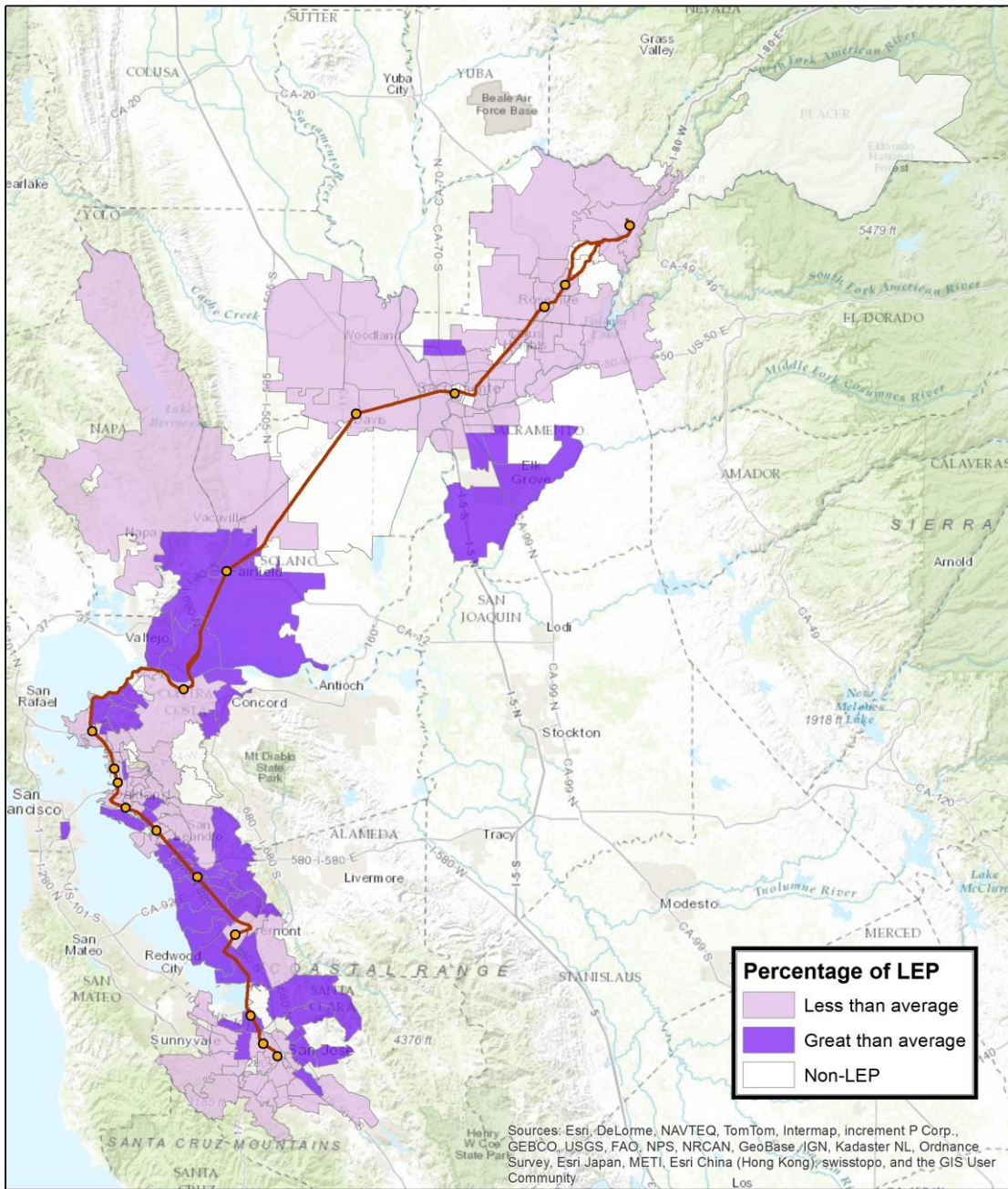
Figure 4: Vietnamese LEP Distribution in Capitol Corridor Service Area



**Russian LEP Distribution
in Service Area**

Average percentage of Vietnamese-speaking LEP's in overall Capitol Corridor service area is 1.77%

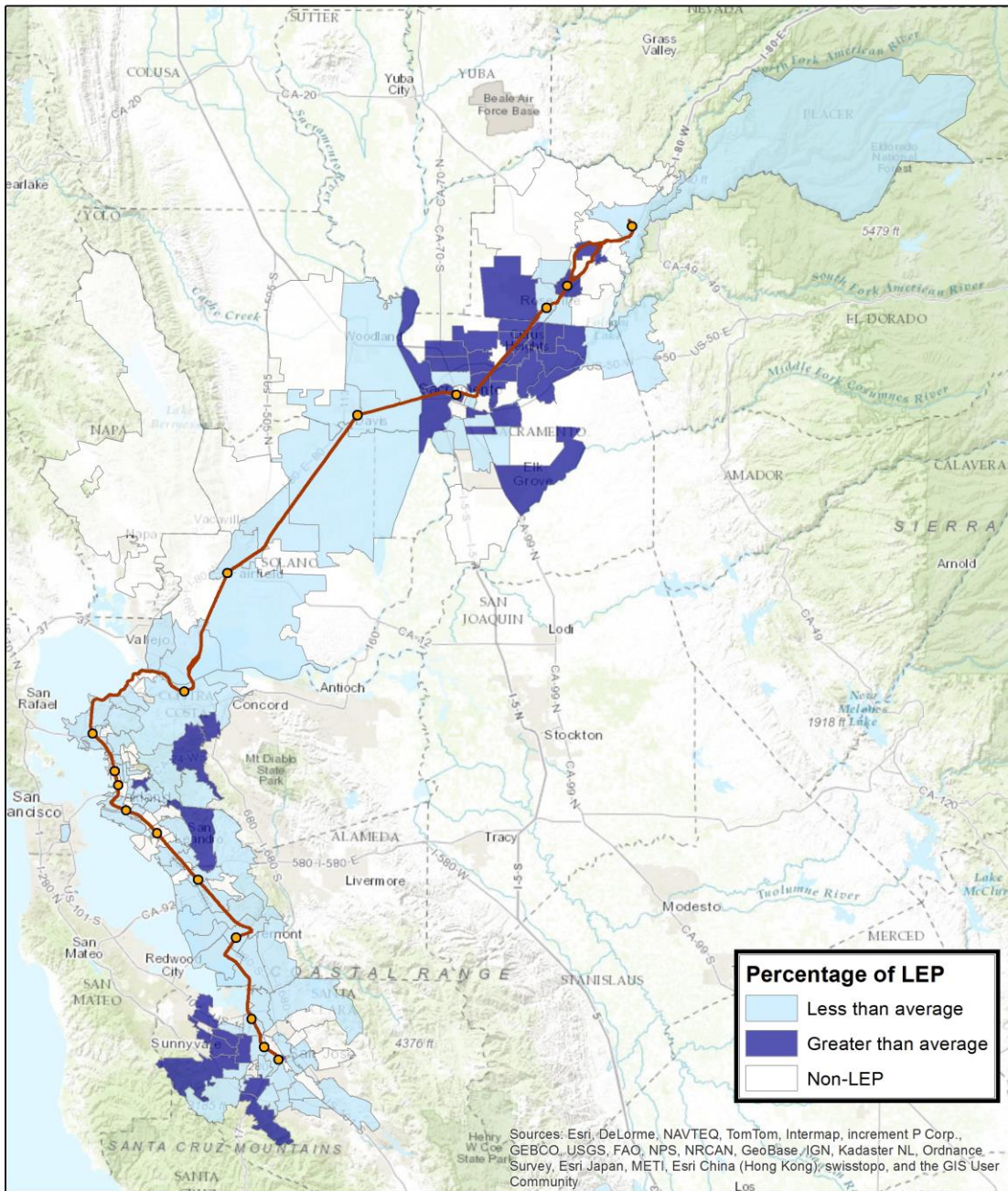
Figure 5: Tagalog LEP Distribution in Capitol Corridor Service Area



Tagalog LEP Distribution in Service Area

Average percentage of Tagalog speaking LEP's in overall Capitol Corridor service area is 1.06%.

Figure 7: Russian LEP Distribution in Capitol Corridor Service Area



Russian LEP Distribution in Service Area

Average percentage of Russian speaking LEP's in overall Capitol Corridor service area is 0.40%.

2.3 Summary

This Factor 1 analysis used the American Community Survey 2010-2014 to describe the LEP population within the Capitol Corridor service area. The ACS 2010-2014 is the most geographically detailed set and reflects changes in the population. It provides detailed information to see the regional distribution of specific languages at the zip code level.

The ACS 2010-2014 data shows the top languages spoken by the LEP population in the Capitol Corridor service area, and these are Spanish, Chinese, Vietnamese, Tagalog, Korean, and Russian, in descending order of percentage in the Capitol Corridor service area. Maps of the distribution of LEP population for each language were also produced.

3.0 FREQUENCY OF CONTACT WITH LEP PERSONS

Through its analysis of available census data, the Factor 1 analysis identifies significant LEP populations within the nine-county Capitol Corridor service area. The second step of the four-factor LEP needs assessment is an evaluation of the current frequency of contact between LEP individuals and Capitol Corridor programs, activities, and services. The USDOT “Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient (LEP) Persons” (2005) advises that:

Recipients should assess, as accurately as possible, the frequency with which they have or should have contact with LEP individuals from different language groups seeking assistance, as the more frequent the contact, the more likely enhanced language services will be needed. The steps that are reasonable for a recipient that serves an LEP person on a one-time basis will be very different than those expected from a recipient that serves LEP persons daily.

Following this guidance, Capitol Corridor reviewed its encounters with LEP individuals and requests for language assistance services, through the Amtrak Language Line Services, and reviewed its 2015 on-board customer satisfaction survey.

The language groups with the highest frequency were consistently reported to be Spanish and Chinese. At the Transit Information Center (TIC), Spanish and Chinese (Cantonese and Mandarin), were most frequently reported.

For purposes of estimating the frequency of contact with LEP individuals, Capitol Corridor has reviewed the relevant programs and services and has collected and analyzed data from the following sources:

- Transit Information Center
- Amtrak Language Line Services
- Capitol Corridor 2015 Rider Study
- 2015 Employee Survey
- 2016 Survey of Capitol Corridor LEP

Calls to the Transit Information Center

The Transit Information Center (TIC) is staffed between 6 a.m. and 11 p.m. daily. It employs 20 transit information representatives and 1 supervisor who speak the following languages: English (16), Spanish (2), and Chinese (1) (Cantonese and Mandarin). From January 1, 2015 to December 31, 2015, the TIC documented 387 encounters with non-English and limited-English speaking individuals. LEP individuals who call the TIC have direct access to Spanish and Chinese (Cantonese and Mandarin) speaking transit information representatives. For other languages, LEP individuals can be connected to Language Line Services.

Table 3 shows calls received from LEP contacts into the TIC. Spanish is the number one frequently encountered language.

Table 3: Capitol Corridor LEP Contacts from January 1, 2015 to December 31, 2015

Language	Total
Spanish	378
Chinese*	7
Portuguese	2
Grand Total	387
<p>*Includes Cantonese, Mandarin and other Chinese dialects. It is important to note that customer inquiries to the TIC are not Capitol Corridor specific, but include inquiries from customers regarding San Francisco Bay Area Rapid Transit District (BART) services. Source: The Transit Information Center (TIC)</p>	

LEP Contacts through the Amtrak Language Line Service

Amtrak contracts with Language Line Services to assist frontline staff in providing accurate and complete interpretation to customers with Limited English Proficiency. Language Line Services provides over-the-phone telephone interpretation services in over 170 languages twenty-four hours a day, seven days a week. From November 1, 2015 to March 31, 2016 the Language Line Services received 29 calls from non-English and limited-English speaking individuals in the CCJPA service area.

Table 4 represents the details of Amtrak’s efforts to provide information in multiple languages through Language Line Services. Chinese and Spanish are the top two frequently encountered language groups.

Table 4: Calls to Amtrak Language Line Service November 1, 2015 – March 31, 2016

Language	LEP Encounters
Spanish	14
Chinese*	9
Korean	2
Vietnamese	2
Farsi	1
Italian	1
Total	29
<p>*Includes Cantonese, Mandarin and other Chinese dialects Source: Amtrak Language Line Service. Calls to the Language Line Service in the CCJPA service area from November 1, 2015-March 31, 2016.</p>	

Capitol Corridor 2015 Ridership Survey

This on-board survey is conducted every year to capture information on Capitol Corridor customers, including usage, demographics, and overall satisfaction. While the questionnaire does not specifically collect LEP information, it is available in Spanish and Chinese in addition to English. In 2015, a total of 2,078 completed questionnaires were collected including 7 questionnaires completed in Spanish and 2 completed in Chinese.

The 2015 questionnaire included questions regarding English proficiency. According to survey responses, less than 5% of respondents speak a language other than English at home and report that they speak English "Well," "Not Well," or "Not at all." The percentage who speak another language at home, but speak English "Very Well," or who do not speak another language at home, is 96%. Please refer to Table 14 below for details.

Table 5: English Language Proficiency

Speak only English at home	79%
Speak another language at home	21%
<i>Speak English "very well"*</i>	96%
<i>Speak English "well"</i>	3%
<i>Speak English "not well"</i>	<1%
<i>Speak English "not at all"</i>	<1%

Source: Capitol Corridor 2015 Rider Study *Includes all riders who only speak English at home and those who speak another language at home and indicated they speak English "very well".

Amtrak Capitol Corridor Employee Survey

In May 2015, CCJPA conducted a survey of Amtrak employees who support the Capitol Corridor service to determine the frequency of contact of front-line Amtrak employees with LEP persons, as well as the languages spoken by the LEP groups. According to Amtrak, there are currently 94 active Amtrak employees who are assigned to front-line positions that support the Capitol Corridor service on board the trains and at stations. A copy of the survey used is included in Appendix A.

Based on the 42 responses received for the employee survey, 45% of respondents answered that they encountered a customer seeking assistance who was unable to communicate well in English "at least a few times a day." About 33% reported encounters a "few times a week." Employee respondents identified Spanish and Chinese (includes Mandarin, Cantonese and other Chinese dialects) as the most common languages used by LEP customers. Table 6 provides a summary of the employee survey results.

Table 6: Employee Survey Results Summary

Response	Count	Percentage of Total (n=42)
Question 4: How often do you typically encounter Capitol Corridor passengers who are Limited English Proficient (LEP)?		
At least a few times a day	19	45.24%
A few times a week	14	33.33%
A few times a month	6	14.29%
Less than once a month	1	2.38%
Rarely or never	2	4.76%
Question 5: Based on your contact with Capitol Corridor passengers, which of the following languages are most commonly used by Limited English Proficient (LEP) passengers? Please select all that apply. *		
Spanish	31	73.81%
Chinese	22	52.38%
Tagalog (Filipino)	4	9.52%
Vietnamese	2	4.76%
Russian	8	19.05%
Korean	5	11.90%
Portuguese	0	0.00%
Indian/Hindi	6	14.29%
Persian	0	0.00%
Arabic	3	7.14%
Japanese	11	26.19%
Burmese	0	0.00%
Cambodian	0	0.00%
Thai	1	2.38%
Laotian	0	0.00%
I do not recognize any language/I am not sure	5	11.90%
Other (s). Please specify below	2	4.76%
Source: Amtrak Capitol Corridor Employee Survey 2015.		
* Multiple responses accepted		

Conclusion

The Factor 2 analysis showed the methods and frequency in which LEP persons contact Capitol Corridor personnel. Language Line calls, Transit Information Center, and the employee survey all show frequency of contacts between persons with limited English proficiency and Capitol Corridor programs. Applying appropriate language assistance measures as discussed in Section 6 of this report, could increase the frequency of contact with LEP language groups.

4.0 IMPORTANCE OF CAPITOL CORRIDOR SERVICES TO LEP PERSONS

The third step in the four-factor LEP needs assessment is an evaluation of the importance of Capitol Corridor services to persons with limited English proficiency. A survey was conducted by a CCJPA contractor to understand the importance of Capitol Corridor train service to LEP persons and how easy or difficult different aspects of trip-planning tools (e.g. printed schedules, station signage, etc.) are to use for LEP persons. The USDOT “Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient (LEP) Persons” (2005) advises that:

The more important the activity, information, service, or program, or the greater the possible consequences of the contact to the LEP individuals, the more likely language services are needed. The obligations to communicate rights to an LEP person who needs public transportation differ, for example, from those to provide recreational programming. A recipient needs to determine whether denial or delay of access to services or information could have serious or even life-threatening implications for the LEP individual . . . providing public transportation access to LEP persons is crucial. An LEP person’s inability to utilize effectively public transportation may adversely affect his or her ability to obtain health care, education, or access to employment.

Pursuant to this guidance, Capitol Corridor, as a publicly-funded transportation service, is responsible for understanding the importance of the service to LEP persons in their personal and work lives and to provide language assistance accordingly.

4.1 Capitol Corridor Limited English Proficient Rider Survey

The Capitol Corridor Limited English Proficient (LEP) Rider Survey was conducted by a Capitol Corridor contractor in February 2016. Interviewers boarded and distributed self-administered questionnaires on 31 Capitol Corridor trains and at six Capitol Corridor stations. Questionnaires were provided in English, Spanish, and Chinese. A total of 2,549 questionnaires were completed as part of the survey effort. English-speaking ability data was collected to distinguish limited English proficient riders from non-LEP riders.

Importance of Capitol Corridor Train Service for Limited English Proficient Riders

The LEP Rider Survey asked respondents, “How important is the Capitol Corridor train service for your work and personal life?” Out of the 164 total LEP respondents, which constituted 6.6% of the 2,549 total respondents for that question, 105 LEP respondents said that the Capitol Corridor service is “very important” for their work and personal life and 44 said the service is “somewhat important” (refer to Table 7).

Ease of Purchasing Capitol Corridor Tickets

The questionnaire asked respondents to rate the ease of purchasing Capitol Corridor tickets using different methods. The survey results show that LEP respondents expressed more difficulty purchasing tickets at stations from a Quik-Trak machine (Amtrak ticket purchasing machine) and on the train from conductors, especially compared to non-LEP respondents (see Table 8).

The top reasons for rating the Quik-Trak machine as difficult to use for both LEP and non-LEP respondents are:

- the machine was not working; and
- the machine was not user-friendly/hard to understand.

The top reasons for rating purchasing tickets from the conductor on the train as difficult for both LEP and non-LEP respondents are:

- the conductor is rude/not helpful;
- the tickets are more expensive than when purchased online or at a station; and
- some forms of payment are not accepted (e.g. commuter checks/reward points)

Table 7: Importance of Capitol Corridor Train Service to Respondents of the 2016 Capitol Corridor Limited English Proficient Rider Survey

	LEP	Non-LEP
"Very Important"	105	1,525
"Somewhat Important"	44	601
"Not Important"	15	185
TOTAL Number of Responses	164	2,311

Table 8: Ease of Purchasing Capitol Corridor Tickets – Mean Scores (Out of 4.0)

Method of Ticket Purchase	LEP	Non-LEP
Online (from Amtrak.com)	3.19	3.27
At stations (from Amtrak staff)	3.30	3.31
At stations (using Quik-Trak machines)	3.06	3.24
On the train (from the conductor)	3.09	3.20
TOTAL Number of Responses	352	4,920

Importance of Various Trip Planning and Navigation Tools

Respondents to the LEP Rider Survey evaluated the importance of the Capitol Corridor printed schedules, station/onboard signage, and the Capitol Corridor website as trip planning and navigation tools.

Capitol Corridor Printed Schedules

Thirty-two percent of LEP survey respondents indicated that they use Capitol Corridor printed schedules as part of their trip-planning process. Of those who use the printed schedule, 86% of the LEP respondents rated printed schedules as “at least somewhat important” in planning their trip. The top reason for not finding printed schedules useful was that respondents preferred to get the schedule from online websites or a mobile app.

Capitol Corridor Signage (In Stations or On Trains)

Sixty-six percent of LEP respondents indicated that they use station and onboard signage to find their way. All LEP respondents who rely on such signage rated the signage as “at least somewhat important” in helping them find their way at stations and while on the train. The most cited reason for not finding signs useful was that respondents were frequent riders who already knew their way around the stations and on the trains. While some respondents found the signs confusing, inaccurate, or missing information, this did not include any LEP respondents.

Capitol Corridor Website

Fifty-four percent of LEP respondents indicated that they use the Capitol Corridor website, and 88% of LEP respondents who use the website rated the website as “at least somewhat important” in planning their trips. The most cited reasons for not finding the website useful was that respondents were already familiar with the schedule and that they prefer to use the app instead to get trip information.

4.2 Discussion

LEP riders constitute 5-6% of overall Capitol Corridor ridership, and the results for LEP riders from the Capitol Corridor LEP Rider Survey were generally similar to the results for non-LEP riders from the same survey for all the topics discussed above. The Capitol Corridor service is generally of the same importance to LEP riders as to non-LEP riders for their work and personal lives. LEP riders also generally have similar experiences as non-LEP riders when purchasing tickets, planning trips, and navigating stations and on trains.

The impact of this finding is that any future plans to improve existing trip planning and navigation tools will likely help LEP riders as much as non-LEP riders, as long as specific LEP rider needs are considered during the improvement planning process.

5.0 AVAILABLE RESOURCES AND COST OF LANGUAGE ASSISTANCE SERVICES

The last step in the four-factor LEP needs assessment weighs the demand for language assistance, including the needs identified in the Factor 3 analysis, with Capitol Corridor JPA's current and projected financial and personnel resources. The first component of the Factor 4 analysis is to identify current language assistance measures and associated costs. The next step is to determine what additional services may be needed to provide meaningful access. The USDOT "Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons" (2005) advises that:

A recipient's level of resources and the costs imposed may have an impact on the nature of the steps it should take in providing meaningful access for LEP persons. Smaller recipients with more limited budgets are not expected to provide the same level of language services as larger recipients with larger budgets. In addition, 'reasonable steps' may cease to be reasonable where the costs imposed substantially exceed the benefits.

Capitol Corridor JPA is committed to reducing the barriers encountered by LEP persons in accessing its services and benefits, to the extent resources are available. While CCJPA currently does not break down all cost expenditures related to providing language assistance, these expenditures will be continuously monitored as part of CCJPA's Limited English Proficiency Plan. CCJPA will also evaluate how to consolidate its language assistance measures with those of Amtrak, who is the operator of the train service, to deliver the most cost-effective language assistance services.

5.1 Current Measures and Costs

Costs incurred by CCJPA for the language assistance measures currently being provided to implement these Factor 4 goals include:

- staff costs attributable to Title VI compliance, including language assistance measures and coordination with Amtrak Title VI compliance;
- third-party contracts for translation and interpreters; and
- additional printing costs for translated materials.

Amtrak is implementing its own language assistance measures according to its LEP Plan and budget. Costs incurred by Amtrak for these measures are currently unknown.

5.2 Projected Costs

CCJPA is committed to providing resources, to the extent funding is available, to reduce the barriers encountered by LEP persons in accessing the Capitol Corridor train services. While CCJPA currently does not break down all cost expenditures related to providing language assistance, these expenditures will be monitored in the future as part of CCJPA's Limited English Proficiency

Plan. CCJPA will also continue to coordinate and collaborate with Amtrak language assistance efforts. Projected costs by Amtrak are currently unknown.

6.0 LANGUAGE ASSISTANCE MEASURES

CCJPA is committed to full compliance with Title VI and Executive Order 13166 to provide meaningful access and reduce barriers to services and benefits for persons with limited English proficiency. Similarly, Amtrak is committed to providing language assistance for their LEP customers. CCJPA, as the managing agency of the Capitol Corridor service and Amtrak, as the operator of the service, are working closely to ensure that appropriate language assistance is provided at all customer-facing aspects of the service.

6.1 Current Language Assistance Measures

As discussed earlier in this Limited English Proficiency Plan, the Capitol Corridor train service currently provides both oral and written language assistance. Oral language assistance includes bilingual transit information representatives at the Transit Information Center (TIC) who provide assistance for passengers seeking more information. These representatives speak Spanish and Chinese. Language Line Services provide interpreters for 170 languages over the telephone. This is available at all staffed Amtrak stations serving Capitol Corridor.

Written language assistance includes:

- Translations of Vital Documents.
- Translations of Capitol Corridor Ride Guide & Travel Policies.
- Language Line Services identification ("I Speak Card") is available at all staffed stations.
- Third-party website translation services (such as <www.microsofttranslator.com> and <translate.google.com>) are available to translate content on <capitolcorridor.org>.
- Usage of pictograms or other symbols is present in stations.
- Survey questionnaires are translated to Spanish and Chinese when appropriate.
- Biannual customer satisfaction surveys are translated in Spanish and Chinese.
- Usage of document translation request tagline added to reports and flyers and also translated in the top five languages reported in the, Spanish, Chinese, Vietnamese, Tagalog and Korean. The tagline reads: "If you need this document translated in your native language, please contact 510.464.6752."
- Baggage Policy for Carry-on translated on in-station signage and policy documents.
- Grade Crossing Safety Pamphlet translated to Spanish.
- Amtrak Police Text-a-Tip Posters translated to Spanish.
- Select Amtrak safety and security videos translated to Spanish.

6.2 Future Language Assistance Services

CCJPA and Amtrak have identified future language assistance services that can be implemented. Table 9 identifies both Category 1 and Category 2 language assistance services and the current

status of completion. Category 1 services can be implemented with existing resources by the stated due date or can be provided on a continual basis. Category 2 language assistance services require further study and analysis, and can be implemented if resources are available.

Table 9: Language Assistance Services

Implementation Timeframe	Language Assistance Service	Status
Category 1		
December 31, 2016	Develop and translate Title VI Complaint Form, Notice to Beneficiaries of Protection under Title VI, and Notice of Language Assistance is translated into 22 "safe harbor" languages Include language translation tagline on all public outreach material and Board Meeting Notices	To begin in July 2016
As needed	Evaluate need for translations of specific planning project public outreach materials and process including meetings with focused group and CBOs	In Progress
December 31, 2016	Evaluate translation of "Following an Incident" handout*	In Progress
December 31, 2017	Translate, print, and distribute seat-back safety card*	In Progress
June 30, 2017	Develop comprehensive on-board LEP program, including training and tools for on-board Amtrak staff*	In Progress
Three-year cycle	Monitor and update the LEP Plan; evaluate changes in LEP demographics	Continuous
Annual	Measure frequency of LEP contacts	Continuous
Category 2		
As resources become available	Explore technology or other options to improve language assistance measures for future on-board electronic signage	Continuous
	Explore the feasibility of expanding the use of pictograms for informational and instructional signs with input from LEP populations.	Continuous
	Explore the feasibility of consolidating brochures and printed media for translation.	Continuous
*Indicates Amtrak responsibility		

7.0 VITAL DOCUMENTS GUIDELINES

In accordance with Title VI and Executive Order 13166, CCJPA will take reasonable steps to ensure that Limited English Proficient (LEP) persons receive the language assistance necessary to allow them meaningful access to Capitol Corridor train services. Under this Guidance, an effective LEP Plan includes the translation of “vital” written materials or Vital Documents into the languages of frequently-encountered LEP groups. Federal funding recipients must determine which vital documents should be translated. Failure to ensure that LEP persons can effectively participate in or benefit from Capitol Corridor services or programs, by providing language assistance measures or written translations, may violate the Title VI prohibition against national origin discrimination.

The purpose of the CCJPA Vital Documents Guidelines is to determine which documents are vital for translation. Vital documents are defined either as (1) any document that is critical for obtaining services and benefits, and/or (2) any document that is required by law. The “vital” nature of a document depends on the importance of the information or service involved, particularly the consequence to the LEP person if the information is neither accurate nor timely.

Frequently Encountered Languages & Safe Harbor Languages

Based on the updated four-factor analysis, Spanish and Chinese are the two frequently encountered languages in the Capitol Corridor service area. Vital Documents will be translated into the frequently encountered languages pursuant to CCJPA's Vital Documents Guidelines. CCJPA will also consider translating its Vital Documents into additional languages, if needed and practicable to be determined on a case-by-case basis.

7.1 Document Prioritization

These Guidelines determine, over time and across various Capitol Corridor train service activities, which documents are vital. Because not all documents have the same importance, CCJPA categorizes Vital Documents into three tiers, according to their importance, with Tier 1 documents representing the highest level of importance. CCJPA will evaluate the importance of these documents looking at the totality-of-circumstances and based on its own Four-Factor Analysis, listed in section 1.2.

Finally, it should be noted that the designation of a document as “vital” may not mean that a word-for-word translation of that document will be required. In some cases, a vital document may be translated by providing a summary of the key information in the document. In other cases, notice of language assistance services may be sufficient. Therefore, the form that translations take should be determined on a case-by-case basis, as these documents are published.

At each triennial review, CCJPA will reevaluate frequently encountered languages based on its LEP tracking data so that it corresponds to the language groups frequently encountered within the Capitol Corridor service area.

Tier 1: Critical documents

CCJPA defines Tier 1 as documents (a) which would have life-threatening consequences, if not translated, (b) that, without translation, would seriously impede access to Capitol Corridor train service, or (c) that, without translation, would deprive riders of an awareness of their legal rights, particularly rights to language assistance.

Tier 1 documents include customer information important to accessing Capitol Corridor train services. Such information may include emergency and general safety information, general descriptions of Capitol Corridor fares and schedules, and how to buy a ticket. Tier 1 also includes basic information necessary to understanding legal rights that can be exercised by riders or by persons impacted by Capitol Corridor activities. This includes information on Title VI and the right to file a complaint under Title VI. Since many Tier 1 documents are likely produced and managed by Amtrak, coordination with Amtrak LEP efforts is crucial.

Tier 2: Documents that will enhance access to Capitol Corridor services and benefits

Tier 2 includes information that will enhance or facilitate the customer experience. This could include some promotional events, which offer benefits to riders like free or discounted tickets. It may also include information, presented in different formats or media, to enhance access to Capitol Corridor information. Information categorized as Tier 2 includes information, such as service alerts, which can be found at station electronic signage and survey questionnaires.

Tier 3: Documents that will enhance transportation decision-making at CCJPA

Tier 3 includes information that will enhance the role that all riders, regardless of language ability, may play in long-term transportation decisions made at CCJPA for the Capitol Corridor train service. It may include information related to CCJPA's long-term strategic plans or information communicated in complex, public documents like Environmental Impact Reports.

For each tier, CCJPA will examine documents against available resources or alternatives. Written translations may not be the most effective method of reaching all LEP individuals or rendering transit information accessible, particularly where there are many different languages spoken. For example, in some cases, pictograms can be more effective than translated text in communicating vital information in multiple languages. In other cases, providing a translated notice of available language assistance may be better than actually translating the document. As an example, providing notice of available language assistance through the usage of a translated tagline on Board Meeting notices and agendas is one way to enhance notification to LEP individuals.

7.2 Vital Document Identification

The determination of the "vital" status of a document is an ongoing process. Documents will evolve and so will their importance. Thus, document classification into the three tiers will need to be evaluated on a periodic basis. A designated CCJPA staff member will be responsible for coordinating the document classification and determination of language translation needs as specific circumstances arise.

Table 10 lists documents that have been identified as Vital Documents, their classification, the responsible entity, and the current status of translation.

Table 10: Vital Documents Identified

Document	Classification	Responsible Entity	Current Status
Capitol Corridor Ride Guide & Travel Policies	Tier 1	CCJPA	Translation into Spanish and Chinese completed
Title VI Complaint Form, Notice to Beneficiaries of Protection under Title VI, and Notice of Language Assistance	Tier 1	CCJPA	Drafting and translation will begin in July 2016
AED Defibrillator Instructions	Tier 1	Amtrak	AED manufactured by a 3 rd party. Amtrak is not the appropriate entity to translate AED instructions.
Crime Prevention Tips card	Tier 2	Amtrak	Currently being evaluated
Robbery victim card	Tier 2	Amtrak	Currently being evaluated
Seat back safety card	Tier 1	Amtrak	Printed translations to be rolled out in 2017.
Refund Policy	Tier 1	Amtrak	To be translated on Amtrak.com
'Things to Know" brochure	Tier 1	Amtrak	Translation into Spanish, French, and Chinese completed.
Baggage Policy: Carry-on	Tier 1	Amtrak	Translation of in-station signage and policy document completed.
Grade Crossing Safety Pamphlet	Tier 1	Amtrak	Translation into Spanish completed.

7.3 Translation Review Process

To the greatest extent practicable and considering applicable time constraints, CCJPA shall use a thorough translation process to ensure the accuracy, quality, and accessibility of the translations. To do so, the following steps shall be taken for each translation:

Assign the Translation: CCJPA staff and subject matter experts should thoroughly discuss, with the translators, the purpose of the materials and the characteristics of the target population. Staff and translators should review and discuss any terminology that is confusing to the translator or does not exist in their language. Pictograms may be used, if appropriate. In this situation, CCJPA staff may need to discuss the underlying message by using a variety of relevant examples until the meaning is clearly understood by translators.

Second Translator: The translation should be proofread by a second translator. Possible errors and/or suggested revisions should be discussed in detail with the original translator. If necessary, the second translator can provide a back translation from the other language into English to ensure equivalency in underlying message. If there are disagreements about the revisions and changes, the two translators should discuss the issues and negotiate the changes. If an agreement cannot be reached, CCJPA staff will decide whether a third party should be consulted. Throughout the process, translators should be encouraged to ask department staff any questions with regard to the meaning of the original message.

Focus Group: When appropriate and feasible, as determined by CCJPA, the translations should be verified by a group of individuals who speak the same language as those who will be receiving the translated materials. Given time, resources, and/or the nature of the document, this step will not always be feasible, although it is a highly recommended procedure to ensure the comprehension of translated materials. This step would be used as a final verification of appropriate translation. This step may also provide helpful information to the CCJPA on how to enhance ridership and participation from different linguistic populations.

7.4 Translation of Written Script for Pre-Recorded, Automated Audio Announcements

To the greatest extent practicable, CCJPA staff will work with relevant Amtrak departments to explore technology or other options to translate written scripts for pre-recorded, automated audio announcements which inform riders of safety and security announcements and how to navigate the Amtrak system.

8.0 MONITORING AND UPDATING THE LIMITED ENGLISH PROFICIENCY PLAN

The USDOT LEP Guidance (2005) recommends the following for monitoring and updating the plan:

Recipients should, where appropriate, have a process for determining, on an ongoing basis, whether new documents, programs, services, and activities need to be made accessible for LEP individuals, and they may want to provide notice of any changes in services to the LEP public and to employees.

In addition, recipients should consider whether changes in demographics, types of services, or other needs require annual reevaluation of their LEP plan. Less frequent reevaluation may be more appropriate where demographics, services, and needs are more static. One good way to evaluate the LEP plan is to seek feedback from the community. . . Effective plans set clear goals, management accountability, and opportunities for community input and planning throughout the process.

CCJPA has established procedures to evaluate the effectiveness of its LEP Plan on an ongoing basis to ensure meaningful access to CCJPA's programs and services to LEP communities. These procedures will include a process to solicit feedback from CCJPA's staff and LEP persons.

For the purposes of evaluating the LEP Plan, CCJPA will review the following information on a triennial basis:

- Changes in demographics, types of services, or other needs.
- Changes in the frequency of encounters with LEP language groups.
- The nature and importance of programs, services, and activities to LEP persons.
- Changes in resources including new technologies, additional resources, and budget availability.
- The effectiveness of current language assistance measures in meeting the needs of LEP persons.
- Staff knowledge and understanding of the LEP Plan and how to implement it.
- Feedback from LEP persons on the effectiveness of current language assistance services.

CCJPA will use a combination of the following qualitative and quantitative approaches to determine if the LEP Plan is effective and meets the needs of the LEP community:

- On a triennial basis, CCJPA will review new demographic data from the U.S. Census, American Community Survey and update its LEP Plan accordingly.
 - On a yearly basis, CCJPA will measure the frequency of LEP contacts from the following sources:
 - Transit Information Center (TIC),
 - Language Line and/or translation service usage
 - CCJPA will assess its Vital Documents inventory annually. New Vital Documents will be translated, and obsolete documents will be removed from circulation. The determination
-

of the “vital” status of a document is an ongoing process and will need to be reevaluated on a periodic basis. CCJPA will coordinate with Amtrak on an annual basis, to identify new documents and any documents that have been deleted or changed by Amtrak.

- A qualitative analysis of CCJPA’s language assistance measures will be conducted, at least, once every three years. The analysis will assess survey input from the following stakeholders:
 - (1) CCJPA employees and Amtrak Capitol Corridor employees to measure changes in the quantity and quality of LEP encounters, specifically how employees communicate with LEP customers and employees’ awareness and understanding of CCJPA’s LEP Plan and implementation measures.

9.0 LEP TRAINING

The USDOT LEP Guidance (2005) recommends training for employees who come in contact with the public:

Staff members should know their obligations to provide meaningful access to information and services for LEP persons, and all employees in public contact positions should be properly trained.

Customer information help specialists at the Transit Information Center call line are already trained to assist LEP customers, since the Transit Information Center services are shared with BART, who implements training of call center agents. Amtrak, as the operator of the Capitol Corridor service, is responsible for the staffing at train stations served by Capitol Corridor and on Capitol Corridor trains and the training of those employees. CCJPA will coordinate with Amtrak to ensure that employees working at Capitol Corridor stations and on Capitol Corridor trains are properly and adequately trained to assist LEP customers.

CCJPA will explore opportunities to provide interpreter/translator training to volunteer employees.

10.0 REFERENCES

- Federal Transit Administration (FTA). 2007a. *Circular 4702.1B: Title VI and Title VI-Dependent Guidelines for Federal Transit Administration Recipients*.
- 2007b. *Implementing the Department of Transportation's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons: A Handbook for Public Transportation Providers*.
- U.S. Department of Transportation (USDOT). 2005. *Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons*. 70 Federal Register 74087. December 14, 2005.
- The White House. 2000. *Executive Order 13166. Improving Access to Services for Persons with Limited English Proficiency*. August 11, 2000.

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Appendices

Appendix A: Amtrak Capitol Corridor Employee Survey



AMTRAK CAPITOL CORRIDOR Employee Survey

Thank you for taking the time to complete this survey. As a valued part of Capitol Corridor, your feedback will be instrumental in helping to improve our service to passengers. It will take a few minutes to complete, and your answers will be anonymous.

This survey is about your experience with Capitol Corridor passengers who are Limited English Proficient (LEP). **LEP persons are defined as individuals who have a limited ability to speak, read, write, or understand English.**

Please return your completed survey to *Fiona Wong, Amtrak 5th Floor, 530 Water St., Oakland, CA 94607*. If you would like to complete the survey online, please go to www.surveymonkey.com/r/CCAMTRK. Please only complete this survey once, whether that is on paper or online.

If you have any questions about the survey, please contact Fiona Wong at Fiona.Wong@amtrak.com or (510) 238-2671. Thanks again for your participation in this survey.

1. Thinking about your typical day at work on the Capitol Corridor, what is your primary work location? Please select all that apply.
 - On board a train
 - In a station
 - Along the tracks, in train yards, or in operational facilities
 - In an office environment
 - Other (please specify) _____

2. Do you speak another language besides English?
 - No
 - Yes. Which language(s)?
 - Spanish
 - Chinese-Mandarin
 - Chinese-Cantonese
 - Other(s): _____

3. How often do you typically interact with Capitol Corridor passengers?
 - At least a few times a day
 - A few times a week
 - A few times a month
 - Less than once a month
 - Rarely or never

*The remaining survey questions are designed for those employees who have some interaction with Capitol Corridor passengers. **If you answered "Rarely or never" to Question 3, this is the end of the survey for you.** If you did not answer "Rarely or never" to Question 3, please continue on to Question 4.*



AMTRAK CAPITOL CORRIDOR Employee Survey

4. How often do you typically encounter Capitol Corridor passengers who are Limited English Proficient (LEP)?
- At least a few times a day
 - A few times a week
 - A few times a month
 - Less than once a month
 - Rarely or never (skip to Question 8)
5. Based on your contact with Capitol Corridor passengers, which of the following languages are most commonly used by Limited English Proficient (LEP) passengers? Please select all that apply.
- | | | |
|---|---------------------------------------|--|
| <input type="checkbox"/> Spanish | <input type="checkbox"/> Indian/Hindi | <input type="checkbox"/> Laotian |
| <input type="checkbox"/> Chinese | <input type="checkbox"/> Persian | <input type="checkbox"/> I do not recognize any language / I am not sure |
| <input type="checkbox"/> Tagalog (Filipino) | <input type="checkbox"/> Arabic | <input type="checkbox"/> Other(s). Please specify below: |
| <input type="checkbox"/> Vietnamese | <input type="checkbox"/> Japanese | _____ |
| <input type="checkbox"/> Russian | <input type="checkbox"/> Burmese | |
| <input type="checkbox"/> Korean | <input type="checkbox"/> Cambodian | |
| <input type="checkbox"/> Portuguese | <input type="checkbox"/> Thai | |
6. In general, how difficult or easy is it for you to communicate with Limited English Proficient (LEP) passengers with the resources available to you?
- Very difficult
 - Somewhat difficult
 - Somewhat easy
 - Very easy
7. If you work at a station, how do you typically communicate with Limited English Proficient (LEP) passengers when necessary? Please select all that apply.
- Point to signage
 - Use diagrams or maps
 - Call Language Line translation services
 - Other (please specify): _____
8. In what ways can Capitol Corridor JPA and Amtrak improve its language assistance services for Limited English Proficient (LEP) passengers? What additional resources should be provided to Amtrak employees to increase or strengthen their capabilities to assist LEP passengers? Please be as specific as possible.
- _____
- _____

Employee Survey Summary		
Response	Count	Percentage of Total (n=42)
Question 1: Thinking about your typical day at work on the Capitol Corridor, what is your primary work location? Please select all that apply. *		
On board a train	11	26.19%
In a station	32	76.19%
Along the tracks, in train yards, or in operational facilities	2	4.76%
In an office environment	5	11.90%
Other	1	2.38%
Question 2: Do you speak another language besides English?		
No	32	76.19%
Yes	10	23.81%
Spanish	2	4.76%
Chinese-Mandarin	0	0.00%
Chinese-Cantonese	0	0.00%
Other	6	14.29%
Question 3: How often do you typically interact with Capitol Corridor passengers?		
At least a few times a day	37	88.10%
A few times a week	4	9.52%
A few times a month	1	2.38%
Less than once a month	0	0.00%
Rarely or never	0	0.00%
Question 4: How often do you typically encounter Capitol Corridor passengers who are Limited English Proficient (LEP)?		
At least a few times a day	19	45.24%
A few times a week	14	33.33%
A few times a month	6	14.29%
Less than once a month	1	2.38%
Rarely or never	2	4.76%
Question 5: Based on your contact with Capitol Corridor passengers, which of the following languages are most commonly used by Limited English Proficient (LEP) passengers? Please select all that apply. *		
Spanish	31	73.81%
Chinese	22	52.38%
Tagalog (Filipino)	4	9.52%
Vietnamese	2	4.76%
Russian	8	19.05%
Korean	5	11.90%
Portuguese	0	0.00%

Indian/Hindi	6	14.29%
Persian	0	0.00%
Arabic	3	7.14%
Japanese	11	26.19%
Burmese	0	0.00%
Cambodian	0	0.00%
Thai	1	2.38%
Laotian	0	0.00%
I do not recognize any language/ I am not sure	5	11.90%
Other (s). Please specify below	2	4.76%
Question 6: In general, how difficult of easy is it for you to communicate with Limited English Proficient (LEP) passengers with the resources available to you?		
Very difficult	4	9.52%
Somewhat difficult	13	30.95%
Somewhat easy	17	40.48%
Very easy	5	11.90%
Question 7: If you work at a station, how do you typically communicate with Limited English Proficient (LEP) passengers when necessary? Please select all that apply.*		
Point to signage	19	45.24%
Use diagrams or maps	20	47.62%
Call Language Line translation services	12	28.57%
Other	12	28.57%
Source: Amtrak Capitol Corridor Employee Survey 2015.		
* Multiple responses accepted		

Appendix B: Service Improvement Survey



Service Improvement Survey

We want to hear from you! Please help Capitol Corridor improve its service by completing this brief survey. We value your input.

- How frequently do you ride Capitol Corridor?
 - More than 5 days a week
 - 5 days a week
 - 1-4 days a week
 - A few times a month
 - Less than once a month
 - First time riding
- What are your most common trip purposes on Capitol Corridor? (Please select all that apply)
 - Work
 - Family/friends
 - School
 - Leisure/Recreation
 - Other (Please specify)
- How important is the Capitol Corridor train service for your work and personal life?
 - Very important
 - Somewhat important
 - Not important

Ticket Purchasing

4. Please tell us how difficult or easy it is for you to purchase Capitol Corridor tickets: (check one box per row)

	Very easy	Somewhat easy	Somewhat difficult	Very difficult	N/A - Never used
Online (from Amtrak.com)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
At stations (from Amtrak staff)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
At stations (using Quik-Trak)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
On the train (from conductor)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. If you rated any services or amenities in Question 4 as somewhat difficult or very difficult to use, please explain how or why they were difficult to use:

Train Schedules

6. Have you ever used the Capitol Corridor Printed Schedules?

- No
- Yes

- 6a. How important are Capitol Corridor's printed schedules for planning your trip?

- Very important
- Somewhat important
- Not important. Please explain:



Station and Train Signage

7. Have you ever used the Capitol Corridor signs (in stations or on trains) to help you find your way?

- No
- Yes

- 7a. How important are Capitol Corridor signs (in stations or on trains) in helping you find your way?

- Very important
- Somewhat important
- Not important. Please explain:

Capitol Corridor Website

8. Have you ever used the Capitol Corridor website (www.capitolcorridor.org)?

- No
- Yes

- 8a. How often do you use the Capitol Corridor website to find information about schedules, routes, stations, discounts, promotions, etc.?

- Frequently
- Occasionally
- Rarely
- Never

- 8b. How important is the Capitol Corridor website for planning your trip?

- Very important
- Somewhat important
- Not important. Please explain:





Service Improvement Survey

Discounts

9. Please check all Capitol Corridor discounts that you have used or are eligible for:
- AAA Discount** (for AAA members)
 - Child Discount** (for kids ages 2-12 when traveling with an adult)
 - Senior Discount** (for seniors 62 years of age and older)
 - Disabled Passenger Discount** (for persons with a physical or mental disability)
 - Student Discount** (for students with a valid Student Advantage Card or International Student Identification Card)
 - Veteran Discount** (for veterans with a valid Veterans Advantage Members Card)
 - Military Discount** (for active-duty US Military Personnel along with their spouses and their dependents)

Please tell us about yourself. (Your answers will help us evaluate how well we're reaching all the communities we serve.)

10. Which Capitol Corridor station(s) do you use most often?

11. Are you of Hispanic, Latino or Spanish origin?
 Yes No
12. What is your race or ethnic identification? (Categories based on US Census)
- White
 - Black/African American
 - Asian or Pacific Islander
 - American Indian or Alaska Native
 - Other (Please specify) _____

13. Do you personally speak a language other than English at home?

- No
- Yes (Please specify which language(s)) _____

13a. How well do you speak, read, and understand English?

- Very well
- Well
- Not well
- Not at all

14. Gender

- Male
- Female
- Other (Please specify) _____

15. What is your age?

- 12 or younger
- 13 - 17
- 18 - 24
- 25 - 34
- 35 - 44
- 45 - 54
- 55 - 61
- 62 or older

16. What is your total annual household income before taxes?

- Under \$25,000
- \$25,000 - \$29,999
- \$30,000 - \$39,999
- \$40,000 - \$49,999
- \$50,000 - \$59,999
- \$60,000 - \$74,999
- \$75,000 - \$99,999
- \$100,000 and over

17. Including yourself, how many people live in your household?

- 1
- 2
- 3
- 4
- 5
- 6 or more

18. What is your home Zip Code?

19. Please describe what we can do to make our service easier for you to use. Please be specific as possible.

Thank you for your time. We truly appreciate your input. Please let us know if you have any questions by phone (1.877.9.RIDECC) or email (info@capitolcorridor.org).

If you need language assistance services, please call 1-877-974-3322. | Si necesita servicios de asistencia de idiomas, llame al 1-877-974-3322. | 如需語言協助服務，請致電 1-877-974-3322。 | 통역이 필요하신 분은, 1-877-974-3322 로 문의하십시오. | Kung kailangan mo ang tulong ng mga serbisyo ng wika, paki tawagan ang 1-877-974-3322. | Nếu quý vị cần dịch vụ trợ giúp về ngôn ngữ, xin vui lòng gọi số 1-877-974-3322.



Encuesta para mejoras en el servicio

¡Deseamos saber su opinión! Ayúdele al Capitol Corridor a mejorar su servicio completando esta breve encuesta. Valoramos sus comentarios.

- ¿Con qué frecuencia viaja a bordo del Capitol Corridor?
 - Más de 5 días a la semana
 - 5 días a la semana
 - De 1 a 4 días a la semana
 - Unas cuantas veces por mes
 - Menos de una vez al mes
 - Primera vez
- ¿Cuáles son los motivos por los que viaja más comunmente en el Capitol Corridor? (Favor de seleccionar todos los que procedan)
 - Trabajo
 - Familiares/amigos
 - Escuela
 - Ocio/recreación
 - Otro (favor de especificar)
- ¿Qué tan importante es el servicio de tren del Capitol Corridor para su trabajo y vida personal?
 - Muy importante
 - Algo importante
 - Nada importante

Compra de boletos

4. Díganos con qué grado de dificultad o facilidad puede comprar boletos del Capitol Corridor: (marcar una casilla por fila)

	Muy fácil	Algo fácil	Algo difícil	Muy difícil	N/A - Nunca lo he usado
Por Internet (en Amtrak.com)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
En las estaciones (con el personal de Amtrak)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
En las estaciones (utilizando Quik-Trak)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
En el tren (con el cobrador)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. Si usted calificó cualquiera de los servicios o facilidades de la Pregunta 4 como algo difícil o muy difícil de usar, favor de explicar cómo o por qué fueron difíciles de usar:

Horarios de los trenes

6. ¿Ha usado alguna vez los horarios impresos del Capitol Corridor?

- No
- Sí

6a. ¿Qué tan importante son los horarios impresos del Capitol Corridor para planificar su viaje?

- Muy importante
- Algo importante
- Nada importante. Favor de explicar:



Sitio Web del Capitol Corridor

8. ¿Ha utilizado alguna vez el sitio de Internet del Capitol Corridor (www.capitolcorridor.org)?

- No
- Sí

8a. ¿Con qué frecuencia utiliza el sitio de Internet del Capitol Corridor para encontrar información sobre horarios, rutas, estaciones, descuentos, promociones, etc.?

- Frecuentemente
- Ocasionalmente
- Rara vez
- Nunca

8b. ¿Qué tan importante es el sitio de Internet del Capitol Corridor para planificar su viaje?

- Muy importante
- Algo importante
- Nada importante. Favor de explicar:

Señalización en las estaciones y en el tren

7. ¿Alguna vez ha utilizado los rótulos del Capitol Corridor (en las estaciones o en los trenes) para guiarle en su recorrido?

- No
- Sí

7a. ¿Qué tan importante son los rótulos del Capitol Corridor (en las estaciones o en los trenes) para guiarle en su recorrido?

- Muy importante
- Algo importante
- Nada importante. Favor de explicar:





Encuesta para mejoras en el servicio

Descuentos

9. Marcar todos los descuentos del Capitol Corridor que ha utilizado o aquellos a los que es elegible:
- Descuento AAA** (para miembros de AAA)
 - Descuento infantil** (para niños de 2 a 12 años de edad cuando viajan acompañados por un adulto)
 - Descuento de personas mayores** (para adultos de 62 años de edad o más)
 - Descuento para pasajeros con discapacidades** (para personas con una discapacidad física o mental)
 - Descuento estudiantil** (para estudiantes con una tarjeta estudiantil Student Advantage Card vigente o con tarjeta de identificación de estudiante internacional vigente)
 - Descuento para veteranos** (para veteranos con una tarjeta de veteranos Veterans Advantage Members Card vigente)
 - Descuento militar** (para el personal activo de los cuerpos militares de los EE.UU., y sus cónyuges y dependientes)

Por favor, cuéntenos un poco acerca de usted. (Sus respuestas nos ayudarán a evaluar qué tan bien nos estamos comunicando con todas las comunidades a las que servimos.)

10. ¿Qué estación(es) del Capitol Corridor usa usted con más frecuencia?
- _____

11. ¿Es usted de ascendencia hispana, latina o española?
- Sí No

12. ¿Cuál es su raza o identificación étnica? (Categorías, según la Oficina del Censo de los EE.UU.)
- Blanco
 - Negro/afroamericano
 - Asiático o de las Islas del Pacífico
 - Indígena norteamericano o nativo de Alaska
 - Otro (favor de especificar) _____

19. Favor de describir qué podemos hacer para que usted pueda utilizar nuestro servicio más fácilmente. Favor de ser lo más específico/a que sea posible.
- _____
- _____
- _____
- _____

13. ¿Habla usted en el hogar algún otro idioma que no sea el inglés?

- No
 Sí (favor de especificar qué idioma(s)) _____

- 13a. ¿Qué tan bien habla, lee y entiende el inglés?

- Muy bien
 Bien
 No muy bien
 Nada

14. Género

- Masculino
 Femenino
 Otro (favor de especificar) _____

15. ¿Cuál es su edad?

- 12 años de edad o menos 35 – 44
 13 – 17 45 – 54
 18 – 24 55 – 61
 25 – 34 62 años de edad o más

16. ¿Cuáles son los ingresos totales anuales de su hogar antes de impuestos?

- Menos de \$25,000 \$50,000 - \$59,999
 \$25,000 - \$29,999 \$60,000 - \$74,999
 \$30,000 - \$39,999 \$75,000 - \$99,999
 \$40,000 - \$49,999 \$100,000 y más

17. Incluyéndose a sí mismo, ¿cuántas personas viven en su hogar?

- 1 4
 2 5
 3 6 o más

18. ¿Cuál es el código postal de su hogar?
- _____

Gracias por tomarse el tiempo para llenar esta encuesta. Realmente apreciamos su opinión. Para cualquier pregunta, le invitamos a comunicarse con nosotros por teléfono (al 1-877-974-3322) o email (info@capitolcorridor.org).

If you need language assistance services, please call 1-877-974-3322. | Si necesita servicios de asistencia de idiomas, llame al 1-877-974-3322. | 如需語言協助服務，請致電 1-877-974-3322。| 통역이 필요하신 분은, 1-877-974-3322 로 문의하십시오. | Kung kailangan mo ang tulong ng mga serbisyo ng wika, paki tawagan ang 1-877-974-3322. | Nếu quý vị cần dịch vụ trợ giúp về ngôn ngữ, xin vui lòng gọi số 1-877-974-3322.



服務改善調查

我們希望了解您的看法！請完成這份簡短調查，幫助 Capitol Corridor 改善服務質量。
我們十分重視您的意見。

- 您多常乘坐 Capitol Corridor 列車？
 - 一週超過 5 天
 - 一週 5 天
 - 一週 1-4 天
 - 一個月幾次
 - 一個月不到一次
 - 第一次乘坐
- 您乘坐 Capitol Corridor 列車的最常見目的是什麼？
(請選擇所有符合選項)
 - 工作
 - 家庭 / 朋友
 - 上學
 - 休閒 / 娛樂
 - 其他 (請詳述)
- Capitol Corridor 列車對您的工作及個人生活有多重要？
 - 十分重要
 - 還算重要
 - 不重要

車票購買

4. 請告訴我們您購買 Capitol Corridor 列車車票有多容易或多困難：(每列選一項)

	非常容易	還算容易	有點困難	非常困難	不適用 - 從沒用過
線上購票 (在 Amtrak.com 購買)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
車站購票 (從 Amtrak 工作人員購買)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
車站購票 (使用 Quik-Trak 購買)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
車上購票 (向乘務員購買)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. 如果您給問題 4 中任何服務或便利設施的評級是有點困難或非常困難，請說明該項如何或為何造成您的不便：

列車時刻表

6. 您是否用過 Capitol Corridor 印製的時刻表？
- 否
 - 是



- 6a. Capitol Corridor 印製的時刻表對您的行程計劃有多重要？
- 十分重要
 - 還算重要
 - 不重要。請說明理由：

車站和列車標示

7. 您曾經使用過 Capitol Corridor 標示 (在車站或列車上) 協助您找行程方向嗎？
- 否
 - 是

- 7a. Capitol Corridor 標示 (在車站或列車上) 對於協助您找行程方向有多重要？
- 十分重要
 - 還算重要
 - 不重要。請說明理由：

Capitol Corridor 網站

8. 您用過 Capitol Corridor 網站 (www.capitolcorridor.org) 嗎？
- 否
 - 是

- 8a. 您多常使用 Capitol Corridor 網站查詢有關列車時刻、路線、車站、折扣和促銷優惠等資訊？
- 經常
 - 偶而
 - 很少
 - 從不

- 8b. Capitol Corridor 網站對您的行程計劃有多重要？
- 十分重要
 - 還算重要
 - 不重要。請說明理由：





服務改善調查

折扣

9. 請在所有您曾使用過或有資格使用的 Capitol Corridor 折扣處打勾：
- AAA 折扣 (為 AAA 會員提供)
 - 兒童折扣 (為與成人同乘的 2 至 12 歲兒童提供)
 - 年長者折扣 (為 62 年歲及以上的年長者提供)
 - 殘障人士折扣 (為身心障礙人士提供)
 - 學生折扣 (學生憑有效學生優惠卡 (Student Advantage Card) 或國際學生證)
 - 退伍軍人折扣 (退伍軍人憑有效退伍軍人優惠會員卡 (Veterans Advantage Members Card))
 - 軍人折扣 (為現役美國軍人及其配偶和家屬提供)

請提供您的資料。(您的答案有助於我們評估我們社區服務的成效。)

10. 您最常用哪一 / 幾個 Capitol Corridor 車站？
- _____

11. 您是否為拉美裔、拉丁裔或西班牙裔？
- 是 否

12. 您的種族或族裔為何？(根據美國人口統計分類)
- 白人
 - 黑人 / 非裔美國人
 - 亞裔或太平洋島國人士
 - 美洲印第安人或阿拉斯加原住民
 - 其他 (請詳述) _____

13. 您個人在家中說非英語的語言嗎？

- 否
 是 (請列出使用的語言) _____

13a. 您的英語會話、閱讀和理解能力如何？

- 很好
 好
 不好
 完全不會

14. 性別

- 男
 女
 其他 (請詳述) _____

15. 您的年齡？

- | | |
|------------------------------------|------------------------------------|
| <input type="radio"/> 12 歲或 12 歲以下 | <input type="radio"/> 35 - 44 |
| <input type="radio"/> 13 - 17 | <input type="radio"/> 45 - 54 |
| <input type="radio"/> 18 - 24 | <input type="radio"/> 55 - 61 |
| <input type="radio"/> 25 - 34 | <input type="radio"/> 62 歲或 62 歲以上 |

16. 您的稅前家庭年度總收入為何？

- | | |
|---|---|
| <input type="radio"/> \$25,000 以下 | <input type="radio"/> \$50,000 - \$59,999 |
| <input type="radio"/> \$25,000 - \$29,999 | <input type="radio"/> \$60,000 - \$74,999 |
| <input type="radio"/> \$30,000 - \$39,999 | <input type="radio"/> \$75,000 - \$99,999 |
| <input type="radio"/> \$40,000 - \$49,999 | <input type="radio"/> \$100,000 以上 |

17. 包括您在內，家裡共住了多少人？

- | | |
|-------------------------|-----------------------------|
| <input type="radio"/> 1 | <input type="radio"/> 4 |
| <input type="radio"/> 2 | <input type="radio"/> 5 |
| <input type="radio"/> 3 | <input type="radio"/> 六人或更多 |

18. 您家的郵遞區號？
- _____

19. 請說明我們可以做些什麼事，以讓您更方便地使用我們的服務？請盡可能具體詳細說明。

感謝您寶貴的時間。我們真心感謝您的意見。若您有任何問題，請致電 (1-877-974-3322) 或發電子郵件 (info@capitolcorridor.org)。

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