

**Orange County Transportation Authority  
Limited English Proficiency Plan**

**Prepared for the Federal Transit Administration  
In accordance with Circular 4702.1B  
Executive Order 13166**

**Board of Directors Approved: October 23, 2023**



**Updated October 2023**

**ORANGE COUNTY TRANSPORTATION AUTHORITY**  
**Limited English Proficiency Plan**  
**Language Assistance Plan**  
**October 2023**

The *Orange County Transportation Authority (OCTA) Limited English Proficiency Plan (LEP) and Language Assistance Plan* has been prepared to address OCTA's responsibilities as a recipient of federal financial assistance as they relate to the needs of individuals with limited English proficiency. As defined in Executive Order 13166, individuals who have a limited ability to read, write, speak, or understand English are limited English proficient or "LEP." Under Executive Order 13166, OCTA is federally mandated to take responsible steps to ensure meaningful access to the benefits, services, information, and other important portions of its programs and activities to individuals who identify as LEP. OCTA utilized the United States (U.S.) Department of Transportation's (DOT) LEP Guidance Handbook and performed a Four Factor Analysis to develop the OCTA LEP Plan.

The DOT maintains that public transit agencies can retain LEP ridership even after they become proficient in English if his/her experience with public transportation is positive. Additionally, the Federal Transit Administration (FTA) has determined that conducting an LEP needs assessment based on a Four Factor Analysis ensures that a transit agency can know and understand the LEP population in its service area and be in a better position to implement a cost-effective mix of language assistance measures that target resources appropriately.

### **Four Factor Analysis**

The DOT Four Factor Analysis provides guidance to transit agencies receiving federal financial assistance in taking reasonable steps to ensure meaningful access to all its services, programs, and activities utilized by LEP persons. The DOT guidance states transit agencies will provide written translation of vital documents for each eligible LEP language group that meets the Department of Justice (DOJ) Safe Harbor provision of five percent of the population or 1,000 persons, whichever is less, identified as a LEP speaker within the service area. Examples of vital documents include notice of rights, complaint procedures and forms, and Americans with Disabilities Act (ADA) paratransit eligibility forms and information. Such practices will be considered strong evidence of compliance with the recipient's written translation obligations for the Safe Harbor provision.

**Factor 1:** The number or proportion of LEP persons eligible to be served or likely to be encountered by an OCTA service, program, or activity;

**Factor 2:** The frequency with which LEP individuals come in contact with the program, service, or activity;

**Factor 3:** The nature and importance of OCTA services, programs, or activities provided to LEP individuals;

**Factor 4:** The resources available to OCTA and the costs.

**FACTOR ONE - The number or proportion of LEP persons eligible to be served or likely to be encountered by an OCTA service, program, or activity.**

OCTA defines an LEP person as those individuals limited by the ability to speak English less than "very well" as reported by the U.S Census Bureau. The following tables were utilized to determine the number of LEP persons eligible to be served, or likely to be encountered, by an OCTA service, program, or activity.

**External Data Sources - U.S. Census Bureau**

**Table 1** represents the racial breakdown of Orange County according to the U.S Census Bureau, 2021 American Community Survey (ACS). The results shown are a combination of the Demographic and Housing Estimates (DP05) and Hispanic or Latino Origin by Race (B03002). Responses for Hispanic or Latino ethnicity were recategorized by race to better align with existing survey results.

**Table 1: Orange County Racial Breakdown**

Race / Ethnicity	Population Estimate <sup>1</sup>	Population Percentages
White	1,191,185	37.6%
Hispanic or Latino (of any race)	1,080,593	34.1%
Asian	693,396	21.9%
Two or more races	125,736	4.0%
Black or African American	52,572	1.7%
Some other race	13,003	0.4%
Native Hawaiian and Other Pacific Islander	7,709	0.2%
American Indian and Alaska Native	3,615	0.1%
<b>Total</b>	<b>3,167,809</b>	<b>100.0%</b>

<sup>1</sup> DP05 ACS Demographic and Housing Estimates / B03002 Hispanic or Latino Origin by Race  
Source: U.S. Census Bureau, 2021 ACS One-Year Estimate [Latest Estimate Available]

**Table 2** represents the number of LEP speakers by language in Orange County who meet the Department of Justice (DOJ) Safe Harbor provision of "every 1,000 speakers or five percent of the population whichever is less."

**Table 2: Orange County Number of LEP Speakers for DOJ Safe Harbor Provision**

Language Spoken at Home	Population Estimate	Speaks English less than "Very Well"	
		Count	%
Speak only English	1,622,013	-	-
<b>Spanish</b>	735,651	<b>266,568</b>	<b>8.90%</b>
<b>Vietnamese</b>	185,368	<b>114,547</b>	3.82%
<b>Chinese (incl. Mandarin, Cantonese)</b>	96,610	<b>47,396</b>	1.58%
<b>Korean</b>	75,904	<b>41,185</b>	1.38%
<b>Tagalog (incl. Filipino)</b>	46,988	<b>12,706</b>	0.42%

Language Spoken at Home	Population Estimate	Speaks English less than "Very Well"	
		Count	%
Persian (incl. Farsi, Dari)	32,087	10,171	0.34%
Arabic	31,976	10,021	0.33%
Japanese	14,419	6,082	0.20%
Hindi	12,605	1,446	0.05%
Other Indo-European languages	11,799	3,711	0.12%
Russian	10,726	4,159	0.14%
Ilocano, Samoan, Hawaiian, or other Austronesian languages	10,234	3,577	0.12%
Gujarati	8,968	2,771	0.09%
Urdu	8,782	1,581	0.05%
German	7,775	1,070	0.04%
Thai, Lao, or other Tai-Kadai languages	7,033	4,230	0.14%
Portuguese	5,638	1,660	0.06%
Khmer	5,214	2,539	0.08%
Other languages of Asia	4,046	1,628	0.05%
Ukrainian or other Slavic languages	3,971	1,291	0.04%
Punjabi	3,837	1,456	0.05%
French (incl. Cajun)	9,926	846	0.03%
Telugu	5,079	598	0.02%
Italian	4,913	733	0.02%
Nepali, Marathi, or other Indic languages	3,967	408	0.01%
Hebrew	3,402	668	0.02%
Yiddish, Pennsylvania Dutch or other West Germanic languages	3,117	205	0.01%
Tamil	2,933	136	0.00%
Polish	2,843	527	0.02%
Amharic, Somali, or other Afro-Asiatic languages	2,365	751	0.03%
Swahili or other languages of Central, Eastern, and Southern Africa	2,184	922	0.03%
Armenian	2,178	694	0.02%
Malayalam, Kannada, or other Dravidian languages	1,912	47	0.00%
Other and unspecified languages	1,854	438	0.01%
Greek	1,581	118	0.00%
Bengali	1,447	272	0.01%
Yoruba, Twi, Igbo, or other languages of Western Africa	1,148	158	0.01%
Hmong	1,096	358	0.01%
Serbo-Croatian	742	179	0.01%
Haitian	410	27	0.00%
Other Native languages of North America	312	-	0.00%
Navajo	-	-	0.00%

1 B16001 Language spoken at home by ability to speak English for the population 5 years and over.  
Source: U.S. Census Bureau, 2021 ACS 1-Year Estimates

Based on the 2021 ACS One-Year Estimates, Spanish is the only language that meets the DOJ Safe Harbor threshold of five percent of the population that speaks English less than "very well". An additional 20 languages meet the 1,000 speaker threshold criteria of the LEP population that speaks English less than "very well" in Orange County. Some of the ACS language results also include groups of languages that collectively include more than 1,000 speakers in Orange County. The 20 languages identified as the 1,000 LEP speaker threshold are as follows (in order of frequency): Vietnamese, Chinese, Korean, Tagalog, Persian, Arabic, Japanese, Hindi, other Indo-European languages, Russian, Ilocano/Samoan/Hawaiian/or other Austronesian languages, Gujarati, Urdu, German, Thai/Lao/or other Tai-Kadai languages, Portuguese, Khmer, other languages of Asia, Ukrainian or other Slavic languages, and Punjabi.

**Table 3** represents a five-year comparison of the English learners by number and percentage with reference to the primary language spoken by English learners in Orange County public schools.

**Table 3: Orange County Public School Enrollment/Percentage of LEP Learners by Language**

Languages of English Learners by Number and Percentage					
Language	2017-18	2018-19	2019-20	2020-21	2021-22
All Other	7,807	7,567	7,388	6,293	6,665
	1.6%	1.6%	1.6%	1.4%	1.5%
Arabic	2,314	2,207	2,153	1,944	2,038
	0.5%	0.5%	0.5%	0.4%	0.5%
Korean	2,961	2,987	2,934	2,414	2,652
	0.6%	0.6%	0.6%	0.5%	0.6%
Mandarin (Putonghua)	3,141	3,179	3,172	2,458	2,498
	0.6%	0.7%	0.7%	0.5%	0.6%
Spanish	88,623	81,124	78,291	71,855	74,195
	18.2%	16.9%	16.5%	15.7%	16.5%
Vietnamese	9,092	8,377	8,203	7,801	7,871
	1.9%	1.7%	1.7%	1.7%	1.8%
<b>Total Languages of English Learners</b>	<b>113,938</b>	<b>105,441</b>	<b>102,141</b>	<b>92,765</b>	<b>95,919</b>

Source: "Languages of English Learners" from <http://www.ed-data.org/county/Orange>. A total of 2,555,951 California public school students (English Learners and Fluent English Proficient) speak a language other than English in their homes. This number represents about 42.8 percent of the state's public-school enrollment. This table displays the number of students speaking each of the top five non-English languages in Orange County, California. The percentages in the table refer to the percent of all students in the County who speak each language. The "All Other" category encompasses all languages spoken that are not included in a grade-by-grade list of the more than 65 languages reported by California schools.

**Table 4** represents the languages and vital documents the County of Orange translates for the County's Health Care Agency's Medi-Cal Mental Health Services program. Various vital documents are translated in Arabic, Chinese, Farsi, Korean, Spanish and Vietnamese, which aligns with the top six language support requests OCTA receives as can be seen in **Table 5**.

**Table 4: County of Orange Medi-Cal Translated Vital Documents Available by Language**

Title	Arabic	Chinese	English	Farsi	Korean	Spanish	Vietnamese
Advance Health Care Directives (F346-705)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Grievance or Appeal Form (F346-706)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Grievance & Appeal Process Posters	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Grievance Fact Sheet MHP	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Authorization to Use and Disclose Protected Health Information (F346-531B)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Consent to Record (F346-474)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Mental Health Plan Intake/Advisement Checklist (F346-753)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Psychiatric Medication Consent (F346-7921)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Informed Consent for Services - General (F346-301)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Informed Consent for Telehealth and Telephonic Services	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Telehealth Email Acknowledgement Form	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Notice of Adverse Benefit Determination-Delivery System	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Notice of Adverse Benefit Determination- Modification Notice	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Notice of Adverse Benefit Determination- Termination Notice	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
NOABD Beneficiary Non--Discrimination Notice	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Notice of Adverse Benefit Determination- Your Rights Notice	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Language tagline	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
AQIS Continuity of Care Request Form	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
National Voter Registration Act (NVRA) Preference Forms	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
National Voter Registration FAQs	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Source: <https://www.ochealthinfo.com/about-hca/behavioral-health-services/mental-health-information/bhs-medi-cal-provider-information>

**Internal Data Source**

During the period of March 1, 2018, through March 31, 2023, the OCTA Customer Information Center (a phone call center handling customer information and customer relations calls) received 457 requests for language interpretation and assistance in a language other than English. OCTA provides interpretation support using a “Language Line” that provides support upon request. The cumulative requests for assistance in each language were as follows:

**Table 5: Language Line Support Requests**

Language	Number of Requests
Arabic	11
Cantonese	2
Egyptian Arabic	10
Farsi (Persian)	18
Filipino	1
Gujarati	1
Hindi	8
Japanese	2
Korean	22
Mandarin	57
Persian	2
Pohnpeian	1
Romanian	2
Russian	5
Spanish	1
Tagalog	1
Taiwanese	1
Vietnamese	312
<b>Total</b>	<b>457</b>

Note that OCTA's Customer Information Center is regularly staffed with English and Spanish speakers, resulting in a low report of Spanish language line requests. From July 2021 to March 2023, OCTA received more than 49,000 Spanish language calls, representing approximately 11 percent of calls to the Customer Information Center. On an annual basis, approximately 28,000 calls for customer information or customer relations are handled by Spanish speaking Customer Information Center staff in addition to any interpretation support requested using "Language Line" resources.

### **Factor One Summary**

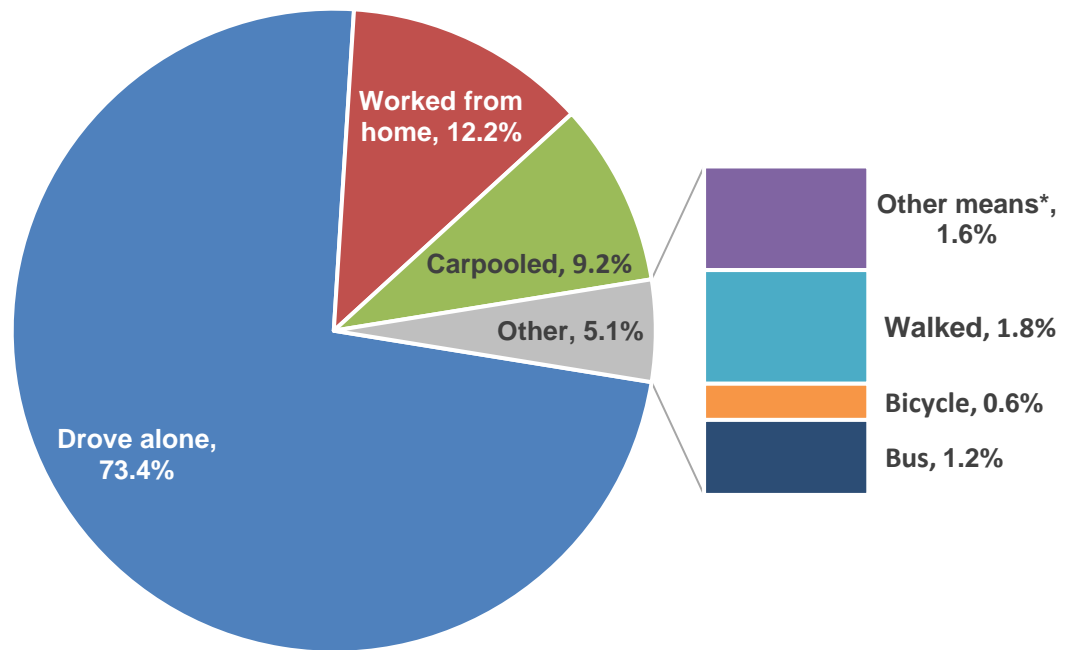
- As of the 2021 American Community Survey, the overall population of Orange County has decreased by 0.57 percent from 2018.
- There are 20 languages that do not meet the required threshold of five percent of the population but have more than 1,000 LEP individuals, and therefore meet the Safe Harbor threshold in Orange County.
- Since the 2018 LEP report, five additional languages have been added based on the 1,000 LEP provision. Those additional languages include other Indo-European languages, Urdu, Portuguese, other languages of Asia, Ukrainian or other Slavic languages.
- French is the only language that was previously included under the DOJ Safe Harbor provision, but no longer meets the required threshold of five percent of the population or the 1,000 LEP speaker provision in Orange County.
- The overall number of LEP student enrollments for the past five years has declined in Orange County, including the top five non-English languages.
- The County of Orange has identified vital document translation in Arabic, Farsi, Chinese, Korean, Spanish, and Vietnamese for the County's Medi-Cal mental health services.
- The most common language request other than English, based on Customer Information Center calls, was Spanish. The language with the highest request for verbal interpretation services at OCTA was Vietnamese.

### **FACTOR TWO - The frequency with which LEP individuals come in contact with the program, service, or activity.**

Chart 1 depicts the means of transportation to work for those 16 years of age and over in Orange County. Approximately 48 percent of Orange County's overall population is included in this working age estimate.

## Chart 1: Workers 16 Years of Age and Over in Orange County by Means of Transportation to Work

### Means of Transportation to Work in Orange County, CA



\*"Other means" category on graph includes other means selection, along with responses of 0.2% or less, including: rail; long-distance train or commuter rail; light rail, streetcar or trolley; ferryboat; motorcycle; and taxicab.

B08006 Means of transportation to work

Source: U.S. Census Bureau, 2021 ACS Five-Year Estimates

#### Means of transportation to work:

- Drove alone: 1,147,600 (73.4 percent)
- Carpooled: 143,999 (9.2 percent)
- Worked from home: 191,060 (12.2 percent)
- Walked: 27,616 (1.8 percent)
- **Bus: 18,224 (1.2 percent)**
- Bicycle: 8,790 (0.6 percent)
- Taxicab, motorcycle, or other means: 20,218 (1.3 percent)
- Subway or elevated rail: 1,003 (0.1 percent)
- Long-distance train or commuter rail: 3,544 (0.2 percent)
- Light rail, streetcar or trolley: 264 (< 0.1 percent)
- Ferryboat: 136 (< 0.1 percent)

An estimated 1.2 percent of Orange County workers commute using the bus. This is a decrease from the 1.7 percent reported in the 2018 LEP. Note that this work criteria may exclude other trip purposes, including travel to school. OCTA has established a low-cost community college bus pass program in place since August 2017. In August 2021, OCTA introduced a free youth pass for children ages six to 18, available by parental request.

Note that analysis in this section uses five-year estimates from the 2021 ACS in order to use the geographic details (Zip Code Tabulation Area level data) only available in this dataset. Review of the more recent one-year 2021 ACS showed significant increases in the percentage of individuals



working from home. The “worked from home” selection increased significantly in 2021 from previously reported figures in 2019, from 6.4 percent of responses in 2019 to 22 percent of responses in 2021. This increase in the work-from-home response, likely due to post-pandemic impacts, has decreased the effective percentages of other responses.

**Table 5** shows the U.S. Census Bureau's 2021 ACS Five-Year Population Estimates for Orange County and Means of Transportation to Work by Public Transit (Bus). Overall, for the County, approximately 18,224 individuals are estimated to take the bus to work as a means of transportation based on ACS estimates.

The table also identifies the estimated number of LEP individuals who speak English less than "very well" for Orange County. A detailed table by source language and Orange County ZIP code is provided in Appendix 1.

To generate an estimate of the number of LEP individuals using the bus for transportation to work, the reported LEP population count for each ZCTA was multiplied by percentage of the overall population using the bus. Based on this estimate, approximately 16 percent of the individuals that take the bus to work are Spanish speakers that speak English “less than very well.” An additional five percent of riders are Vietnamese speakers that speak English “less than very well.” Overall, it is estimated that approximately 4,393 LEP riders use the bus.

**Table 5: U.S. Census Bureau, 2021 ACS 5-Year Estimate for Orange County Population, Means of Transportation to Work by Bus and LEP Population**

	<b>2021 Population [1]</b>	<b>Means of Transportation to Work by Bus [2]</b>	<b>Number of LEP Population [3]</b>	<b>Potential Number of LEP Riders</b>
<b>Orange County, California</b>	<b>3,167,809</b>	<b>18,224</b>	<b>557,104</b>	<b>4,393</b>

[1] B01001 Source: U.S. Census Bureau, 2021 ACS 5-Year Population Estimate: Sex by Age for Orange County, CA  
 [2] B08006 Source: U.S. Census Bureau, 2021 ACS 5-Year Estimates: Sex of Workers by Means of Transportation to Work (Public transportation (excluding taxicab): Bus)  
 [3] C16001 Source: U.S. Census Bureau, 2021 ACS 5-Year Population Estimates: Language Spoken at Home, Who Speak English "Less than Very Well"

**2020 Transportation Needs Assessment (TNA) Rider Survey Results**

The 2020 TNA Rider Survey was the most recent customer survey conducted by OCTA to assess the transportation needs of all residents, gaps in service, barriers to transit use, and feedback on transit and active transportation. The survey instrument was produced in seven languages: Arabic, Chinese (Mandarin), English, Farsi, Korean, Spanish, and Vietnamese. Due to the impact of the coronavirus (COVID-19), 6,941 valid responses were collected, which translates to 58 percent of the original sample target.

The TNA survey effort included both onboard intercept surveys of OC Bus riders, as well as more general community outreach surveys. Community outreach efforts included ethnic and cultural events within Orange County, including the Tet Festival, Black History Month, and other events.

Initially, the onboard intercept survey target was 12,000 surveys, with collection starting in late January 2020. Unfortunately, the survey collection efforts had to be paused in March 2020 due to the COVID-19 pandemic. However, the survey results collected still reflect a wide-spread surveying effort across the OC Bus system and are indicative of the overall population. The results shown reflect the more than 6,900 responses collected from OC Bus riders.

**Table 6** represents the percentage of respondents by ethnicity who use OCTA buses instead of other means of transportation according to the 2020 TNA Survey.

**Table 6: Ethnicity of Survey Respondents General Purpose Bus Usage**

Ethnicity	Hispanic/Latino	White	Asian	Decline to state	Black/African American	Vietnamese	Native American/ Alaska Native	Native Hawaiian/ Pacific Islander	Other	Filipino	Middle Eastern/ North African	Chinese	Korean	Indian	Japanese
No driver license	27%	27%	28%	21%	24%	31%	25%	26%	23%	27%	30%	19%	26%	24%	44%
I can't drive	28%	14%	20%	25%	18%	19%	24%	20%	11%	27%	15%	19%	23%	22%	22%
Can't afford to purchase or maintain a personal vehicle	12%	16%	8%	10%	16%	9%	12%	12%	15%	9%	13%	5%	6%	5%	0%
I save money by riding the bus	8%	12%	16%	9%	12%	15%	11%	13%	11%	23%	9%	16%	17%	17%	10%
My personal vehicle isn't working properly	4%	6%	2%	5%	7%	2%	4%	8%	6%	1%	1%	4%	6%	0%	2%
High gas prices	4%	4%	5%	5%	5%	3%	3%	2%	6%	1%	5%	12%	6%	2%	2%
Prefer not to drive	3%	5%	4%	5%	3%	6%	1%	3%	3%	3%	9%	5%	4%	0%	5%
Avoid traffic congestion	3%	4%	5%	6%	5%	4%	4%	7%	5%	5%	8%	4%	6%	5%	2%
Enjoy riding the bus	4%	2%	3%	4%	3%	4%	4%	4%	6%	2%	4%	2%	2%	5%	0%
Better for the environment	3%	4%	2%	3%	2%	3%	4%	4%	1%	1%	1%	2%	0%	7%	0%
Other	2%	3%	3%	2%	3%	1%	3%	3%	8%	0%	1%	5%	2%	7%	10%
No Response	1%	1%	2%	5%	1%	2%	1%	0%	2%	0%	1%	2%	0%	2%	0%
Better use of time	1%	1%	2%	2%	2%	1%	3%	0%	3%	0%	4%	5%	0%	2%	2%
<b>Total Response Count by Column</b>	<b>3,881</b>	<b>1,285</b>	<b>758</b>	<b>731</b>	<b>412</b>	<b>162</b>	<b>136</b>	<b>112</b>	<b>110</b>	<b>88</b>	<b>80</b>	<b>57</b>	<b>47</b>	<b>41</b>	<b>41</b>

2020 Transportations Needs Assessment Survey – Moore & Associates

Future survey efforts are planned, but due to COVID-19 related impacts, the 2020 TNA survey is the most representative transit-rider focused survey effort available.

- The survey suggests "high usage" riders. Nearly 75 percent of respondents indicated they typically ride OC Bus four to seven days per week. This suggests a high level of transit usage and customer satisfaction.
- The most frequent trip purpose was a work commute (42.6 percent), followed by either college (15 percent) or kindergarten to grade 12 school (12.4 percent).
- A total of 51 percent of survey participants reported greater use of OC Bus service in 2020 versus the year prior. An additional 36 percent indicated that they maintained the same level/frequency of usage. This suggests a dedicated customer base as well as transit service which is meeting customer travel needs.
- Nearly 50 percent of respondents indicated either "no driver's license" or "I can't drive" as the reason for using OC Bus. An additional 12 percent indicated they use the bus because they can't afford to purchase or maintain a personal vehicle. Cost was also a factor for some, with ten percent stating they save money by riding the bus and an additional four percent citing high gas prices as the main reason why they choose to ride the bus.

- Customers noted that they preferred to get information about OC Bus using Google Maps (32.4 percent), the OCTA website (24.6 percent) and the OC Bus mobile app (23.8 percent).

## **2014 Customer Satisfaction Survey Results**

Due to the lack of comprehensive survey results from the 2020 Transportation Needs Assessment, results from the last complete customer satisfaction survey - in 2014 - will be used solely for comparison purposes. The 2014 Customer Satisfaction Survey was conducted to measure general bus usage. Respondents were very frequent users of OCTA bus service, with 82 percent using the bus four to seven days per week and another 15 percent using the bus one to three days per week. Respondents who were less frequent riders (less than four days per week) were more widely spread across the employment spectrum and included homemakers, students, and disabled residents. Respondents in the survey appeared to be long-term riders of OCTA buses with 62 percent having been riders for at least four years.

The dominant reasons why respondents indicated they ride OCTA's fixed-route bus service instead of another means of transportation centered on their inability to use a personal vehicle (car), either because it is too expensive to purchase and/or maintain a car (45 percent), they do not have a license/can't drive (19 percent), or their current vehicle is not working properly (nine percent). Cost was also a factor for some, with nine percent stating they save money by riding the bus and an additional five percent citing high gas prices as the main reason why they choose to ride the bus.

**Table 7** represents the percentage of respondents by income and ethnicity who use OCTA buses instead of other means of transportation according to the 2014 Bus Customer Satisfaction Survey.

**Table 7: Income/Ethnicity of Survey Respondents General Purpose Bus Usage**

	Household Income (QD1 2)						Ethnicity (QD9)					
	Less than \$10K	\$10K to \$19K	\$20K to \$29K	\$30K to \$49K	\$50K to \$64K	\$65K or more	Cauc / White	Latino / Hispanic	Af Amer / Black	Amer Indian	Asian American	Other / Mixed
Can't afford to purchase, maintain a car	56%	46%	39%	32%	27%	26%	45%	46%	37%	34%	43%	33%
No driver's license, can't drive	18%	16%	24%	21%	18%	20%	18%	21%	15%	14%	21%	14%
I save money by riding the bus	5%	10%	7%	14%	20%	17%	9%	8%	11%	18%	12%	13%
My car isn't working properly	6%	9%	9%	13%	7%	9%	8%	7%	17%	6%	5%	14%
Prefer not to drive	3%	4%	5%	7%	7%	6%	5%	5%	4%	4%	4%	6%
High gas prices	3%	5%	8%	5%	9%	4%	5%	4%	7%	7%	4%	4%
Other reason	5%	4%	3%	3%	4%	7%	4%	4%	4%	6%	3%	7%
Enjoy riding the bus	3%	2%	2%	2%	3%	3%	2%	3%	3%	0%	3%	1%
Better for environment, air quality	1%	2%	1%	2%	3%	5%	2%	1%	1%	3%	3%	3%
Avoid traffic congestion	1%	1%	1%	1%	1%	2%	1%	1%	0%	2%	1%	5%
Better use of time	0%	1%	1%	0%	1%	1%	1%	0%	0%	5%	1%	0%

2014 Fixed-Route Bus Service Customer Satisfaction Survey – True North Research

## **Factor Two Summary**

- Approximately 1.2 percent of Orange County's working age population uses a public transportation bus as a means of transportation to work.
- Approximately 18,224 individuals take the bus to work as a means of transportation. Of those individuals, about 4,393, or 24 percent, are estimated as individuals who speak English less than "very well" who can come in contact with OCTA fixed-route services.
- Of the approximate 24 percent of potential LEP passengers utilizing bus for means of transportation to work, approximately 16 percent speak Spanish, one percent speak Korean, one percent speak Chinese, five percent speak Vietnamese, 0.3 percent speak Arabic, and 2.1 percent speak other languages.

- The majority of survey respondents were identified as frequent riders using OC Bus from four to seven days a week for at least the last four years.
- Based on the 2020 TNA Rider Survey, nearly 50 percent of respondents indicated either "no driver's license" or "I can't drive" as the reason for using OC Bus.

**FACTOR THREE**

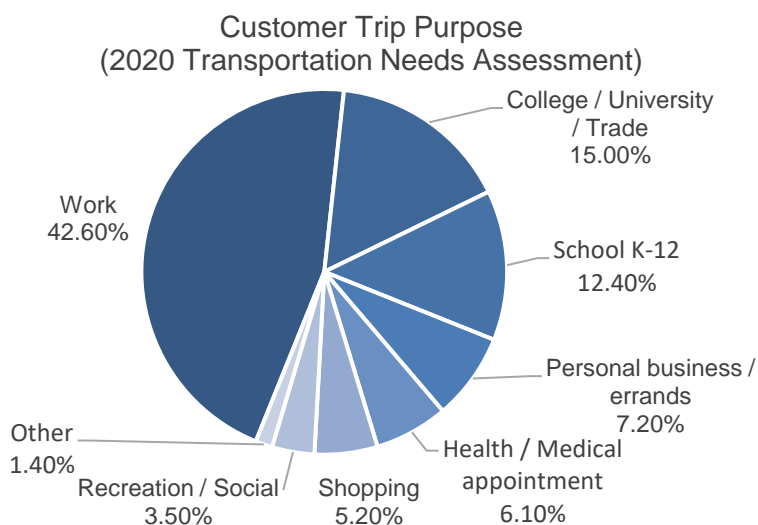
**Factor 3:** The nature or importance of OCTA services, programs, or activities provided to LEP individuals.

OCTA is the premier fixed-route bus system of Orange County, which currently operates 50 routes throughout the County (the number of active routes has been reduced by COVID-19-related impacts as of the update of this report). OCTA's fixed-route bus system is an integral part of the regional transportation system. OCTA delivers efficient transportation programs that reduce traffic congestion and improve mobility. As the premier provider of urban public transportation in the County of Orange, OCTA also provides an important paratransit program in addition to bus service between Metrolink stations, and connecting routes to Los Angeles, Riverside, and San Diego transit agencies.

**2020 TNA Rider Survey Results**

The 2020 TNA Rider Survey results indicated that the most frequent reason (42.6 percent) riders were taking the bus at the time he/she was being interviewed were riding for work-related purposes. Other purposes included going to college (15 percent), shopping (5.2 percent), running personal errands (7.2 percent), traveling to/from a health or medical appointment (6.1 percent), going to school (12.4 percent), attending a recreation/social event (3.5 percent), and other purposes (1.4 percent).

**Chart 2: Survey Respondents General Purpose for Bus Usage**

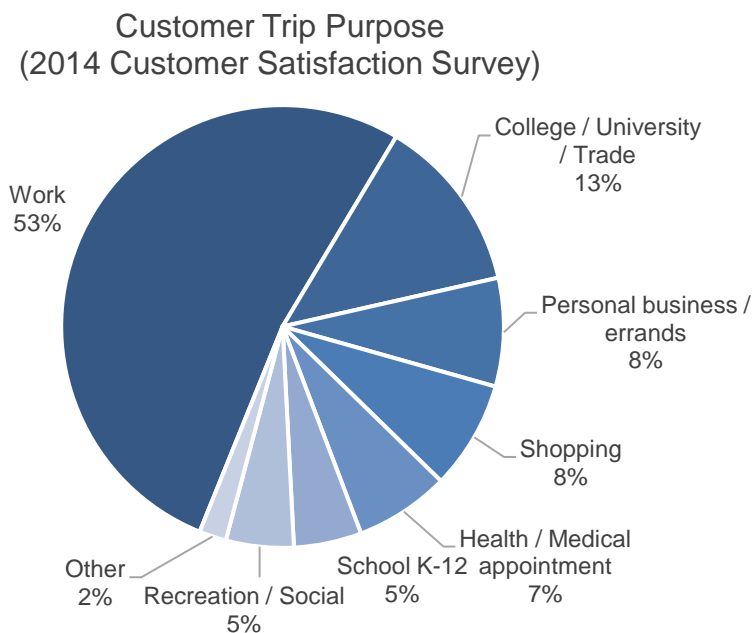


**2014 Customer Satisfaction Survey Results**

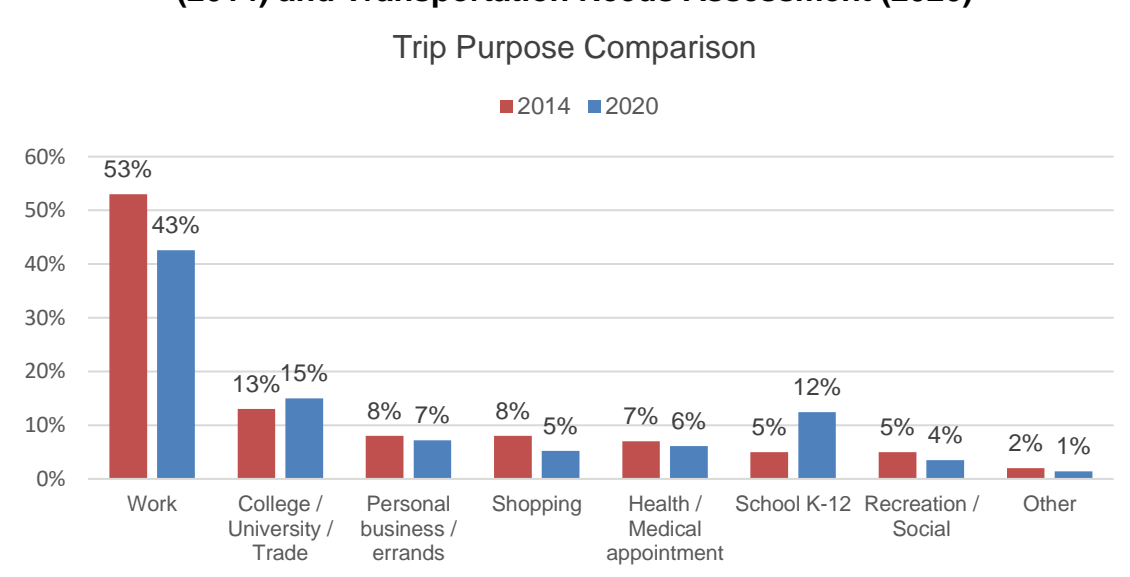
The 2014 Customer Satisfaction Survey results indicated that the most frequent reason (53 percent) riders were taking the bus at the time he/she was being interviewed were riding for work-related purposes. Other purposes included going to college (13 percent), shopping

(eight percent), running personal errands (eight percent), traveling to/from a health or medical appointment (seven percent), going to school (five percent), attending a recreation/social event (five percent), and other purposes (two percent).

**Chart 3: Survey Respondents General Purpose for Bus Usage**



**Table 8: Comparison of Trip Purpose Responses from Customer Satisfaction Survey (2014) and Transportation Needs Assessment (2020)**



**Factor Three Summary**

- As the premier provider of public transportation in Orange County, members of the public rely on the fixed-route bus service as a means of transportation to work.

- Based on both the 2014 customer satisfaction and 2020 TNA surveys, the most common trip purposes were work/commute and school related. These two reasons coincide with the “frequency of use” data.

**FACTOR FOUR**

**Factor 4:** The resources available to OCTA and the costs.

**2020 Transportation Needs Assessment Rider Survey Results**

Despite the survey being available in seven languages, 78 percent were completed in English and 20 percent in Spanish. Of the other five language options, 1.6 percent were completed in Vietnamese. In terms of household languages, the top three languages spoken at home were English (73 percent), Spanish (52 percent) and Vietnamese (four percent).

With respect to rider preferred information access, the top three sources identified were OCTA website (25 percent), Bus Book (11 percent), and text message (ten percent). Respondents indicated some use of a mobile app, 32 percent utilize Google Maps, while 24 percent utilize OCTA’s mobile app and 16 percent Transit app.

According to the 2014 Customer Satisfaction Survey, approximately 79 percent of the passengers surveyed prefer to receive fixed-route bus information in English. The second highest language was Spanish at 18 percent.

Table 9 identifies by the language riders prefer to receive fixed-route bus information in.

**Table 9: Language Preferred to Receive Bus Information**

In what language would you <b>prefer</b> to receive bus information? <i>Check one.</i>		
1	English	79%
2	Spanish	18%
3	Vietnamese	1%
4	Chinese/Mandarin/Cantonese	1%
5	Korean	<1%
6	Tagalog	<1%
7	Farsi	<1%
8	Other	<1%

2014 Fixed-Route Bus Service Customer Satisfaction Survey – True North Research

The 2014 Customer Satisfaction Survey rated the OCTA Bus Book as the most effective source for information about OCTA bus service (68 percent very or somewhat effective). While the Bus Book is no longer printed, it is now available for free online, consistent with the 2020 TNA preferred online options. Other preferred methods based on the previous 2014 Customer Satisfaction Survey included Text4Next (56 percent), information at bus stops (56 percent), eBusbook from OCTA’s website (56 percent), the Telephone Customer Information Center (52 percent), OCTA mobile website (51 percent), and the Trip Planner on OCTA’s website (51 percent).



Table 10 identifies by ethnicity the effectiveness for each source of fixed-route information.

**Table 10: Percentage Effectiveness of Information Sources by Ethnicity**

	Ethnicity (QD9)					
	Caucasian / White	Latino / Hispanic	Af Amer / Black	Amer Indian	Asian American	Other / Mixed
Printed Bus Books	50%	53%	54%	47%	43%	51%
Text4Next	35%	47%	42%	42%	28%	44%
eBusbook from OCTA's website	33%	39%	43%	33%	34%	46%
Information at Bus Stops	31%	41%	35%	32%	31%	40%
OCTA mobile site	30%	38%	33%	27%	30%	38%
Telephone Customer Information Center	33%	36%	39%	25%	22%	41%
Trip Planner from OCTA's website	32%	35%	34%	34%	26%	33%
Google Transit website	28%	34%	33%	35%	30%	42%
Advertising inside buses	21%	32%	28%	30%	17%	33%
On-bus Rider Alert flyers	21%	31%	26%	27%	19%	27%
Email/Rider Alerts	21%	30%	25%	25%	17%	23%
Special Promotional Service Brochure on bus	20%	30%	26%	29%	15%	30%
Advertising on outside of bus	21%	28%	25%	33%	17%	32%
Social Media - Facebook and/or Twitter	18%	28%	23%	26%	15%	26%
511 (phone)	18%	26%	21%	25%	13%	29%
Go511.com website	17%	23%	19%	23%	12%	28%

2014 Fixed-Route Bus Service Customer Satisfaction Survey – True North Research

### **Factor Four Summary**

- Approximately 80 percent of survey respondents prefer to receive fixed-route bus information in English.
- As of 2020, the most preferred method of receiving fixed-route bus information was the OCTA website.

### **Four-Factor Analysis Conclusion**

- As of the 2021 American Community Survey, the overall population of Orange County has decreased by 0.57 percent from 2018.
- The French language no longer meets the required threshold of five percent of the population or the 1,000 LEP speaker provision in Orange County.
- The overall number of LEP student enrollments for the past five years has declined in Orange County, including the top five non-English languages.
- Approximately 1.2 percent of Orange County's population over age 16 uses a public transportation bus to travel to work.
- Approximately 18,224 individuals take the bus to work as a means of transportation. Of those individuals, about 4,393 or 24 percent are estimated as individuals who speak English less than "very well" who can come in contact with OCTA fixed-route services.
- Apart from work, OCTA passengers also use the fixed-route bus service by means of transportation to public school or secondary education, errands, social/recreational activities, and doctor's appointments.
- Customer Satisfaction Survey respondents indicated the preferred language to receive information is English.
- Vital documents provided by the County of Orange Medi-Cal Mental Health services are translated into six languages that reflect the six highest language translation requests OCTA has received in the last three years.

## Available Resources

OCTA has procured a qualified, professional language translation service to ensure that OCTA information is available in other languages. Information is available in Spanish regarding services, programs, and activities, including surveys, bus routes and fares, other information online, onboard buses, as well as in the Administrative Office buildings and OCTA Store. OCTA's eBusBook contains translations in both Spanish and Vietnamese. Information for major service and fare changes, as well as public hearings will be available in Spanish and Vietnamese. Other language translations are available upon request.

OCTA's website has the capability for translating website information into different languages and currently offers 18 out of the 21 languages that meet the Safe Harbor provision: Arabic, Chinese, Farsi (Persian), German, Gujarati, Hindi, Japanese, Khmer, Korean, Portuguese, Punjabi, Russian, Spanish, Tagalog, Thai, Ukrainian, Urdu, and Vietnamese. Translation for Hawaiian languages is not available at this time, and the remaining two safe harbor languages (other Indo-European languages and other languages of Asia) are too broad to identify translations.

OCTA utilizes an Employee Language Translator Volunteer database for additional language translation services upon request. Requests for languages in which OCTA does not have volunteer translators are handled using interpretation services through the Customer Relations Language Line.

OCTA's Customer Relations Department, which manages customer comments by phone, mail, email, and in-person currently benefits from staff members who speak Spanish. The Customer Relations team also utilizes translation services provided by the Language Line for customers who speak other languages, providing OCTA with the ability to communicate with over 160 different languages. The OCTA Store, which makes available bus passes and is an informational source for the general public on transit information, is also staffed by two representatives who speak Spanish.

OCTA's Customer Information Center (CIC) is a telephone-based information service that manages customer inquiries primarily concerning bus transit trip generation. The CIC is a procured service operated by a firm which has satisfied all agency Disadvantaged Business Enterprise, Minority Business Enterprise, and Women Business Enterprise requirements. In addition to the majority bi-lingual staff (English/Spanish), the CIC also utilizes translation services provided by the Language Line as needed.

Vital documents are defined as those documents without which a person would be unable to access services. The following are vital written communications that are printed in English, Spanish, Vietnamese, Chinese, Korean, and Persian for Title VI: Title VI Protection Notification, Title VI Complaint Procedure and Form. Marketing materials for major service and fare changes and Public Hearing Notices will be available in English, Spanish, and Vietnamese. Complementary paratransit service (OC ACCESS) vital written documents such as the application form are currently available in English and Spanish. During the triennial period, the application form will have additional translations made available in Vietnamese, Chinese, Korean, and Persian. The ADA customer comment form, including OC ACCESS, is used to file complaints, appeals, general comments, etc. This form, in addition to OC ACCESS eligibility and determination information are available for translation in 18 languages on the OCTA website.



## Language Assistance Implementation Plan:

Based on the four-factor analysis, OCTA has identified Spanish as the primary language assistance needs and services required to provide meaningful access to information for the LEP residents of Orange County. OCTA will review its LEP Plan on a triennial basis and incorporate LEP data gathering ventures, such as surveys, to further identify additional language area-specific needs for the top languages identified. A review of OCTA's relevant programs, activities, and services that are being offered or will be offered by OCTA as of October 2023 include:

- The Language Line will be available for customers who speak other languages, providing OCTA with the ability to communicate with over 160 different languages.
- OCTA Coach Operators that are bi-lingual and are able to assist members of the public.
- Non-bilingual Coach Operators can assist members of the public utilizing other passengers who speak another language or by providing the customer with the CIC phone number for language assistance.
- OCTA has a qualified, professional language translation service to ensure that OCTA information is accurately translated to other languages.
- OCTA will utilize the Employee Language Translator Volunteer database for additional language translation services upon request.
- "I Speak" cards are available at OCTA reception desks to assist members of the public with obtaining translation services.
- Geographic Information System (GIS) maps have been developed for six of the DOJ Safe Harbor languages to which OCTA has received the highest number of requests for language assistance within the last three years (Arabic, Chinese, Korean, Persian, Spanish, and Vietnamese). According to the Census Bureau, due to small sample counts, data tabulations are not available for all languages. Therefore, Persian (including Farsi) has been grouped into "Other Indo-European languages". (See maps included with Plan.)
- OCTA will provide marketing materials for major service and fare changes in English, Spanish, and Vietnamese. Information in other languages are available upon request.
- Route and schedule information in the eBusbook are available in English, Spanish, and Vietnamese.
- The OCTA website contains route and schedule information, which can be translated into 18 of the DOJ safe harbor languages.
- A supplemental language bus placard is on all vehicles in seven languages and pictographs to notify the beneficiaries of Title VI protection and the information to file a claim and/or receive additional translation services.
- OCTA continues to distribute surveys to actively evaluate community and language needs for future program enhancements.

OCTA will actively and regularly contact the community organizations that serve LEP persons to identify any additional information or activities that might better improve OCTA's services to assure non-discriminatory service to LEP persons. The following is a list of community organizations that have been contacted or will be contacted to assist in gathering information about services most frequently sought by the LEP population:

- Small-Business Diversity Network
- Asian Business Association of Orange County
- Vietnamese Chamber of Commerce of Orange County
- Korean Resource Center

- Orange County Hispanic Chamber of Commerce
- Regional Center of Orange County
- Iranian-American Chamber of Commerce of Orange County
- Black Chamber of Commerce of Orange County
- Latino Health Access
- Abrazar Inc.
- CalOptima
- Council of Aging Southern California

## **Training Staff**

Coach Operators have the most frequent contact with LEP persons through daily interaction with passengers during fixed-route hours of operations. Customer Service Representatives and the General Services staff also have frequent contact with LEP persons, either in person at the OCTA administrative offices or by telephone.

All newly hired Coach Operators receive Title VI training on the final day of a six-week training program. Title VI training topics include:

- Understanding Title VI responsibilities;
- The language assistance services offered by OCTA;
- Specific procedures to be followed when encountering a LEP person;
- Assisting passengers/members of the public in obtaining Title VI information, and how to obtain complaint procedure information and translation services.

OCTA Customer Relations and OCTA Store team members also have frequent contact with LEP members of the public. Title VI training was provided for both groups during the triennial period.

## **CONCLUSION**

The LEP Plan is designed to be flexible and to be reviewed as an ongoing process. As such, it is important to consider whether new documents and services need to be made accessible for LEP persons and also to monitor changes in demographics and types of services in those demographics. When changes occur, the LEP Plan will be updated as appropriate, but no less than every three years.

OCTA will post the LEP Plan on its website at [www.OCTA.net](http://www.OCTA.net). Copies of the LEP plan will be provided to any person or agency requesting a copy. LEP persons may obtain copies/translations of the LEP plan upon request.

Any questions or comments regarding this Plan should be directed to:

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2021 ACS 5-Year Population Estimates: Population Estimates: Sex by Age  
 2021 ACS 5-Year Estimates: Means of Transportation to Work (Public transportation (excluding taxicab): Bus)  
 2021 ACS 5-Year Estimates: Language Spoken at Home, Who Speak English "Less than Very Well"

City	Zip Code (ZCTA)	2021 Population [1]	Means of Transportation to Work by Bus [2]	Spanish			Korean			Chinese			Vietnamese			Arabic		
				Speaks English "Less Than Very Well"	Number of LEP Population [3]	Potential Number of LEP Bus to Work	Speaks English "Less Than Very Well"	Number of LEP Population [3]	Potential Number of LEP Bus to Work	Speaks English "Less Than Very Well"	Number of LEP Population [3]	Potential Number of LEP Bus to Work	Speaks English "Less Than Very Well"	Number of LEP Population [3]	Potential Number of LEP Bus to Work	Speaks English "Less Than Very Well"	Number of LEP Population [3]	Potential Number of LEP Bus to Work
Buena Park	90620	47,104	0.4%	6.6%	3,103	11	2.8%	1,320	5	1.4%	656	2	0.8%	374	1	0.3%	144	1
Buena Park	90621	36,385	0.6%	10.6%	3,854	23	8.7%	3,182	19	0.6%	229	1	0.6%	209	1	0.0%	7	0
La Palma	90623	15,703	0.2%	2.2%	340	1	4.8%	753	1	2.5%	385	1	1.4%	220	0	0.3%	53	0
Cypress	90630	50,543	0.2%	2.8%	1,398	2	6.0%	3,036	5	1.8%	901	1	1.1%	576	1	0.1%	54	0
La Habra	90631	69,601	0.7%	11.8%	8,210	58	2.6%	1,811	13	1.0%	687	5	0.1%	59	0	0.2%	108	1
Stanton	90680	30,500	1.0%	14.9%	4,551	43	0.9%	261	2	0.5%	167	2	10.2%	3,114	30	0.8%	229	2
Los Alamitos	90720	23,660	0.3%	2.1%	487	1	0.7%	169	0	0.4%	90	0	0.5%	111	0	0.0%	-	-
Seal Beach	90740	24,721	0.4%	1.6%	401	1	3.0%	742	3	0.7%	182	1	0.2%	49	0	0.5%	120	0
Sunset Beach	90742	470	0.0%	0.0%	-	-	0.0%	-	-	0.0%	-	-	0.0%	-	-	0.0%	-	-
Surfside	90743	487	0.0%	0.0%	-	-	0.0%	-	-	4.3%	21	-	0.0%	-	-	0.0%	-	-
Irvine	92602	27,425	0.0%	1.3%	350	-	3.2%	881	-	5.6%	1,536	-	1.3%	344	-	0.6%	155	-
Irvine	92603	19,128	0.0%	0.3%	55	-	2.9%	556	-	5.0%	948	-	1.5%	285	-	0.1%	18	-
Irvine	92604	29,983	0.1%	2.1%	630	1	2.7%	807	1	4.9%	1,475	1	0.8%	253	0	0.3%	79	0
Irvine	92606	25,126	0.3%	0.6%	151	0	2.5%	636	2	3.9%	971	3	1.3%	335	1	0.6%	142	0
Foothill Ranch	92610	12,524	0.2%	1.1%	134	0	0.5%	61	0	1.3%	165	0	1.1%	136	0	0.0%	-	-
Irvine	92612	34,640	0.6%	1.3%	438	3	1.3%	449	3	7.2%	2,485	15	0.4%	143	1	0.3%	91	1
Irvine	92614	29,307	0.4%	0.7%	195	1	1.7%	493	2	3.2%	925	3	0.8%	244	1	0.4%	122	0
Irvine	92618	54,368	0.0%	1.1%	587	0	3.2%	1,724	0	6.8%	3,704	0	0.7%	358	0	1.0%	544	0
Irvine	92620	60,344	0.0%	0.5%	318	-	3.7%	2,249	-	7.9%	4,775	-	0.6%	378	-	0.1%	72	-
Capistrano Beach	92624	6,398	0.4%	3.9%	250	1	0.0%	1	0	0.0%	-	-	0.0%	-	-	0.0%	-	-
Corona Del Mar	92625	13,102	0.0%	0.4%	55	-	0.0%	-	-	2.0%	268	-	0.2%	24	-	0.0%	-	-
Costa Mesa	92626	50,389	1.0%	5.9%	2,977	31	0.2%	103	1	0.7%	349	4	1.8%	903	9	0.1%	72	1
Costa Mesa	92627	62,575	0.7%	12.7%	7,930	56	0.1%	35	0	0.2%	97	1	0.3%	175	0	0.0%	-	-
Dana Point	92629	26,929	0.5%	2.1%	553	3	0.1%	23	0	0.0%	8	0	0.1%	18	0	0.2%	44	0
Lake Forest	92630	66,621	0.7%	6.0%	4,000	29	0.4%	259	2	1.6%	1,097	8	0.7%	494	4	0.3%	221	2
Huntington Beach	92646	55,939	0.2%	1.2%	696	1	0.1%	53	0	0.7%	415	1	1.8%	1,017	2	0.0%	-	-
Huntington Beach	92647	60,592	0.3%	3.8%	2,305	7	0.3%	194	1	0.6%	371	1	2.9%	1,731	5	0.4%	233	1
Huntington Beach	92648	45,612	0.1%	1.9%	859	1	0.1%	56	0	1.2%	539	1	1.6%	724	1	0.2%	98	0
Huntington Beach	92649	36,130	0.2%	0.9%	314	1	0.1%	44	0	0.5%	169	0	1.0%	350	1	0.0%	-	-
Laguna Beach	92651	24,042	0.3%	1.2%	289	1	0.1%	24	0	0.1%	30	0	0.0%	11	0	0.7%	169	0
Laguna Hills	92653	30,183	0.4%	5.4%	1,631	6	0.5%	163	1	1.0%	309	1	1.9%	587	2	0.3%	101	0
Midway City	92655	8,440	0.3%	10.6%	891	2	0.4%	31	0	0.9%	77	0	26.2%	2,212	6	0.3%	26	0
Aliso Viejo	92656	53,169	0.3%	2.7%	1,438	4	0.5%	258	1	1.0%	524	1	0.5%	271	1	0.2%	109	0
Newport Coast	92657	9,342	0.0%	0.0%	-	-	1.2%	110	-	2.7%	252	-	1.1%	104	-	0.0%	-	-
Newport Beach	92660	36,100	0.0%	1.4%	496	-	0.3%	100	-	1.1%	409	-	0.0%	-	-	0.1%	37	-
Newport Beach	92661	3,279	0.0%	0.2%	8	-	0.0%	-	-	0.0%	-	-	0.0%	-	-	0.0%	-	-
Newport Beach	92662	2,471	0.0%	0.2%	5	-	0.0%	-	-	0.0%	-	-	0.0%	-	-	0.0%	-	-
Newport Beach	92663	21,523	0.4%	1.5%	328	1	0.0%	6	0	0.4%	83	0	0.1%	27	0	0.0%	-	-
San Clemente	92672	38,872	0.3%	3.3%	1,276	4	0.2%	64	0	0.2%	88	0	0.0%	3	0	0.1%	46	0
San Clemente	92673	30,972	0.0%	1.1%	340	0	0.0%	4	0	0.0%	-	-	0.1%	21	0	0.0%	-	-
San Juan Capistrano	92675	35,319	1.1%	11.5%	4,065	43	0.1%	28	0	0.1%	39	0	0.1%	43	0	0.0%	-	-
Silverado	92676	1,988	0.0%	1.7%	34	-	0.0%	-	-	0.3%	5	-	0.0%	-	-	0.0%	-	-
Laguna Niguel	92677	64,608	0.0%	3.5%	2,286	0	0.2%	134	0	1.1%	726	0	0.2%	157	0	0.1%	73	0
Trabuco Canyon	92678	638	0.0%	1.1%	7	-	0.0%	-	-	0.6%	4	-	0.0%	-	-	0.0%	-	-
Trabuco Canyon	92679	31,406	0.0%	0.8%	266	-	0.5%	147	-	1.0%	324	-	0.1%	28	-	0.1%	18	-
Westminster	92683	91,267	0.5%	6.3%	5,708	27	0.3%	302	1	1.0%	931	4	25.3%	23,046	110	0.4%	379	2
Rancho Santa Margarita	92688	44,386	0.0%	3.3%	1,472	1	0.2%	79	0	0.5%	203	0	0.2%	83	0	0.2%	77	0
Mission Viejo	92691	48,437	0.2%	4.3%	2,091	5	0.7%	317	1	0.6%	295	1	0.9%	413	1	0.1%	40	0
Mission Viejo	92692	46,240	0.0%	3.0%	1,377	1	0.0%	-	-	1.3%	600	0	2.3%	1,066	0	0.4%	174	0
Ladera Ranch	92694	34,879	0.0%	0.6%	197	0	0.3%	120	0	0.9%	301	0	0.1%	34	0	0.0%	15	0
Santa Ana	92701	49,008	1.8%	34.7%	17,003	308	0.1%	30	1	0.2%	108	2	0.4%	189	3	0.0%	-	-
Santa Ana	92703	64,387	1.7%	31.7%	20,406	354	0.1%	53	1	0.5%	294	5	8.3%	5,325	92	0.0%	-	-
Santa Ana	92704	79,641	1.7%	23.7%	18,861	329	0.1%	68	1	0.3%	226	4	7.6%	6,024	105	0.0%	28	0
Santa Ana	92705	47,851	0.3%	13.0%	6,217	21	0.5%	235	1	0.6%	270	1	0.6%	306	1	0.0%	7	0
Santa Ana	92706	36,694	1.1%	24.8%	9,117	100	0.6%	202	2	0.4%	162	2	2.8%	1,026	11	0.0%	8	0
Santa Ana	92707	60,478	1.9%	26.5%	16,034	298	0.1%	59	1	0.3%	198	4	1.4%	828	15	0.1%	40	1
Fountain Valley	92708	57,139	0.1%	2.0%	1,133	1	0.6%	343	0	1.4%	788	1	10.8%	6,183	6	0.9%	518	0
Tustin	92780	54,840	0.5%	14.3%	7,832	42	0.5%	257	1	1.0%	537	3	1.0%	527	3	0.2%	105	1
Tustin	92782	30,123	0.2%	2.7%	807	1	2.7%	812	1	3.4%	1,031	2	0.7%	215	0	0.0%	9	0
Anaheim	92801	65,662	1.4%	18.8%	12,357	174	1.6%	1,056	15	0.6%	362	5	2.7%	1,760	25	1.0%	649	9
Anaheim	92802	42,911	1.4%	22.0%	9,440	134	0.6%	258	4	0.3%	130	2	3.2%	1,362	19	0.3%	133	2
Anaheim	92804	86,503	1.0%	11.7%	10,125	106	0.7%	602	6	0.8%	732	8	6.9%	5,989	63	0.9%	789	8
Anaheim	92805	73,736	1.2%	23.7%	17,441	216	0.5%	397	5	0.6%	465	6	1.4%	1,020	13	0.4%	273	3

City	Zip Code (ZCTA)	2021 Population [1]	Means of Transportation to Work by Bus [2]	Spanish			Korean			Chinese			Vietnamese			Arabic		
				Speaks English "Less Than Very Well"	Number of LEP Population [3]	Potential Number of LEP Bus to Work	Speaks English "Less Than Very Well"	Number of LEP Population [3]	Potential Number of LEP Bus to Work	Speaks English "Less Than Very Well"	Number of LEP Population [3]	Potential Number of LEP Bus to Work	Speaks English "Less Than Very Well"	Number of LEP Population [3]	Potential Number of LEP Bus to Work	Speaks English "Less Than Very Well"	Number of LEP Population [3]	Potential Number of LEP Bus to Work
Anaheim	92806	40,009	1.1%	15.0%	6,019	64	0.2%	88	1	0.8%	319	3	1.7%	664	7	0.7%	264	3
Anaheim	92807	36,110	0.2%	3.9%	1,413	2	0.5%	179	0	0.7%	253	0	0.7%	265	0	0.3%	108	0
Anaheim	92808	21,496	0.3%	1.5%	315	1	0.6%	119	0	1.1%	227	1	0.8%	175	0	0.5%	100	0
Brea	92821	41,286	0.1%	4.2%	1,752	2	3.8%	1,562	2	1.4%	585	1	0.1%	53	0	0.1%	35	0
Brea	92823	5,626	0.0%	0.0%	-	-	6.1%	344	-	4.7%	266	-	0.9%	49	-	0.0%	-	-
Fullerton	92831	36,859	0.4%	6.9%	2,525	11	1.4%	514	2	1.3%	472	2	0.7%	256	1	0.3%	127	1
Fullerton	92832	25,720	1.6%	13.5%	3,477	55	1.8%	471	7	0.1%	25	0	1.1%	280	4	0.0%	-	-
Fullerton	92833	53,188	0.7%	8.3%	4,423	29	9.8%	5,203	34	1.2%	647	4	0.5%	267	2	0.1%	64	0
Fullerton	92835	26,917	0.0%	2.5%	686	-	3.1%	824	-	2.0%	527	-	0.3%	72	-	1.0%	258	-
Garden Grove	92840	53,681	0.8%	10.9%	5,877	44	1.1%	594	4	0.9%	487	4	14.6%	7,843	59	0.3%	172	1
Garden Grove	92841	34,650	0.8%	9.2%	3,176	26	2.4%	832	7	0.9%	298	2	21.0%	7,272	61	0.2%	63	1
Garden Grove	92843	48,413	0.8%	15.3%	7,403	62	0.5%	226	2	0.6%	294	2	23.6%	11,444	96	0.1%	40	0
Garden Grove	92844	22,601	0.7%	7.4%	1,672	11	3.7%	839	6	1.1%	248	2	25.8%	5,821	39	0.2%	47	0
Garden Grove	92845	15,240	0.0%	1.0%	150	-	0.3%	41	-	1.3%	201	-	1.9%	286	-	0.3%	49	-
Villa Park	92861	5,864	0.1%	0.8%	48	0	0.3%	16	0	0.4%	25	0	1.0%	56	0	0.0%	-	-
Orange	92865	21,384	0.7%	7.5%	1,604	11	0.2%	50	0	1.4%	293	2	0.8%	167	1	0.1%	19	0
Orange	92866	14,966	1.4%	4.9%	734	10	0.1%	8	0	0.3%	42	1	0.3%	43	1	0.1%	15	0
Orange	92867	44,232	0.3%	9.0%	3,975	13	0.4%	187	1	0.8%	356	1	0.7%	295	1	0.3%	114	0
Orange	92868	27,233	0.8%	11.3%	3,090	24	1.4%	370	3	0.7%	198	2	1.4%	392	3	0.1%	15	0
Orange	92869	36,174	0.1%	9.0%	3,266	4	0.6%	233	0	1.2%	422	0	1.7%	623	1	0.2%	66	0
Placentia	92870	53,126	0.5%	6.6%	3,486	16	1.2%	647	3	1.4%	736	3	0.8%	431	2	0.1%	44	0
Yorba Linda	92886	50,764	0.1%	1.8%	901	1	1.5%	743	0	2.5%	1,246	1	0.4%	223	0	0.2%	81	0
Yorba Linda	92887	20,395	0.2%	2.0%	407	1	0.3%	66	0	3.1%	630	1	1.0%	212	0	0.4%	83	0
<b>Total</b>		<b>3,158,774</b>	<b>0.57%</b>	<b>8.6%</b>	<b>272,518</b>	<b>2,840</b>	<b>1.3%</b>	<b>40,313</b>	<b>177</b>	<b>1.4%</b>	<b>42,915</b>	<b>137</b>	<b>3.4%</b>	<b>108,673</b>	<b>817</b>	<b>0.3%</b>	<b>8,193</b>	<b>46</b>

LEP Population Estimate	557,104
Number of Population Takes the Bus to Work	18,066
Potential Number of LEP Riders	4,393

Estimated % Overall Transit Riders per LEP Language Population

16%

1%

1%

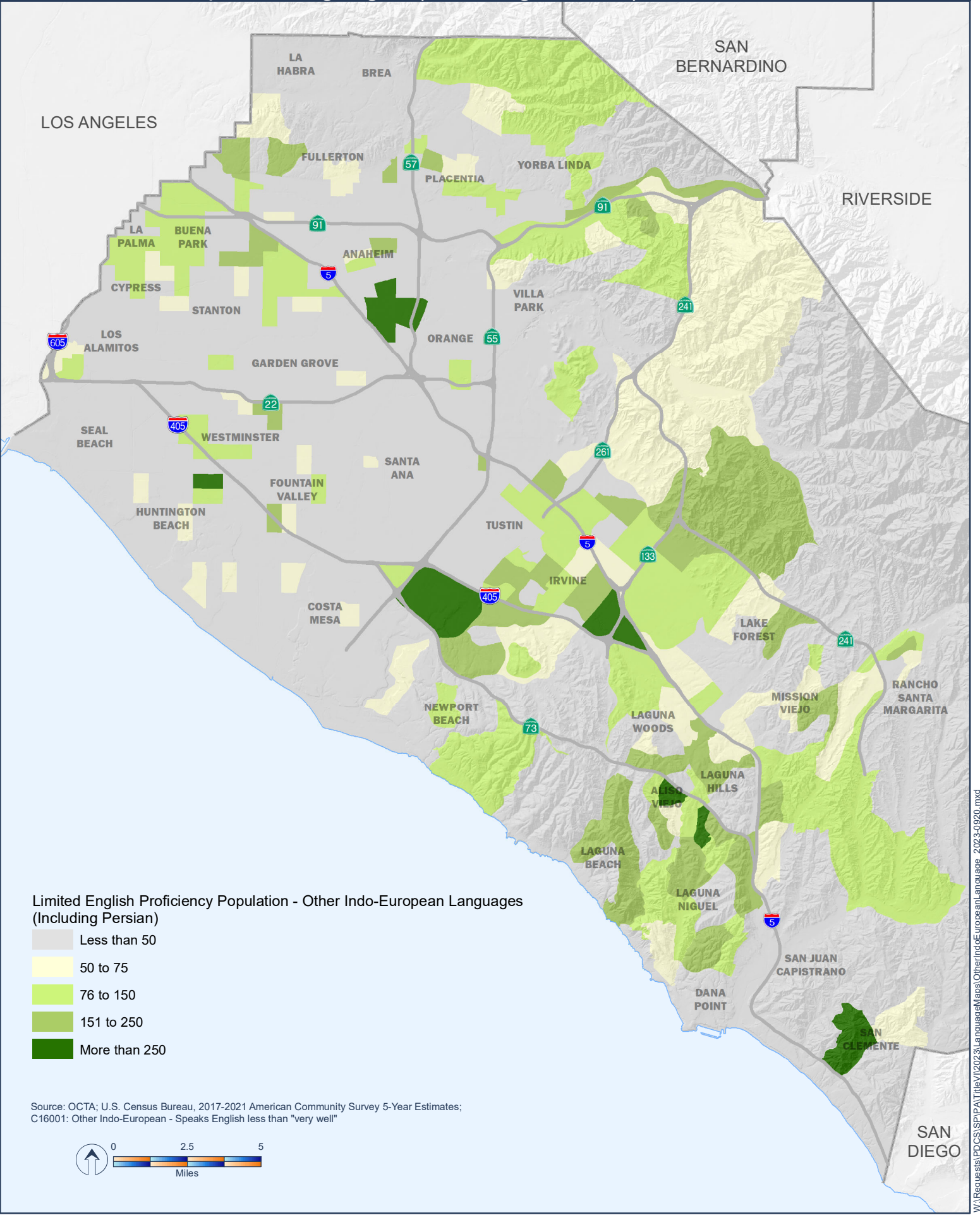
5%

0.3%

[1] B01001 Source: U.S. Census Bureau, 2021 ACS 5-Year Population Estimates: Sex by Age  
 [2] B08006 Source: U.S. Census Bureau, 2021 ACS 5-Year Estimates: Sex of Workers by Means of Transportation to Work (Public transportation (excluding taxicab): Bus)  
 [3] C16001 Source: U.S. Census Bureau, 2021 ACS 5-Year Population Estimates: Language Spoken at Home, Who Speak English "Less than Very Well"

\*All Other Languages\* include French, Haitian, or Cajun; German or other West Germanic languages; Russian, Polish, or other Slavic languages; Other Indo-European languages; Tagalog; Other Asian and Pacific Island languages; Other and unspecified languages

# Limited English Proficiency Population - Other Indo-European Languages (Including Persian)



Limited English Proficiency Population - Other Indo-European Languages (Including Persian)

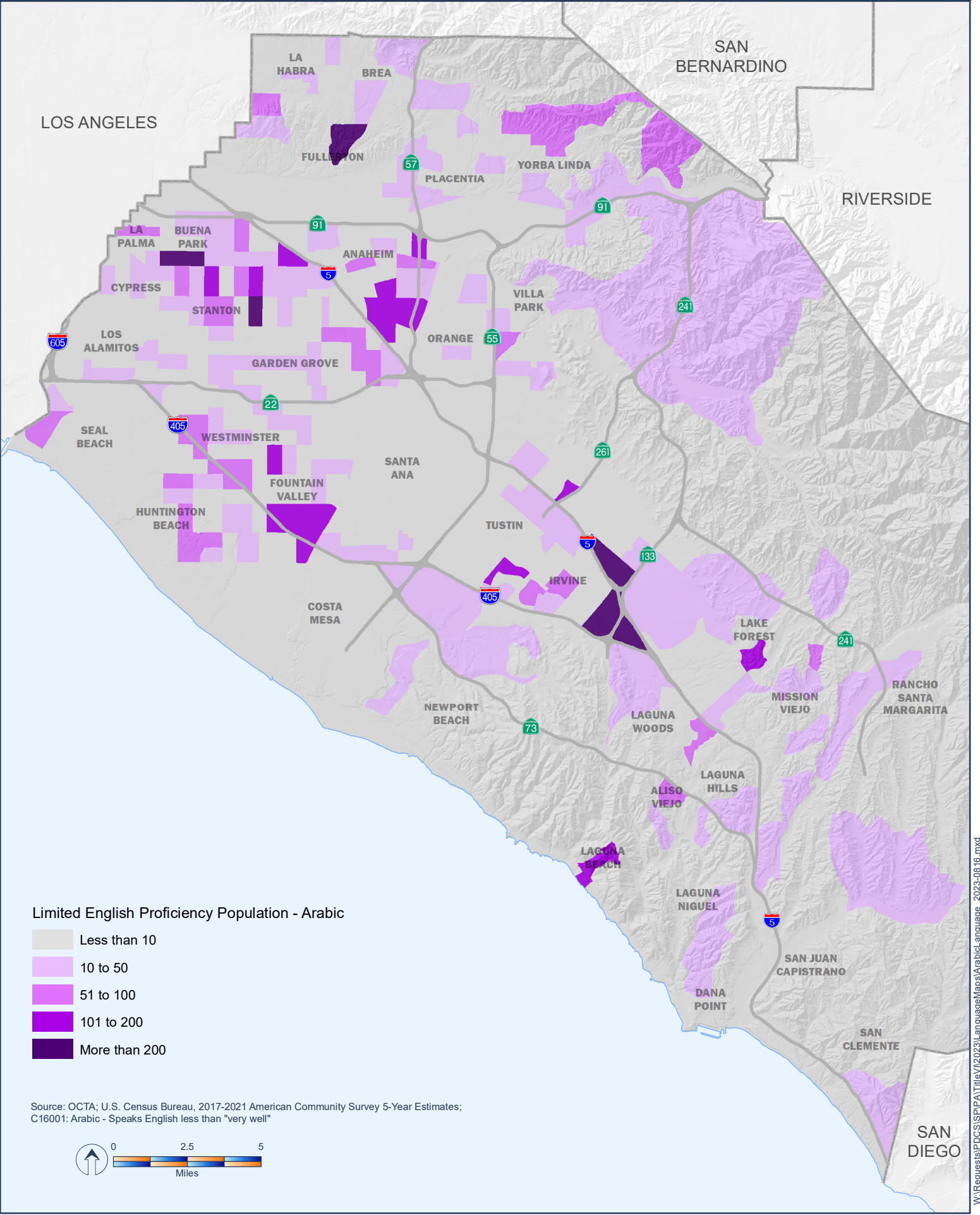
- Less than 50
- 50 to 75
- 76 to 150
- 151 to 250
- More than 250

Source: OCTA; U.S. Census Bureau, 2017-2021 American Community Survey 5-Year Estimates; C16001: Other Indo-European - Speaks English less than "very well"





# Limited English Proficiency Population - Arabic



Limited English Proficiency Population - Arabic

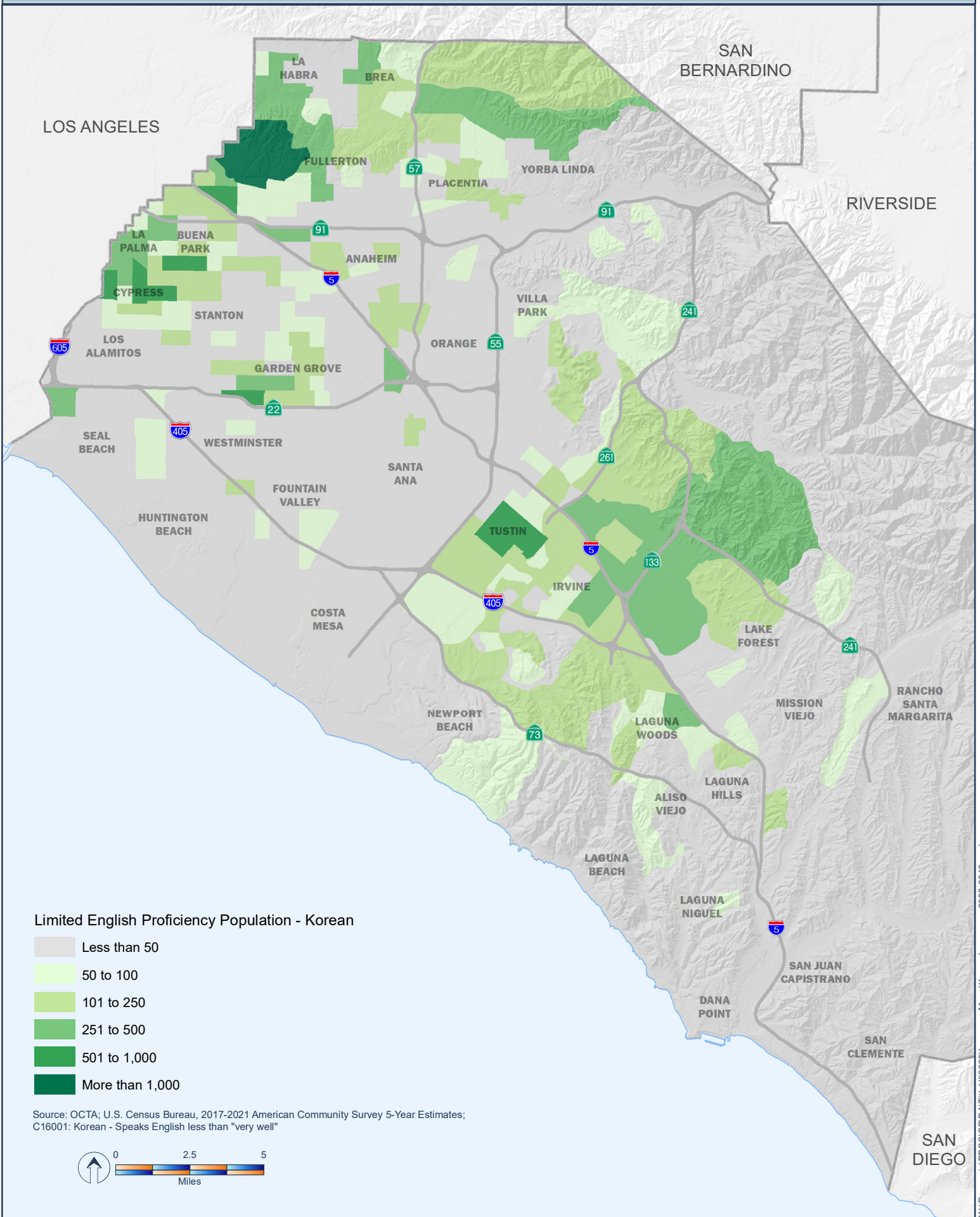
- Less than 10
- 10 to 50
- 51 to 100
- 101 to 200
- More than 200

Source: OCTA; U.S. Census Bureau, 2017-2021 American Community Survey 5-Year Estimates; C16001: Arabic - Speaks English less than "very well"



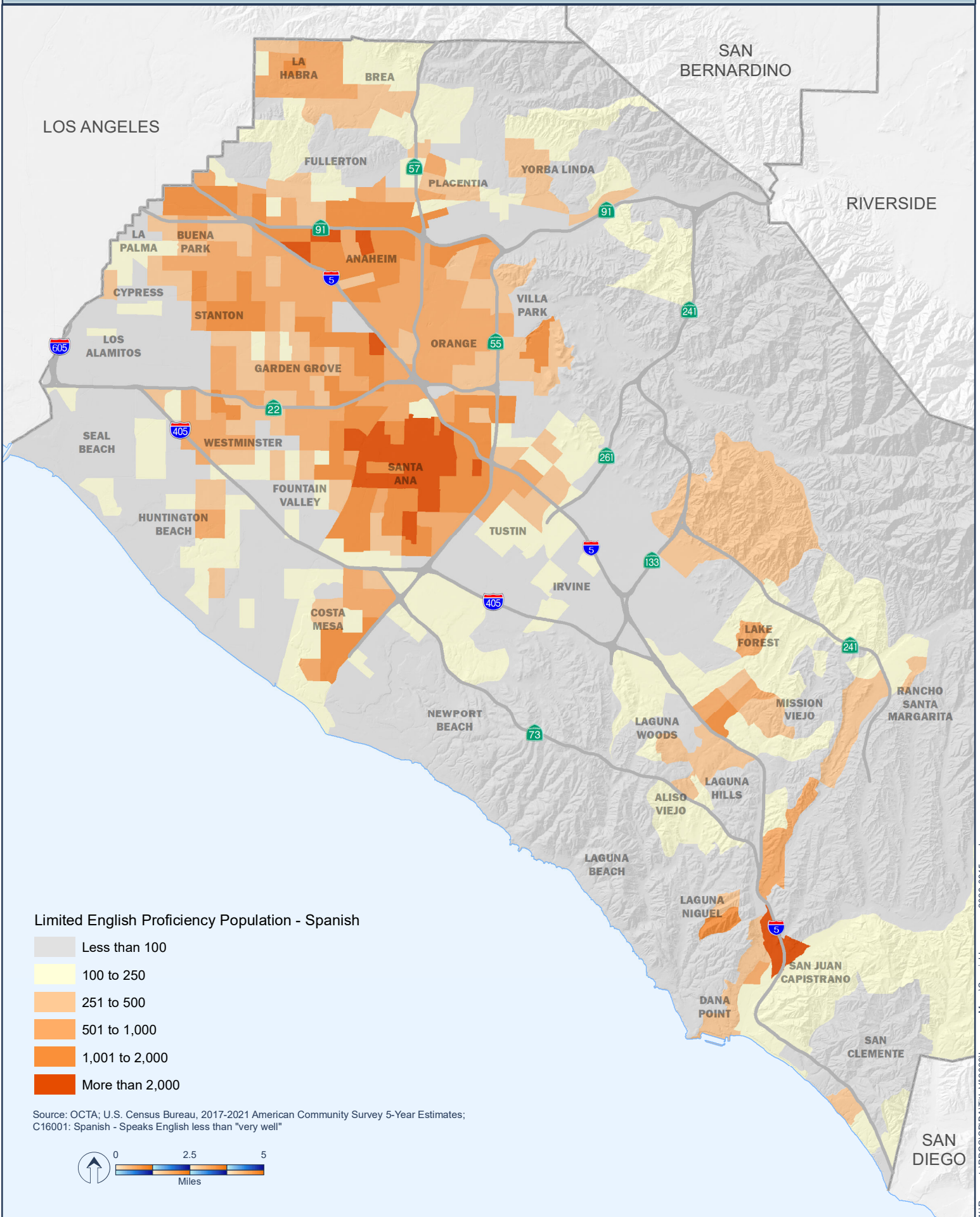
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# Limited English Proficiency Population - Korean

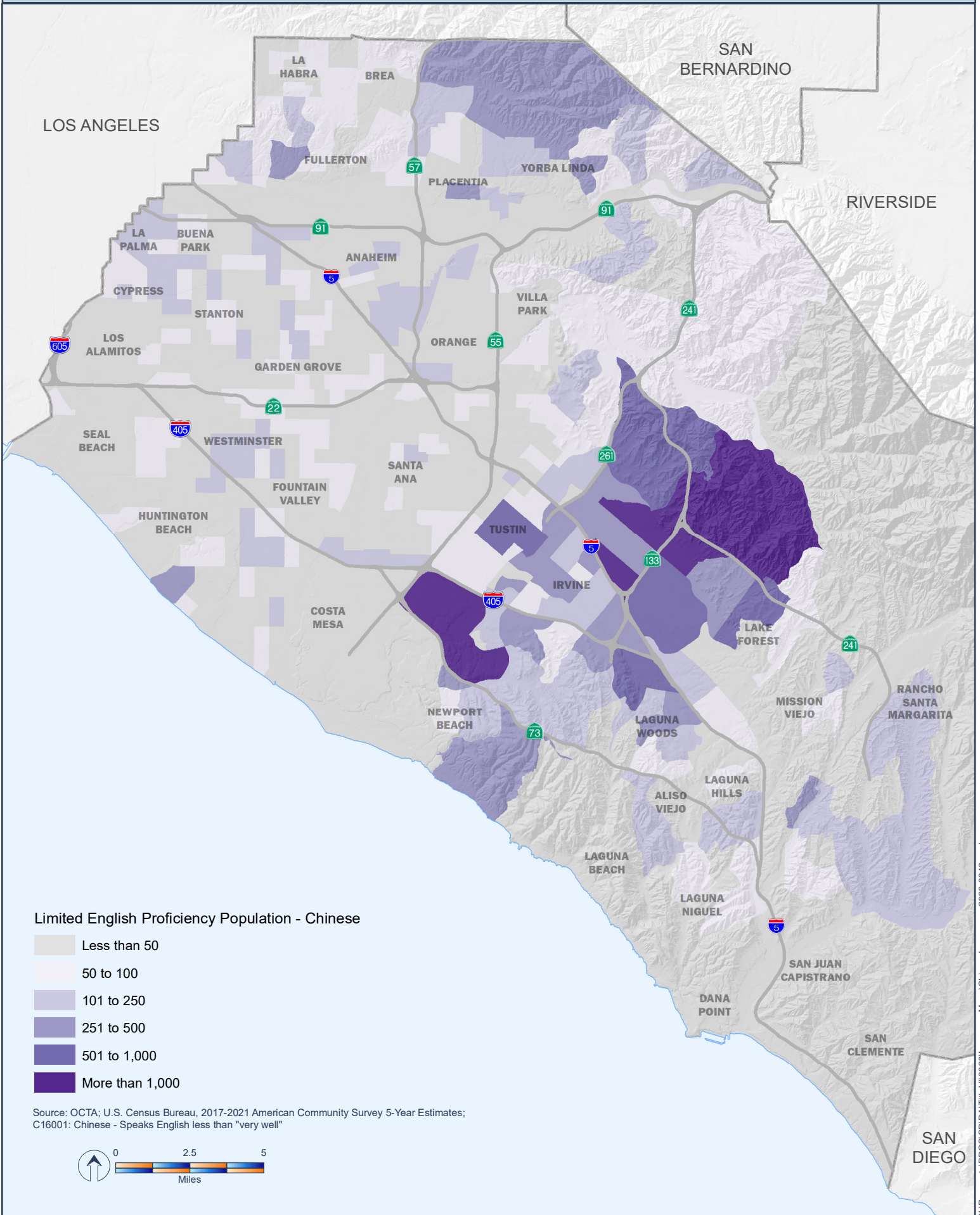




# Limited English Proficiency Population - Spanish



# Limited English Proficiency Population - Chinese



Limited English Proficiency Population - Chinese

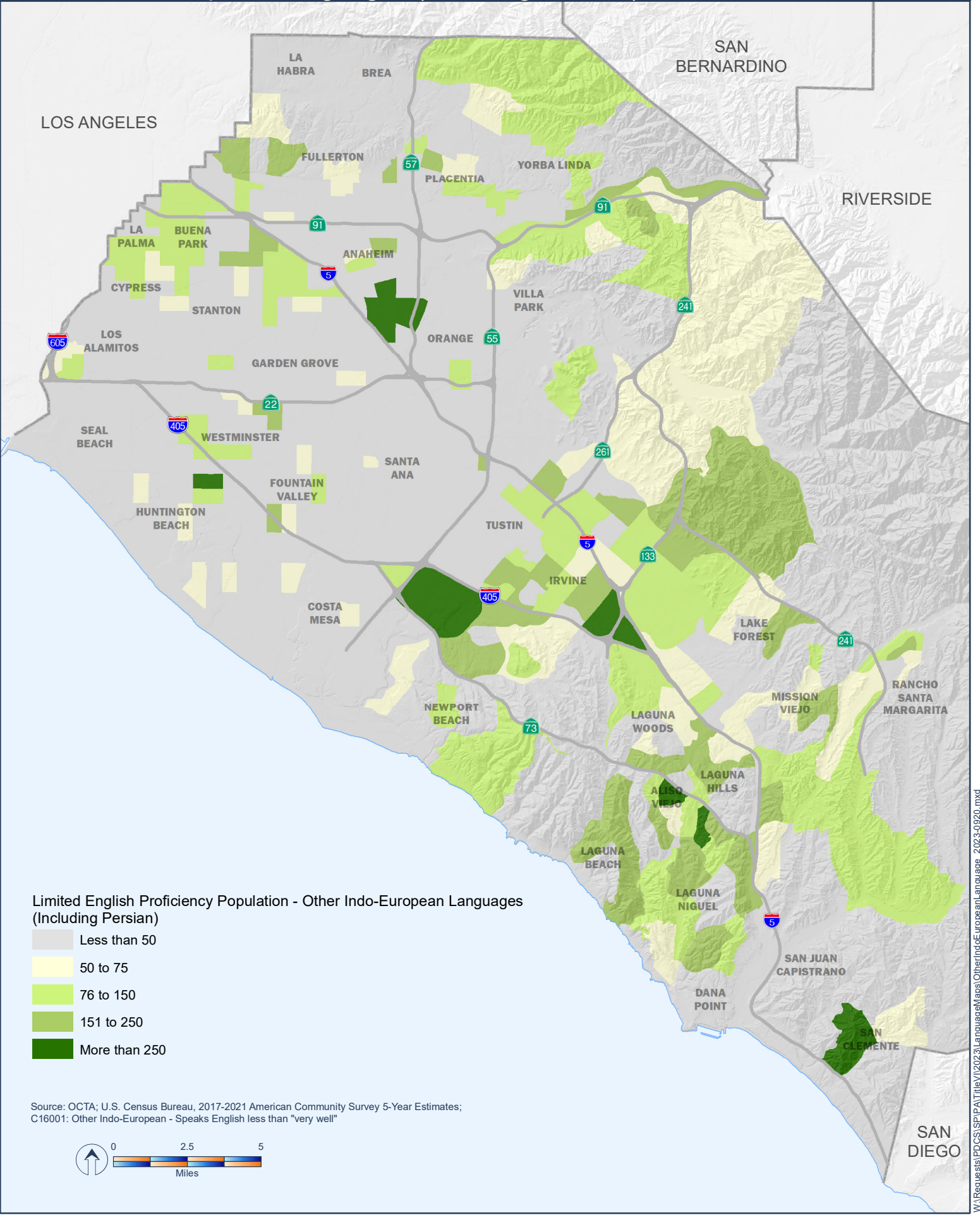
- Less than 50
- 50 to 100
- 101 to 250
- 251 to 500
- 501 to 1,000
- More than 1,000

Source: OCTA; U.S. Census Bureau, 2017-2021 American Community Survey 5-Year Estimates; C16001: Chinese - Speaks English less than "very well"





# Limited English Proficiency Population - Other Indo-European Languages (Including Persian)



Limited English Proficiency Population - Other Indo-European Languages (Including Persian)

- Less than 50
- 50 to 75
- 76 to 150
- 151 to 250
- More than 250

Source: OCTA; U.S. Census Bureau, 2017-2021 American Community Survey 5-Year Estimates; C16001: Other Indo-European - Speaks English less than "very well"



# Limited English Proficiency Population - Vietnamese

