

## **Exhibit D: Limited English Proficiency/Language Access Plan**

### **Background**

Executive Order 13166, “Improving Access to Services for Persons with Limited English Proficiency” requires that Federal agencies work to ensure that the recipients of Federal financial assistance provide meaningful access to their Limited English Proficiency (LEP) applicants and beneficiaries.

As such, local agencies are required to ensure that Federally-funded programs and activities normally provided in English are accessible to LEP Persons. Each local agency shall perform an annual assessment to determine if modifications are needed to their programs and activities to ensure meaningful access by LEP persons. The assessment which is referred to as a “Four-Factor” analysis is based on the following factors:

1. The number or proportion of LEP persons eligible to be served or likely to be encountered.
2. The frequency of LEP contacts.
3. The nature and importance of the programs, services, or activities provided by Sacramento County Department of Transportation.
4. The resources available for LEP persons and costs.

Sacramento County is located in the northern portion of California’s Central Valley, is approximately 994-square-miles, and has a population of approximately 592,313 residents over 5 years of age within the unincorporated areas of Sacramento County (US Census: American Community Survey 2023 5-Year Estimate). Of the 592,313 residents in the unincorporated areas, approximately 32.3% speak a language other than English at home. However, as shown in the table below, only 14.5% of the population is estimated to speak English less than “very well”, with no individual language-group representing more than 5 percent of the population.

### **Four-Factor Analysis**

- 1. The number or proportion of LEP persons eligible to be served or likely to be encountered.**

As shown in Table 1 below, Unincorporated Sacramento County has approximately 592,313 residents over 5 years of age. 85,611 or 14.5% of residents in Unincorporated Sacramento County are considered LEP persons, with the majority of those LEP persons primarily speaking Spanish (4.6% of the community), Other Indo-European languages (2.8% of the community), and Russian, Polish, or other Slavic languages (2.5% of the community). Table 1 shows that no individual language-based population with limited English proficiency represented more than 5 percent of Unincorporated Sacramento County.

Table 1: English Proficiency by Language Spoken at Home for Unincorporated Sacramento County's Residents

	Population Estimate	Percent
<b>Total</b>	<b>592,313</b>	<b>100.0%</b>
<b>Speak only English</b>	<b>401,192</b>	<b>67.7%</b>
<b>Speak English "very well"</b>	<b>105,510</b>	<b>17.8%</b>
<b>Speak English less than "very well"</b>	<b>85,611</b>	<b>14.5%</b>
Spanish	27,203	4.6%
Other Indo-European languages	16,411	2.8%
Russian, Polish, or other Slavic languages	14,736	2.5%
Other Asian and Pacific Island languages	8,552	1.4%
Vietnamese	7,500	1.3%
Chinese (incl. Mandarin, Cantonese)	3,888	0.7%
Tagalog (incl. Filipino)	2,859	0.5%
Arabic	1,889	0.3%
Other and unspecified languages	1,097	0.2%
Korean	990	0.2%
German or other West Germanic languages	374	0.1%
French, Haitian, or Cajun	112	0.02%

Source: U.S. Census Bureau. "Language Spoken at Home for the Population 5 Years and Over." American Community Survey, ACS 5-Year Estimates Detailed Tables, Table C16001, 2023

**2. The frequency of LEP contacts.**

Sacramento County Department of Transportation's (SacDOT) experience with LEP populations has led SacDOT to focus on making efforts primarily to Spanish speaking populations, by translating vital documents, notices, and outreach materials, for example. Further, if translation or interpretation services are needed with other LEP populations, Staff will provide said translation or interpretation services in a timely manner. As shown in the table above, this experience is largely consistent with the U.S. Census Data that shows the share of the population by language spoken at home and English proficiency.

**3. The nature and importance of programs, services, or activities provided by the Sacramento County Department of Transportation.**

From observation provided by SacDOT staff, it is rare that translation services are requested for programs, services, or activities which are Federally-funded. Though Staff has received very few requests for translation services on Federally-funded projects, programs and services, Staff is keenly aware that approximately 14.5% of unincorporated Sacramento County's residents are LEPs and therefore it is highly likely that LEPs will be a stakeholder in all SacDOT's projects, programs and services. As such, when Staff have encountered the need for interpretation

services, Staff has provided the services readily. Moreover, as mentioned, SacDOT often proactively translates outreach materials into Spanish to conduct outreach to LEP populations.

#### **4. The Resources Available for LEP persons.**

After a review of the SacDOT's currently available resources for LEP persons, SacDOT has determined that the current available resources are lacking and inconsistent. SacDOT will remedy the lack of resources, through the action plan listed below.

#### **Current Solutions for Engaging and Assisting LEP Persons**

- Website translation via integrated Google Translate drop down menu feature at the bottom of web pages
- Document and outreach translation to Spanish, Russian, Vietnamese, Chinese, Tagalog (Filipino), and Arabic as-needed
- American Sign Language (ASL) Interpreters and Real Time Captioning (CART) and Braille Transcribers, Video Remote Interpreting (VRI)

#### **Action Plan**

In order to ensure compliance with Title VI, and Executive Order 13166 the following publications and services will be developed and made available for LEP person use:

- Non-Discrimination Policy Statement
  - Statement shall be printed in English, Spanish, Russian, Vietnamese, Chinese, Tagalog (Filipino), and Arabic. Said statement will be posted in the SacDOT lobby in a highly visible location.
- Title VI Rights Poster
  - Posters shall be printed in English, Spanish, Russian, Vietnamese, Chinese, Tagalog (Filipino), and Arabic. Said posters will be posted in the SacDOT lobby in a highly visible location, and additional copies will be available for the public to review and take.
- Title VI Complaint Form
  - Complaint forms shall be printed in English, Spanish, Russian, Vietnamese, Chinese, Tagalog (Filipino), and Arabic. Said forms will be in the SacDOT lobby in a highly visible location.
- I Speak Cards
  - I Speak Cards will be produced to easily identify translation services that are accessible for English, Spanish, Russian, Vietnamese, Chinese, Tagalog (Filipino), and Arabic. Said cards will be placed at all SacDOT public counters and with the other Title VI information.
- Title VI Webpage on SacDOT's Website
  - All of SacDOT's Title VI resources will be posted on SacDOT's website at the following link: <https://sacdot.saccounty.gov>.
- Future Planning and Projects
  - SacDOT will ensure that all future projects and planning documents that are federally-funded utilize outreach methods that are compliant with Title VI and

other related non-discriminatory assurances.

- Additionally, SacDOT will ensure that a translated written notice of a right to receive free oral interpretation of documents is provided in English, Spanish, Russian, Vietnamese, Chinese, Tagalog (Filipino), and Arabic; and that interpreter services are available as necessary for any LEP Persons.

To ensure continuous compliance, SacDOT will review the Title VI Implementation Plan and Limited English Proficiency Plan regularly. As new regulations are created, SacDOT will act promptly to update the existing plans and relevant resources.