

Appendix 06-A: MassDOT Four-Factor Analysis Update

MassDOT Four-Factor Analysis Update

In 2011, MassDOT conducted its LEP Four Factor Analysis in compliance with the guidance provided at that time, which defined “Limited English Proficient (LEP) Persons” as “persons for whom English is not their primary language and who have a limited ability to speak, understand, read, or write English. It includes people who reported to the U.S. Census that they do not speak English well or do not speak English at all.”¹ In October 2012, the Federal Transit Administration (FTA) updated its Title VI Circular (FTA C 4702.1B) — Title VI Requirements and Guidelines for FTA Recipients. The updates to the circular included a revised definition of “limited English proficient (LEP) persons.” While the previous definition was limited to people who reported to the U.S. Census that they do not speak English well or do not speak English at all, the new definition, shown below, includes people who speak English well:

“Limited English Proficient (LEP) persons refers to persons for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English. It includes people who reported to the U.S. Census that they speak English less than very well, not well, or not at all.”

In 2013, FTA provided feedback to MassDOT on the sufficiency of the 2011 Four-Factor Analysis and expressed a concern that it was not conducted according to the methodology outlined in FTA C 4702.1B. More specifically, FTA directed MassDOT to include people who identified themselves as speaking English well in the Factor 1 count of LEP individuals. In addition, FTA required MassDOT to solicit additional input on Factor 3 (the importance to LEP persons of MassDOT programs, activities, and services).

The language access needs assessment, as defined by U.S. DOT, is based on an analysis of four factors. The first two of the four factors are used to identify individuals who need language assistance. The third factor determines what needs to be translated, and the fourth factor identifies translation resources and costs. Following U.S. DOT guidelines, MassDOT explored multiple data sources and conducted targeted outreach to develop its Four-Factor Analysis. The data collection and outreach informing the Factor 3 analysis included:

- surveys of MassDOT staff responsible for providing language assistance and/or interacting directly with the public
- outreach to two dozen CBO’s serving LEP populations in the areas of highest LEP concentrations in the commonwealth

¹ FTA C 4702.1A: Title VI and Title VI-Dependent Guidelines for Federal Transit Administration Recipients, May 13, 2007.

- a public, online survey of language assistance needs which was publicized through an email blast to 3,223 contacts from MassDOT's outreach distribution database
- analysis of past interactions with LEP individuals including website data and requests for both interpretation and translation by LEP persons

Based on the results of analysis to date, MassDOT will implement a phased schedule for translating vital information. Initially, MassDOT will translate vital information into Spanish, Portuguese, Chinese, Vietnamese, and French (Haitian) Creole (in 2013). In 2014, MassDOT will translate vital information into Russian, Mon Khmer, Arabic, French, and Italian. These languages are consistently identified as meeting the safe-harbor threshold in the Factor 1 analyses, and a number of them were identified by MassDOT staff as having prior contact. MassDOT will offer free translation of vital information in the other languages identified using the FTA-preferred methodology, and will make the decision whether to translate into each of these languages based on whether any translations are requested. The decision to translate non-vital information into other languages will be made on the basis of location and cost. The remainder of this document provides an update to MassDOT's Four-Factor Analysis incorporating the methodology preferred by FTA. The specific instructions provided by FTA on July 25, 2013, are included as Appendix A.

Factor 1: The Number and Proportion of Persons in the Service Population Who Are LEP

One factor in determining what language services MassDOT should provide is the number or proportion of LEP persons eligible to be served or encountered by MassDOT in carrying out its operations. The greater the number or proportion of people who are limited in their English proficiency from a particular language group served by or encountered by MassDOT, the more likely it is that language services are needed for those people. Because MassDOT is a statewide agency, the service area population includes the entire population of Massachusetts.

MassDOT used a combination of the following quantitative and qualitative analyses to estimate the number and proportion of people in the commonwealth who may have limited proficiency in English (by language spoken):

- 2010 American Community Survey (ACS) 5-year Summary File data from the U.S. Census Bureau (in accordance with FTA's preferred methodology)
- 2006–2010 ACS 5% Public Use Microdata Sample (PUMS) data from the U.S. Census Bureau
- Data from a special tabulation of census data prepared for the U.S. Department of Labor (DOL) by the U.S. Census Bureau
- Data from school systems and community organizations
- Data obtained from outreach to CBOs that work with LEP populations

Quantitative Analysis Techniques

ANALYSIS OF 2010 ACS 5-YEAR SUMMARY DATA USING FTA DEFINITION OF LEP

The 2010 ACS 5-year Summary File data for Massachusetts was used to estimate an upper bound on the number of people that may need language assistance. Analysis of this data identified twenty-four languages and five language groups as potentially meeting the safe-harbor threshold (5% of the population or 1,000 individuals, whichever is less) statewide for limited English proficiency (defined as those who speak English “well,” “less than well,” or “not at all”). The five language groups (African, Other Indo-European, Other Asian, Other Indic, and Other Slavic) are not useful in providing languages assistance because they are each comprised of numerous different languages, none of which meet the safe-harbor threshold. The margins of error for two of the twenty-four languages (Serbo-Croatian and Laotian) prohibit drawing conclusively that these languages meet the safe-harbor threshold. Therefore, twenty two languages meet the safe-harbor threshold in Massachusetts when including all individuals who identified as speaking English less than very well statewide. The total potential LEP population statewide was estimated as 496,918, which is the sum of the potential LEP populations of all census tracts in the state, including all languages that meet the safe-harbor threshold. This represents 8.1 % of the total statewide population. The largest proportion of these potential LEP persons speaks Spanish and makes up approximately 3 % of the commonwealth’s population.

The languages meeting the current FTA definition of LEP “safe harbor” thresholds statewide are:

- Spanish (202,419, 3.31% of the state’s population)
- Portuguese (89,201, 1.46% of the state’s population)
- Chinese – all dialects (49,773, 0.81%% of the state’s population)
- Vietnamese (23,121, 0.38% of the state’s population)
- French Creole (22,792, 0.37% of the state’s population)
- Russian (17,628, 0.29% of the state’s population)
- French (15,423, 0.25% of the state’s population)
- Italian (12,559, 0.21% of the state’s population)
- Mon-Khmer, Cambodian (12,023, 0.20% of the state’s population)
- Arabic (9,045, 0.15% of the state’s population)
- Polish (7,956, 0.13% of the state’s population)
- Korean (7,225, 0.12% of the state’s population)
- Greek (6,896, 0.11% of the state’s population)
- Japanese (3,655, 0.06% of the state’s population)
- Hindi (2,965, 0.04% of the state’s population)
- Gujarati (2,717, 0.04% of the state’s population)
- Tagalog (2,504, 0.04% of the state’s population)

- Persian (2,010, 0.03% of the state's population)
- German (1,961, 0.03% of the state's population)
- Armenian (1,935, 0.03% of the state's population)
- Urdu (1,586, 0.03% of the state's population)
- Thai (1,524, 0.02% of the state's population)

It should be noted that these statistics include people who self-identified as able to speak English well, and they therefore over represent the true LEP population.

ANALYSIS OF 2006–2010 ACS 5% PUBLIC USE MICRODATA SAMPLE USING PRIOR DEFINITION OF LEP

The 2006–2010 ACS 5% Public Use Microdata Sample (PUMS) dataset allows the language spoken at home (for all languages) to be cross-tabulated with LEP status defined as those who speak English “less than well” or “not at all” statewide, and MassDOT’s previous Factor-1 analysis used this dataset to estimate the number of people who speak English less than well. Using this dataset, the total LEP population statewide (defined as those who speak English “less than well” or “not at all”) was estimated as 248,221. This represents 4.1 % of the total statewide population, roughly half of that estimated using the “less than very well” threshold for LEP. Table 1 compares the results of the analyses of the census data using the “less than well” and “less than very well” definitions for LEP. In actuality, the number of LEP individuals is probably somewhere between the two. It is impossible to accurately determine the number of people in Massachusetts who may require language assistance from using the census data because the census does not evaluate one’s ability to read, write, speak, or understand English; responses to the census question regarding English proficiency are subjective. In reality, some people who selected “speak English well” may require language assistance services while others may not.

The DOT LEP Guidance (Federal Register, Vol. 70, No. 239, December 14, 2005) recognizes the difficulty in using census data to determine English proficiency:

“The focus of the analysis is on lack of English proficiency, not the ability to speak more than one language. Note that demographic data may indicate the most frequently spoken languages other than English and the percentage of people who speak that language but speak or understand English less than well. People who are also proficient in English may speak some of the most commonly spoken languages other than English.”

ANALYSIS OF 2000 CENSUS DATA USING U.S. DEPARTMENT OF LABOR SPECIAL TABULATION

The U.S. Department of Labor (DOL) sponsored a special tabulation of census data LEP populations as a resource to identify languages spoken in states and in Local Workforce Investment Areas (LWIAs). FTA suggests that recipients consider this dataset as a supplement to the census data in efforts to identify locations of LEP populations. While this special tabulation is dated (it uses the 2000 census data), it can be used as an additional source to show the effect of including people who speak English well in the LEP count; as shown in Table 2, the inclusion of people who speak English well roughly doubles the number of people considered as having

limited proficiency in English. In addition, 15 languages or language groups are identified as meeting the safe-harbor threshold when including only those people who speak English less than well, while 29 languages or language groups meet the threshold when including people who speak English well. As stated previously, the language groups are not useful for determining language assistance needs since they are each comprised of numerous different languages.

TABLE 1
Comparison of Results of LEP Analyses

Language	Number of People Identified as LEP Using "Less than Very Well" Methodology	% of State Population	Language Rank Using "Less than Very Well" Methodology	Number of People Identified as LEP Using "Less than Well" Methodology	% of State Population	Language Rank Using "Less than Well" Methodology
Spanish	202,419	3.31%	1	113,855	1.86%	1
Portuguese	89,201	1.46%	2	47,460	0.78%	2
Chinese	49,773	0.81%	3	22,187	0.36%	3
Vietnamese	23,121	0.38%	4	13,969	0.23%	4
French Creole	22,792	0.37%	5	9,337	0.15%	5
Russian	17,628	0.29%	6	9,237	0.15%	6
French	15,423	0.25%	7	4,476	0.07%	9
Italian	12,559	0.21%	8	4,994	0.08%	8
Mon Khmer	12,023	0.20%	9	6,553	0.11%	7
Arabic	9,045	0.15%	10	2,806	0.05%	13
Polish	7,956	0.13%	11	3,083	0.05%	10
Korean	7,225	0.12%	12	2,863	0.05%	12
Greek	6,896	0.11%	13	3,017	0.05%	11
Japanese	3,655	0.06%	14	1,355	0.02%	15
Hindi	2,965	0.05%	15	N/A	N/A	N/A
Gujarati	2,717	0.04%	16	1,139	0.02%	16
Tagalog	2,504	0.04%	17	N/A	N/A	N/A
Persian	2,010	0.03%	18	N/A	N/A	N/A
German	1,961	0.03%	19	N/A	N/A	N/A
Armenian	1,935	0.03%	20	N/A	N/A	N/A
Urdu	1,586	0.03%	21	N/A	N/A	N/A
Thai	1,524	0.02%	22	N/A	N/A	N/A
Albanian	N/A	N/A	N/A	1,890	0.03%	14
Total	496,918	8.13%		248,221	4.06%	

N/A=No data shown for languages that do not meet the safe harbor thresholds.

TABLE 2
U.S. Department of Labor (DOL) Sponsored Special Tabulation:
Massachusetts Statewide Ability to Speak English by Language Spoken at Home

Language Spoken at Home	Speak English Less than Very Well		Speak English Less than Well	
	Number	Percent	Number	Percent
Spanish or Spanish Creole	162,905*	2.57%	82,670*	1.30%
Portuguese or Portuguese Creole	76,660*	1.21%	41,615*	0.66%
Chinese	38,430*	0.61%	19,055*	0.30%
Vietnamese	20,605*	0.32%	9,905*	0.16%
French Creole	20,390*	0.32%	7,745*	0.12%
Russian	18,855*	0.30%	9,525*	0.15%
Italian	18,685*	0.29%	6,800*	0.11%
French (incl. Patois, Cajun)	18,515*	0.29%	5,960*	0.09%
Mon-Khmer, Cambodian	11,710*	0.18%	5,790*	0.09%
Polish	8,680*	0.14%	2,955*	0.05%
Greek	8,455*	0.13%	3,180*	0.05%
Arabic	6,000*	0.09%	1,930*	0.03%
Korean	5,760*	0.09%	2,235*	0.04%
Other Indo-European languages	5,165*	0.08%	2,155*	0.03%
Japanese	4,940*	0.08%	1,845*	0.03%
African languages	3,870*	0.06%	715	0.01%
German	3,115*	0.05%	715	0.01%
Other Asian languages	2,970*	0.05%	640	0.01%
Other Indic languages	2,315*	0.04%	750	0.01%
Armenian	2,270*	0.04%	795	0.01%
Other Slavic languages	1,965*	0.03%	745	0.01%
Laotian	1,900*	0.03%	775	0.01%
Hindi	1,840*	0.03%	500	0.01%
Gujarati	1,635*	0.03%	665	0.01%
Serbo-Croatian	1,585*	0.02%	720	0.01%
Tagalog	1,480*	0.02%	345	0.01%
Persian	1,425*	0.02%	440	0.01%
Urdu	1,290*	0.02%	510	0.01%
Thai	1,090*	0.02%	425	0.01%
Hebrew	920	0.01%	195	0.00%
Scandinavian languages	654	0.01%	134	0.00%
Other and unspecified languages	640	0.01%	265	0.00%
Other Pacific Island languages	520	0.01%	100	0.00%
Miao, Hmong	515	0.01%	255	0.00%
Hungarian	414	0.01%	89	0.00%
Other West Germanic languages	405	0.01%	70	0.00%
Yiddish	355	0.01%	160	0.00%
Other Native North American languages	134	0.00%	29	0.00%
Total population speaking languages other than English at home	459,062	7.23%	213,402	3.36%

*Language meets the safe-harbor threshold of 1,000 individuals or 5% of the population.

Source: The LEP Special Tabulation of Census 2000 Data on Limited English Proficient Adults U.S. Department of Labor Employment & Training Administration

IDENTIFICATION OF CONCENTRATIONS OF PEOPLE WITH LIMITED ENGLISH PROFICIENCY

MassDOT also analyzed the 2010 ACS 5-year summary data census data according to the guidance provided by FTA in “Implementing the Department of Transportation’s Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient Persons: A Handbook for Public Transportation Providers.”²

“Task 1, Step 2D: Identify any concentrations of LEP persons within your service area

We recommend that agencies use 2000 Census data to identify specific census tracts where the proportion of LEP persons exceeds the proportion of LEP persons in the service area as a whole. This information should help agencies identify if their LEP population is concentrated around specific stations or transit routes. It may also help agencies determine if concentrations of LEP persons speaking different languages are concentrated around different stations or routes.

Agencies can identify LEP concentrations by highlighting those census tracts in their table where the proportion of LEP persons is higher than the service-area average. Agencies with access to Geographic Information System (GIS) mapping software can produce maps showing where the LEP population is concentrated. These maps can also display an agency’s routes and facilities over the map highlighting concentrations of LEP persons.”

Because MassDOT does not provide transit service and most of the programs and activities that MassDOT provides would correspond to municipal boundaries, MassDOT conducted this analysis using the 2010 ACS 5-year summary data at the municipal level. Additionally, the margin of error on the data at the census tract level is unacceptably large in most instances. The results of this analysis, shown in Tables 3 through 23, have limited value in locating actual concentrations of limited-English-proficient individuals; since the analysis uses the statewide proportion of LEP individuals as the threshold to identify areas of concentration, and in many cases the percent of LEP individuals in the state is low, areas with few LEP individuals are identified as having concentrations of LEP individuals. Also, in many cases, even at the municipal level, the margin of error prohibits any certainty of the actual number of LEP individuals. Tables 3 through 23 show, for each language, any municipality where the 2010 ACS 5-year summary data indicated the presence of LEP individuals speaking that language and speaking English less than very well. The municipalities where the proportion of LEP persons is higher than the Massachusetts average are denoted with an asterisk (*).

In order to identify where specific language assistance may be required, MassDOT analyzed and mapped the 2010 ACS 5-year summary data for people who speak English less than well at the municipal level to provide a geographic representation of concentrations of LEP persons by language spoken at home (see Appendix B). This effort showed that most of the areas with the

² At the time this guidance was written, the 2000 census data was the best available source. MassDOT used the more-recent 2010 ACS 5-year summary data.

highest LEP concentrations are in urban areas. MassDOT has separately mapped the LEP populations for each of the languages that met the safe-harbor threshold statewide as determined by the FTA methodology. Some of these languages are spoken primarily in and around Boston, while others are more broadly distributed. Spanish speakers, for example, have a large population in Boston and also in Lawrence, Worcester, and Springfield, while Chinese speakers are more concentrated in and around Boston, Quincy, and Malden. Again, many of these languages have the largest concentrations in the Boston area with the exception of the Mon Khmer family of languages, which has the largest concentration of speakers in Lowell, and Polish, which has the largest concentration in Chicopee. The maps show that the languages which present geographic concentrations at the safe-harbor level are limited to:

- **Spanish**, with concentrations in Boston, Lawrence, Worcester, Springfield, Lynn, Chelsea, Holyoke, Revere, Lowell, New Bedford, Framingham, Everett, Methuen, Waltham, Fitchburg, Chicopee, Brockton, Haverhill, Somerville, Leominster, Salem, Malden, Fall River, Marlborough, Southbridge, and Cambridge
- **Portuguese**, with concentrations in New Bedford, Fall River, Boston, Brockton, Framingham, Everett, Taunton, Somerville, Malden, Lowell, Worcester, Dartmouth, Milford, Peabody, Stoughton, Marlborough, Ludlow, Medford, Barnstable, Revere, and Hudson
- **Chinese**, with concentrations in Boston, Quincy, Malden, Newton, Brookline, Cambridge, and Worcester
- **French Creole**, with concentrations in Boston, Brockton, Everett, Cambridge, Malden, and Randolph
- **Russian**, with concentrations in Boston, Newton, West Springfield, Lynn, and Brookline
- **Vietnamese**, with concentrations in Boston, Worcester, Springfield, Lowell, and Quincy
- **Mon Khmer**, with concentrations in Lowell and Lynn
- **Arabic**, with concentrations in Boston and Revere
- **French**, with concentrations in Boston
- **Polish**, with concentrations in Chicopee

The remaining LEP populations do not present specific concentrations at the safe-harbor level in any particular location in Massachusetts.

TABLE 3
Spanish-Speaking LEP Population by Municipality

Municipality	Total Population Age 5 and older	Number of Spanish Speakers who Speak English Less than Very Well	Percent of Spanish- Speaking Population who Speak English Less than Very Well
Lawrence*	68891	24643	35.77%
Chelsea*	31003	10550	34.03%
Holyoke*	37205	6367	17.11%
Lynn*	83408	10734	12.87%
Revere*	46830	5660	12.09%
Springfield*	141271	15479	10.96%
Southbridge*	15597	1500	9.62%
Worcester*	168924	15563	9.21%
Everett*	37976	3239	8.53%
Boston*	571519	41490	7.26%
Methuen*	43623	2992	6.86%
Fitchburg*	37816	2356	6.23%
Framingham*	62890	3477	5.53%
Waltham*	56753	2989	5.27%
Lowell*	96640	5062	5.24%
New Bedford*	87972	4537	5.16%
Leominster*	38067	1917	5.04%
Salem*	38083	1916	5.03%
Great Barrington*	6994	327	4.68%
Chicopee*	52388	2315	4.42%
Marlborough*	35283	1540	4.36%
Haverhill*	55980	2217	3.96%
Norfolk*	10458	409	3.91%
Boxborough*	4671	181	3.87%
Milford*	25771	995	3.86%
Clinton*	12594	452	3.59%
Malden*	54964	1892	3.44%
Stockbridge*	1557	52	3.34%
Winthrop	16134	517	3.20%
West Boylston	7450	230	3.09%
Middleton	8354	248	2.97%
Somerville	71922	2008	2.79%

TABLE 3 (continued)
Spanish-Speaking LEP Population by Municipality

Municipality	Total Population Age 5 and older	Number of Spanish Speakers who Speak English Less than Very Well	Percent of Spanish- Speaking Population who Speak English Less than Very Well
Brockton	86915	2275	2.62%
Shirley	6860	165	2.41%
Southampton	5558	131	2.36%
Heath	425	10	2.35%
Rehoboth	10872	251	2.31%
Saugus	25123	536	2.13%
Fall River	84133	1587	1.89%
Harvard	6276	111	1.77%
Attleboro	40417	711	1.76%
Gardner	19033	306	1.61%
Westborough	17205	265	1.54%
Ludlow	20484	313	1.53%
Lee	5563	82	1.47%
Peabody	47852	700	1.46%
Lanesborough	3008	44	1.46%
Watertown	29809	435	1.46%
Taunton	52626	760	1.44%
Bridgewater	24973	360	1.44%
Brookline	54774	782	1.43%
Northampton	27538	393	1.43%
Pittsfield	42329	598	1.41%
North Reading	13418	178	1.33%
Montague	8051	106	1.32%
Woburn	35123	459	1.31%
West Springfield	26626	344	1.29%
Hudson	17374	219	1.26%
Ayer	6990	86	1.23%
Sheffield	3225	39	1.21%
Northborough	13430	162	1.21%
Ashland	14904	179	1.20%
Stoughton	25140	300	1.19%
Alford	423	5	1.18%
Westfield	38865	457	1.18%
Melrose	24994	291	1.16%

TABLE 3 (continued)
Spanish-Speaking LEP Population by Municipality

Municipality	Total Population Age 5 and older	Number of Spanish Speakers who Speak English Less than Very Well	Percent of Spanish- Speaking Population who Speak English Less than Very Well
Millis	7285	84	1.15%
Concord	16600	188	1.13%
Avon	4165	47	1.13%
Greenfield	16576	186	1.12%
North Adams	13042	143	1.10%
Cambridge	98679	1070	1.08%
Charlton	11783	123	1.04%
Williamsburg	2518	26	1.03%
Williamstown	7633	78	1.02%
Athol	10908	110	1.01%
North Andover	26350	265	1.01%
Grafton	15981	160	1.00%
Medford	52847	525	0.99%
Russell	1526	15	0.98%
Wendell	916	9	0.98%
Charlemont	1154	11	0.95%
Millbury	12462	117	0.94%
Dedham	22931	214	0.93%
Lancaster	7364	68	0.92%
Andover	30938	278	0.90%
Berkley	6048	54	0.89%
Amherst	36594	323	0.88%
Newton	79655	701	0.88%
Winchendon	9588	82	0.86%
New Ashford	234	2	0.85%
West Bridgewater	6495	54	0.83%
Holbrook	10175	84	0.83%
Leicester	10377	85	0.82%
Beverly	37381	306	0.82%
Wellfleet	2946	23	0.78%
Mendon	5515	42	0.76%
Cheshire	3156	24	0.76%
Barnstable	43966	329	0.75%
Middlefield	405	3	0.74%

TABLE 3 (continued)
Spanish-Speaking LEP Population by Municipality

Municipality	Total Population Age 5 and older	Number of Spanish Speakers who Speak English Less than Very Well	Percent of Spanish- Speaking Population who Speak English Less than Very Well
Natick	30559	224	0.73%
Lakeville	9769	71	0.73%
Webster	15749	114	0.72%
Plymouth	52561	380	0.72%
Chelmsford	31574	225	0.71%
Harwich	11596	82	0.71%
North Attleborough	26372	186	0.71%
Norwood	26625	186	0.70%
Palmer	11420	78	0.68%
Boylston	4002	27	0.67%
Randolph	29839	198	0.66%
Billerica	37103	245	0.66%
Walpole	22445	147	0.65%
Spencer	11033	71	0.64%
Danvers	24723	159	0.64%
Sharon	16542	103	0.62%
Hadley	4899	30	0.61%
Gloucester	27947	171	0.61%
Egremont	1153	7	0.61%
Dartmouth	32302	193	0.60%
Brimfield	3373	20	0.59%
Rockport	6749	40	0.59%
Orange	7317	43	0.59%
Townsend	8169	48	0.59%
Tewksbury	27025	158	0.58%
Hawley	349	2	0.57%
Wellesley	25977	148	0.57%
Raynham	12119	69	0.57%
Quincy	86665	482	0.56%
Sunderland	3600	20	0.56%
Wilbraham	13445	72	0.54%
Otis	1136	6	0.53%
Abington	14687	77	0.52%
Sudbury	16425	86	0.52%

TABLE 3 (continued)
Spanish-Speaking LEP Population by Municipality

Municipality	Total Population Age 5 and older	Number of Spanish Speakers who Speak English Less than Very Well	Percent of Spanish- Speaking Population who Speak English Less than Very Well
Phillipston	1726	9	0.52%
Shutesbury	1772	9	0.51%
Northbridge	14059	71	0.51%
Mansfield	21211	105	0.50%
Oxford	12774	63	0.49%
Agawam	27095	131	0.48%
East Bridgewater	13050	63	0.48%
Sterling	7298	35	0.48%
Granville	1466	7	0.48%
Fairhaven	15181	72	0.47%
Lynnfield	11061	52	0.47%
Medway	11757	55	0.47%
Stoneham	20156	94	0.47%
Holliston	12800	59	0.46%
Longmeadow	14807	68	0.46%
Marblehead	18574	85	0.46%
Rockland	16408	75	0.46%
Acton	20166	91	0.45%
Dudley	10705	48	0.45%
Adams	8035	36	0.45%
Bellingham	14884	65	0.44%
Shrewsbury	32501	141	0.43%
West Tisbury	2102	9	0.43%
Newburyport	16279	69	0.42%
Norton	18045	76	0.42%
North Brookfield	4521	19	0.42%
Acushnet	9793	41	0.42%
Sherborn	3852	16	0.42%
Canton	19658	80	0.41%
Swampscott	13334	54	0.40%
Nantucket	9420	38	0.40%
Burlington	22636	90	0.40%
Ware	9252	36	0.39%
Winchester	19585	76	0.39%

TABLE 3 (continued)
Spanish-Speaking LEP Population by Municipality

Municipality	Total Population Age 5 and older	Number of Spanish Speakers who Speak English Less than Very Well	Percent of Spanish- Speaking Population who Speak English Less than Very Well
Tyngsborough	10598	41	0.39%
Ashburnham	5746	22	0.38%
Cummington	1054	4	0.38%
Weston	10816	41	0.38%
Groveland	5810	22	0.38%
Medfield	11389	43	0.38%
Groton	9910	37	0.37%
Hopkinton	13459	50	0.37%
Richmond	1667	6	0.36%
Granby	5913	21	0.36%
Manchester-by-the-Sea	4899	17	0.35%
Cohasset	6990	24	0.34%
Yarmouth	22915	77	0.34%
Marshfield	23534	79	0.34%
Arlington	39792	132	0.33%
Salisbury	7875	26	0.33%
Dighton	6706	22	0.33%
Nahant	3370	11	0.33%
Bedford	12268	40	0.33%
Wenham	4635	15	0.32%
Ashby	2820	9	0.32%
Norwell	9739	31	0.32%
Hatfield	3145	10	0.32%
Wakefield	23364	74	0.32%
Franklin	29055	92	0.32%
Easthampton	15276	48	0.31%
Wrentham	10339	32	0.31%
Dunstable	2922	9	0.31%
Duxbury	14092	43	0.31%
Buckland	1993	6	0.30%
Berlin	2681	8	0.30%
Merrimac	6047	18	0.30%
Southborough	9052	26	0.29%
Maynard	9115	26	0.29%

TABLE 3 (continued)
Spanish-Speaking LEP Population by Municipality

Municipality	Total Population Age 5 and older	Number of Spanish Speakers who Speak English Less than Very Well	Percent of Spanish- Speaking Population who Speak English Less than Very Well
Uxbridge	12379	35	0.28%
Wareham	20514	58	0.28%
West Newbury	3921	11	0.28%
Weymouth	50036	140	0.28%
Orleans	5817	16	0.28%
Braintree	33208	91	0.27%
Hubbardston	4061	11	0.27%
Hanson	9629	26	0.27%
Milton	24965	67	0.27%
Westwood	13475	36	0.27%
Rochester	4940	13	0.26%
Blandford	1145	3	0.26%
New Marlborough	1536	4	0.26%
Rowley	5414	14	0.26%
Swansea	15342	39	0.25%
Whitman	13265	33	0.25%
Hamilton	7245	18	0.25%
Falmouth	30456	75	0.25%
Belmont	22918	56	0.24%
Pembroke	16440	40	0.24%
Georgetown	7518	18	0.24%
Lexington	29308	70	0.24%
Sandwich	19439	46	0.24%
Scituate	16935	40	0.24%
Needham	26797	63	0.24%
Holland	2577	6	0.23%
Easton	21975	50	0.23%
Dracut	27447	61	0.22%
Hingham	20177	44	0.22%
Chesterfield	977	2	0.20%
Southwick	8907	18	0.20%
Bolton	4489	9	0.20%
Bourne	18456	37	0.20%
Middleborough	21064	42	0.20%

TABLE 3 (continued)
Spanish-Speaking LEP Population by Municipality

Municipality	Total Population Age 5 and older	Number of Spanish Speakers who Speak English Less than Very Well	Percent of Spanish- Speaking Population who Speak English Less than Very Well
Belchertown	13587	27	0.20%
Blackstone	8590	17	0.20%
Mashpee	13130	25	0.19%
Upton	6894	13	0.19%
Brookfield	3195	6	0.19%
Reading	22945	43	0.19%
Erving	1699	3	0.18%
Millville	2917	5	0.17%
Clarksburg	1798	3	0.17%
Hanover	12907	20	0.15%
Lenox	4735	7	0.15%
Wilmington	20524	30	0.15%
Monson	8161	11	0.13%
Whately	1519	2	0.13%
Chatham	6134	8	0.13%
Lunenburg	9261	12	0.13%
Dennis	13996	18	0.13%
Holden	16092	20	0.12%
Dalton	6496	8	0.12%
Westford	20170	24	0.12%
Wayland	12278	14	0.11%
East Brookfield	1898	2	0.11%
Stow	5958	6	0.10%
Carver	11038	11	0.10%
Lincoln	6191	6	0.10%
Newbury	6361	6	0.09%
Seekonk	13051	12	0.09%
Amesbury	15162	13	0.09%
Pepperell	10835	9	0.08%
Auburn	15475	12	0.08%
Foxborough	15724	12	0.08%
Somerset	17488	13	0.07%
East Longmeadow	14649	10	0.07%
South Hadley	16774	8	0.05%

TABLE 4
Portuguese-Speaking LEP Population by Municipality

Municipality	Total Population Age 5 and older	Number of Portuguese Speakers who Speak English Less than Very Well	Percent of Portuguese- Speaking Population who Speak English Less than Very Well
New Bedford*	87972	9367	10.65%
Fall River*	84133	8458	10.05%
Everett*	37976	3414	8.99%
Framingham*	62890	4770	7.58%
Milford*	25771	1842	7.15%
Ludlow*	20484	1354	6.61%
Hudson*	17374	1073	6.18%
Brockton*	86915	5365	6.17%
Dartmouth*	32302	1951	6.04%
Stoughton*	25140	1473	5.86%
Westport*	14684	825	5.62%
Taunton*	52626	2951	5.61%
Acushnet*	9793	531	5.42%
Tisbury*	3739	195	5.22%
Malden*	54964	2646	4.81%
Oak Bluffs*	4169	173	4.15%
Marlborough*	35283	1406	3.98%
Somerville*	71922	2757	3.83%
Somerset*	17488	649	3.71%
Peabody*	47852	1655	3.46%
Norwood*	26625	883	3.32%
Swansea*	15342	495	3.23%
Barnstable*	43966	1170	2.66%
Lowell*	96640	2503	2.59%
Revere*	46830	1164	2.49%
Medford*	52847	1265	2.39%
Seekonk*	13051	309	2.37%
Holbrook*	10175	234	2.30%
Hancock*	675	15	2.22%
Newburyport*	16279	329	2.02%
Berkley*	6048	122	2.02%
Rochester*	4940	95	1.92%
Randolph*	29839	554	1.86%

TABLE 4 (continued)
Portuguese-Speaking LEP Population by Municipality

Municipality	Total Population Age 5 and older	Number of Portuguese Speakers who Speak English Less than Very Well	Percent of Portuguese- Speaking Population who Speak English Less than Very Well
Fairhaven*	15181	276	1.82%
Shrewsbury*	32501	582	1.79%
Mashpee*	13130	222	1.69%
Woburn*	35123	581	1.65%
Truro*	1831	30	1.64%
Scituate*	16935	271	1.60%
Millville*	2917	46	1.58%
Melrose*	24994	379	1.52%
Savoy*	741	11	1.48%
Tyringham*	406	6	1.48%
Leominster*	38067	556	1.46%
Worcester	168924	2463	1.46%
Boston	571519	8078	1.41%
Rowley	5414	76	1.40%
Dighton	6706	94	1.40%
Edgartown	3714	52	1.40%
Abington	14687	200	1.36%
Mattapoisett	5965	80	1.34%
Plymouth	52561	704	1.34%
Gloucester	27947	366	1.31%
Brimfield	3373	44	1.30%
Salem	38083	467	1.23%
Chelsea	31003	371	1.20%
Watertown	29809	352	1.18%
Weymouth	50036	572	1.14%
Attleboro	40417	448	1.11%
Westborough	17205	187	1.09%
Ayer	6990	75	1.07%
Holliston	12800	137	1.07%
Freetown	8421	90	1.07%
Yarmouth	22915	244	1.06%
Stoneham	20156	209	1.04%
Templeton	7414	75	1.01%

TABLE 4 (continued)
Portuguese-Speaking LEP Population by Municipality

Municipality	Total Population Age 5 and older	Number of Portuguese Speakers who Speak English Less than Very Well	Percent of Portuguese- Speaking Population who Speak English Less than Very Well
Quincy	86665	873	1.01%
Ashland	14904	149	1.00%
Maynard	9115	91	1.00%
Northborough	13430	131	0.98%
Middleborough	21064	205	0.97%
Dracut	27447	248	0.90%
Ipswich	12472	103	0.83%
Hopedale	5579	46	0.82%
Easton	21975	181	0.82%
Winthrop	16134	132	0.82%
Phillipston	1726	14	0.81%
Lee	5563	41	0.74%
Manchester-by-the-Sea	4899	35	0.71%
Chicopee	52388	372	0.71%
Acton	20166	141	0.70%
Harwich	11596	81	0.70%
Bridgewater	24973	172	0.69%
Falmouth	30456	206	0.68%
Auburn	15475	100	0.65%
Raynham	12119	75	0.62%
Dennis	13996	84	0.60%
Granby	5913	35	0.59%
Warren	4805	28	0.58%
Rockland	16408	92	0.56%
Marion	4805	26	0.54%
Saugus	25123	135	0.54%
Amesbury	15162	81	0.53%
Worthington	1128	6	0.53%
Canton	19658	104	0.53%
Whitman	13265	68	0.51%
Rehoboth	10872	54	0.50%
Burlington	22636	111	0.49%
Cambridge	98679	478	0.48%
Middleton	8354	40	0.48%

TABLE 4 (continued)
Portuguese-Speaking LEP Population by Municipality

Municipality	Total Population Age 5 and older	Number of Portuguese Speakers who Speak English Less than Very Well	Percent of Portuguese- Speaking Population who Speak English Less than Very Well
Athol	10908	50	0.46%
Lynn	83408	371	0.44%
Marshfield	23534	104	0.44%
Medway	11757	49	0.42%
Billerica	37103	154	0.42%
Ware	9252	38	0.41%
Wareham	20514	82	0.40%
Westhampton	1533	6	0.39%
Franklin	29055	111	0.38%
Royalston	1069	4	0.37%
Lawrence	68891	248	0.36%
Otis	1136	4	0.35%
Gardner	19033	66	0.35%
Oxford	12774	44	0.34%
Dunstable	2922	10	0.34%
Clarksburg	1798	6	0.33%
Southborough	9052	30	0.33%
Swampscott	13334	43	0.32%
Tewksbury	27025	87	0.32%
Plainville	7648	24	0.31%
Waltham	56753	176	0.31%
Carver	11038	34	0.31%
Methuen	43623	134	0.31%
East Bridgewater	13050	40	0.31%
Boylston	4002	12	0.30%
Beverly	37381	107	0.29%
Hanson	9629	27	0.28%
Blandford	1145	3	0.26%
Fitchburg	37816	97	0.26%
Pelham	1187	3	0.25%
Grafton	15981	40	0.25%
Braintree	33208	82	0.25%
Holyoke	37205	86	0.23%
Dalton	6496	15	0.23%

TABLE 4 (continued)
Portuguese-Speaking LEP Population by Municipality

Municipality	Total Population Age 5 and older	Number of Portuguese Speakers who Speak English Less than Very Well	Percent of Portuguese- Speaking Population who Speak English Less than Very Well
Littleton	8007	18	0.22%
Nantucket	9420	21	0.22%
Danvers	24723	55	0.22%
Wendell	916	2	0.22%
Stow	5958	13	0.22%
Reading	22945	50	0.22%
Natick	30559	66	0.22%
North Attleborough	26372	54	0.20%
Amherst	36594	74	0.20%
Lexington	29308	58	0.20%
North Andover	26350	50	0.19%
Mansfield	21211	39	0.18%
Mendon	5515	10	0.18%
Wilbraham	13445	24	0.18%
Leicester	10377	18	0.17%
Springfield	141271	239	0.17%
Brewster	9591	16	0.17%
Belmont	22918	38	0.17%
Webster	15749	26	0.17%
Lakeville	9769	16	0.16%
Millbury	12462	20	0.16%
Wilmington	20524	32	0.16%
Gill	1362	2	0.15%
Kingston	11614	17	0.15%
Hadley	4899	7	0.14%
Sudbury	16425	23	0.14%
Arlington	39792	52	0.13%
Newton	79655	103	0.13%
Charlton	11783	15	0.13%
Dedham	22931	29	0.13%
Georgetown	7518	9	0.12%
Hull	10039	12	0.12%
Bourne	18456	22	0.12%
Brookline	54774	65	0.12%

TABLE 4 (continued)
Portuguese-Speaking LEP Population by Municipality

Municipality	Total Population Age 5 and older	Number of Portuguese Speakers who Speak English Less than Very Well	Percent of Portuguese- Speaking Population who Speak English Less than Very Well
Shirley	6860	8	0.12%
Pittsfield	42329	49	0.12%
Harvard	6276	7	0.11%
Foxborough	15724	17	0.11%
West Boylston	7450	8	0.11%
West Springfield	26626	28	0.11%
Clinton	12594	13	0.10%
Northampton	27538	27	0.10%
Walpole	22445	22	0.10%
Townsend	8169	8	0.10%
Haverhill	55980	54	0.10%
Winchendon	9588	9	0.09%
Hopkinton	13459	12	0.09%
Holden	16092	14	0.09%
Norfolk	10458	9	0.09%
Westford	20170	17	0.08%
Northbridge	14059	11	0.08%
Bedford	12268	9	0.07%
Hingham	20177	14	0.07%
Norton	18045	12	0.07%
South Hadley	16774	11	0.07%
Wellesley	25977	16	0.06%
Palmer	11420	7	0.06%
Chelmsford	31574	19	0.06%
Sharon	16542	9	0.05%
Needham	26797	14	0.05%
Milton	24965	13	0.05%
Greenfield	16576	7	0.04%

TABLE 5
Chinese-Speaking LEP Population by Municipality

Municipality	Total Population Age 5 and older	Number of Chinese Speakers who Speak English Less than Very Well	Percent of Chinese- Speaking Population who Speak English Less than Very Well
Quincy*	86665	7393	8.53%
Malden*	54964	3901	7.10%
Lexington*	29308	815	2.78%
Brookline*	54774	1510	2.76%
Boxborough*	4671	123	2.63%
Belmont*	22918	587	2.56%
Newton*	79655	1806	2.27%
Boston*	571519	12769	2.23%
Shrewsbury*	32501	722	2.22%
Westborough*	17205	380	2.21%
Wayland*	12278	258	2.10%
Randolph*	29839	620	2.08%
Weston*	10816	206	1.90%
Winchester*	19585	368	1.88%
Amherst*	36594	686	1.87%
Acton*	20166	371	1.84%
Northborough*	13430	231	1.72%
Medford*	52847	888	1.68%
Sharon*	16542	257	1.55%
Westford*	20170	312	1.55%
Waltham*	56753	871	1.53%
Bedford*	12268	188	1.53%
Andover*	30938	460	1.49%
Arlington*	39792	584	1.47%
Wellesley*	25977	376	1.45%
Carlisle*	4609	64	1.39%
Cambridge*	98679	1368	1.39%
Braintree*	33208	445	1.34%
Burlington*	22636	303	1.34%
Sunderland*	3600	43	1.19%
Canton*	19658	221	1.12%
Watertown*	29809	314	1.05%
Chelmsford*	31574	307	0.97%

TABLE 5 (continued)
Chinese-Speaking LEP Population by Municipality

Municipality	Total Population Age 5 and older	Number of Chinese Speakers who Speak English Less than Very Well	Percent of Chinese- Speaking Population who Speak English Less than Very Well
Needham*	26797	256	0.96%
Southborough*	9052	84	0.93%
Littleton*	8007	73	0.91%
Somerville*	71922	629	0.87%
Natick*	30559	264	0.86%
West Brookfield*	3555	30	0.84%
East Longmeadow	14649	112	0.76%
Franklin	29055	221	0.76%
Hopedale	5579	42	0.75%
Milton	24965	186	0.75%
Templeton	7414	55	0.74%
Lynnfield	11061	79	0.71%
Newburyport	16279	116	0.71%
Melrose	24994	172	0.69%
Stoughton	25140	172	0.68%
Worcester	168924	1083	0.64%
North Andover	26350	160	0.61%
Rutland	7227	43	0.59%
Sherborn	3852	22	0.57%
Hudson	17374	95	0.55%
Hanson	9629	52	0.54%
Beverly	37381	200	0.54%
Wakefield	23364	125	0.54%
Holden	16092	85	0.53%
Westwood	13475	71	0.53%
Hanover	12907	67	0.52%
Harvard	6276	32	0.51%
Stow	5958	30	0.50%
Sudbury	16425	82	0.50%
Ashland	14904	74	0.50%
Leominster	38067	186	0.49%
West Springfield	26626	129	0.48%
Colrain	1728	8	0.46%
Framingham	62890	286	0.45%

TABLE 5 (continued)
Chinese-Speaking LEP Population by Municipality

Municipality	Total Population Age 5 and older	Number of Chinese Speakers who Speak English Less than Very Well	Percent of Chinese- Speaking Population who Speak English Less than Very Well
Woburn	35123	156	0.44%
Methuen	43623	193	0.44%
Maynard	9115	40	0.44%
Marlborough	35283	154	0.44%
Easthampton	15276	66	0.43%
Billerica	37103	160	0.43%
Weymouth	50036	214	0.43%
Middleton	8354	35	0.42%
Belchertown	13587	56	0.41%
Marion	4805	19	0.40%
Revere	46830	183	0.39%
Petersham	1291	5	0.39%
Longmeadow	14807	57	0.38%
Rochester	4940	18	0.36%
Montague	8051	28	0.35%
Saugus	25123	87	0.35%
Concord	16600	56	0.34%
Dartmouth	32302	106	0.33%
Bridgewater	24973	79	0.32%
Hopkinton	13459	42	0.31%
Ashfield	1656	5	0.30%
Southbridge	15597	47	0.30%
Walpole	22445	67	0.30%
Hardwick	2770	8	0.29%
Northampton	27538	79	0.29%
Lowell	96640	270	0.28%
Falmouth	30456	85	0.28%
Norwell	9739	27	0.28%
Seekonk	13051	34	0.26%
Everett	37976	97	0.26%
North Attleborough	26372	67	0.25%
Millbury	12462	31	0.25%
Westport	14684	35	0.24%
Tewksbury	27025	63	0.23%

TABLE 5 (continued)
Chinese-Speaking LEP Population by Municipality

Municipality	Total Population Age 5 and older	Number of Chinese Speakers who Speak English Less than Very Well	Percent of Chinese- Speaking Population who Speak English Less than Very Well
Grafton	15981	37	0.23%
Reading	22945	53	0.23%
Topsfield	5766	13	0.23%
Lynn	83408	188	0.23%
Amesbury	15162	34	0.22%
Stoneham	20156	45	0.22%
Norwood	26625	56	0.21%
Chelsea	31003	64	0.21%
Dracut	27447	54	0.20%
Lakeville	9769	19	0.19%
Tyngsborough	10598	20	0.19%
Chicopee	52388	98	0.19%
North Reading	13418	25	0.19%
Westfield	38865	71	0.18%
Northbridge	14059	25	0.18%
Leverett	1762	3	0.17%
Holbrook	10175	17	0.17%
Dedham	22931	38	0.17%
Webster	15749	24	0.15%
Wilmington	20524	31	0.15%
Lawrence	68891	103	0.15%
Attleboro	40417	60	0.15%
Norton	18045	26	0.14%
Sandwich	19439	28	0.14%
Fall River	84133	121	0.14%
Haverhill	55980	77	0.14%
Salem	38083	52	0.14%
Springfield	141271	184	0.13%
Fitchburg	37816	48	0.13%
Brockton	86915	110	0.13%
Oxford	12774	14	0.11%
Nantucket	9420	10	0.11%
Eastham	4954	5	0.10%
Pittsfield	42329	42	0.10%

TABLE 5 (continued)
Chinese-Speaking LEP Population by Municipality

Municipality	Total Population Age 5 and older	Number of Chinese Speakers who Speak English Less than Very Well	Percent of Chinese- Speaking Population who Speak English Less than Very Well
Peabody	47852	46	0.10%
Bourne	18456	16	0.09%
Medfield	11389	9	0.08%
Williamstown	7633	6	0.08%
Norfolk	10458	8	0.08%
Foxborough	15724	12	0.08%
Barnstable	43966	31	0.07%
Taunton	52626	35	0.07%
Plymouth	52561	29	0.06%
Marblehead	18574	10	0.05%
Milford	25771	10	0.04%
Yarmouth	22915	8	0.03%
Ipswich	12472	4	0.03%
Holyoke	37205	7	0.02%
New Bedford	87972	10	0.01%

TABLE 6
Vietnamese-Speaking LEP Population by Municipality

Municipality	Total Population Age 5 and older	Number of Vietnamese Speakers who Speak English Less than Very Well	Percent of Vietnamese- Speaking Population who Speak English Less than Very Well
Randolph*	29839	782	2.62%
Worcester*	168924	3141	1.86%
Malden*	54964	955	1.74%
Chelsea*	31003	426	1.37%
Quincy*	86665	1133	1.31%
Lowell*	96640	1216	1.26%
Revere*	46830	568	1.21%

TABLE 6 (continued)
Vietnamese-Speaking LEP Population by Municipality

Municipality	Total Population Age 5 and older	Number of Vietnamese Speakers who Speak English Less than Very Well	Percent of Vietnamese- Speaking Population who Speak English Less than Very Well
Boston*	571519	6417	1.12%
Springfield*	141271	1448	1.02%
North Attleborough*	26372	237	0.90%
Holbrook*	10175	79	0.78%
Everett*	37976	273	0.72%
Longmeadow*	14807	96	0.65%
Medford*	52847	341	0.65%
Methuen*	43623	259	0.59%
Canton*	19658	115	0.59%
Falmouth*	30456	178	0.58%
Acton*	20166	113	0.56%
Webster*	15749	88	0.56%
Milton*	24965	137	0.55%
Lawrence*	68891	351	0.51%
Rehoboth*	10872	52	0.48%
Leicester*	10377	49	0.47%
Brockton*	86915	385	0.44%
Haverhill*	55980	235	0.42%
Lynn*	83408	349	0.42%
Weymouth*	50036	208	0.42%
Norton*	18045	74	0.41%
Colrain*	1728	7	0.41%
West Springfield*	26626	103	0.39%
Marlborough*	35283	134	0.38%
Sudbury	16425	62	0.38%
Fitchburg	37816	139	0.37%
Dalton	6496	23	0.35%
Amherst	36594	128	0.35%
Braintree	33208	115	0.35%
Salem	38083	123	0.32%
Shrewsbury	32501	100	0.31%
New Bedford	87972	270	0.31%
Southbridge	15597	47	0.30%
Abington	14687	44	0.30%

TABLE 6 (continued)
Vietnamese-Speaking LEP Population by Municipality

Municipality	Total Population Age 5 and older	Number of Vietnamese Speakers who Speak English Less than Very Well	Percent of Vietnamese- Speaking Population who Speak English Less than Very Well
Uxbridge	12379	35	0.28%
Brookline	54774	148	0.27%
Chelmsford	31574	83	0.26%
Pembroke	16440	43	0.26%
Framingham	62890	161	0.26%
Billerica	37103	93	0.25%
Medway	11757	29	0.25%
Bedford	12268	30	0.24%
Lynnfield	11061	25	0.23%
Lexington	29308	64	0.22%
Townsend	8169	17	0.21%
Melrose	24994	49	0.20%
Newton	79655	152	0.19%
Mansfield	21211	38	0.18%
Nantucket	9420	16	0.17%
Attleboro	40417	66	0.16%
Peabody	47852	78	0.16%
Williamstown	7633	12	0.16%
Reading	22945	36	0.16%
West Boylston	7450	11	0.15%
Woburn	35123	51	0.15%
Tewksbury	27025	39	0.14%
Greenfield	16576	23	0.14%
Watertown	29809	39	0.13%
Natick	30559	39	0.13%
Franklin	29055	36	0.12%
Easton	21975	27	0.12%
Auburn	15475	19	0.12%
Swansea	15342	18	0.12%
Burlington	22636	26	0.11%
Harvard	6276	7	0.11%
Weston	10816	12	0.11%
Belmont	22918	23	0.10%
Dartmouth	32302	31	0.10%

TABLE 6 (continued)
Vietnamese-Speaking LEP Population by Municipality

Municipality	Total Population Age 5 and older	Number of Vietnamese Speakers who Speak English Less than Very Well	Percent of Vietnamese- Speaking Population who Speak English Less than Very Well
Middleton	8354	8	0.10%
Somerville	71922	68	0.09%
Duxbury	14092	12	0.09%
Needham	26797	22	0.08%
Barnstable	43966	36	0.08%
Cambridge	98679	80	0.08%
Northampton	27538	22	0.08%
Southborough	9052	7	0.08%
Pittsfield	42329	32	0.08%
Leominster	38067	27	0.07%
Gardner	19033	13	0.07%
Easthampton	15276	10	0.07%
Holliston	12800	8	0.06%
Walpole	22445	14	0.06%
Milford	25771	15	0.06%
North Andover	26350	15	0.06%
Arlington	39792	22	0.06%
Dracut	27447	14	0.05%
Plymouth	52561	26	0.05%
Norwood	26625	13	0.05%
Dedham	22931	10	0.04%
Westford	20170	8	0.04%
Grafton	15981	6	0.04%
Waltham	56753	19	0.03%
Westfield	38865	11	0.03%
Fall River	84133	20	0.02%
Stoughton	25140	5	0.02%
Rockland	16408	2	0.01%

TABLE 7
French (Haitian)-Creole-Speaking LEP Population by Municipality

Municipality	Total Population Age 5 and older	Number of French Creole Speakers who Speak English Less than Very Well	Percent of French Creole- Speaking Population who Speak English Less than Very Well
Brockton*	86915	3827	4.40%
Randolph*	29839	1132	3.79%
Everett*	37976	1309	3.45%
Avon*	4165	107	2.57%
Malden*	54964	1155	2.10%
Medford*	52847	895	1.69%
Holbrook*	10175	167	1.64%
Boston*	571519	8576	1.50%
Cambridge*	98679	1217	1.23%
Milton*	24965	217	0.87%
Stoughton*	25140	204	0.81%
Chelsea*	31003	204	0.66%
Dennis*	13996	89	0.64%
West Stockbridge*	1489	8	0.54%
Oak Bluffs*	4169	21	0.50%
New Bedford*	87972	387	0.44%
Athol*	10908	45	0.41%
Lynn*	83408	337	0.40%
Ashburnham*	5746	23	0.40%
Warren*	4805	19	0.40%
Clinton*	12594	47	0.37%
Somerville	71922	255	0.35%
Rockland	16408	54	0.33%
Woburn	35123	111	0.32%
Watertown	29809	92	0.31%
Norton	18045	54	0.30%
Fitchburg	37816	110	0.29%
Abington	14687	42	0.29%
Freetown	8421	24	0.29%
Wakefield	23364	66	0.28%
Waltham	56753	159	0.28%
Pembroke	16440	46	0.28%
Walpole	22445	60	0.27%

TABLE 7 (continued)
French (Haitian)-Creole-Speaking LEP Population by Municipality

Municipality	Total Population Age 5 and older	Number of French Creole Speakers who Speak English Less than Very Well	Percent of French Creole-Speaking Population who Speak English Less than Very Well
Chatham	6134	15	0.24%
Rutland	7227	17	0.24%
Whitman	13265	30	0.23%
Weston	10816	24	0.22%
Taunton	52626	115	0.22%
Lowell	96640	199	0.21%
Worcester	168924	307	0.18%
Revere	46830	83	0.18%
Haverhill	55980	92	0.16%
Webster	15749	25	0.16%
Quincy	86665	101	0.12%
Attleboro	40417	46	0.11%
Methuen	43623	48	0.11%
Springfield	141271	139	0.10%
Peabody	47852	47	0.10%
Dedham	22931	21	0.09%
Leominster	38067	34	0.09%
Billerica	37103	33	0.09%
Arlington	39792	35	0.09%
Lawrence	68891	54	0.08%
Framingham	62890	47	0.07%
Beverly	37381	26	0.07%
Dartmouth	32302	21	0.07%
Southbridge	15597	10	0.06%
Wrentham	10339	6	0.06%
Melrose	24994	13	0.05%
Mansfield	21211	11	0.05%
Reading	22945	10	0.04%
Fall River	84133	36	0.04%
Weymouth	50036	19	0.04%
Barnstable	43966	15	0.03%
Plymouth	52561	17	0.03%
Brookline	54774	13	0.02%
Holyoke	37205	8	0.02%
Newton	79655	16	0.02%

TABLE 8
Russian-Speaking LEP Population by Municipality

Municipality	Total Population Age 5 and older	Number of Russian Speakers who Speak English Less than Very Well	Percent of Russian- Speaking Population who Speak English Less than Very Well
West Springfield*	26626	1179	4.43%
Swampscott*	13334	328	2.46%
Brookline*	54774	1123	2.05%
Westfield*	38865	707	1.82%
Southwick*	8907	162	1.82%
Newton*	79655	1216	1.53%
Needham*	26797	404	1.51%
Lynn*	83408	1171	1.40%
Sharon*	16542	216	1.31%
Ashland*	14904	189	1.27%
Agawam*	27095	288	1.06%
Natick*	30559	307	1.00%
Framingham*	62890	602	0.96%
Watertown*	29809	265	0.89%
Florida*	739	6	0.81%
Russell*	1526	12	0.79%
Greenfield*	16576	110	0.66%
Marblehead*	18574	116	0.62%
Boston*	571519	3530	0.62%
Salem*	38083	225	0.59%
Foxborough*	15724	86	0.55%
Canton*	19658	105	0.53%
Woburn*	35123	174	0.50%
Wellesley*	25977	126	0.49%
Hopkinton*	13459	65	0.48%
Huntington*	2084	10	0.48%
Chicopee*	52388	248	0.47%
Stoughton*	25140	119	0.47%
Provincetown*	3025	14	0.46%
Bedford*	12268	56	0.46%
Barnstable*	43966	193	0.44%
Malden*	54964	228	0.41%
Boxborough*	4671	19	0.41%

TABLE 8 (continued)
Russian-Speaking LEP Population by Municipality

Municipality	Total Population Age 5 and older	Number of Russian Speakers who Speak English Less than Very Well	Percent of Russian- Speaking Population who Speak English Less than Very Well
Orange*	7317	29	0.40%
Middleton*	8354	32	0.38%
Dedham*	22931	87	0.38%
Beverly*	37381	139	0.37%
Melrose*	24994	89	0.36%
Shrewsbury*	32501	114	0.35%
Egremont*	1153	4	0.35%
Townsend*	8169	28	0.34%
Longmeadow*	14807	50	0.34%
Westwood*	13475	45	0.33%
Arlington*	39792	124	0.31%
Wayland*	12278	38	0.31%
Nahant*	3370	10	0.30%
Norwood	26625	74	0.28%
Andover	30938	84	0.27%
West Bridgewater	6495	16	0.25%
Northbridge	14059	34	0.24%
Winchester	19585	47	0.24%
Worcester	168924	394	0.23%
Quincy	86665	198	0.23%
Wales	1800	4	0.22%
Ayer	6990	15	0.21%
Chelmsford	31574	66	0.21%
Waltham	56753	118	0.21%
Springfield	141271	290	0.21%
Westborough	17205	35	0.20%
Milford	25771	52	0.20%
Attleboro	40417	80	0.20%
Belmont	22918	45	0.20%
Cambridge	98679	193	0.20%
Harwich	11596	22	0.19%
Falmouth	30456	57	0.19%
Seekonk	13051	24	0.18%
Wilmington	20524	37	0.18%

TABLE 8 (continued)
Russian-Speaking LEP Population by Municipality

Municipality	Total Population Age 5 and older	Number of Russian Speakers who Speak English Less than Very Well	Percent of Russian- Speaking Population who Speak English Less than Very Well
Grafton	15981	28	0.18%
Billerica	37103	65	0.18%
Nantucket	9420	16	0.17%
Oakham	1768	3	0.17%
East Longmeadow	14649	24	0.16%
Acton	20166	33	0.16%
Norton	18045	29	0.16%
Walpole	22445	36	0.16%
Medfield	11389	18	0.16%
Peabody	47852	74	0.15%
Pittsfield	42329	63	0.15%
Somerville	71922	106	0.15%
Hudson	17374	25	0.14%
Ludlow	20484	29	0.14%
Sudbury	16425	23	0.14%
Amherst	36594	49	0.13%
Easthampton	15276	20	0.13%
Lexington	29308	35	0.12%
Winthrop	16134	19	0.12%
Norfolk	10458	12	0.11%
Weymouth	50036	56	0.11%
Lawrence	68891	76	0.11%
Medford	52847	57	0.11%
Holyoke	37205	39	0.10%
Braintree	33208	30	0.09%
Leominster	38067	34	0.09%
Clinton	12594	11	0.09%
Dartmouth	32302	28	0.09%
Revere	46830	40	0.09%
Somerset	17488	14	0.08%
Stoneham	20156	13	0.06%
Franklin	29055	18	0.06%
Mansfield	21211	13	0.06%
Plymouth	52561	30	0.06%

TABLE 8 (continued)
Russian-Speaking LEP Population by Municipality

Municipality	Total Population Age 5 and older	Number of Russian Speakers who Speak English Less than Very Well	Percent of Russian- Speaking Population who Speak English Less than Very Well
Holden	16092	9	0.06%
Pembroke	16440	9	0.05%
North Attleborough	26372	14	0.05%
Northborough	13430	7	0.05%
Tewksbury	27025	13	0.05%
Sandwich	19439	9	0.05%
North Andover	26350	12	0.05%
Wakefield	23364	10	0.04%
Lowell	96640	34	0.04%
Everett	37976	12	0.03%
Chelsea	31003	8	0.03%
Taunton	52626	12	0.02%
Haverhill	55980	12	0.02%
Fall River	84133	15	0.02%
New Bedford	87972	11	0.01%
Brockton	86915	2	0.00%

TABLE 9
French-Speaking LEP Population by Municipality

Municipality	Total Population Age 5 and older	Number of French Speakers who Speak English Less than Very Well	Percent of French- Speaking Population who Speak English Less than Very Well
Gardner*	19033	294	1.54%
Leominster*	38067	448	1.18%
Randolph*	29839	313	1.05%
Millville*	2917	30	1.03%
Lenox*	4735	44	0.93%
Washington*	562	5	0.89%
Spencer*	11033	98	0.89%

TABLE 9 (continued)
French-Speaking LEP Population by Municipality

Municipality	Total Population Age 5 and older	Number of French Speakers who Speak English Less than Very Well	Percent of French- Speaking Population who Speak English Less than Very Well
Belmont*	22918	197	0.86%
Shelburne*	1987	17	0.86%
Nantucket*	9420	79	0.84%
Granby*	5913	48	0.81%
Mattapoisett*	5965	48	0.80%
Holliston*	12800	99	0.77%
Pelham*	1187	9	0.76%
Chicopee*	52388	369	0.70%
Sturbridge*	8547	58	0.68%
Easthampton*	15276	99	0.65%
Shrewsbury*	32501	208	0.64%
Dracut*	27447	174	0.63%
Brookfield*	3195	20	0.63%
Bellingham*	14884	93	0.62%
Fairhaven*	15181	92	0.61%
Milton*	24965	148	0.59%
Belchertown*	13587	78	0.57%
Boston*	571519	3190	0.56%
Southborough*	9052	50	0.55%
Northbridge*	14059	77	0.55%
New Braintree*	925	5	0.54%
Rutland*	7227	39	0.54%
Hampden*	5009	27	0.54%
Malden*	54964	293	0.53%
Cohasset*	6990	36	0.52%
Revere*	46830	241	0.51%
Sandisfield*	782	4	0.51%
Aquinnah*	395	2	0.51%
Plainfield*	594	3	0.51%
Merrimac*	6047	30	0.50%
Salem*	38083	188	0.49%
Swansea*	15342	75	0.49%
Dennis*	13996	68	0.49%
Berlin*	2681	13	0.48%

TABLE 9 (continued)
French-Speaking LEP Population by Municipality

Municipality	Total Population Age 5 and older	Number of French Speakers who Speak English Less than Very Well	Percent of French- Speaking Population who Speak English Less than Very Well
Sharon*	16542	78	0.47%
Rockland*	16408	77	0.47%
Shirley*	6860	32	0.47%
Ware*	9252	43	0.46%
Adams*	8035	37	0.46%
Holbrook*	10175	45	0.44%
Rehoboth*	10872	48	0.44%
Waltham*	56753	245	0.43%
Westminster*	6956	30	0.43%
Westport*	14684	63	0.43%
Middleton*	8354	35	0.42%
Colrain*	1728	7	0.41%
Sunderland*	3600	14	0.39%
Wales*	1800	7	0.39%
Southwick*	8907	34	0.38%
Southbridge*	15597	59	0.38%
Sheffield*	3225	12	0.37%
Brockton*	86915	313	0.36%
Tyngsborough*	10598	38	0.36%
Rockport*	6749	24	0.36%
Lowell*	96640	340	0.35%
Medway*	11757	41	0.35%
Danvers*	24723	86	0.35%
Agawam*	27095	93	0.34%
Lee*	5563	19	0.34%
Wendell*	916	3	0.33%
Hadley*	4899	16	0.33%
Methuen*	43623	142	0.33%
Chelsea*	31003	100	0.32%
Windsor*	939	3	0.32%
Deerfield*	4718	15	0.32%
Cambridge*	98679	307	0.31%
Northampton*	27538	85	0.31%
Acushnet*	9793	30	0.31%

TABLE 9 (continued)
French-Speaking LEP Population by Municipality

Municipality	Total Population Age 5 and older	Number of French Speakers who Speak English Less than Very Well	Percent of French- Speaking Population who Speak English Less than Very Well
Everett*	37976	115	0.30%
Essex*	3323	10	0.30%
Chelmsford*	31574	94	0.30%
Lynn*	83408	247	0.30%
North Andover*	26350	78	0.30%
Great Barrington*	6994	20	0.29%
Medford*	52847	149	0.28%
Medfield*	11389	32	0.28%
Williamsburg*	2518	7	0.28%
Worcester*	168924	467	0.28%
Granville*	1466	4	0.27%
Winchendon*	9588	26	0.27%
Lawrence*	68891	186	0.27%
Lanesborough*	3008	8	0.27%
Rochester*	4940	13	0.26%
West Springfield*	26626	70	0.26%
Watertown*	29809	78	0.26%
Freetown*	8421	22	0.26%
Millis*	7285	19	0.26%
Egremont*	1153	3	0.26%
Groveland*	5810	15	0.26%
Acton*	20166	52	0.26%
Townsend*	8169	21	0.26%
Holden*	16092	41	0.25%
Falmouth*	30456	77	0.25%
Buckland	1993	5	0.25%
Grafton	15981	40	0.25%
Wareham	20514	51	0.25%
Fitchburg	37816	94	0.25%
Ashburnham	5746	14	0.24%
Woburn	35123	84	0.24%
Seekonk	13051	31	0.24%
Winthrop	16134	38	0.24%
Yarmouth	22915	51	0.22%

TABLE 9 (continued)
French-Speaking LEP Population by Municipality

Municipality	Total Population Age 5 and older	Number of French Speakers who Speak English Less than Very Well	Percent of French- Speaking Population who Speak English Less than Very Well
Rowley	5414	12	0.22%
Hanson	9629	21	0.22%
Somerset	17488	38	0.22%
Webster	15749	34	0.22%
Templeton	7414	16	0.22%
Bedford	12268	26	0.21%
Dover	5238	11	0.21%
Plainville	7648	16	0.21%
Newbury	6361	13	0.20%
Sudbury	16425	33	0.20%
Georgetown	7518	15	0.20%
Concord	16600	33	0.20%
Whately	1519	3	0.20%
Russell	1526	3	0.20%
Natick	30559	60	0.20%
Westhampton	1533	3	0.20%
New Bedford	87972	170	0.19%
Somerville	71922	138	0.19%
Milford	25771	49	0.19%
Orleans	5817	11	0.19%
Dudley	10705	20	0.19%
Wilbraham	13445	25	0.19%
Westfield	38865	72	0.19%
Lunenburg	9261	17	0.18%
Athol	10908	20	0.18%
Scituate	16935	31	0.18%
Ashfield	1656	3	0.18%
Dighton	6706	12	0.18%
South Hadley	16774	30	0.18%
North Brookfield	4521	8	0.18%
Erving	1699	3	0.18%
Blackstone	8590	15	0.17%
Beverly	37381	65	0.17%
Carlisle	4609	8	0.17%

TABLE 9 (continued)
French-Speaking LEP Population by Municipality

Municipality	Total Population Age 5 and older	Number of French Speakers who Speak English Less than Very Well	Percent of French- Speaking Population who Speak English Less than Very Well
Attleboro	40417	70	0.17%
Haverhill	55980	96	0.17%
Leverett	1762	3	0.17%
Springfield	141271	240	0.17%
Pittsfield	42329	71	0.17%
Sutton	8393	14	0.17%
Clinton	12594	21	0.17%
Foxborough	15724	26	0.17%
Harwich	11596	19	0.16%
West Boylston	7450	12	0.16%
Needham	26797	42	0.16%
Peabody	47852	75	0.16%
North Attleborough	26372	41	0.16%
Westford	20170	31	0.15%
Holyoke	37205	57	0.15%
Norfolk	10458	16	0.15%
Boxford	7548	11	0.15%
North Adams	13042	19	0.15%
Newton	79655	115	0.14%
Dedham	22931	33	0.14%
Saugus	25123	35	0.14%
Norwood	26625	37	0.14%
Stoneham	20156	27	0.13%
Burlington	22636	30	0.13%
Groton	9910	13	0.13%
Fall River	84133	109	0.13%
Amherst	36594	46	0.13%
Amesbury	15162	19	0.13%
Franklin	29055	36	0.12%
Tewksbury	27025	33	0.12%
Pembroke	16440	20	0.12%
Walpole	22445	27	0.12%
Winchester	19585	23	0.12%
Palmer	11420	13	0.11%

TABLE 9 (continued)
French-Speaking LEP Population by Municipality

Municipality	Total Population Age 5 and older	Number of French Speakers who Speak English Less than Very Well	Percent of French- Speaking Population who Speak English Less than Very Well
North Reading	13418	15	0.11%
Harvard	6276	7	0.11%
Gloucester	27947	31	0.11%
Auburn	15475	17	0.11%
Hull	10039	11	0.11%
Conway	1826	2	0.11%
Marshfield	23534	24	0.10%
Lynnfield	11061	11	0.10%
Westborough	17205	16	0.09%
Newburyport	16279	15	0.09%
Swampscott	13334	12	0.09%
East Longmeadow	14649	13	0.09%
Andover	30938	27	0.09%
Kingston	11614	10	0.09%
Brookline	54774	45	0.08%
Uxbridge	12379	10	0.08%
Ashland	14904	12	0.08%
Charlton	11783	9	0.08%
Reading	22945	17	0.07%
Ludlow	20484	15	0.07%
Arlington	39792	29	0.07%
Millbury	12462	9	0.07%
Braintree	33208	23	0.07%
Marlborough	35283	24	0.07%
Leicester	10377	7	0.07%
Greenfield	16576	11	0.07%
Raynham	12119	8	0.07%
Wakefield	23364	15	0.06%
Mansfield	21211	13	0.06%
Taunton	52626	32	0.06%
Hopkinton	13459	8	0.06%
Plymouth	52561	30	0.06%
Barnstable	43966	25	0.06%
Duxbury	14092	8	0.06%

TABLE 9 (continued)
French-Speaking LEP Population by Municipality

Municipality	Total Population Age 5 and older	Number of French Speakers who Speak English Less than Very Well	Percent of French- Speaking Population who Speak English Less than Very Well
Framingham	62890	33	0.05%
Middleborough	21064	11	0.05%
Stoughton	25140	13	0.05%
Quincy	86665	44	0.05%
Mashpee	13130	6	0.05%
Hingham	20177	9	0.04%
Lexington	29308	12	0.04%
Billerica	37103	14	0.04%
Dartmouth	32302	8	0.02%
Wellesley	25977	6	0.02%

TABLE 10
Italian-Speaking LEP Population by Municipality

Municipality	Total Population Age 5 and older	Number of Italian Speakers who Speak English Less than Very Well	Percent of Italian- Speaking Population who Speak English Less than Very Well
Medford*	52847	857	1.62%
Gloucester*	27947	453	1.62%
Stoneham*	20156	303	1.50%
Revere*	46830	656	1.40%
Saugus*	25123	315	1.25%
Everett*	37976	469	1.23%
Whitman*	13265	107	0.81%
Belmont*	22918	154	0.67%
Malden*	54964	366	0.67%
Watertown*	29809	198	0.66%
Waltham*	56753	339	0.60%
Lenox*	4735	28	0.59%
Cheshire*	3156	18	0.57%

TABLE 10 (continued)
Italian-Speaking LEP Population by Municipality

Municipality	Total Population Age 5 and older	Number of Italian Speakers who Speak English Less than Very Well	Percent of Italian- Speaking Population who Speak English Less than Very Well
Provincetown*	3025	17	0.56%
Hull*	10039	56	0.56%
Westwood*	13475	75	0.56%
Rockland*	16408	91	0.55%
Winthrop*	16134	88	0.55%
Methuen*	43623	236	0.54%
Newton*	79655	418	0.52%
Dedham*	22931	114	0.50%
Hamilton*	7245	35	0.48%
Hinsdale*	2121	10	0.47%
Arlington*	39792	185	0.46%
Hampden*	5009	23	0.46%
Holliston*	12800	56	0.44%
Paxton*	4604	20	0.43%
Norwood*	26625	108	0.41%
Dalton*	6496	26	0.40%
Lunenburg*	9261	37	0.40%
Middleton*	8354	32	0.38%
Wellesley*	25977	99	0.38%
Millis*	7285	27	0.37%
Salem*	38083	135	0.35%
Somerville*	71922	254	0.35%
Charlemont*	1154	4	0.35%
Woburn*	35123	121	0.34%
Lynnfield*	11061	38	0.34%
North Reading*	13418	46	0.34%
Burlington*	22636	75	0.33%
Hingham*	20177	66	0.33%
Essex*	3323	10	0.30%
Seekonk*	13051	38	0.29%
Bridgewater*	24973	72	0.29%
Avon*	4165	12	0.29%
Oakham*	1768	5	0.28%
Reading*	22945	64	0.28%

TABLE 10 (continued)
Italian-Speaking LEP Population by Municipality

Municipality	Total Population Age 5 and older	Number of Italian Speakers who Speak English Less than Very Well	Percent of Italian- Speaking Population who Speak English Less than Very Well
Winchester*	19585	54	0.28%
East Longmeadow*	14649	40	0.27%
Boston*	571519	1554	0.27%
Hanson*	9629	26	0.27%
Webster*	15749	42	0.27%
Lexington*	29308	78	0.27%
Agawam*	27095	71	0.26%
Franklin*	29055	76	0.26%
Leominster*	38067	99	0.26%
Westborough*	17205	44	0.26%
Amesbury*	15162	38	0.25%
Walpole*	22445	55	0.25%
Pittsfield*	42329	102	0.24%
Hanover*	12907	31	0.24%
Richmond*	1667	4	0.24%
Harvard*	6276	15	0.24%
Southbridge*	15597	35	0.22%
Quincy*	86665	193	0.22%
Cambridge*	98679	215	0.22%
West Springfield*	26626	58	0.22%
Westminster*	6956	15	0.22%
Peabody*	47852	103	0.22%
Springfield*	141271	300	0.21%
Lynn*	83408	173	0.21%
Braintree	33208	68	0.20%
Milford	25771	52	0.20%
Bolton	4489	9	0.20%
Melrose	24994	49	0.20%
Natick	30559	59	0.19%
Longmeadow	14807	28	0.19%
Worcester	168924	313	0.19%
Northborough	13430	24	0.18%
Tewksbury	27025	48	0.18%
Newbury	6361	11	0.17%

TABLE 10 (continued)
Italian-Speaking LEP Population by Municipality

Municipality	Total Population Age 5 and older	Number of Italian Speakers who Speak English Less than Very Well	Percent of Italian- Speaking Population who Speak English Less than Very Well
Westfield	38865	67	0.17%
Leverett	1762	3	0.17%
Shutesbury	1772	3	0.17%
Concord	16600	28	0.17%
Maynard	9115	15	0.16%
Randolph	29839	48	0.16%
Needham	26797	42	0.16%
Wilmington	20524	32	0.16%
Norwell	9739	14	0.14%
Shrewsbury	32501	46	0.14%
Weymouth	50036	69	0.14%
Danvers	24723	33	0.13%
Lanesborough	3008	4	0.13%
Southborough	9052	12	0.13%
North Adams	13042	17	0.13%
Beverly	37381	48	0.13%
Athol	10908	14	0.13%
Charlton	11783	15	0.13%
Clinton	12594	16	0.13%
Townsend	8169	10	0.12%
Canton	19658	24	0.12%
Billerica	37103	45	0.12%
Lawrence	68891	83	0.12%
Rehoboth	10872	13	0.12%
Chelsea	31003	36	0.12%
Millbury	12462	14	0.11%
Holden	16092	18	0.11%
Swampscott	13334	14	0.10%
Harwich	11596	12	0.10%
Marlborough	35283	36	0.10%
Lowell	96640	96	0.10%
Medfield	11389	11	0.10%
Milton	24965	24	0.10%
Kingston	11614	11	0.09%

TABLE 10 (continued)
Italian-Speaking LEP Population by Municipality

Municipality	Total Population Age 5 and older	Number of Italian Speakers who Speak English Less than Very Well	Percent of Italian- Speaking Population who Speak English Less than Very Well
Foxborough	15724	14	0.09%
Ashland	14904	13	0.09%
Greenfield	16576	14	0.08%
Acton	20166	17	0.08%
Sandwich	19439	15	0.08%
Dracut	27447	21	0.08%
Easton	21975	16	0.07%
Wakefield	23364	17	0.07%
Framingham	62890	43	0.07%
Stow	5958	4	0.07%
New Bedford	87972	55	0.06%
Brockton	86915	53	0.06%
Marblehead	18574	11	0.06%
Falmouth	30456	18	0.06%
Gardner	19033	11	0.06%
Mansfield	21211	12	0.06%
Sudbury	16425	9	0.05%
Somerset	17488	9	0.05%
Plymouth	52561	27	0.05%
Chelmsford	31574	16	0.05%
Haverhill	55980	28	0.05%
Westford	20170	10	0.05%
Stoughton	25140	12	0.05%
Chicopee	52388	23	0.04%
Brookline	54774	23	0.04%
Fitchburg	37816	15	0.04%
Northampton	27538	9	0.03%
North Andover	26350	8	0.03%
Holyoke	37205	11	0.03%
Attleboro	40417	7	0.02%
Taunton	52626	7	0.01%

TABLE 11
Mon-Khmer-Speaking LEP Population by Municipality

Municipality	Total Population Age 5 and older	Number of Italian Speakers who Speak Mon Khmer Less than Very Well	Percent of Mon Khmer- Speaking Population who Speak English Less than Very Well
Leverett*	1762	119	6.75%
Lowell*	96640	6127	6.34%
Lynn*	83408	1316	1.58%
Attleboro*	40417	594	1.47%
Revere*	46830	467	1.00%
Lawrence*	68891	627	0.91%
Easthampton*	15276	124	0.81%
Tyngsborough*	10598	80	0.75%
Lanesborough*	3008	19	0.63%
Sunderland*	3600	21	0.58%
Fall River*	84133	435	0.52%
Peru*	783	4	0.51%
Holyoke*	37205	182	0.49%
West Springfield*	26626	125	0.47%
Chelsea*	31003	124	0.40%
Williamstown*	7633	25	0.33%
Southwick*	8907	28	0.31%
East Longmeadow*	14649	46	0.31%
Northbridge*	14059	42	0.30%
Hadley*	4899	14	0.29%
Holland*	2577	7	0.27%
Holliston*	12800	29	0.23%
Wareham	20514	37	0.18%
Tewksbury	27025	47	0.17%
Billerica	37103	60	0.16%
Springfield	141271	194	0.14%
Lancaster	7364	10	0.14%
Ashland	14904	19	0.13%
Harwich	11596	14	0.12%
North Andover	26350	31	0.12%
Bellingham	14884	16	0.11%
Randolph	29839	31	0.10%
Methuen	43623	45	0.10%
Natick	30559	31	0.10%

TABLE 11 (continued)
Mon-Khmer-Speaking LEP Population by Municipality

Municipality	Total Population Age 5 and older	Number of Italian Speakers who Speak Mon Khmer Less than Very Well	Percent of Mon Khmer- Speaking Population who Speak English Less than Very Well
Ipswich	12472	12	0.10%
Worcester	168924	158	0.09%
Lexington	29308	27	0.09%
Greenfield	16576	15	0.09%
Brockton	86915	78	0.09%
Middleton	8354	7	0.08%
Plymouth	52561	41	0.08%
Fitchburg	37816	29	0.08%
Amherst	36594	28	0.08%
Norfolk	10458	8	0.08%
Somerville	71922	54	0.08%
Beverly	37381	28	0.07%
Dedham	22931	17	0.07%
Rockland	16408	12	0.07%
Dracut	27447	17	0.06%
East Bridgewater	13050	8	0.06%
Peabody	47852	29	0.06%
Chelmsford	31574	17	0.05%
Northampton	27538	13	0.05%
Barnstable	43966	20	0.05%
Milton	24965	11	0.04%
Saugus	25123	11	0.04%
Woburn	35123	14	0.04%
Falmouth	30456	10	0.03%
Westfield	38865	12	0.03%
Boston	571519	175	0.03%
Taunton	52626	14	0.03%
Waltham	56753	15	0.03%
Cambridge	98679	23	0.02%
Malden	54964	12	0.02%
Framingham	62890	11	0.02%
Brookline	54774	7	0.01%

TABLE 12
Arabic-Speaking LEP Population by Municipality

Municipality	Total Population Age 5 and older	Number of Arabic Speakers who Speak English Less than Very Well	Percent of Arabic- Speaking Population who Speak English Less than Very Well
Revere*	46830	1099	2.35%
Winthrop*	16134	192	1.19%
Norwood*	26625	249	0.94%
Chelsea*	31003	282	0.91%
Carver*	11038	92	0.83%
Malden*	54964	448	0.82%
Blackstone*	8590	55	0.64%
Medford*	52847	313	0.59%
Everett*	37976	208	0.55%
Watertown*	29809	159	0.53%
West Springfield*	26626	132	0.50%
Haverhill*	55980	248	0.44%
Quincy*	86665	360	0.42%
Auburn*	15475	64	0.41%
Fall River*	84133	343	0.41%
Upton*	6894	28	0.41%
Worcester*	168924	621	0.37%
Melrose*	24994	88	0.35%
North Attleborough*	26372	85	0.32%
Millbury*	12462	40	0.32%
Methuen*	43623	140	0.32%
Holden*	16092	45	0.28%
Ludlow*	20484	57	0.28%
Dedham*	22931	59	0.26%
Acton*	20166	50	0.25%
Cambridge*	98679	241	0.24%
Sutton*	8393	20	0.24%
Palmer*	11420	27	0.24%
Milford*	25771	60	0.23%
Amesbury*	15162	34	0.22%
Waltham*	56753	127	0.22%
Shirley*	6860	15	0.22%
Boston*	571519	1243	0.22%
Belmont*	22918	49	0.21%

TABLE 12 (continued)
Arabic-Speaking LEP Population by Municipality

Municipality	Total Population Age 5 and older	Number of Arabic Speakers who Speak English Less than Very Well	Percent of Arabic- Speaking Population who Speak English Less than Very Well
Wakefield*	23364	47	0.20%
Ashland*	14904	29	0.19%
Natick*	30559	59	0.19%
Attleboro*	40417	76	0.19%
Lawrence*	68891	125	0.18%
Springfield*	141271	253	0.18%
Westwood*	13475	24	0.18%
Woburn*	35123	62	0.18%
Franklin*	29055	49	0.17%
Hadley*	4899	8	0.16%
Shrewsbury*	32501	51	0.16%
Milton*	24965	38	0.15%
Arlington*	39792	60	0.15%
Medfield*	11389	17	0.15%
Braintree	33208	48	0.14%
Agawam	27095	39	0.14%
Bellingham	14884	21	0.14%
Plymouth	52561	73	0.14%
Framingham	62890	66	0.10%
Lynn	83408	87	0.10%
Brewster	9591	10	0.10%
Pembroke	16440	16	0.10%
Rockland	16408	15	0.09%
Sharon	16542	15	0.09%
Adams	8035	7	0.09%
Saugus	25123	20	0.08%
Somerville	71922	56	0.08%
Foxborough	15724	12	0.08%
Weymouth	50036	36	0.07%
Westborough	17205	12	0.07%
Stoughton	25140	16	0.06%
Abington	14687	9	0.06%
Newton	79655	46	0.06%
Grafton	15981	9	0.06%

TABLE 12 (continued)
Arabic-Speaking LEP Population by Municipality

Municipality	Total Population Age 5 and older	Number of Arabic Speakers who Speak English Less than Very Well	Percent of Arabic- Speaking Population who Speak English Less than Very Well
Walpole	22445	12	0.05%
New Bedford	87972	47	0.05%
Reading	22945	12	0.05%
Sudbury	16425	8	0.05%
Fitchburg	37816	18	0.05%
Somerset	17488	8	0.05%
Northborough	13430	6	0.04%
Lowell	96640	42	0.04%
South Hadley	16774	7	0.04%
Canton	19658	8	0.04%
Chelmsford	31574	11	0.03%
Middleborough	21064	7	0.03%
Westfield	38865	12	0.03%
Marlborough	35283	10	0.03%
Wellesley	25977	7	0.03%
Leominster	38067	10	0.03%
Beverly	37381	9	0.02%
Billerica	37103	8	0.02%
Pittsfield	42329	9	0.02%
Chicopee	52388	4	0.01%
Brockton	86915	6	0.01%

TABLE 13
Polish-Speaking LEP Population by Municipality

Municipality	Total Population Age 5 and older	Number of Polish Speakers who Speak English Less than Very Well	Percent of Polish-Speaking Population who Speak English Less than Very Well
Dudley*	10705	415	3.88%
Southampton*	5558	177	3.18%
Warren*	4805	115	2.39%

TABLE 13 (continued)
Polish-Speaking LEP Population by Municipality

Municipality	Total Population Age 5 and older	Number of Polish Speakers who Speak English Less than Very Well	Percent of Polish-Speaking Population who Speak English Less than Very Well
Chicopee*	52388	1151	2.20%
Ware*	9252	147	1.59%
Wilbraham*	13445	204	1.52%
Hampden*	5009	76	1.52%
Webster*	15749	157	1.00%
Hadley*	4899	47	0.96%
Holyoke*	37205	272	0.73%
Auburn*	15475	103	0.67%
Oxford*	12774	78	0.61%
Ludlow*	20484	122	0.60%
East Longmeadow*	14649	85	0.58%
Palmer*	11420	66	0.58%
Worcester*	168924	918	0.54%
Rehoboth*	10872	58	0.53%
Easthampton*	15276	79	0.52%
Florida*	739	3	0.41%
Norton*	18045	71	0.39%
Essex*	3323	13	0.39%
Wrentham*	10339	40	0.39%
Randolph*	29839	105	0.35%
Peabody*	47852	166	0.35%
Wales*	1800	6	0.33%
Springfield*	141271	465	0.33%
Holden*	16092	52	0.32%
Southwick*	8907	27	0.30%
Boylston*	4002	12	0.30%
Mashpee*	13130	37	0.28%
Spencer*	11033	28	0.25%
Braintree*	33208	83	0.25%
Adams*	8035	20	0.25%
Richmond*	1667	4	0.24%
Agawam*	27095	65	0.24%
Danvers*	24723	59	0.24%
Williamsburg*	2518	6	0.24%

TABLE 13 (continued)
Polish-Speaking LEP Population by Municipality

Municipality	Total Population Age 5 and older	Number of Polish Speakers who Speak English Less than Very Well	Percent of Polish-Speaking Population who Speak English Less than Very Well
Seekonk*	13051	29	0.22%
West Bridgewater*	6495	14	0.22%
Gardner*	19033	40	0.21%
Rutland*	7227	14	0.19%
Mansfield*	21211	41	0.19%
Montague*	8051	15	0.19%
Southbridge*	15597	29	0.19%
Dartmouth*	32302	60	0.19%
Longmeadow*	14807	27	0.18%
Sharon*	16542	30	0.18%
Hull*	10039	18	0.18%
Dighton*	6706	12	0.18%
Natick*	30559	54	0.18%
Wenham*	4635	8	0.17%
Middleton*	8354	14	0.17%
Sutton*	8393	14	0.17%
Quincy*	86665	143	0.17%
Millbury*	12462	19	0.15%
Wellesley*	25977	39	0.15%
Northampton*	27538	41	0.15%
Chelsea*	31003	45	0.15%
Acushnet*	9793	14	0.14%
Pittsfield*	42329	57	0.13%
Westfield*	38865	52	0.13%
Lowell	96640	116	0.12%
Uxbridge	12379	14	0.11%
Attleboro	40417	45	0.11%
Charlton	11783	13	0.11%
Somerset	17488	19	0.11%
Boston	571519	570	0.10%
Wayland	12278	12	0.10%
Methuen	43623	41	0.09%
Barnstable	43966	41	0.09%
Cambridge	98679	90	0.09%

TABLE 13 (continued)
Polish-Speaking LEP Population by Municipality

Municipality	Total Population Age 5 and older	Number of Polish Speakers who Speak English Less than Very Well	Percent of Polish-Speaking Population who Speak English Less than Very Well
Westport	14684	13	0.09%
Beverly	37381	32	0.09%
Tewksbury	27025	23	0.09%
Raynham	12119	10	0.08%
Medford	52847	43	0.08%
Lexington	29308	23	0.08%
Needham	26797	21	0.08%
Leicester	10377	8	0.08%
Bourne	18456	14	0.08%
Saugus	25123	19	0.08%
Billerica	37103	28	0.08%
Hanover	12907	9	0.07%
Wareham	20514	13	0.06%
Falmouth	30456	18	0.06%
Waltham	56753	31	0.05%
Acton	20166	11	0.05%
Milford	25771	14	0.05%
Brockton	86915	47	0.05%
Revere	46830	25	0.05%
Amesbury	15162	8	0.05%
Grafton	15981	8	0.05%
Belmont	22918	11	0.05%
Malden	54964	25	0.05%
Shrewsbury	32501	14	0.04%
Somerville	71922	30	0.04%
Franklin	29055	12	0.04%
Yarmouth	22915	9	0.04%
North Andover	26350	10	0.04%
West Springfield	26626	10	0.04%
Brookline	54774	17	0.03%
Norwood	26625	7	0.03%
Marlborough	35283	8	0.02%
Amherst	36594	8	0.02%
Lynn	83408	18	0.02%

TABLE 13 (continued)
Polish-Speaking LEP Population by Municipality

Municipality	Total Population Age 5 and older	Number of Polish Speakers who Speak English Less than Very Well	Percent of Polish-Speaking Population who Speak English Less than Very Well
Fall River	84133	11	0.01%
Lawrence	68891	8	0.01%
New Bedford	87972	10	0.01%
Newton	79655	8	0.01%

TABLE 14
Korean-Speaking LEP Population by Municipality

Municipality	Total Population Age 5 and older	Number of Korean Speakers who Speak English Less than Very Well	Percent of Korean- Speaking Population who Speak English Less than Very Well
Hamilton*	7245	268	3.70%
Acton*	20166	396	1.96%
Tyngsborough*	10598	113	1.07%
Lexington*	29308	311	1.06%
Boylston*	4002	42	1.05%
Belmont*	22918	191	0.83%
Brookline*	54774	439	0.80%
Harvard*	6276	50	0.80%
Bedford*	12268	92	0.75%
Alford*	423	3	0.71%
Newton*	79655	487	0.61%
Wellesley*	25977	155	0.60%
Sheffield*	3225	19	0.59%
Amherst*	36594	195	0.53%
North Andover*	26350	137	0.52%
Leominster*	38067	190	0.50%
Lunenburg*	9261	43	0.46%
Cambridge*	98679	413	0.42%
Wilbraham*	13445	56	0.42%
Waltham*	56753	226	0.40%

TABLE 14 (continued)
Korean-Speaking LEP Population by Municipality

Municipality	Total Population Age 5 and older	Number of Korean Speakers who Speak English Less than Very Well	Percent of Korean- Speaking Population who Speak English Less than Very Well
Andover*	30938	117	0.38%
Boxford*	7548	27	0.36%
New Salem*	906	3	0.33%
Carlisle*	4609	15	0.33%
Lynnfield*	11061	33	0.30%
Falmouth*	30456	90	0.30%
Northborough*	13430	39	0.29%
Lawrence*	68891	198	0.29%
Holden*	16092	46	0.29%
Ashby*	2820	8	0.28%
Danvers*	24723	62	0.25%
Wilmington*	20524	49	0.24%
Northampton*	27538	65	0.24%
Stow*	5958	14	0.23%
Orange*	7317	16	0.22%
Montague*	8051	16	0.20%
Natick*	30559	59	0.19%
Westfield*	38865	75	0.19%
Ayer*	6990	13	0.19%
Tewksbury*	27025	49	0.18%
Arlington*	39792	69	0.17%
Boston*	571519	991	0.17%
Sudbury*	16425	26	0.16%
Revere*	46830	70	0.15%
Leicester*	10377	15	0.14%
Needham*	26797	38	0.14%
Braintree*	33208	47	0.14%
Ashland*	14904	21	0.14%
Burlington*	22636	29	0.13%
Clinton*	12594	16	0.13%
Somerville*	71922	88	0.12%
Malden	54964	65	0.12%
Lowell	96640	114	0.12%
Holbrook	10175	12	0.12%

TABLE 14 (continued)
Korean-Speaking LEP Population by Municipality

Municipality	Total Population Age 5 and older	Number of Korean Speakers who Speak English Less than Very Well	Percent of Korean- Speaking Population who Speak English Less than Very Well
Gardner	19033	22	0.12%
Westford	20170	22	0.11%
Norton	18045	19	0.11%
Raynham	12119	12	0.10%
Woburn	35123	34	0.10%
Methuen	43623	42	0.10%
Framingham	62890	55	0.09%
Melrose	24994	21	0.08%
Millbury	12462	10	0.08%
Ipswich	12472	10	0.08%
Peabody	47852	37	0.08%
Medford	52847	38	0.07%
Dartmouth	32302	22	0.07%
Amesbury	15162	10	0.07%
Easthampton	15276	10	0.07%
Shrewsbury	32501	20	0.06%
Greenfield	16576	10	0.06%
Medway	11757	7	0.06%
Shirley	6860	4	0.06%
Worcester	168924	97	0.06%
Agawam	27095	15	0.06%
Stoneham	20156	11	0.05%
Concord	16600	9	0.05%
Sharon	16542	8	0.05%
Yarmouth	22915	11	0.05%
Quincy	86665	41	0.05%
Fitchburg	37816	17	0.04%
Attleboro	40417	18	0.04%
New Bedford	87972	37	0.04%
Watertown	29809	11	0.04%
Randolph	29839	11	0.04%
Springfield	141271	48	0.03%
Taunton	52626	17	0.03%
Gloucester	27947	9	0.03%

TABLE 14 (continued)
Korean-Speaking LEP Population by Municipality

Municipality	Total Population Age 5 and older	Number of Korean Speakers who Speak English Less than Very Well	Percent of Korean- Speaking Population who Speak English Less than Very Well
Canton	19658	6	0.03%
Norwood	26625	8	0.03%
Haverhill	55980	9	0.02%
Holyoke	37205	2	0.01%
Westborough	17205	14	0.08%

TABLE 15
Greek-Speaking LEP Population by Municipality

Municipality	Total Population Age 5 and older	Number of Greek Speakers who Speak English Less than Very Well	Percent of Greek-Speaking Population who Speak English Less than Very Well
West Boylston*	7450	96	1.29%
Watertown*	29809	249	0.84%
Dedham*	22931	149	0.65%
Peabody*	47852	302	0.63%
Hardwick*	2770	17	0.61%
Leicester*	10377	61	0.59%
Arlington*	39792	233	0.59%
Lynn*	83408	479	0.57%
Stow*	5958	32	0.54%
Tyringham*	406	2	0.49%
Canton*	19658	88	0.45%
Carlisle*	4609	20	0.43%
Lowell*	96640	418	0.43%
Webster*	15749	68	0.43%
Haverhill*	55980	241	0.43%
Salem*	38083	154	0.40%
Norwell*	9739	35	0.36%
Lynnfield*	11061	39	0.35%

TABLE 15 (continued)
Greek-Speaking LEP Population by Municipality

Municipality	Total Population Age 5 and older	Number of Greek Speakers who Speak English Less than Very Well	Percent of Greek-Speaking Population who Speak English Less than Very Well
Belmont*	22918	80	0.35%
Plainville*	7648	25	0.33%
Medway*	11757	37	0.31%
Harwich*	11596	35	0.30%
Natick*	30559	80	0.26%
Medford*	52847	138	0.26%
Sherborn*	3852	10	0.26%
Newburyport*	16279	41	0.25%
Milton*	24965	62	0.25%
Somerville*	71922	176	0.24%
Brookline*	54774	133	0.24%
Avon*	4165	10	0.24%
Worcester*	168924	397	0.24%
Weston*	10816	25	0.23%
Kingston*	11614	26	0.22%
Athol*	10908	24	0.22%
Agawam*	27095	56	0.21%
Bourne*	18456	37	0.20%
Georgetown*	7518	15	0.20%
Clinton*	12594	25	0.20%
Ludlow*	20484	37	0.18%
Fitchburg*	37816	68	0.18%
Hampden*	5009	9	0.18%
Erving*	1699	3	0.18%
Quincy*	86665	148	0.17%
Hanover*	12907	22	0.17%
Dalton*	6496	11	0.17%
Beverly*	37381	63	0.17%
Holbrook*	10175	17	0.17%
Chelmsford*	31574	52	0.16%
Waltham*	56753	88	0.16%
Andover*	30938	46	0.15%
Woburn*	35123	52	0.15%
Chatham*	6134	9	0.15%

TABLE 15 (continued)
Greek-Speaking LEP Population by Municipality

Municipality	Total Population Age 5 and older	Number of Greek Speakers who Speak English Less than Very Well	Percent of Greek-Speaking Population who Speak English Less than Very Well
Sandwich*	19439	28	0.14%
Saugus*	25123	36	0.14%
Walpole*	22445	32	0.14%
Dudley*	10705	15	0.14%
Franklin*	29055	39	0.13%
Falmouth*	30456	38	0.12%
Boston*	571519	693	0.12%
Norwood*	26625	32	0.12%
Burlington*	22636	27	0.12%
Amesbury*	15162	18	0.12%
Marblehead*	18574	22	0.12%
Yarmouth*	22915	27	0.12%
Wilmington*	20524	24	0.12%
Rockland*	16408	19	0.12%
Brewster*	9591	11	0.11%
Mashpee*	13130	15	0.11%
Grafton	15981	18	0.11%
Tewksbury	27025	30	0.11%
Cambridge	98679	109	0.11%
North Reading	13418	14	0.10%
Newton	79655	81	0.10%
Framingham	62890	62	0.10%
Springfield	141271	139	0.10%
Mansfield	21211	20	0.09%
Brockton	86915	81	0.09%
Easton	21975	20	0.09%
Swampscott	13334	12	0.09%
Braintree	33208	28	0.08%
North Attleborough	26372	22	0.08%
Westport	14684	12	0.08%
Wakefield	23364	19	0.08%
Leominster	38067	29	0.08%
Holden	16092	12	0.07%
Barnstable	43966	32	0.07%

TABLE 15 (continued)
Greek-Speaking LEP Population by Municipality

Municipality	Total Population Age 5 and older	Number of Greek Speakers who Speak English Less than Very Well	Percent of Greek-Speaking Population who Speak English Less than Very Well
Lexington	29308	21	0.07%
Randolph	29839	21	0.07%
Stoneham	20156	14	0.07%
Westford	20170	14	0.07%
Concord	16600	11	0.07%
Taunton	52626	34	0.06%
Needham	26797	17	0.06%
Dracut	27447	17	0.06%
Methuen	43623	27	0.06%
Winchester	19585	11	0.06%
Winthrop	16134	8	0.05%
Hingham	20177	10	0.05%
Marlborough	35283	16	0.05%
Everett	37976	16	0.04%
Milford	25771	9	0.03%
New Bedford	87972	29	0.03%
Dartmouth	32302	9	0.03%
Revere	46830	12	0.03%
Danvers	24723	6	0.02%
Weymouth	50036	12	0.02%
Fall River	84133	17	0.02%

TABLE 16
Japanese-Speaking LEP Population by Municipality

Municipality	Total Population Age 5 and older	Number of Japanese Speakers who Speak English Less than Very Well	Percent of Japanese- Speaking Population who Speak English Less than Very Well
Brookline*	54774	474	0.87%
Burlington*	22636	97	0.43%

TABLE 16 (continued)
Japanese-Speaking LEP Population by Municipality

Municipality	Total Population Age 5 and older	Number of Japanese Speakers who Speak English Less than Very Well	Percent of Japanese- Speaking Population who Speak English Less than Very Well
Amherst*	36594	154	0.42%
Winchendon*	9588	40	0.42%
Erving*	1699	6	0.35%
Shelburne*	1987	7	0.35%
Belmont*	22918	80	0.35%
Randolph*	29839	100	0.34%
Hull*	10039	29	0.29%
Cambridge*	98679	268	0.27%
Acton*	20166	53	0.26%
Adams*	8035	19	0.24%
Belchertown*	13587	32	0.24%
Salem*	38083	89	0.23%
Berlin*	2681	6	0.22%
Waltham*	56753	126	0.22%
Medfield*	11389	25	0.22%
Peabody*	47852	97	0.20%
Natick*	30559	53	0.17%
Quincy*	86665	145	0.17%
Wilbraham*	13445	21	0.16%
Stow*	5958	9	0.15%
Tyngsborough*	10598	16	0.15%
Northampton*	27538	40	0.15%
Boston*	571519	813	0.14%
Wayland*	12278	17	0.14%
Framingham*	62890	82	0.13%
Weston*	10816	14	0.13%
Athol*	10908	14	0.13%
Arlington*	39792	51	0.13%
Westborough*	17205	22	0.13%
Tewksbury*	27025	34	0.13%
Concord*	16600	19	0.11%
Weymouth*	50036	57	0.11%
Mansfield*	21211	22	0.10%
Townsend*	8169	8	0.10%

TABLE 16 (continued)
Japanese-Speaking LEP Population by Municipality

Municipality	Total Population Age 5 and older	Number of Japanese Speakers who Speak English Less than Very Well	Percent of Japanese- Speaking Population who Speak English Less than Very Well
Whitman*	13265	12	0.09%
Lexington*	29308	26	0.09%
Holden*	16092	14	0.09%
Hudson*	17374	15	0.09%
Andover*	30938	25	0.08%
Sharon*	16542	13	0.08%
Malden*	54964	42	0.08%
Somerville*	71922	49	0.07%
Chicopee*	52388	35	0.07%
Newburyport*	16279	10	0.06%
Yarmouth*	22915	14	0.06%
Bridgewater*	24973	15	0.06%
Newton	79655	43	0.05%
Fall River	84133	45	0.05%
Reading	22945	12	0.05%
Falmouth	30456	15	0.05%
Fairhaven	15181	7	0.05%
Shrewsbury	32501	14	0.04%
Wellesley	25977	10	0.04%
Woburn	35123	12	0.03%
Haverhill	55980	15	0.03%
Lawrence	68891	15	0.02%
Revere	46830	8	0.02%
Lynn	83408	14	0.02%
Springfield	141271	17	0.01%
New Bedford	87972	8	0.01%
Worcester	168924	11	0.01%

TABLE 17
Hindi-Speaking LEP Population by Municipality

Municipality	Total Population Age 5 and older	Number of Hindi Speakers who Speak English Less than Very Well	Percent of Hindi-Speaking Population who Speak English Less than Very Well
Norwood*	26625	208	0.78%
Waltham*	56753	354	0.62%
Harvard*	6276	32	0.51%
Burlington*	22636	111	0.49%
Westborough*	17205	77	0.45%
Malden*	54964	197	0.36%
Shrewsbury*	32501	105	0.32%
Natick*	30559	94	0.31%
Grafton*	15981	43	0.27%
Acton*	20166	48	0.24%
Lunenburg*	9261	22	0.24%
Hudson*	17374	41	0.24%
Webster*	15749	35	0.22%
Billerica*	37103	79	0.21%
North Andover*	26350	43	0.16%
Wayland*	12278	18	0.15%
Williamstown*	7633	11	0.14%
Randolph*	29839	42	0.14%
Greenfield*	16576	22	0.13%
Southborough*	9052	11	0.12%
Chelmsford*	31574	38	0.12%
Amherst*	36594	44	0.12%
Watertown*	29809	32	0.11%
Lowell*	96640	92	0.10%
Pittsfield*	42329	38	0.09%
Attleboro*	40417	35	0.09%
Somerville*	71922	61	0.08%
Wellesley*	25977	21	0.08%
Sharon*	16542	13	0.08%
Worcester*	168924	132	0.08%
Peabody*	47852	37	0.08%
Woburn*	35123	27	0.08%
Chicopee*	52388	39	0.07%
Stoneham*	20156	15	0.07%

TABLE 17 (continued)
Hindi-Speaking LEP Population by Municipality

Municipality	Total Population Age 5 and older	Number of Hindi Speakers who Speak English Less than Very Well	Percent of Hindi-Speaking Population who Speak English Less than Very Well
Longmeadow*	14807	11	0.07%
Sudbury*	16425	12	0.07%
Newton*	79655	52	0.07%
Wilmington*	20524	13	0.06%
Brookline*	54774	34	0.06%
Winchester*	19585	12	0.06%
Brockton*	86915	52	0.06%
Boston*	571519	321	0.06%
Quincy*	86665	48	0.06%
Methuen*	43623	23	0.05%
Cambridge*	98679	50	0.05%
Westfield	38865	14	0.04%
Leominster	38067	13	0.03%
Medford	52847	16	0.03%
Framingham	62890	19	0.03%
Revere	46830	14	0.03%
Westford	20170	6	0.03%
New Bedford	87972	23	0.03%
Chelsea	31003	3	0.01%
Springfield	141271	12	0.01%

TABLE 18
Gujarati-Speaking LEP Population by Municipality

Municipality	Total Population Age 5 and older	Number of Gujarati Speakers who Speak English Less than Very Well	Percent of Gujarati- Speaking Population who Speak English Less than Very Well
Burlington*	22636	327	1.44%
Waltham*	56753	329	0.58%
Shrewsbury*	32501	179	0.55%

TABLE 18 (continued)
Gujarati-Speaking LEP Population by Municipality

Municipality	Total Population Age 5 and older	Number of Gujarati Speakers who Speak English Less than Very Well	Percent of Gujarati- Speaking Population who Speak English Less than Very Well
Kingston*	11614	60	0.52%
Dunstable*	2922	15	0.51%
Randolph*	29839	137	0.46%
Billerica*	37103	115	0.31%
Woburn*	35123	106	0.30%
Harwich*	11596	34	0.29%
Lowell*	96640	265	0.27%
North Andover*	26350	54	0.20%
Wilmington*	20524	35	0.17%
Westford*	20170	31	0.15%
Concord*	16600	24	0.14%
Bridgewater*	24973	35	0.14%
Easton*	21975	30	0.14%
Weymouth*	50036	65	0.13%
Malden*	54964	71	0.13%
Belmont*	22918	26	0.11%
Quincy*	86665	97	0.11%
Dracut*	27447	30	0.11%
North Reading*	13418	13	0.10%
Easthampton*	15276	14	0.09%
Cambridge*	98679	80	0.08%
Chelsea*	31003	23	0.07%
Sharon*	16542	12	0.07%
Newton*	79655	56	0.07%
Methuen*	43623	30	0.07%
Leominster*	38067	26	0.07%
Dudley*	10705	7	0.07%
Tewksbury*	27025	17	0.06%
Andover*	30938	16	0.05%
Taunton	52626	23	0.04%
Medford	52847	23	0.04%
Framingham	62890	27	0.04%
Milford	25771	11	0.04%
Braintree	33208	14	0.04%

TABLE 18 (continued)
Gujarati-Speaking LEP Population by Municipality

Municipality	Total Population Age 5 and older	Number of Gujarati Speakers who Speak English Less than Very Well	Percent of Gujarati- Speaking Population who Speak English Less than Very Well
Marlborough	35283	14	0.04%
Norwood	26625	10	0.04%
Revere	46830	13	0.03%
Attleboro	40417	11	0.03%
Boston	571519	150	0.03%
Somerville	71922	15	0.02%
Springfield	141271	20	0.01%
Worcester	168924	21	0.01%
Fall River	84133	6	0.01%

TABLE 19
Tagalog-Speaking LEP Population by Municipality

Municipality	Total Population Age 5 and older	Number of Tagalog Speakers who Speak English Less than Very Well	Percent of Tagalog- Speaking Population who Speak English Less than Very Well
Great Barrington*	6994	84	1.20%
Warwick*	540	6	1.11%
Wellfleet*	2946	19	0.64%
Salem*	38083	161	0.42%
Hinsdale*	2121	7	0.33%
Sheffield*	3225	10	0.31%
Waltham*	56753	173	0.30%
Hopedale*	5579	16	0.29%
Dartmouth*	32302	89	0.28%
Fitchburg*	37816	99	0.26%
Brockton*	86915	206	0.24%
Lancaster*	7364	16	0.22%
Adams*	8035	17	0.21%

TABLE 19 (continued)
Tagalog-Speaking LEP Population by Municipality

Municipality	Total Population Age 5 and older	Number of Tagalog Speakers who Speak English Less than Very Well	Percent of Tagalog- Speaking Population who Speak English Less than Very Well
Somerset*	17488	37	0.21%
Belchertown*	13587	26	0.19%
Dighton*	6706	12	0.18%
Avon*	4165	7	0.17%
Southbridge*	15597	26	0.17%
Lexington*	29308	44	0.15%
West Springfield*	26626	38	0.14%
Everett*	37976	52	0.14%
Easthampton*	15276	20	0.13%
Braintree*	33208	42	0.13%
Bedford*	12268	15	0.12%
Wilmington*	20524	25	0.12%
Quincy*	86665	100	0.12%
Fall River*	84133	92	0.11%
Leominster*	38067	38	0.10%
Malden*	54964	54	0.10%
Norfolk*	10458	9	0.09%
Melrose*	24994	21	0.08%
Burlington*	22636	19	0.08%
Lowell*	96640	79	0.08%
Dracut*	27447	21	0.08%
Westfield*	38865	28	0.07%
Cambridge*	98679	68	0.07%
Amherst*	36594	23	0.06%
Weymouth*	50036	31	0.06%
Boston*	571519	349	0.06%
New Bedford*	87972	50	0.06%
Peabody*	47852	26	0.05%
Randolph*	29839	16	0.05%
Arlington*	39792	21	0.05%
Chelmsford*	31574	13	0.04%
Barnstable	43966	16	0.04%
Worcester	168924	55	0.03%
Attleboro	40417	13	0.03%

TABLE 19 (continued)
Tagalog-Speaking LEP Population by Municipality

Municipality	Total Population Age 5 and older	Number of Tagalog Speakers who Speak English Less than Very Well	Percent of Tagalog- Speaking Population who Speak English Less than Very Well
Newton	79655	22	0.03%
Framingham	62890	17	0.03%
Lawrence	68891	17	0.02%
Springfield	141271	32	0.02%
Somerville	71922	13	0.02%
Needham	26797	3	0.01%
Lynn	83408	7	0.01%
Chicopee	52388	4	0.01%

TABLE 20
Persian-Speaking LEP Population by Municipality

Municipality	Total Population Age 5 and older	Number of Persian Speakers who Speak English Less than Very Well	Percent of Persian- Speaking Population who Speak English Less than Very Well
Malden*	54964	234	0.43%
Eastham*	4954	15	0.30%
Harvard*	6276	17	0.27%
Worcester*	168924	369	0.22%
Winchester*	19585	42	0.21%
Newton*	79655	161	0.20%
Templeton*	7414	14	0.19%
Shrewsbury*	32501	59	0.18%
Marlborough*	35283	61	0.17%
Lynnfield*	11061	19	0.17%
Newburyport*	16279	26	0.16%
Weston*	10816	17	0.16%
Waltham*	56753	85	0.15%
Brookline*	54774	76	0.14%

TABLE 20 (continued)
Persian-Speaking LEP Population by Municipality

Municipality	Total Population Age 5 and older	Number of Persian Speakers who Speak English Less than Very Well	Percent of Persian- Speaking Population who Speak English Less than Very Well
Watertown*	29809	41	0.14%
Montague*	8051	11	0.14%
Granville*	1466	2	0.14%
Sudbury*	16425	21	0.13%
Wilbraham*	13445	16	0.12%
Peabody*	47852	56	0.12%
Wayland*	12278	14	0.11%
Franklin*	29055	31	0.11%
Natick*	30559	32	0.10%
Westwood*	13475	14	0.10%
Wellesley*	25977	24	0.09%
Lynn*	83408	73	0.09%
Chelmsford*	31574	25	0.08%
Belmont*	22918	16	0.07%
Somerville*	71922	47	0.07%
Cambridge*	98679	52	0.05%
West Springfield*	26626	14	0.05%
Mansfield*	21211	11	0.05%
Auburn*	15475	8	0.05%
Everett*	37976	19	0.05%
Northbridge*	14059	7	0.05%
Westfield*	38865	19	0.05%
Andover*	30938	13	0.04%
North Andover	26350	9	0.03%
Falmouth	30456	10	0.03%
Lexington	29308	9	0.03%
Springfield	141271	41	0.03%
Barnstable	43966	12	0.03%
Taunton	52626	12	0.02%
Braintree	33208	7	0.02%
Boston	571519	116	0.02%
Framingham	62890	11	0.02%
Quincy	86665	14	0.02%
New Bedford	87972	8	0.01%

TABLE 21
German-Speaking LEP Population by Municipality

Municipality	Total Population Age 5 and older	Number of German Speakers who Speak English Less than Very Well	Percent of German-Speaking Population who Speak English Less than Very Well
Topsfield*	5766	39	0.68%
Sandisfield*	782	4	0.51%
West Newbury*	3921	20	0.51%
Plainfield*	594	3	0.51%
Wayland*	12278	50	0.41%
Egremont*	1153	4	0.35%
Harvard*	6276	19	0.30%
Princeton*	3294	9	0.27%
Marion*	4805	13	0.27%
Ashfield*	1656	4	0.24%
Carlisle*	4609	10	0.22%
Granby*	5913	12	0.20%
Andover*	30938	62	0.20%
Whitman*	13265	26	0.20%
North Adams*	13042	25	0.19%
Salisbury*	7875	15	0.19%
Hudson*	17374	32	0.18%
Middleton*	8354	15	0.18%
Orange*	7317	13	0.18%
Great Barrington*	6994	12	0.17%
Clarksburg*	1798	3	0.17%
Conway*	1826	3	0.16%
Adams*	8035	13	0.16%
Wellesley*	25977	41	0.16%
Saugus*	25123	38	0.15%
Waltham*	56753	81	0.14%
Bedford*	12268	17	0.14%
Bridgewater*	24973	34	0.14%
Whately*	1519	2	0.13%
Acton*	20166	26	0.13%
Freetown*	8421	10	0.12%
Belchertown*	13587	16	0.12%
East Bridgewater*	13050	15	0.11%
Pepperell*	10835	12	0.11%
Yarmouth*	22915	25	0.11%

TABLE 21 (continued)
German-Speaking LEP Population by Municipality

Municipality	Total Population Age 5 and older	Number of German Speakers who Speak English Less than Very Well	Percent of German- Speaking Population who Speak English Less than Very Well
Watertown*	29809	31	0.10%
Cambridge*	98679	98	0.10%
Peabody*	47852	47	0.10%
Wrentham*	10339	10	0.10%
Palmer*	11420	11	0.10%
Hinsdale*	2121	2	0.09%
Hanson*	9629	9	0.09%
Sandwich*	19439	18	0.09%
Easton*	21975	20	0.09%
Holbrook*	10175	9	0.09%
Concord*	16600	14	0.08%
Salem*	38083	31	0.08%
Easthampton*	15276	12	0.08%
Charlton*	11783	9	0.08%
North Andover*	26350	20	0.08%
Framingham*	62890	46	0.07%
Foxborough*	15724	11	0.07%
Pittsfield*	42329	29	0.07%
Newburyport*	16279	11	0.07%
Chelmsford*	31574	21	0.07%
Auburn*	15475	10	0.06%
Brockton*	86915	56	0.06%
Dennis*	13996	9	0.06%
Walpole*	22445	14	0.06%
Reading*	22945	14	0.06%
Burlington*	22636	13	0.06%
Northampton*	27538	15	0.05%
Attleboro*	40417	22	0.05%
Ashland*	14904	8	0.05%
Brookline*	54774	29	0.05%
Belmont*	22918	12	0.05%
Southbridge*	15597	8	0.05%
Amherst*	36594	18	0.05%
Milford*	25771	12	0.05%
Holyoke*	37205	17	0.05%

TABLE 21 (continued)
German-Speaking LEP Population by Municipality

Municipality	Total Population Age 5 and older	Number of German Speakers who Speak English Less than Very Well	Percent of German-Speaking Population who Speak English Less than Very Well
Stoneham*	20156	9	0.04%
Westford*	20170	9	0.04%
Newton*	79655	35	0.04%
Somerville*	71922	29	0.04%
Leominster*	38067	15	0.04%
Springfield*	141271	53	0.04%
Westfield*	38865	14	0.04%
Norwood*	26625	9	0.03%
Arlington*	39792	13	0.03%
Boston	571519	179	0.03%
Canton	19658	6	0.03%
Ludlow	20484	6	0.03%
Chicopee	52388	15	0.03%
Billerica	37103	10	0.03%
Barnstable	43966	11	0.03%
Fitchburg	37816	9	0.02%
Medford	52847	12	0.02%
Methuen	43623	9	0.02%
Fall River	84133	16	0.02%
Quincy	86665	16	0.02%
Weymouth	50036	9	0.02%
Lowell	96640	16	0.02%
Lynn	83408	8	0.01%
Worcester	168924	13	0.01%
New Bedford	87972	1	0.00%

TABLE 22
Armenian-Speaking LEP Population by Municipality

Municipality	Total Population Age 5 and older	Number of Armenian Speakers who Speak English Less than Very Well	Percent of Armenian-Speaking Population who Speak English Less than Very Well
Watertown*	29809	719	2.41%
Tisbury*	3739	30	0.80%
Belmont*	22918	180	0.79%
Medway*	11757	58	0.49%
Waltham*	56753	186	0.33%
Brewster*	9591	28	0.29%
Sherborn*	3852	10	0.26%
Chelsea*	31003	63	0.20%
Lexington*	29308	47	0.16%
Westwood*	13475	20	0.15%
Ashland*	14904	21	0.14%
Millis*	7285	9	0.12%
Seekonk*	13051	14	0.11%
Peabody*	47852	49	0.10%
Marlborough*	35283	36	0.10%
Cambridge*	98679	75	0.08%
Grafton*	15981	12	0.08%
Andover*	30938	23	0.07%
Amherst*	36594	27	0.07%
Mashpee*	13130	9	0.07%
Burlington*	22636	14	0.06%
Wellesley*	25977	14	0.05%
Shrewsbury*	32501	16	0.05%
Barnstable*	43966	21	0.05%
Falmouth*	30456	14	0.05%
Gloucester*	27947	11	0.04%
Newton*	79655	28	0.04%
Worcester	168924	45	0.03%
Weymouth	50036	10	0.02%
Boston	571519	108	0.02%
Brockton	86915	12	0.01%
Lowell	96640	12	0.01%
Springfield	141271	14	0.01%

TABLE 23
Urdu-Speaking LEP Population by Municipality

Municipality	Total Population Age 5 and older	Number of Urdu Speakers who Speak English Less than Very Well	Percent of Urdu- Speaking Population who Speak English Less than Very Well
Swansea*	15342	85	0.55%
Wenham*	4635	20	0.43%
Northampton*	27538	92	0.33%
Danvers*	24723	68	0.28%
Watertown*	29809	80	0.27%
Raynham*	12119	30	0.25%
Southbridge*	15597	36	0.23%
Shrewsbury*	32501	70	0.22%
Sturbridge*	8547	18	0.21%
West Springfield*	26626	52	0.20%
North Attleborough*	26372	49	0.19%
Woburn*	35123	57	0.16%
Medford*	52847	83	0.16%
Barnstable*	43966	63	0.14%
Westborough*	17205	24	0.14%
Attleboro*	40417	50	0.12%
Everett*	37976	44	0.12%
Sharon*	16542	19	0.11%
Framingham*	62890	50	0.08%
Haverhill*	55980	43	0.08%
Chicopee*	52388	38	0.07%
Franklin*	29055	19	0.07%
Dedham*	22931	14	0.06%
Weymouth*	50036	30	0.06%
Newton*	79655	39	0.05%
Falmouth*	30456	14	0.05%
Sudbury*	16425	7	0.04%
Cambridge*	98679	42	0.04%
Burlington*	22636	8	0.04%
Arlington*	39792	14	0.04%
Billerica*	37103	13	0.04%
Quincy*	86665	30	0.03%
Boston*	571519	179	0.03%
Natick*	30559	9	0.03%
Springfield*	141271	39	0.03%

TABLE 23 (continued)
Urdu-Speaking LEP Population by Municipality

Municipality	Total Population Age 5 and older	Number of Urdu Speakers who Speak English Less than Very Well	Percent of Urdu- Speaking Population who Speak English Less than Very Well
Brockton*	86915	23	0.03%
Lowell	96640	24	0.02%
Malden	54964	11	0.02%

ANALYSIS OF MASSACHUSETTS DEPARTMENT OF EDUCATION DATA

MassDOT also obtained data for 2011 from the Massachusetts Department of Education that indicates the number of LEP students enrolled in the public schools, by language, for each municipality in the commonwealth. Although the school population does not have a one-to-one correlation with the overall population of a municipality, the languages that students speak can give additional insight into language composition and proficiency and the areas where assistance is likely to be needed. Tables 24 and 25 show the numbers of LEP students by language and the percentages they make up of the total school population for the neighborhoods of Boston (Table 24) and for all other Massachusetts municipalities (Table 25). The tables include all languages that meet the safe harbor threshold of 1,000 individuals or 5% (based on total enrollment in the neighborhood or municipality). This data supports the census data patterns in terms of the general distribution of LEP populations and languages spoken.

TABLE 24
Number and Percentage of LEP Students, by Language
and by Boston Neighborhood

Boston Neighborhood	Language	Number of LEP Students	LEP % of Total Neighborhood Enrollment
Allston	Spanish	214	17.54%
Boston*	Chinese	465	6.81%
Boston*	Spanish	582	8.52%
Brighton	Spanish	465	14.25%
Charlestown	Chinese	326	13.59%
Charlestown	Spanish	240	10.01%
Dorchester	Spanish	1,232	9.70%
East Boston	Spanish	1,897	46.34%
Hyde Park	Haitian Creole	261	8.63%
Hyde Park	Spanish	171	5.66%
Jamaica Plain	Spanish	1,140	31.68%
Mattapan	Haitian Creole	353	12.88%
Mattapan	Spanish	168	6.13%
Roslindale	Spanish	323	15.24%
Roxbury	Cape Verdean	392	5.42%
Roxbury	Spanish	1,276	17.65%
South Boston	Spanish	168	5.45%
South Boston	Vietnamese	170	5.51%
West Roxbury	Spanish	272	8.61%

*Includes schools in Boston Proper and the Fenway and Longwood areas.

TABLE 25
Number and Percentage of LEP Students, by Language,
by Municipality (Outside of Boston), and by MPO

Municipality	Language	Number of LEP Students	LEP % of Total Municipal Enrollment	Metropolitan Planning Organization (MPO)
Amherst	Spanish	65	5.20%	Boston Region MPO
Brockton	Cape Verdean	1,607	10.10%	Boston Region MPO
Chelsea	Spanish	837	15.00%	Boston Region MPO
Fitchburg	Spanish	500	10.30%	Montachusett MPO
Framingham	Spanish	608	7.40%	Boston Region MPO
Framingham	Portuguese	593	7.20%	Boston Region MPO
Holyoke	Spanish	1,513	27.00%	Pioneer Valley MPO
Lawrence	Spanish	2,961	23.30%	Merrimack Valley MPO
Lowell	Khmer	1,713	12.80%	Northern Middlesex MPO
Lowell	Spanish	1,626	12.10%	Northern Middlesex MPO
Lynn	Spanish	2,272	16.20%	Boston Region MPO
Marlborough	Spanish	260	5.70%	Boston Region MPO
Marlborough	Portuguese	229	5.00%	Boston Region MPO
Salem	Spanish	449	9.90%	Boston Region MPO
Somerville	Spanish	424	8.80%	Boston Region MPO
Springfield	Spanish	3,179	12.50%	Pioneer Valley MPO
Waltham	Spanish	342	7.30%	Boston Region MPO
Worcester	Spanish	4,519	18.60%	Central Massachusetts MPO

MASSDOT SUBRECIPIENTS: MPOS

To assist the MPOs in their efforts to provide meaningful access to FTA-funded programs, services, and activities for LEP individuals in their regions, MassDOT used two datasets. First, as shown in Tables 24 and 25 above, MassDOT used the Department of Education data to identify the number and percentage of LEP students by language, municipality, and MPO. In Table 24, all Boston neighborhoods are in the Boston Region MPO area. Table 25 indicates to which MPO each of the municipalities outside of Boston belongs. As discussed above, both tables include only languages that meet the safe harbor threshold of 1,000 individuals or 5% of the population of a given area, based on the total enrollment by neighborhood or municipality.

Second, using the 2006–2010 ACS data, MassDOT determined the number of individuals who identified as speaking English less than very well by language for those languages that exceed the LEP safe harbor threshold of 1,000 speakers or 5% for the geographic area covered by each MPO. Table 26 shows that only one MPO (BRMPO) reaches the safe-harbor threshold for all five of the top LEP languages.

TABLE 26
Number of LEP Individuals Speaking the Top
Five LEP Languages at Home, by MPO*

Metropolitan Planning Organizations	Spanish	Portuguese	Chinese	French Creole	Vietnamese
**Berkshire Metropolitan Planning Organization (BRMPO)	1,471	N/A	N/A	N/A	N/A
Cape Cod Metropolitan Planning Organization (CCMPO)	N/A	2,075	N/A	N/A	N/A
Central Massachusetts Metropolitan Planning Organization (CMMPO)	18,919	3,801	2,802	N/A	3,496
Boston Region Metropolitan Planning Organization (BRMPO)	99,513	41,225	41,633	16,717	13,676
Montachusett Metropolitan Planning Organization (MMPO)	5,836	N/A	N/A	N/A	N/A
Merrimack Valley Metropolitan Planning Organization (MVMPO)	30,592	N/A	1,143	N/A	N/A
Northern Middlesex Metropolitan Planning Organization (NMMPO)	5,834	3,038	1,186	N/A	1,453
Old Colony Planning Metropolitan Planning Organization (OCMPO)	3,705	8,247	N/A	4,273	N/A
Pioneer Valley Metropolitan Planning Organization (PVMPO)	26,776	2,364	1,545	N/A	1,818
Southeastern Massachusetts Metropolitan Planning Organization (SMMPO)	8,923	27,362	N/A	N/A	N/A

* Only languages that meet the “safe harbor” threshold are listed for each MPO

** Does not have identified LEP population

Table 27 shows the number of LEP individuals in each MPO region by language for each language other than the top five that meets the safe-harbor threshold. As shown in Table 27, few languages meet the safe-harbor threshold at the MPO level outside the Boston region.

TABLE 27
Number of LEP Individuals Speaking Safe-Harbor Languages Other than the
Top Five LEP Languages at Home, by MPO*

	CMMPO	BRMPO	MMPO	NMMPO	PVMPO	SMMPO
Russian	N/A	12,632	N/A	N/A	3,111	N/A
French	1,326	8,108	1,053	N/A	1,509	1,001
Mon Khmer	N/A	2,506	N/A	6,348	N/A	1,080
Italian	N/A	9,721	N/A	N/A	N/A	N/A
Polish	2,011	1,853	N/A	N/A	3,133	N/A
Arabic	N/A	6,132	N/A	N/A	N/A	N/A
Korean	N/A	4,982	N/A	N/A	N/A	N/A
Greek	N/A	4,344	N/A	N/A	N/A	N/A
Japanese	N/A	2,942	N/A	N/A	N/A	N/A
Hindi	N/A	1,942	N/A	N/A	N/A	N/A
Gujarati	N/A	1,678	N/A	N/A	N/A	N/A
Armenian	N/A	1,658	N/A	N/A	N/A	N/A
Persian	N/A	1,292	N/A	N/A	N/A	N/A
Tagalog	N/A	1,288	N/A	N/A	N/A	N/A
German	N/A	1,073	N/A	N/A	N/A	N/A
Serbo-Croatian	N/A	1,006	N/A	N/A	N/A	N/A

Finally, the MPOs can refer to the LEP maps provided in Appendix B and the summary provided on page 7 of this document of the languages that meet the safe-harbor threshold by municipality to identify specific locations of concentrations of LEP populations.

MASSDOT SUBRECIPIENTS FUNDED UNDER §5310, §5311, §5316, AND §5317³

MassDOT also used the Massachusetts Department of Education data to look at the languages most commonly spoken in the service areas for the three rural RTAs, which are subrecipients of §5311 funding through MassDOT: Franklin (FRTA), Martha's Vineyard (VTA) and Nantucket (NRTA). None of the municipalities served by any of these RTAs has a sufficient LEP population to meet the safe harbor thresholds for any language. In addition, if the LEP populations are summed by language across all municipalities in each of the RTAs, none of the languages meets the LEP safe harbor threshold for the respective RTA service areas.

MassDOT has analyzed the census data by municipality to assess the language needs at the municipal level of geography. In doing so, 10 languages were identified as meeting the safe-harbor threshold. Table 28 lists these languages and the number of municipalities that have LEP

³ Under MAP 21, the §5317 New Freedom program is consolidated into the larger §5310 program and the §5316 Job Access and Reverse Commute program is consolidated into the urban §5307 and rural §5311 formula fund programs.

populations meeting the safe-harbor threshold. All of these languages are among the top LEP languages statewide.

TABLE 28
Number of Municipalities Meeting the
Safe-Harbor Threshold, by Language

Language	Number of Municipalities Meeting the Safe-Harbor Threshold
Spanish	26
Portuguese	21
Chinese	7
French Creole	6
Russian	5
Vietnamese	5
Mon Khmer	2
Arabic	2
French	1
Polish	1

MassDOT is currently developing a Web application that will facilitate the identification of LEP populations at various levels of geography, from the census tract up to statewide. This web application will be particularly useful for evaluating language assistance needs associated with the geography for a particular MassDOT program or activity or a subrecipient's service area.

Qualitative Analysis Techniques

In addition to the quantitative analyses discussed above, MassDOT continues to refine its understanding of the locations of LEP populations through qualitative analyses. To do so, MassDOT is working with community-based organizations (CBOs), as well as state legislators and other government entities and interested parties, to identify LEP populations that may need translation services for specific programs or activities. MassDOT continues to conduct outreach to CBOs that work with LEP populations, such as neighborhood community service centers, community development corporations, and ethnic/cultural organizations. These organizations have proven helpful in providing information that is not included in the census or state and local resources, such as the existence of pockets of the LEP populations relative to specific projects or public participation efforts, population trends, and what services are most frequently sought by the LEP population. This outreach has been conducted through surveys and individual interviews. For example, MassDOT has reached out to the community outreach staff of mayor's offices in areas of high LEP concentrations to discuss language needs regularly encountered in those locales. MassDOT uses this type of outreach to request that these organizations take MassDOT's online language survey and forward it to additional individuals and organizations that may be interested in completing the survey. MassDOT has recently learned that Community Development Corporations throughout the Commonwealth are currently conducting localized surveys regarding language needs which include specific inquiries into language needs related to transportation. The results of these surveys should be available

before the end of 2013, and MassDOT has requested access to the data. The results will be incorporated into MassDOT's Four Factor Analysis, as applicable. It should be noted that individuals interviewed from the CBOs have stated that the LEP individuals they represent are focused on addressing daily life issues and do not have the time to participate in MassDOT's programs and activities. MassDOT acknowledges that it cannot guarantee robust and diverse participation in its programs, services, and activities due, in part, to such sentiments. However, MassDOT is committed to removing barriers to and encouraging participation, consistent with Title VI principles.

MassDOT has used a comprehensive list of 3,223 stakeholders, CBOs, and other organizations to solicit input concerning language assistance needs. Members of this list were sent an email requesting that they complete a survey to help identify which programs and activities are most important to people with limited proficiency in English. Figure 1 shows the text of the email as distributed in February 2013, which includes a link to the language needs survey.

FIGURE 1
Email Sent to Request Recipient to Complete Language Assistance Needs Survey

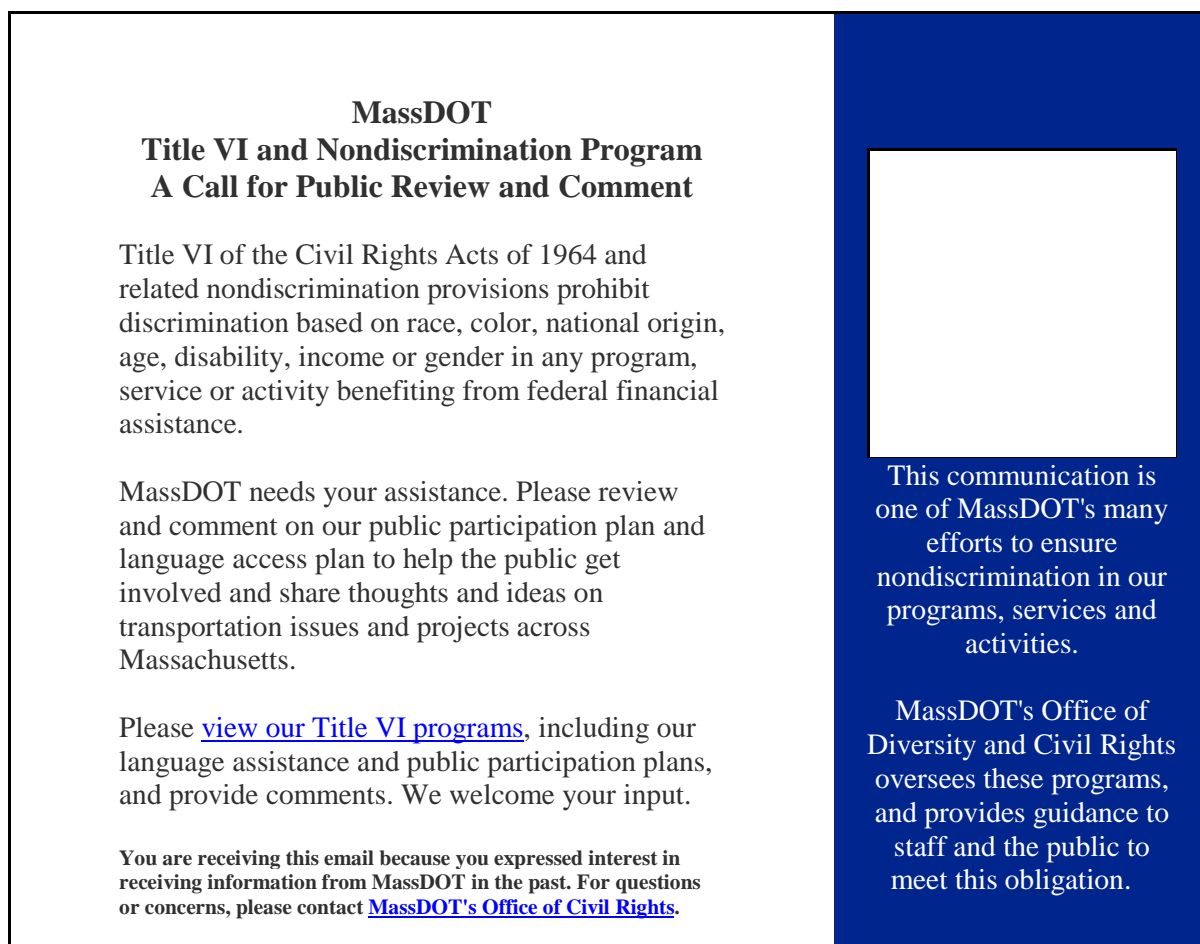


Figure 2 is a screen shot of the MassDOT webpage containing the survey, which can be seen at <http://www.massdot.state.ma.us/OfficeofCivilRights/TitleVI/LanguageAssistanceSurvey.aspx>. The results of this outreach effort are summarized under Factor 3: The Importance to LEP Persons of MassDOT Programs, Activities, and Services.

FIGURE 2
Screenshot of MassDOT Language Assistance Needs Survey

The screenshot shows the MassDOT website with the 'Language Assistance Survey' prominently displayed. The survey is part of the Office of Civil Rights and is available in Spanish, Portuguese, and Chinese. It lists various services provided by MassDOT, such as providing documents in multiple languages, incorporating Google Translate, providing interpreters, and providing information about projects that impact a neighborhood. The survey asks users to rate the importance of these services on a scale from 1 (Not Important) to 3 (Very Important). The survey is titled 'Language Assistance Survey' and is part of the Office of Civil Rights. It includes a list of services provided by MassDOT and a section for users to rate the importance of various language assistance measures on a scale from 1 (Not Important) to 3 (Very Important). The survey is available in Spanish, Portuguese, and Chinese.

The Title VI Specialist is prioritizing the stakeholder list for the purposes of further LEP outreach and will contact relevant organizations to explain MassDOT's objectives and request information about the population they serve. This information will include feedback from the organization on the size of the population it serves; the needs of the population with respect to MassDOT's mission; which programs, activities, and services are most beneficial; whether they are aware of the types of language assistance MassDOT provides; what, if any, additional language assistance measures would be most beneficial; any demographic trends within the population; and techniques to effectively engage the population.

Prior Experiences with LEP Individuals

The relevant benefits, services, and information provided by MassDOT as a recipient of FTA funding are statewide planning and Rail and Transit Division programs where public outreach or public involvement is central to the mission, and activities provided by the Office of Civil Rights,

the Legal Department, and the Legislative and Community Affairs Division. In order to determine the extent to which LEP persons have come into contact with these functions, MassDOT surveyed staff, kept track of translations of the MassDOT website and requests for interpreters at public meetings, and collected anecdotal reports of attendance by people with limited English proficiency at public meetings from community outreach staff. Since its 2011 LEP Four Factor Analysis, MassDOT has not received any requests for foreign language services (translations or interpreters) related to FTA-funded programs, services, or activities, including in relation to SFY 2014 discretionary grant program documents and training sessions. During this period, MassDOT's Legislative and Community Affairs Division (which is also responsible for some MBTA-related public outreach) proactively provided translated documents and interpreters in the Boston area in Spanish, Portuguese, Russian and Chinese in the neighborhoods of Chelsea, East Boston, South End, and Alston/Brighton at MBTA public meetings, though meeting attendees did not utilize these resources. Since 2011, there have been no foreign language service requests made at any of the three subrecipient RTAs (Martha's Vineyard, Nantucket, and Franklin) though Martha's Vineyard staff informed MassDOT of a single instance of foreign language need that arose in 2013 between RTA staff and a French speaking tourist. Real-time electronic translation technology ("Google translate" via a smartphone) was used by the RTA staff to engage the individual and satisfactorily provide the information they sought.

MassDOT conducted an agency-wide survey of its employees, to assess the level of contact with LEP individuals. The results of the survey showed that the majority of respondents (70%) had no contact with people with limited English proficiency, and 13% had contact with LEP individuals most days. The survey and its results are detailed under Factor 2. Most of the respondents who had contact with LEP individuals were from MassDOT's Operations and Maintenance divisions, which are not funded by FTA. Respondents from the Rail and Transit Division and the Office of Transportation Planning reported no contact with people with limited English proficiency.

Conclusions from Factor 1 Analysis

Through the analysis of the 2010 ACS 5-Year Summary dataset, the 2010 ACS 5-Year PUMS dataset, the Department of Labor Special Tabulation of the 2000 U.S. Census dataset, and the Massachusetts Department of Education datasets, the factor 1 analysis shows that anywhere between 10 and 22 languages meet the safe-harbor threshold statewide. The languages identified as having the largest LEP populations statewide were mostly consistent across the top 10 or so languages, and 9 of the ten languages identified at the municipal level were among the top languages identified statewide. Additionally the top languages for MassDOT's subrecipients are consistent with those identified statewide. The maps provided in Appendix B show that some of the languages that meet the safe-harbor threshold when using the statewide census data are widely distributed, with no true concentration in any particular area. In addition, MassDOT staff have had limited contact with LEP individuals.

FTA's LEP Guidance to MassDOT from July 25, 2013, states that "vital documents should be translated into the languages the recipient has the most contact with, this can be determined through MassDOT's 2nd and 3rd factors of the four-factor analysis." Further, DOJ's LEP guidance states:

“As has been emphasized elsewhere, the Recipient LEP Guidance is not intended to provide a definitive answer governing the translation of written documents for all recipients applicable in all cases. Rather, in drafting the safe harbor and vital documents provisions of the Recipient LEP Guidance, the Department sought to provide one, but not necessarily the only, point of reference for when a recipient should consider translations of documents (or the implementation of alternatives to such documents) in light of its particular program or activity, the document or information in question, and the potential LEP populations served. In furtherance of this purpose, the safe harbor and vital document provisions of the Recipient LEP Guidance have been revised to clarify the elements of the flexible translation standard, and to acknowledge that distinctions can and should be made between frequently-encountered and less commonly-encountered languages when identifying languages for translation.”⁴

MassDOT will use the information provided by Factors 2 and 3 in concert with the various Factor 1 analyses in determining how the agency will address language assistance needs, both proactively and upon request.

Factor 2: The Frequency of Contact

The greater the frequency with which LEP individuals from different language groups come into contact with MassDOT programs, activities, or services, the more likely it is that enhanced language services will be needed. Because MassDOT is not a transit service provider, its contact with the public is limited; there are many FTA-funded activities within MassDOT that the public, in general, and LEP individuals in particular, would have a low likelihood of encountering. LEP individuals are most likely to encounter statewide planning and Rail and Transit Division programs where public outreach or public involvement is central to the mission, and activities provided by the Office of Civil Rights, the Legal Department, and the Legislative and Community Affairs Division.

Analysis Methods Used for Frequency of Contact

MASSDOT STATEWIDE

MassDOT conducted an agency-wide survey of its employees, to determine the frequency of their contacts with LEP individuals. Two separate surveys were developed: one for functional area heads and another for front-line employees.⁵ The survey instruments can be found in Appendix C.

⁴ 41456 Federal Register/ Vol. 67, No. 117 / Tuesday, June 18, 2002 / Notices
<http://www.gpo.gov/fdsys/pkg/FR-2002-06-18/pdf/02-15207.pdf>

⁵ Most of the functional areas surveyed are within the Highway Division; however, the Rail and Transit Division, the Office of Transportation Planning, the Office of Civil Rights, the Legal Department, and the Legislative and Community Affairs Division were also surveyed. The data on the frequency of contact in Table 29 represent all surveys returned to date, including those from employees in the Highway Division.

Through the surveys, MassDOT identified the following:

- The number of employees (by job function) who regularly come into contact with LEP individuals
- The frequency with which contact occurs
- The languages encountered (if identifiable)
- How employees currently communicate with LEP individuals
- Suggested steps that MassDOT could take to facilitate communication with LEP persons
- Vital documents that may need to be translated

Survey results regarding the frequency of contact for MassDOT employees agency-wide are summarized in Table 29, below. The surveys for front-line employees listed Spanish, Portuguese, Chinese, Haitian Creole, and “All other languages” specifically, and provided spaces for employees to write in other languages. For each language option, employees were asked to check the frequency of contact options listed in Table 29. The languages identified in the survey results are consistent with the findings for the first factor in the four-factor analysis.

TABLE 29
Frequency of Contact of MassDOT Employees with LEP Individuals

	Most Days	Weekly	Monthly	Yearly	Total	Never
Spanish	63	14	11	26	114	70
Portuguese	30	16	6	18	70	114
Chinese	33	13	11	24	81	103
Haitian Creole	23	10	9	14	56	128
*All Other Languages	9	5	3	12	29	155
**Write-in Languages	7	3	9	12	31	337
Total	165	61	49	106	381	907

*This includes all responses to an “all other languages” option on the survey.

**The survey provided spaces for other languages to be identified individually. The data in this row of the table report the sum of the 16 languages that were reported.

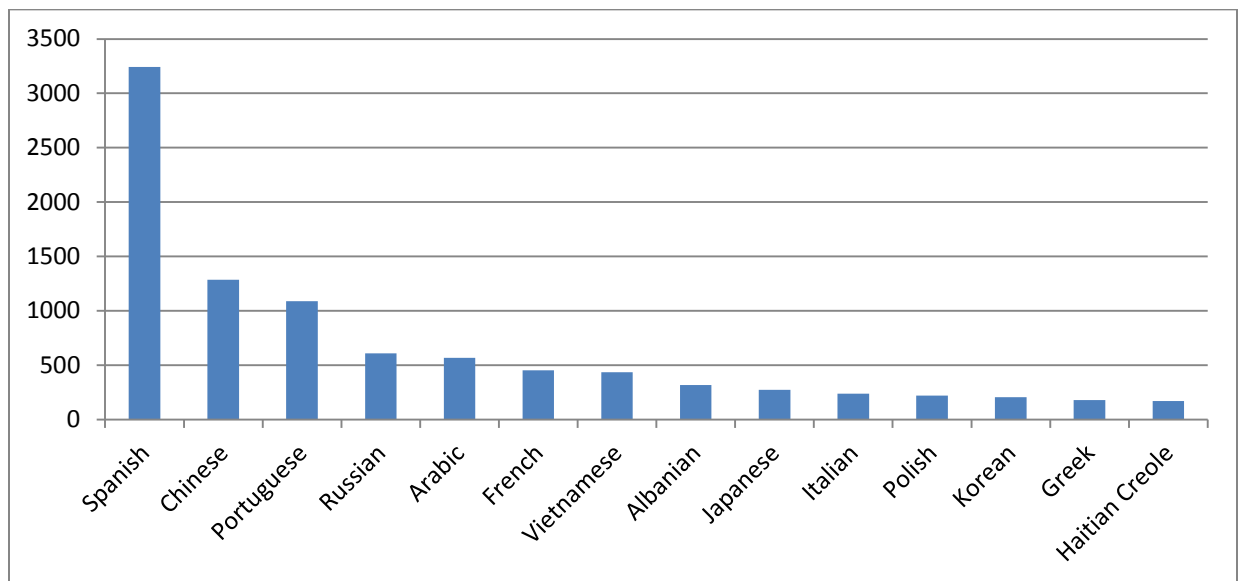
Appendix C also includes summaries of the responses to the survey questions relating to how MassDOT employees currently communicate with LEP individuals and suggested steps that MassDOT could take to facilitate communication with LEP persons. These summaries provide valuable information that can be used by the Title VI Specialist when evaluating language assistance measures to implement.

In order to increase accessibility to its programs and activities, MassDOT uses Google Translate to provide instant translations of information provided on its website. The MassDOT website was translated 9,275 times during the period January 1, 2013, through August 31, 2013. MassDOT analyzed the number of times the website was translated by language for this period. The results of this analysis are shown in Table 30 and graphically in Figure 3.

TABLE 30
Frequency of Website Translations
by Language

Language	Number of MassDOT Website Translations
Spanish	3,243
Chinese	1,284
Portuguese	1,088
Russian	607
Arabic	568
French	452
Vietnamese	435
Albanian	316
Japanese	273
Italian	237
Polish	219
Korean	204
Greek	179
Haitian Creole	170

FIGURE 3
MassDOT Website Translations by Language
January 1, 2013 to August 31, 2013



As can be seen when comparing the languages used for the website translations with the results of the Factor 1 analysis, the most frequently utilized languages for website translations

represent the top LEP languages identified by the Factor 1 analysis, and the frequency of the website translations is mostly consistent with the size of the LEP population for each of the top 6 languages. Spanish is by far the most frequently selected. It is interesting to note that Haitian Creole, although one of the top languages identified by the factor 1 analysis, was the least requested translation of the website.

MASSDOT SUBRECIPIENTS: MPOS

Each MPO is responsible for developing its own LAP. However, the MassDOT Title VI Specialist is working with the MPOs to ensure that they are taking steps to determine the frequency of contact of MPO employees with LEP individuals, and that they are developing and implementing plans for meeting all LEP requirements under Title VI. In August 2013, MassDOT completed a comprehensive review of two years' worth of Title VI annual reports from all thirteen MPOs across the Commonwealth. This included an analysis of MPO Language Access Plans and protocols. From the review, it is clear that each MPO is aware of language access obligations. Some regions have chosen to independently develop full Language Access Plans with others choosing to adopt (and modify, as needed) MassDOT's language access protocols and strategies. Individualized Title VI corrective action work plans have been created for each region through this review process. The work plans are designed to address any deficiencies among the regions regarding nondiscrimination obligations, including the provision of language assistance to LEP individuals. MassDOT will facilitate successful accomplishment of all work plans tasks by providing trainings and technical assistance workshops with the MPOs.

MASSDOT SUBRECIPIENTS FUNDED UNDER §5310, §5311, §5316, AND §5317

Surveys were conducted for the three rural RTAs, which are subrecipients of §5311 funding through MassDOT. Two separate surveys were also developed for the RTAs: one for RTA administrators and another for RTA bus operators (both surveys are in Appendix D). These surveys were developed to determine which employees regularly come into contact with LEP individuals, the frequency with which the contact occurs, the languages encountered (if identifiable), suggested steps that the RTA could take to facilitate communication with LEP persons, and vital documents that may need to be translated.

The results of the RTA bus-operator surveys for FRTA and VTA are summarized in Table 31, below. These surveys differed somewhat from the MassDOT-employee surveys, as respondents were asked to indicate the frequency of contact with LEP individuals across all languages and then to list the languages that they could identify. Because NRTA provides service only in the summer, surveys could not be completed in time to include the results. Therefore, the NRTA Administrator completed the survey for the bus operators to the best of her ability.

TABLE 31
Frequency of Contact,
by FRTA and VTA Bus Operators with LEP Individuals *

	Most Days	Weekly	Monthly	Yearly	Never
FRTA	1	4	4	3	5
VTA	13	12	5	2	0
Total	14	16	9	5	5

* Out of 25 FRTA bus operators, 17 completed the survey, and out of 87 VTA bus operators, 17 completed the survey.

For FRTA, Spanish and Russian were the first and second most frequently encountered languages, respectively. For VTA, Portuguese and Spanish were the first and second most frequently encountered languages, respectively. NRTA identified Spanish and Portuguese as the two most frequently encountered languages.

Appendix D also includes summaries of the responses to the survey questions relating to how RTA bus operators currently communicate with LEP individuals and suggested steps that the RTAs could take to facilitate communication with LEP persons. These summaries provide valuable information that the MassDOT Title VI Specialist will share with the RTAs to provide guidance on possible steps they could take to better serve LEP populations.

FREQUENCY OF CONTACT – CONCLUSIONS

Based on the frequency of contact analyses of MassDOT and its subrecipients, the most commonly encountered languages spoken by LEP individuals who come into contact with MassDOT and its subrecipients are Spanish, Portuguese, Chinese, and Haitian Creole, and Spanish is by far the most frequently encountered. Although Vietnamese is one of the top five LEP languages statewide, it has not been identified through the employee surveys as having a high incidence of contact. This may be because Vietnamese was not one of the languages specifically listed on the survey form or because the employees surveyed may not be able to distinguish Vietnamese from other Asian languages. In general, the incidence of contact varies by program and by location.

Based on the results of analysis to date, MassDOT will implement a phased schedule for translating vital information. Initially, MassDOT will translate vital information into Spanish, Portuguese, Chinese, Vietnamese, and French (Haitian) Creole (in 2013). In 2014, MassDOT will translate vital information into Russian, Mon Khmer, Arabic, French, and Italian. These languages are consistently identified as meeting the safe-harbor threshold in the Factor 1 analyses, and a number of them were identified by MassDOT staff as having prior contact. MassDOT will offer free translation of vital information in the other languages identified using the FTA-preferred methodology, and will make the decision whether to translate into each of these languages based on whether any translations are requested. The decision to translate non-vital information into other languages will be made on the basis of location and cost.

Because none of the three rural RTAs have LEP populations that meet the safe harbor threshold, they are not required to create Language Access Plans. However, MassDOT is assisting them regarding strategies that they could implement to provide language assistance.

Factor 3: The Importance to LEP Persons of MassDOT Programs, Activities, and Services

The more important the activity, information, service, or program, or the greater the possible consequences of the contact with the LEP individuals, the more likely it is that language services are needed. Importance is based on whether denial or delay of access to services or information could have serious or even life-threatening implications for the LEP individual.

Identifying Programs, Activities, and Services

MASSDOT PROGRAMS, ACTIVITIES, AND SERVICES

Within MassDOT, there are various programs, activities, and services that are of importance to LEP individuals. Although there are many activities within MassDOT that the public, in general, and LEP individuals in particular, would have a low likelihood of encountering, others are of critical importance. With regard to transit services, the programs with the highest importance at MassDOT for LEP individuals are statewide planning and the programs administered by the Rail and Transit Division. However, activities in many other areas of MassDOT are also important for LEP individuals. These include programs, services, and activities provided by the Office of Civil Rights, the Legal Department, and the Legislative and Community Affairs Division.

MassDOT is using the results of the survey for functional area heads as a first step toward identifying documents that may need to be translated. MassDOT used this list to identify which documents are vital and to prioritize vital (and any identified non-vital) documents for translation. Because the number of documents is large and resources are limited, MassDOT has developed a phased schedule for implementing translations that first focuses on the most vital documents in the most frequently encountered languages.

MassDOT has identified the following documents as vital, and has begun a phased program for having them translated:

- Notice of Civil Rights
- Complaint Procedures
- Complaint Form
- Notices regarding the availability of free language assistance services for LEP individuals
- Statements about the services available and the right to free language assistance services in brochures, booklets, outreach and recruitment information, and other materials routinely disseminated to the public
- Notices of proposed public hearings regarding proposed transportation plans, projects, or changes
- Notices of reduction, denial, or termination of services or benefits
- Signs in reception areas and other points of initial entry

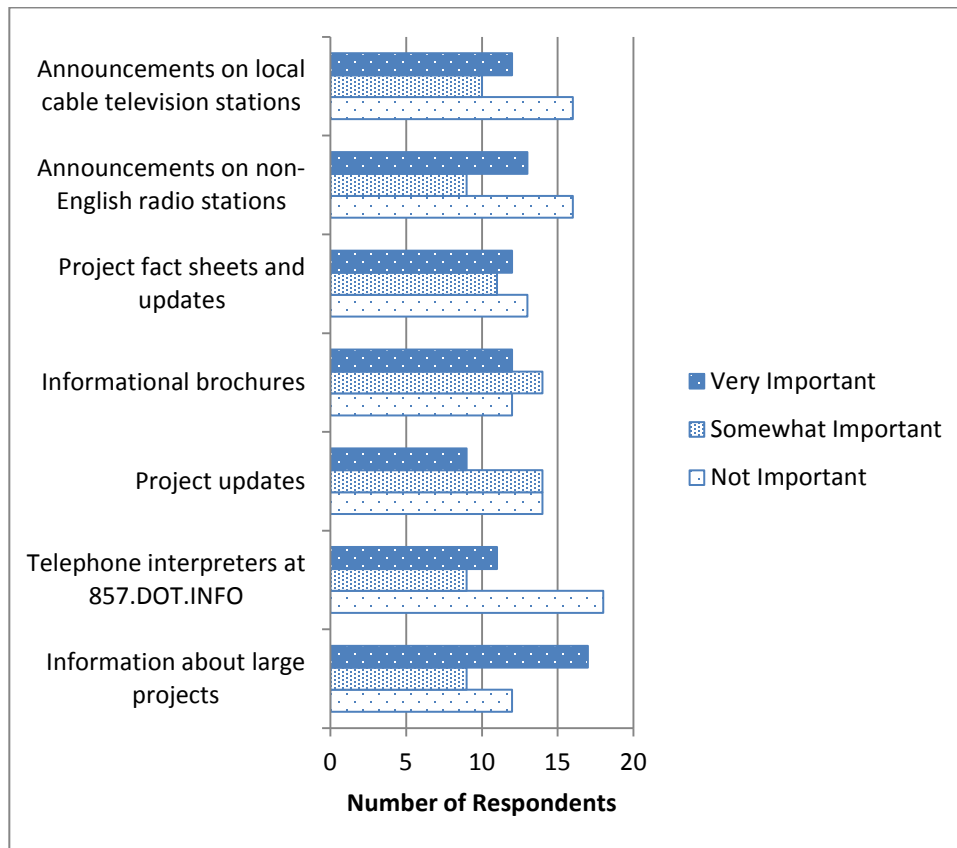
- Applications or instructions on how to participate in a program or activity or to receive benefits or services
- Consent forms

MassDOT has also conducted a public survey concerning language assistance needs and requesting individuals to identify the importance of its programs, services, and activities. The survey was posted on the Title VI web page of the MassDOT website in February 2013. As mentioned previously, Figure 2 is a screen shot of the MassDOT webpage containing the survey. In addition to the website posting, MassDOT sent an email to a list of 3,223 stakeholders, CBOs, and other organizations to solicit input. The email can be seen in Figure 1, above. Members of this list were requested to complete the on-line survey to help identify which programs and activities are most important to people with limited proficiency in English. The results of this outreach effort are summarized in Table 32 and graphically in Figure 4. There were 39 respondents to the survey and, as shown, the largest number of respondents selected “information about large projects” as very important and “telephone interpreters at 857.DOT.INFO,” MassDOT’s customer information line, as not important. Opinions varied as to the importance of each program or service, and the least number of people found project updates very important. MassDOT will provide language assistance in each of these areas when it is either determined appropriate based on the likelihood that such assistance will be required or on an as-requested basis.

TABLE 32
Importance of MassDOT Programs and Services to LEP Individuals

	Not Important		Somewhat Important		Very Important	
	Number of Responses	Percent of Responses	Number of Responses	Percent of Responses	Number of Responses	Percent of Responses
Information about large projects	12	32%	10	24%	17	44%
Telephone interpreters at 857.DOT.INFO	18	47%	10	24%	11	28%
Project updates	14	38%	14	38%	10	26%
Informational brochures	12	32%	14	37%	13	33%
Project fact sheets and updates	13	36%	11	31%	13	35%
Announcements on non-English radio stations	16	42%	9	24%	14	36%
Announcements on local cable television stations	16	42%	10	26%	13	33%

FIGURE 4
Results of MassDOT Language Assistance Needs Survey



MassDOT will continue to identify documents and evaluate the importance of each MassDOT program, activity, and service in terms of whether or not language assistance is necessary. MassDOT will continue to solicit input from people with limited English proficiency and from organizations which represent people with limited English proficiency concerning the importance of the programs and activities it offers in order to assess the level of language assistance required. MassDOT will evaluate documents for translation according to the guidance provided by the Department of Justice:

“It is important to ensure that written materials routinely provided in English also are provided in regularly encountered languages other than English. It is particularly important to ensure that vital documents are translated into the non-English language of each regularly encountered LEP group eligible to be served or likely to be affected by the program or activity. A document will be considered vital if it contains information that is critical for obtaining federal services and/or benefits, or is required by law. Vital documents include, for example: applications, consent and complaint forms; notices of rights and disciplinary action; notices advising LEP persons of the availability of free language assistance; prison rulebooks; written tests that do not assess English

language competency, but rather competency for a particular license, job, or skill for which English competency is not required; and letters or notices that require a response from the beneficiary or client. For instance, if a complaint form is necessary in order to file a claim with an agency, that complaint form would be vital. Non-vital information includes documents that are not critical to access such benefits and services. Advertisements of federal agency tours and copies of testimony presented to Congress that are available for information purposes would be considered non-vital information.

Vital documents must be translated when a significant number or percentage of the population eligible to be served, or likely to be directly affected by the program/activity, needs services or information in a language other than English to communicate effectively. For many larger documents, translation of vital information contained within the document will suffice and the documents need not be translated in their entirety.

It may sometimes be difficult to draw a distinction between vital and non-vital documents, particularly when considering outreach or other documents designed to raise awareness of rights or services. Though meaningful access to a program requires an awareness of the program's existence, we recognize that it would be impossible, from a practical and cost-based perspective, to translate every piece of outreach material into every language. Title VI does not require this of recipients of federal financial assistance, and EO 13166 does not require it of federal agencies. Nevertheless, because in some circumstances lack of awareness of the existence of a particular program may effectively deny LEP individuals meaningful access, it is important for federal agencies to continually survey/assess the needs of eligible service populations in order to determine whether certain critical outreach materials should be translated into other languages."

For all public participation efforts, MassDOT will look at the results of Factors 1 and 2 above to help determine the areas where public outreach should be targeted and the languages into which flyers, other announcements, and meeting materials should be translated. Factors 1 and 2 will also be used to determine the meeting locations at which language interpreters may be needed and for what languages.

MassDOT Subrecipient Programs, Activities, and Services: MPOs

MassDOT's August 2013 comprehensive review of MPO Language Access Plans and protocols showed that a number of the MPOs work with community-based organizations to identify the importance of their programs, activities, and services to people with limited proficiency in English.

Each MPO is required to produce three documents: the Long-Range Transportation Plan (LRTP), the Transportation Improvement Program (TIP), and the Unified Planning Work Program (UPWP). The LRTP defines the vision of the transportation system in the region for 20 years into

the future, identifies needed transportation programs and projects, and allocates projected revenue to those needs. The LRTP also guides development of the TIP, which is the short-range program of transportation improvements expected to be funded and implemented over a four-year period. The UPWP describes all of the regionally significant surface-transportation planning projects expected to be undertaken in the region in a federal fiscal year and lists the funding source or sources (federal, state, and/or local) for each planning project.

As each of these documents is produced, MPOs conduct extensive public outreach to determine which meeting notices and materials need to have a written translation. In addition, oral translation services are sometimes needed at meetings. MPOs are required to report annually on these activities to MassDOT in their Title VI reports.

MassDOT Subrecipient Programs, Activities, and Services Funded Under §5310, §5311, §5316, and §5317

Although none of the three rural RTAs that are subrecipients of MassDOT serve LEP populations that meet the safe harbor thresholds, the surveys of bus operators indicated that LEP individuals sometimes use bus service. As the survey responses in Appendix D show, the translation of simple signage into Spanish and perhaps Portuguese and international symbols could be beneficial.

CONCLUSIONS REGARDING THE IMPORTANCE OF PROGRAMS, ACTIVITIES, AND SERVICES

In general, the documents considered vital are those related to the explanation of civil rights and associated complaint procedures and certain legal correspondence. Also considered vital are public process activities, which makes it important to translate related materials such as meeting notices and materials, project updates, and informational brochures. Website information is also an important avenue for obtaining general and specific information about transportation decision making. For subrecipients such as RTAs, signage that informs the public regarding how to use the service is considered important.

Factor 4: The Resources Available to MassDOT and the Costs of Providing Language Assistance

The level of resources and the costs imposed by providing language assistance may have an impact on the extent to which meaningful access can be provided for LEP persons.

RESOURCES AVAILABLE

Since MassDOT's 2011 Four-Factor Analysis, the Title VI Specialist surveyed the staff of five (5) of the organization's most public-facing units – the Office of Transportation Planning, the Right of Way Bureau, Highway Design, Environmental Services, and the Office of Real Estate and Asset Development. The survey was designed to determine the presence of in-house foreign language capabilities and the willingness of staff members to assist in incidental instances of foreign-language assistance need. The survey indicated in-house language capabilities across 14 languages with staff in each unit willing to provide language assistance. Of the 60 respondents, 20 staff members indicated that they would be willing to briefly communicate with someone who does not speak English to assess whether or not an official interpreter is required, covering

12 languages including 7 of the top 10 LEP languages in the commonwealth. In addition, 14 respondents, covering 11 languages including 7 of the top 10 LEP languages in the commonwealth, indicated that they would be willing to translate brief informational documents. Finally, 17 respondents, covering 11 languages including 7 of the top 10 LEP languages in the commonwealth, indicated that they would be willing to interpret for someone who does not speak English well. A database was created to house this information and, on August 12, 2013, was distributed to the leadership and front-line staff of these five units with instructions on its use. For formal written translations, MassDOT currently utilizes the professional language services of the UMass Translation Center. For oral translations, MassDOT hires interpreters and is currently finalizing a contract with Language Line for real-time telephonic interpretive services.

MassDOT has incorporated Google Translate in its website, and provides links to WorldLingo and Yahoo!® Babel Fish; each of these applications provides translations of the information on webpages into various languages. Documents are posted on the website in a format that can be automatically translated using these applications. In recognition that no machine translation system is perfect or intended to replace human, MassDOT is translating vital documents and will continue to post the translated versions on the website. As a means to spread out the costs of providing language assistance, MassDOT has developed a schedule which focuses on translating the most vital documents and information into the most frequently encountered languages. Currently, the Notice of Civil Rights includes Spanish, Portuguese, and Chinese text offering translation, and full versions of the complaint procedures and complaint form are posted in Spanish, Portuguese, and Chinese. MassDOT will have the Notice, complaint procedures and complaint form translated and posted in the top five languages by the end of the year. Each year, MassDOT will continue to add language services as resources permit. Figure 5 shows MassDOT's schedule for implementing language access services.

COSTS

The Title VI Specialist has gathered information about the state's procurement process for engaging the services of translation services with which the state currently has contracts. The state's procurement website provides contact information for each vendor and links to the website for each so that employees can determine the types of services offered and the associated costs.

In addition, MassDOT has a longstanding relationship with the UMass Amherst Translation Center. Appendix E lists the types of translation services UMass provides and the cost of each. This information is included as an example of the possible expenses associated with translation services; however, the services and costs vary by vendor.

CONCLUSIONS REGARDING COSTS

Because translating all of the potentially vital documents listed above into even one language will be relatively expensive, MassDOT is employing a phased approach to implementation. Documents with broad applicability across languages and geography, such as the notice to beneficiaries of their civil rights and complaint procedures and forms that should be available to everyone, have been prioritized for immediate translation into at least the top five LEP

languages statewide. These documents will be translated into more languages each year, as required by the four-factor analysis, feedback from the LEP community, and requests for translations. The Title VI Specialist will work with the various departments to prioritize other vital documents and the number and order of languages into which each may be translated.

For specific transportation projects, a line item is included in the budget to allocate funds for language services for public outreach efforts. If additional resources are needed for unexpected or unanticipated translations, project managers are encouraged to contact their department managers to make a request through the MassDOT's Budget Office to secure state or federal funds, as needed. For shared services or internal operations, where there may not be a project number, the Chief Administrative Officer of MassDOT should be apprised of the need to budget the funding for language services.

CONCLUSIONS FROM THE FOUR-FACTOR ANALYSIS

MassDOT analyzed numerous sources of data and information, both quantitative and qualitative, in conducting its Four-Factor Analysis. Because it is impossible to accurately determine the number of people in Massachusetts who may require language assistance from using the census data alone (because the census does not evaluate one's ability to read, write, speak, or understand English; responses to the census question regarding English proficiency are subjective), MassDOT used various other sources of information including data from the Massachusetts Department of Education, MassDOT staff surveys, a public survey of language assistance needs, feedback from community-based organizations, and experience with and knowledge of ethnic communities across the state.

Based on the results of analysis to date, MassDOT will implement a phased schedule for translating vital information. Initially, MassDOT will translate vital information into Spanish, Portuguese, Chinese, Vietnamese, and French (Haitian) Creole (in 2013). In 2014, MassDOT will translate vital information into Russian, Mon Khmer, Arabic, French, and Italian. These languages are consistently identified as meeting the safe-harbor threshold in the Factor 1 analyses, and a number of them were identified by MassDOT staff as having prior contact. MassDOT will offer free translation of vital information in the other languages identified using the FTA-preferred methodology, and will make the decision whether to translate into each of these languages based on whether any translations are requested.

MassDOT is committed to providing access to its programs, services, and activities to people with limited proficiency in English and will continue to assess language assistance needs. MassDOT will update its language assistance plan based on experience with and feedback from representatives of LEP populations as well as any new data reflecting changing needs (e.g., changes in the number of LEP individuals in a particular language group).

LANGUAGE ASSISTANCE MEASURES

In keeping with the findings of the four-factor analysis, MassDOT has developed a language access implementation schedule. This schedule, shown in Figure 5, includes the measures MassDOT will employ to remove any language-based barriers to participation in MassDOT programs, services, and activities.

MassDOT has begun providing translated materials and interpreters. Specific documents that MassDOT has translated include the following:

- MassDOT's Notice of Civil Rights includes Spanish, Portuguese, and Chinese text offering translation
- MassDOT's Notice of Right to Language Assistance has been incorporated in notices and documents
- MassDOT's complaint form has been translated into Spanish, Portuguese, and Chinese
- Meeting flyers, meeting notices, press releases, and other announcements in the languages spoken in the affected area when determined important based on the four-factor analysis
- Notices in non-English community newspapers
- Outreach documents, when determined important based on the Four-Factor analysis
- MassDOT's state transportation map
- Meeting materials, when determined important based on the Four-Factor analysis. (for an example of this , go to http://www.massdot.state.ma.us/Portals/31/Docs/SL_Gateway_June_19_SPN%20Accessible.pdf)
- Project information, when determined important based on the Four-Factor Analysis

In addition, MassDOT is beginning to have other important documents translated, such as application forms, consent forms, comment sheets, and signs and handouts at customer service locations. Several examples of translated documents are included in Appendix F.

MassDOT provides interpreters at public meetings when indicated by the Four-Factor Analysis and interactions with community-based organizations. This measure was particularly important during the MBTA fare and service change meetings and the Silverline Gateway public meetings. MassDOT will continue to provide interpreters at public meetings based on the Four-Factor Analysis and feedback from community-based organizations that serve LEP persons as well as LEP individuals.

As discussed previously, MassDOT has incorporated Google Translate in its website, and provides links to WorldLingo and Yahoo!® Babel Fish.

MassDOT is currently finalizing a contract with Language Line to provide real-time telephonic interpretive services. Relatedly, with the rollout of MassDOT's new "VOIP" phone system, MassDOT is exploring options for incorporating translated menus and instructions.

MassDOT assists its subrecipients with the provision of language assistance and is working on developing "best practices" materials to be included in the subrecipient training. MassDOT has initiated the conversation concerning language assistance requirements and upcoming training with its subrecipients. Most of MassDOT's subrecipients have incorporated a translation service in their websites and some have fully developed and implemented their language access plans,

offering translation and interpretation as determined appropriate based on the Four-Factor Analysis.

MassDOT will share with its subrecipients any materials developed in languages other than English (for example, comment forms, notices of language assistance, and informational brochures). To facilitate this sharing of documents/information, MassDOT has developed a SharePoint webpage to which the MPO Title VI staff members have permission to access and can now obtain these materials.

Figure 5
Update of MassDOT Language Access Implementation Schedule

Activity/Task	2013	2014	2015	2016	2017	2018	Status/Notes/Cost
1 Factor 1 Update: Identification of LEP Individuals Who Need Language Assistance							
A. Update the number and proportion of LEP Persons using FTA-preferred method for analysis of U.S. Census data	X			X			Complete. Will update Factor 1 when new data are available.
B. Update prior experience with LEP individuals	X			X			Ongoing data collection of experience with LEP individuals will be used to update Factor 1 of the Four-Factor Analysis.
C. Update inventory/information from community-based organizations	X			X			Ongoing data collection pertaining to CBO's will be used to update Factor 1 of the Four-Factor Analysis.
2 Factor 3 Update: The Importance of MassDOT's Programs, Activities and Services to LEP Individuals							
A. Update with feedback from the general public, CBOs, and MPOs	X			X			Ongoing data collection of feedback from LEP individuals will be used to update Factor 3 of the Four-Factor Analysis.
3 Provision of Language Assistance Measures							
A. Translate Notice of Civil Rights							
i. Spanish, Portuguese, Chinese, Vietnamese, Haitian Creole	√						Completed translation of rider from English version to Chinese, Spanish and Portuguese at a cost of \$75; translation of Vietnamese and Creole riders are on order and full translations of Notice into all five languages to be completed and uploaded by November 2013. Included abbreviated Notice in GreenDOT Implementation Plan in English and Spanish with riders in Portuguese and Chinese at a cost of \$75.
ii. Russian, Mon Khmer, Arabic, French, Italian		√					Translation of riders and Notice to be completed by November 2014.
iii. Other languages based on requests for language assistance			√				Title VI Specialist will monitor requests from FTA-funded MassDOT departments and subrecipients to detect any recurrent requests or languages to determine need.
B. Include Notice of Right to Language Assistance in Notices and Documents							
i. Spanish, Portuguese, Chinese, Vietnamese, Haitian Creole	√						Completed rider to English version in Chinese, Spanish and Portuguese; Vietnamese and Creole on order and full translations to be completed and uploaded by December 2013. Included in GreenDOT Implementation Plan in English and Spanish with riders in Portuguese and Chinese. Included in outreach materials as appropriate.
ii. Russian, Mon Khmer, Arabic, French, Italian		√					Translation of notice to be completed by November 2014.
iii. Other languages based on requests for language assistance			*	*	*	*	Title VI Specialist will monitor requests from FTA-funded MassDOT departments and subrecipients to detect any recurrent requests or languages to determine need.

Figure 5
Update of MassDOT Language Access Implementation Schedule

Activity/Task	2013	2014	2015	2016	2017	2018	Status/Notes/Cost
C. Translate Complaint Form							
i. Spanish, Portuguese, Chinese, Vietnamese, Haitian Creole	C						Completed translation of complaint form from English version to Chinese, Spanish and Portuguese at a cost of \$427.84; pending final approval between FTA and FHWA on unified complaint form, Vietnamese and Haitian Creole to be placed on order, and Chinese, Spanish and Portuguese versiions to be revised, with all translations to be completed and uploaded by December 2013.
ii. Russian, Mon Khmer, Arabic, French, Italian		√					Translation of Complaint form to be completed by December 2014.
iii. Other languages based on requests for language assistance			*	*	*	*	Title VI Specialist will monitor complaints concerning FTA funded MassDOT departments and subrecipients to detect any requests or specific languages to determine need, and provide Language Line based translations on interim basis.
D. Translate Complaint Procedures							
i. Spanish, Portuguese, Chinese, Vietnamese, Haitian Creole	√						Translation of complaint procedures to all languages pending final approval between FTA and FHWA on unified complaint procedure. All translations to be completed and uploaded by December 2013, pending FTA and FHWA concurrence. Interim use of Google translate and Language Line support to be utilized to provide langauge assistance to complainants in this interim. Riders to be used on existing English complaint procedure in this interim.
ii. Russian, Mon Khmer, Arabic, French, Italian		√					Translations to be completed by December 2014.
iii. Other languages based on requests for language assistance			*	*	*	*	Title VI Specialist will monitor complaints concerning FTA funded MassDOT departments and subrecipients to detect any requests or specific languages to determine need, and provide links to Google Translate and Language Line based translations on interim basis.
C. Offer Translations on MassDOT Website							
i. Offer Google Translate on MassDOT Website	X						
ii. Offer translated vital documents on MassDOT website	X						
iii. Post professionally-translated information when appropriate as determined by the four-factor analysis	ongoing						
D. Offer Translation Assistance for the Statewide Transportation Information Telephone Number, 857.DOT.INFO		√					Currently finalizing a contract with Language Line to provide real-time telephonic interpretive services. Exploring options for incorporating translated menus and instructions in MassDOT's new "VOIP" phone system.
E. Offer Translation Assistance for Emergency Transportation Information							Currently finalizing a contract with Language Line to provide real-time telephonic interpretive services. Exploring options for incorporating translated menus and instructions in MassDOT's new "VOIP" phone system.
F. Translate State Transportation Map (Spanish, Portuguese, and Chinese)	X						MassDOT translated the state transportation map into Spanish, Portuguese, and Chinese at a cost of \$1,897.50. MassDOT Office of Transportation Planning, Customer Service and ODCR to have discussions on utilization of maps in light of on-line and GPS alternatives to determine whether more language-translated maps are cost effective.

Figure 5
Update of MassDOT Language Access Implementation Schedule

Activity/Task	2013	2014	2015	2016	2017	2018	Status/Notes/Cost
G. Post translated signs in reception areas and other points of initial entry	*	*	*	*	*	*	Subrecipients that encounter the public are advised during certification reviews and as part of on-going review of Title VI reporting of notice obligations; ODCR to place
H. Translate notices of reduction, denial, or termination of services or benefits	*	*	*	*	*	*	Subrecipients that encounter the public are advised during certification reviews and as part of on-going review of Title VI reporting of notice obligations. FTA funded
I. Translate applications or instructions on how to participate in a program or activity or to receive benefits or services	*	*	*	*	*	*	Subrecipients that encounter the public are advised during certification reviews and as part of on-going review of Title VI reporting of notice obligations. FTA funded
J. Translate consent forms	*	*	*	*	*	*	Subrecipients that encounter the public are advised during certification reviews and as part of on-going review of Title VI reporting of notice obligations. FTA funded
K. Translate notices of proposed public hearings regarding proposed transportation plans, projects, or changes	*	*	*	*	*	*	Subrecipients that encounter the public are advised during certification reviews and as part of on-going review of Title VI reporting of notice obligations. FTA funded
4. Public Participation in the Decision-Making Process							
A. Translate meeting notices and press releases when appropriate as determined by the four-factor analysis	*	*	*	*	*	*	Meeting notices and press release are translated when determined appropriate on the basis of the Four-Factor Analysis. MassDOT's Office of Transportation Planning has spent \$3,996 for translations of meeting notices and materials during 2013.
B. Provide interpreters at public meetings when appropriate as determined by the four-factor analysis	*	*	*	*	*	*	Interpreters are provided when determined appropriate on the basis of the Four-Factor Analysis.
C. Translate outreach documents such as project fact sheets when appropriate as determined by the four-factor analysis	*	*	*	*	*	*	Outreach documents are translated when determined appropriate on the basis of the Four-Factor Analysis.
5. Training Staff							
A. Identify resources for communicating with LEP persons	*	*	*	*	*	*	
B. Design LEP training for staff	√						Language assistance plan has been developed; Civil rights protocols for public language assistance have been drafted and pending approval from FHWA, training modules for all meeting planners and individuals who engage the public shall be provided.
C. Implement LEP training	√	√	√	√			Three year plan for providing on-going training to be established. Training with Office of Transportation Planning on Title VI obligations has included language assistance obligation, which will be base for expanding training.
6. Monitoring and Updating the LEP Plan							
A. Establish a process to obtain feedback on language assistance measures		√					ODCR oversight of MassDOT department compliance and reporting on Title VI activities and review of annual reports from subrecipients are used to determine status of current language assistance measures and need for modification or improvement.
B. Obtain feedback from community-based organizations and agency staff	*	*	*	*	*	*	ODCR is engaging community based organizations through expanded outreach initiative among MPOs, as well as through phone , on-line and cortification review based discussion with CBOs.
C. Assessment of LEP Activitiies	*	*	*	*	*	*	MassDOT will identify gaps in service, complaints, reports from departments and subrecipients to determine the effectiveness of language assistance efforts on an annual basis, and provide feedback to all affected parties on an on-going basis.
D. Update language assistance plan based on feedback and assessment	*						

X = Completed

√ = Target Completion

* = Ongoing

Appendix A

Federal Guidance on Factor 1 Methodology

Appendix A

Instructions:

“Factor #1: Please include information indicating the “Percent of Specific Language Speakers in the Region” (U.S Census “Percent of Specific Language Speakers in the Region”

(S1601): <http://factfinder2.census.gov/faces/nav/jsf/pages/index.xhtml>

Instructions (There are various ways - This is one way to access the data):

Within the site, go to: “Guided Search”; “I am looking for information about people”; “Language”; “Language Spoken at Home”.

Select your geography.

Select 3- or 5-year estimates.

This should provide the percentage of persons who: Speak English ‘very well’ and Speak English less than “very well” for the region.

For Breakdown of language spoken at home by ability to speak English:

Within the site, go to: “Advanced Search” (show me all); type in “Language” in Refine your search results: Language and the state, county or place (i.e. Georgia): Georgia

Check the box “B16001” – “Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over”

Select “View” or click on the link next to the check box.”

Further Refinement of Instructions:

“Hi Greg,

I talked to a colleague in my office about our conversation yesterday about the first factor of the four-factor analysis and there are two options for MassDOT to use. The first option is to use the speak English “less than very well” data from the American Fact Finder website. If you want to remove those who speak the language “well” from the “less than very well” category, you can contact your region’s Census Bureau office for guidance.

The second option is supplementing the American Fact Finder information with other sources like a survey or other data that can help establish the language services it must provide to LEPs. A recipient is free to obtain that information through means it determines will result in useful and accurate data. As indicated in MassDOT’s first factor, cross-tabulations and data from the Department of Education was collected. This counts as “useful and accurate data.” Additionally, 16 languages are identified to have limited English proficient speakers. DOT’s LEP Guidance states that vital documents should be translated into the languages the recipient has the most contact with, and this can be determined through MassDOT’s 2nd and 3rd factors of the four-factor analysis.”

Appendix C

LEP Survey of MassDOT Employees

Appendix C

Communication with Limited English Proficient (LEP) Individuals: Survey for MassDOT Functional Area Heads

MassDOT, as a recipient of federal financial assistance, is required to provide written and oral translations of several types of communications for individuals with limited English proficiency (LEP)—that is, people who do not speak English well or at all. The determination of which written or spoken communications must be translated and the languages into which they must be translated is based on a four-factor analysis that considers the:

- Number or proportion of the persons eligible to be served or likely to encounter a program, activity, or service who are LEP
- Frequency with which LEP individuals come into contact with the program, activity, or service
- Nature and importance of the program, activity, or service in people's lives
- Resources available and costs of providing translations

To assist in the completion of this four-factor analysis, the MassDOT Office of Civil Rights (OCR) is requesting that you answer the following questions:

1. Approximately how many employees who work under you have direct contact with the public in some capacity?
2. What are the job titles and/or functions of those employees?
3. What vital documents does your area have that may need to be translated into other languages? When making an inventory of vital documents, please consider the following:

USDOT guidance states that a document should be considered vital if it contains information that is critical for obtaining services and/or benefits, or if it is required by law. Vital documents include (but are not limited to), for example: notices of rights; notices advising LEP persons of the availability of free language assistance; letters or notices that require a response from the beneficiary or client; and consent and complaint forms. For instance, if a complaint form is necessary in order to file a claim with an agency, that complaint form would be vital. Non-vital information includes documents that are not critical to access such benefits and services.

It may sometimes be difficult to draw a distinction between vital and non-vital documents, particularly when considering outreach documents or other documents designed to raise awareness of rights or services. It should be noted, however, that in some circumstances lack of awareness of the existence of a particular program may effectively deny LEP individuals meaningful access: for example, lack of awareness of the availability of language interpretation services at public meetings. In such cases, the outreach materials would be considered vital.

Please return your completed survey to Elizabeth Moore (emoore@ctps.org) at the Central Transportation Planning Staff. CTPS will compile and analyze the results from all of the returned surveys. If you have any questions regarding the survey, please contact Elizabeth at 617-973-8495. **THANK YOU.**

Appendix C

Communication with Limited English Proficient (LEP) Individuals: Survey for Front-Line Employees of MassDOT

MassDOT, as a recipient of federal financial assistance, is required to provide written and oral translations for individuals with limited English proficiency (LEP)—that is, people who do not speak English well or at all. The determination of which written or spoken communications must be translated and the languages into which they must be translated is based on a four-factor analysis that considers the:

- Number or proportion of the persons eligible to be served by or likely to encounter a program, activity, or service who are LEP
- Frequency with which LEP individuals come into contact with the program, activity, or service
- Nature and importance of the program, activity, or service in people's lives
- Resources available and costs of providing translations

Because you have been identified as an individual who has direct contact with the public in some capacity, your answers to the following questions will help the MassDOT Office of Civil Rights (OCR) to complete the required four-factor analysis. The information you provide is valuable and will be much appreciated.

1. What is your job title? _____
2. What is your job function? _____
3. Please "x" the appropriate boxes in the table below to indicate how frequently you need to communicate with members of the public who do not speak English well or at all. Please answer individually for each language. Some of the most commonly spoken languages are listed in the table. If you have come into contact with individuals who speak other languages: (a) For languages you can identify—please enter them in the "Other" rows. (b) For languages you cannot identify—please mark your answer for all of them combined in the "All other languages" row.

Frequency of Contact

Language	Most Days	At Least Once/ Week	At Least Once/ Month	At Least Once/ Year	Never
Spanish					
Portuguese					
Chinese					
Haitian Creole					
Other: _____					
Other: _____					
All other languages					

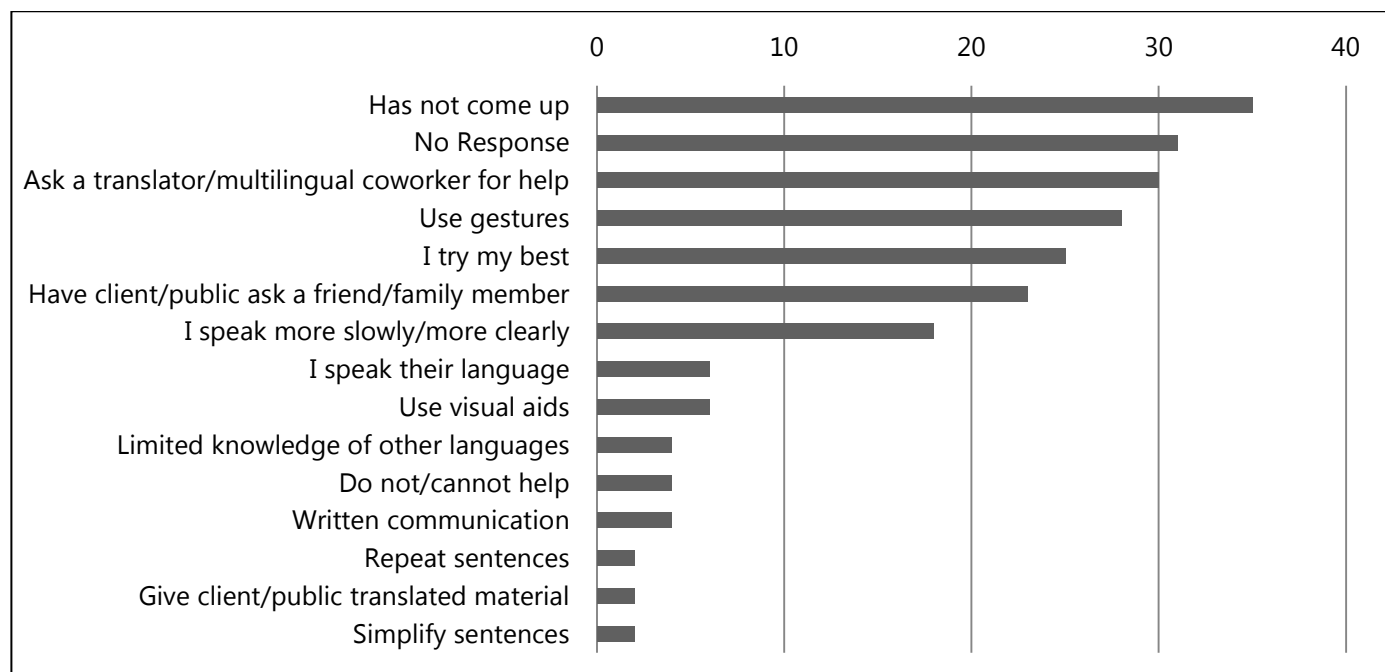
4. How do you communicate when you come into contact with members of the public who do not speak English well or at all?
5. Can you recommend ways in which MassDOT could improve your ability to communicate with members of the public who do not speak English well or at all?

When you have answered the questions, please return your completed survey to Elizabeth Moore (emoore@ctps.org) at the Central Transportation Planning Staff. CTPS will compile and analyze the results from all of the returned surveys. If you have any questions regarding the survey, please contact Elizabeth at 617-973-8495. **THANK YOU!**

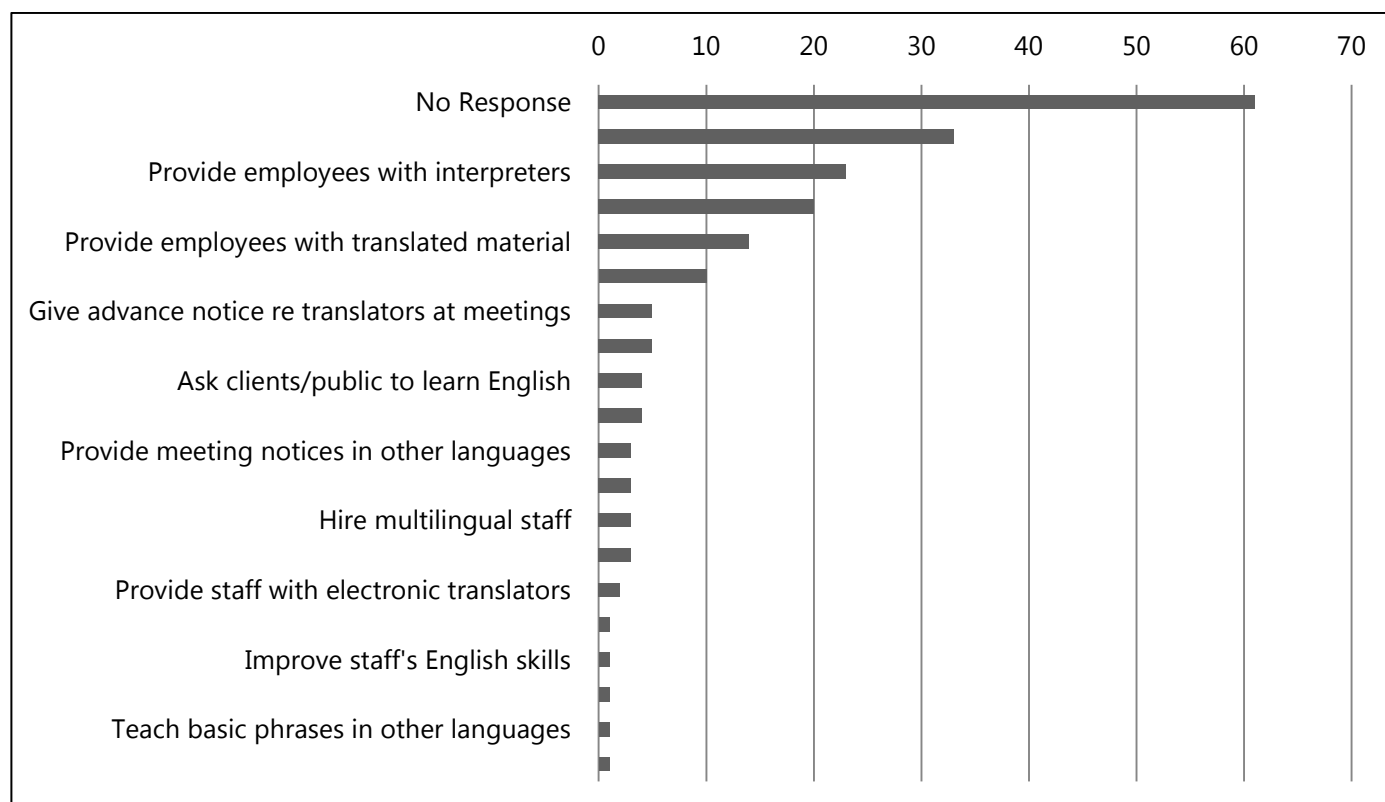
Appendix C

Summary of Responses to MassDOT Front-Line Employee Survey, Questions 4 and 5

How do you communicate when you come into contact with members of the public who do not speak English well or at all?



Can you recommend ways in which MassDOT could improve your ability to communicate with members of the public who do not speak English well or at all?



Appendix D

LEP Survey of Regional Transit Authority Employees

Appendix D
Communication with Limited English Proficient (LEP) Individuals:
MassDOT Survey of RTAs That Are Subrecipients of FTA Funds
Survey of: FRANKLIN REGIONAL TRANSIT AUTHORITY

Under Title VI, MassDOT, as a recipient of financial assistance from the Federal Transit Administration (FTA), is required to “take responsible steps to ensure meaningful access to the benefits, services, information, and other important portions of [its] programs and activities for individuals who are Limited English Proficient (LEP).” To do so, MassDOT must ensure that written and oral translations of several types of communications are provided for LEP individuals (that is, people who do not speak English well or at all). The determination of which written or spoken communications must be translated and the languages into which they must be translated is based on a four-factor analysis that considers the:

- Number or proportion of the persons eligible to be served by or likely to encounter a program, activity, or service who are LEP
- Frequency with which LEP individuals come into contact with the program, activity, or service
- Nature and importance of the program, activity, or service in people’s lives
- Resources available to the service provider and the costs of providing translations

In a recent Compliance Review of MassDOT’s Title VI program under FTA Circular 4702.1A, deficiencies were found regarding MassDOT’s compliance with the LEP requirements. MassDOT must, therefore, complete the following corrective actions:

- Conduct a four-factor analysis of MassDOT
- Conduct a four-factor analysis of MassDOT subrecipients
- Develop Language Assistance Plans for MassDOT and its subrecipients that meet the Title VI requirements to provide meaningful access to LEP persons

The MassDOT Office of Civil Rights requests that FRTA, as one of MassDOT’s subrecipients, answer the following questions to assist in the completion of the subrecipient four-factor analysis:

- 1. Approximately how many employees who work for your RTA have direct contact with the public in some capacity? Please specify how many of these employees are bus operators.**
- 2. What are the job titles and/or functions of the employees from question #1 who are not bus operators?**
- 3. What vital documents does your agency have that may need to be translated into other languages? When making this inventory of vital documents, please consider the following:**

USDOT guidance states that a document should be considered vital if it contains information that is critical for obtaining services and/or benefits, or if it is required by law. Vital documents include (but are not limited to), for example, notices of rights, notices advising LEP persons of the availability of free language assistance, letters or notices that require a response from the beneficiary or client, and consent and complaint forms. For instance, if a complaint form is necessary in order to file a claim with an agency, that complaint form would be vital. Non-vital documents are those that are not critical to access benefits or services.

It may sometimes be difficult to draw a distinction between vital and non-vital documents, particularly when considering outreach documents and other documents designed to raise awareness of rights or services. It should be noted, however, that in some circumstances lack of awareness of the existence of a particular program may effectively deny LEP individuals meaningful access: for example, lack of awareness of the availability of language interpretation services at public meetings. In such cases, the outreach materials would be considered vital.

Please return your completed survey to Elizabeth Moore (emoore@ctps.org) at the Central Transportation Planning Staff. CTPS will compile and analyze the results from all of the returned RTA subrecipient surveys. If you have any questions regarding this survey, please contact Elizabeth at 617-973-8495. **THANK YOU.**

Jan. 2012

Appendix D
SURVEY OF FRANKLIN REGIONAL TRANSIT AUTHORITY BUS OPERATORS
Interacting with Customers Who Cannot Speak English Well

The purpose of this survey is to gain information from bus operators about their interactions with customers who cannot speak English well or at all. The results of the survey will help FRTA determine the needs of its passengers who have limited English proficiency.

Please answer the four questions below and return the form to: _____

Survey Questions

- 1) Please indicate how often you come into contact with customers who cannot speak English well. For summer, place an "x" in one of the boxes in that row, and for the other seasons, place an "x" in one of the boxes in that row.

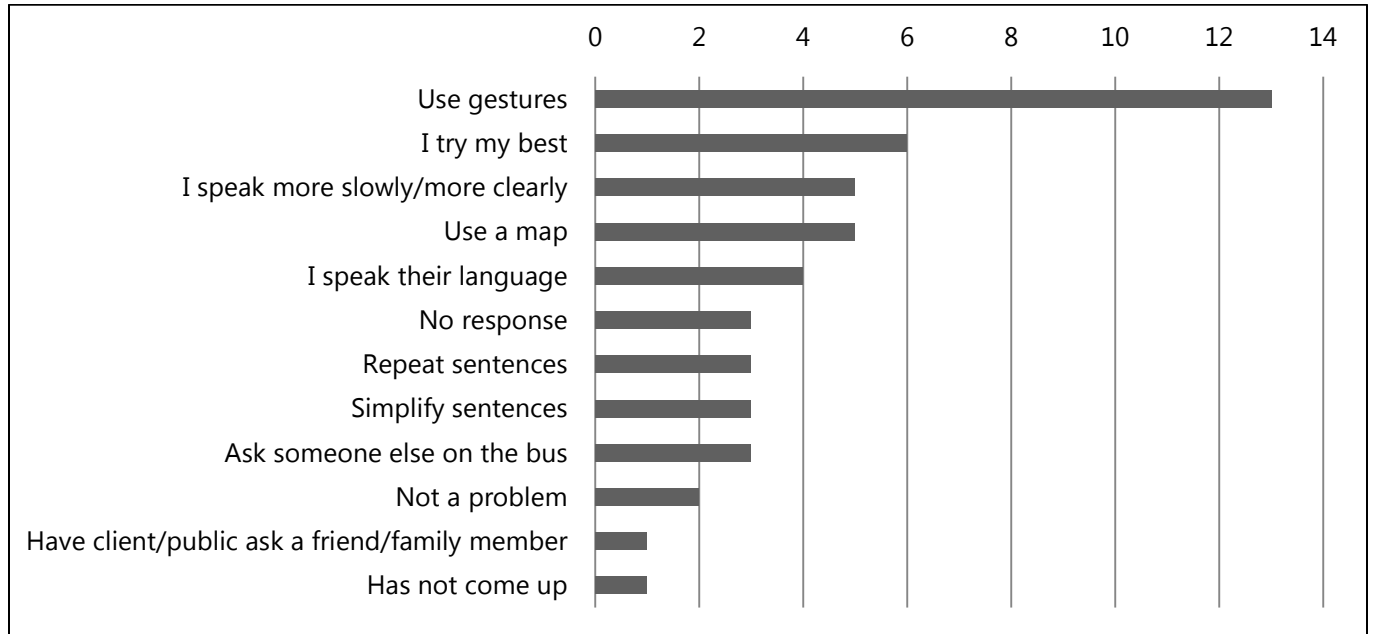
Most Days	At Least Once/ Week	At Least Once/ Month	At Least Once/ Year	Never

- 2) How do you communicate with a customer who cannot speak English well?
- 3) In what ways could FRTA help you and other staff to communicate better with customers who cannot speak English well?
- 4) If you can recognize any of the languages spoken by customers who cannot speak English well, please list the languages you hear most often.

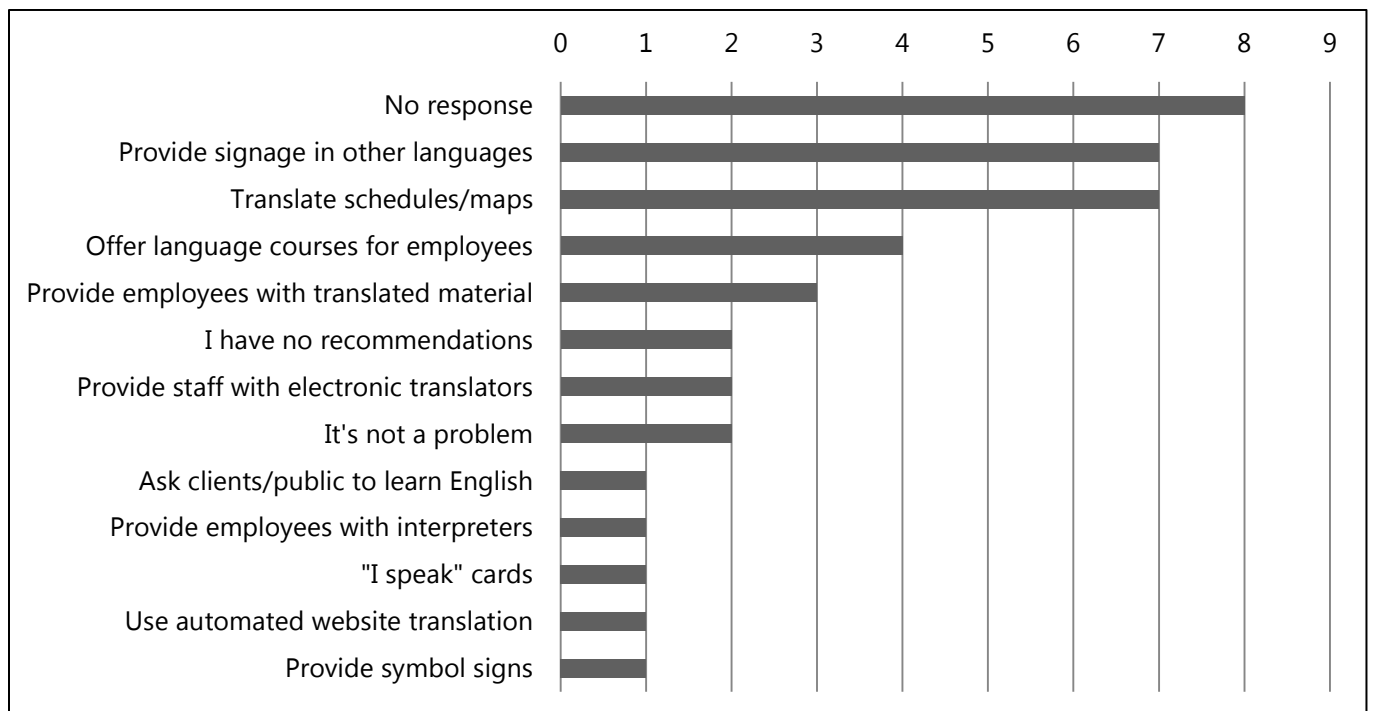
Appendix D

Summary of the FRTA and VTA Responses to RTA Bus Operator Survey, Questions 4 and 5

How do you communicate when you come into contact with members of the public who do not speak English well or at all?



In what ways could the RTA help you and other staff to communicate better with customers who cannot speak English well?



Appendix E

UMass Boston Translation Services

This appendix is called “UMass Translation Center at the University of Massachusetts, Amherst.” It consists of four tables, each listing the rates for a category of service.

The first table is called “Translation Services.” It lists, for each of several language groups, the cost (rate) per word of translation. It also lists the minimum fee (\$75.00) and cost of notarization (\$10.00). It indicates that university certification is free. The footnote states that there is a 20% surcharge for handwritten, technical, legal, literary, medical, multilingual, and rush service.

The second table is called “Interpreting Services.” It lists the rate for “all languages” as \$40.00 per hour, with a three-hour minimum. It lists the rates for travel time and mileage, telephone interpreting, satellite TV interpreting, and conference interpreting.

The third table is called “Software and Web Localization.” It lists four types of services: a one-time set-up; project management; and page layout, formatting, and editing. The fourth categories, “translation/localization,” referees the reader to the rates in the previous two tables.

The fourth table is called “Other Services.” There are 10 categories: foreign language work processing; transcription and translation; English transcription; page layout, formatting, and editing; proofreading; digital audio and video translation and narration; subtitling; photocopying, printing, scanning; miscellaneous supplies; and additional copies (two copies are provided).

UMass Translation Center

at the University of Massachusetts, Amherst

Rates:

Translation Services

West European languages	\$0.15-.20/word
Slavic and Nordic languages	\$0.17-.22/word
Chinese, Japanese, Korean, Arabic and Hebrew	\$0.19-.24/word
Lesser-known languages	\$0.23-.43/word
Minimum fee	\$75.00
Notarization	\$10.00
University certification	free

20% surcharge for handwritten, technical, legal, literary, medical, multilingual, and rush service.

Interpreting Services

All languages	\$40/hour (three hour minimum)
Travel mileage	Current IRS rates
Travel Time	\$20/hour
Telephone interpreting	\$50/hour
Teleinterpreting (satellite tv)	\$100-\$200/hour plus interpretation rates
Conference Interpreting	\$350-\$500 Half Day \$600-\$1000 Full Day Depending upon subject matter/language.

Software and Web Localization

One time set up fee	Variable
Project management	\$40-\$60/hour
Page layout, formatting, editing	\$30-\$40/hour
Translation/localization	See above translation rates

Other Services

Foreign language word-processing	\$30/hour
Transcription and translation	\$40-\$45/hour
English transcription	\$35/hour
Page layout, formatting, editing	\$30-\$40/hour
Proofreading	\$40/hour
Digital audio and video: translation and narration	\$60/hour plus translation rate (three hour minimum)
Subtitling	\$2000-2500 for each hour of video
Photocopying, printing, scanning	\$0.10-\$1.00/page
Miscellaneous supplies	\$1.00-\$50.00
Additional copies (two copies are provided)	\$10.00 (includes shipping and handling)

Appendix F

UMass Examples of Translated Documents

This appendix is 32 pages long, including the title page. It contains pictures of many examples of MassDOT products that have been translated into languages other than English. Some of the types of products are maps, flyers, and questionnaires.

TITLE VI NOTICE

The Massachusetts Department of Transportation (MassDOT) fully complies with Title VI of the Civil Rights Act of 1964 and related state laws. MassDOT offers a variety of resources/services in Spanish, Portuguese, Haitian Creole, Khmer, Chinese and Vietnamese, among others, free of charge. Services include but are not limited to the following: oral interpreters, written language services and translations of vital documents. If you need help understanding this document because you do not speak English or have a disability which impacts your ability to read the text, please contact MassDOT's Office for Diversity and Civil Rights at (857) 368-8580 or (617) 368-7306 (TTY) or via our website at www.massdot.gov.

If you believe that you or anyone in a specific class of persons has been subjected to discrimination prohibited by Title VI and other nondiscrimination laws based on race, color, national origin, sex, age, disability or gender, you or your representative may file a complaint with MassDOT, which we can help you to complete. A complaint must be filed no later than 180 days after the date of the alleged discrimination. If you require further information, please contact MassDOT's Office for Diversity and Civil Rights at (857) 368-8580 or (857)-266-0603 (TTY) or via our website at www.massdot.gov.

AVISO DE TÍTULO VI

El Departamento de Transporte de Massachusetts (MassDOT) cumple plenamente con el Título VI de la Ley de Derechos Civiles de 1964 y las leyes estatales relacionadas al mismo. MassDOT ofrece una variedad de recursos/servicios en español, portugués, criollo haitiano, camboyano, chino y vietnamita, entre otros, libre de costo. Entre varios servicios se encuentran los siguientes: intérpretes orales, servicios de lengua escrita y traducción de documentos vitales. Si usted necesita ayuda para entender este documento ya que no habla inglés o tiene una incapacidad que afecta su habilidad de leer el texto, por favor contacte a la Oficina para la Diversidad y Derechos Civiles de MassDOT al (857) 368-8580 o el (617) 368-7306 (TTY) o a través de nuestro sitio web en www.massdot.gov.

Si cree que usted o cualquier otro individuo perteneciente a una clase específica de personas ha sufrido discriminación prohibida por el Título VI y otras leyes antidiscriminatorias basada en raza, color, origen nacional, sexo, edad, incapacidad o género, usted o su representante puede presentar una queja a MassDOT, la cual podemos ayudarle a llenar. Se debe presentar la queja a más tardar 180 días después de la fecha de la discriminación alegada. Si necesita más información, por favor contacte a la Oficina para la Diversidad y Derechos Civiles de MassDOT al (857) 368-8580 o (857)-266-0603 (TTY) o a través de nuestro sitio web en www.massdot.gov.

如果需要使用其它语言了解信息，请联系马萨诸塞州交通部
(MassDOT)《民权法》第六章专职人员，电话(857) 368-8580。

如果需要使用其它语言了解信息，請聯系馬薩諸塞州交通部
(MassDOT)《民權法》第六章專職人員，電話(857) 368-8580。

Caso esta informação seja necessária em outro idioma, favor contar o Especialista em Título VI do MassDOT pelo fone (857) 368-8580.

Por favor acompáñenos en esta reunión pública acerca del



SILVER LINE GATEWAY

Service to Chelsea, East Boston & the Blue Line

ACCESO A LA LINEA PLATEADA: Servicio a Chelsea, East Boston, y la Línea Azul

Miércoles, 18 de septiembre, 2013

6:00PM a 8:00 PM

*Alcaldía de Chelsea, Cámara del Concejo
500 Broadway*

El estudio de Acceso a la Línea Plateada está explorando la posibilidad de traer autobuses de tránsito rápido (BRT por sus siglas en inglés) de alta calidad a East Boston y Chelsea. Para poder lograrlo, el estudio ha evaluado la adición de una nueva ruta de la Línea Plateada desde la estación *South Station* y el *Seaport District* hacia la estación de *Airport Station* en la Línea Azul y continuando hacia Chelsea.

¡El Departamento de Transportación de Massachusetts (MassDOT) está dirigiendo este estudio y está buscando su valiosa opinión! Desde que se presentaron las posibles alternativas de ruta de la Línea Plateada en junio, el equipo de trabajo del proyecto ha estado muy ocupado completando el análisis y preparando sus recomendaciones finales. El equipo describirá la ruta más prometedora para el nuevo servicio de la Línea Plateada en Chelsea, la ubicación de las paradas a lo largo de la ruta y los próximos pasos. ¡Esperamos que nos acompañe el **18 de septiembre** y comparta con nosotros su opinión!

Por favor visite el sitio de internet del proyecto en www.massdot.state.ma.us/silverlinegateway para inscribirse a las alertas por correo electrónico y para aprender más sobre este importante proyecto. MassDOT proveerá un intérprete en español para la reunión. Comuníquese con Scott Hamwey, Director del Proyecto, al (857) 368-8857 o Scott.Hamwey@state.ma.us.

Esta reunión es accesible para personas con discapacidades y para aquellos con conocimiento limitado del inglés. Arreglos especiales para facilitar el acceso y servicios de idiomas serán provistos sin costo, si son pedidos, y según estén disponibles. Tales servicios incluyen documentos impresos en formatos alternativos, documentos traducidos, aparatos de asistencia para escuchar, e intérpretes (incluyendo Lenguaje de Señas). Para más información o para pedir arreglos especiales razonables y/o servicio de idiomas por favor contacte a Kerri Chace en kchace@reginavilla.com o al (617)357-5772.



Análisis de Alternativas de Acceso a la Línea Plateada

Reunión Pública – Junio 19, 2013

Resumen del Estudio

OBJETIVO: Identificar y recomendar una alternativa para extender el servicio de la Línea Plateada a East Boston y Chelsea que mejore la movilidad y el potencial de desarrollo económico

Contexto:

- Corredor alineado con los objetivos de MassDOT
- Utilizar las recientes inversiones en infraestructura a favor del proyecto

Reuniones Públicas:

- Marzo 2013 – Se introdujo el estudio y el proyecto del corredor
- Mayo 2013 – Se revisaron las posibles alternativas y se pidió la opinión del público
- **Junio 2013 – Presentar resultados iniciales del análisis, pedir opinión del público**
- Septiembre 2013 – Presentar alternativa recomendada

Corredor del Estudio

- El servicio sería una nueva rama de la Línea Plateada del servicio del “Waterfront”
- Duplica el actual servicio en:
 - Estación South Station
 - Carretera exclusiva en South Boston (South Boston Transitway) / Estaciones del “Seaport District”
- Nueva conexión a la Línea Azul en la estación Airport Station
 - No da servicio a las terminales de Logan
- Carretera de Circunvalación Coughlin al Puente de la Calle Chelsea



Alternativas de Servicio en Chelsea

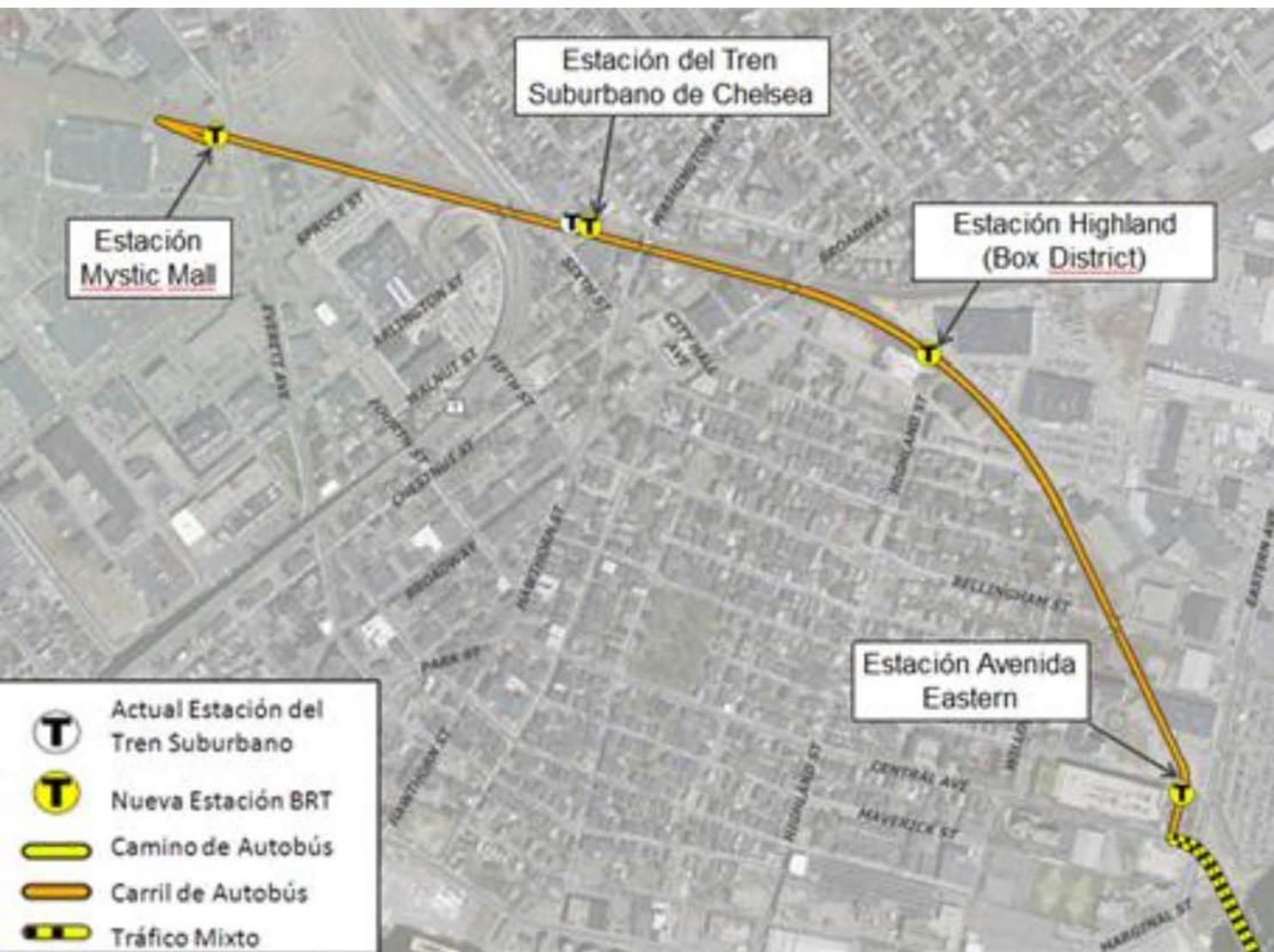
MassDOT desarrolló **tres alternativas** basadas en las contribuciones recibidas en la reunión pública en mayo y en otras reuniones con participantes que tienen interés en el proyecto:

Alternativa 1: Camino de Autobús a Mystic Mall
(4 estaciones en Chelsea)

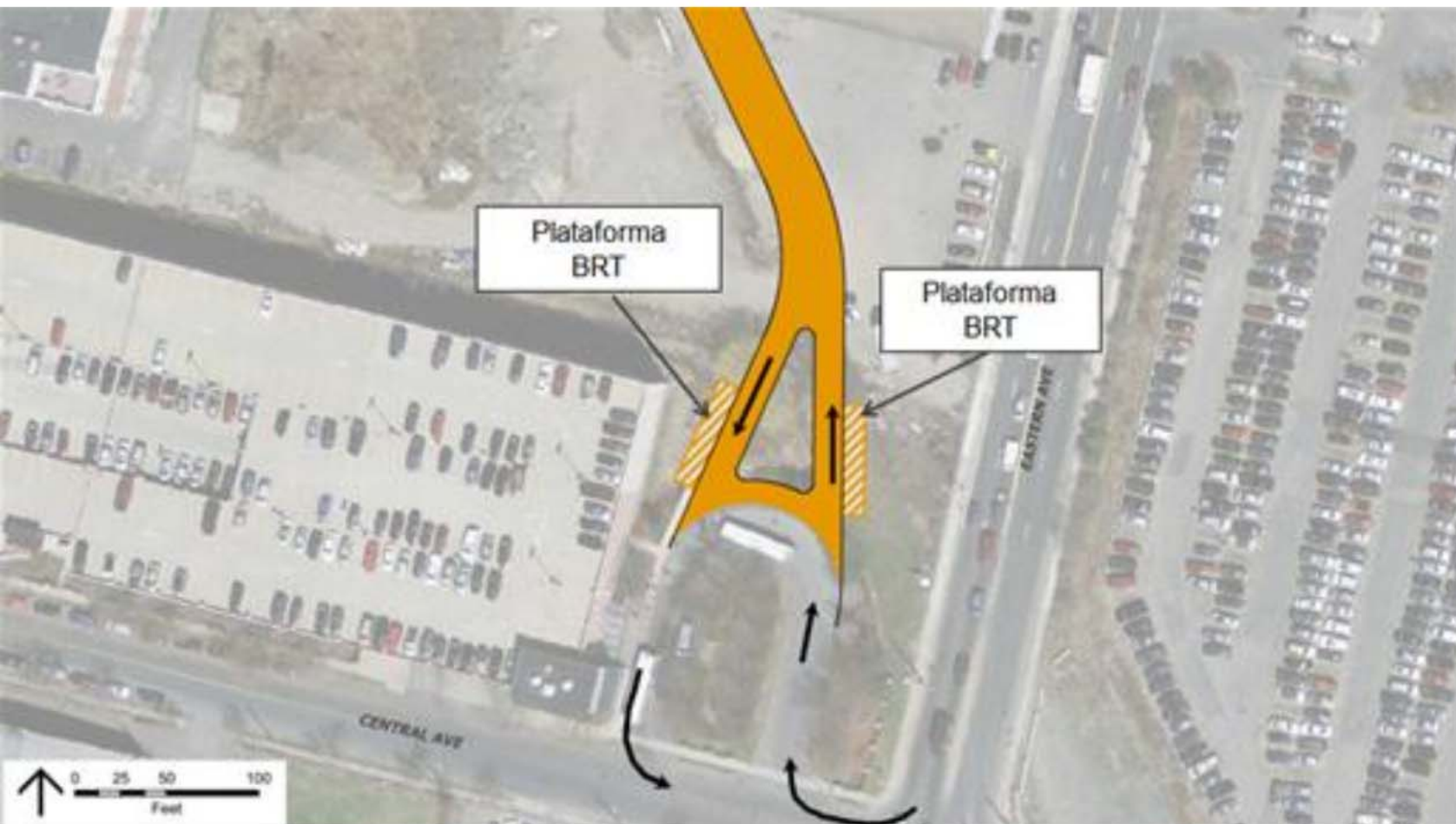
Alternativa 2: Camino de Autobús a Bellingham Square
(3 estaciones en Chelsea)

Alternativa 3: En-Calle a Avenida Everett
(4 estaciones en Chelsea)

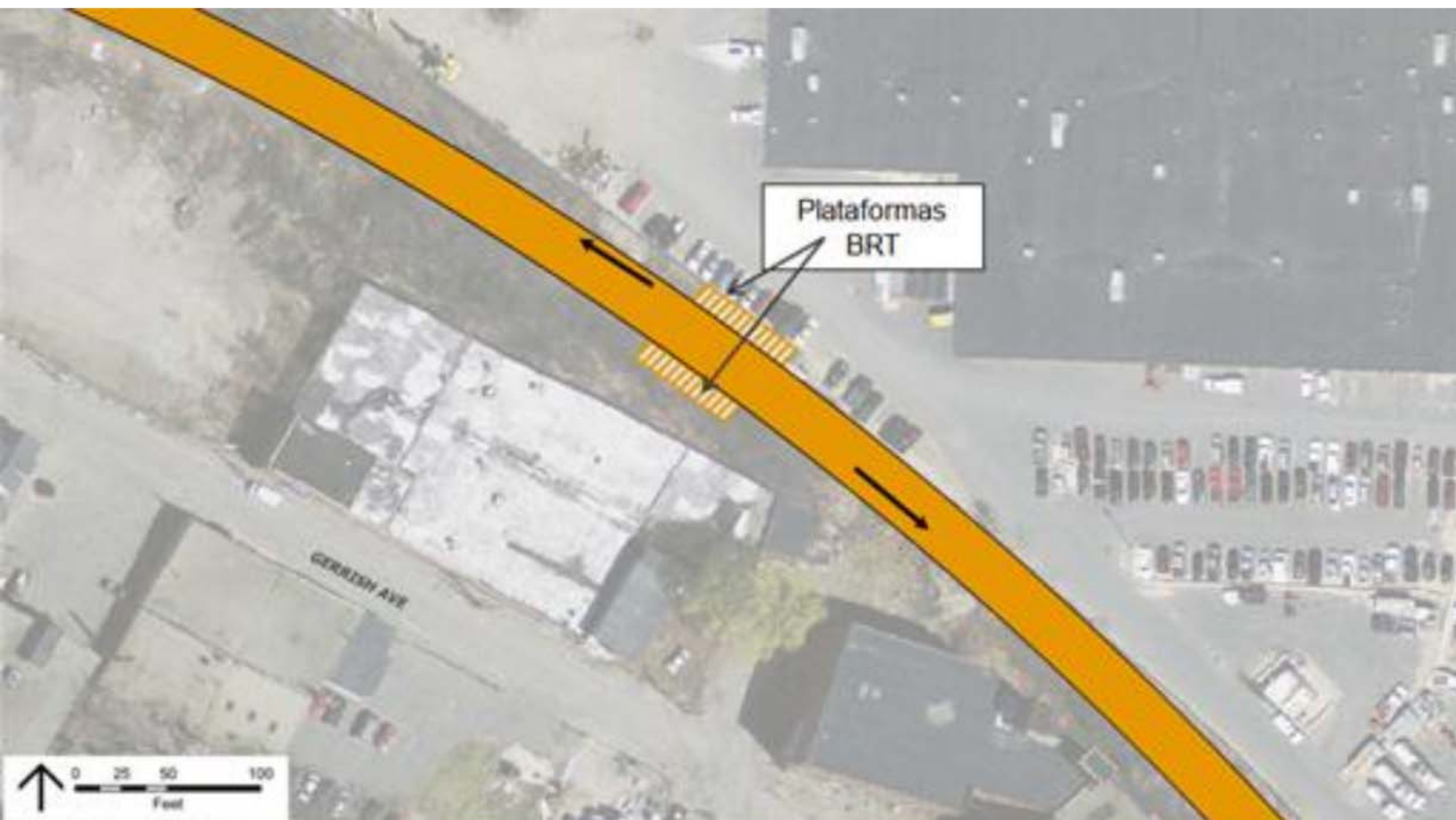
Alternativa 1 – Camino de Autobús a Mystic Mall



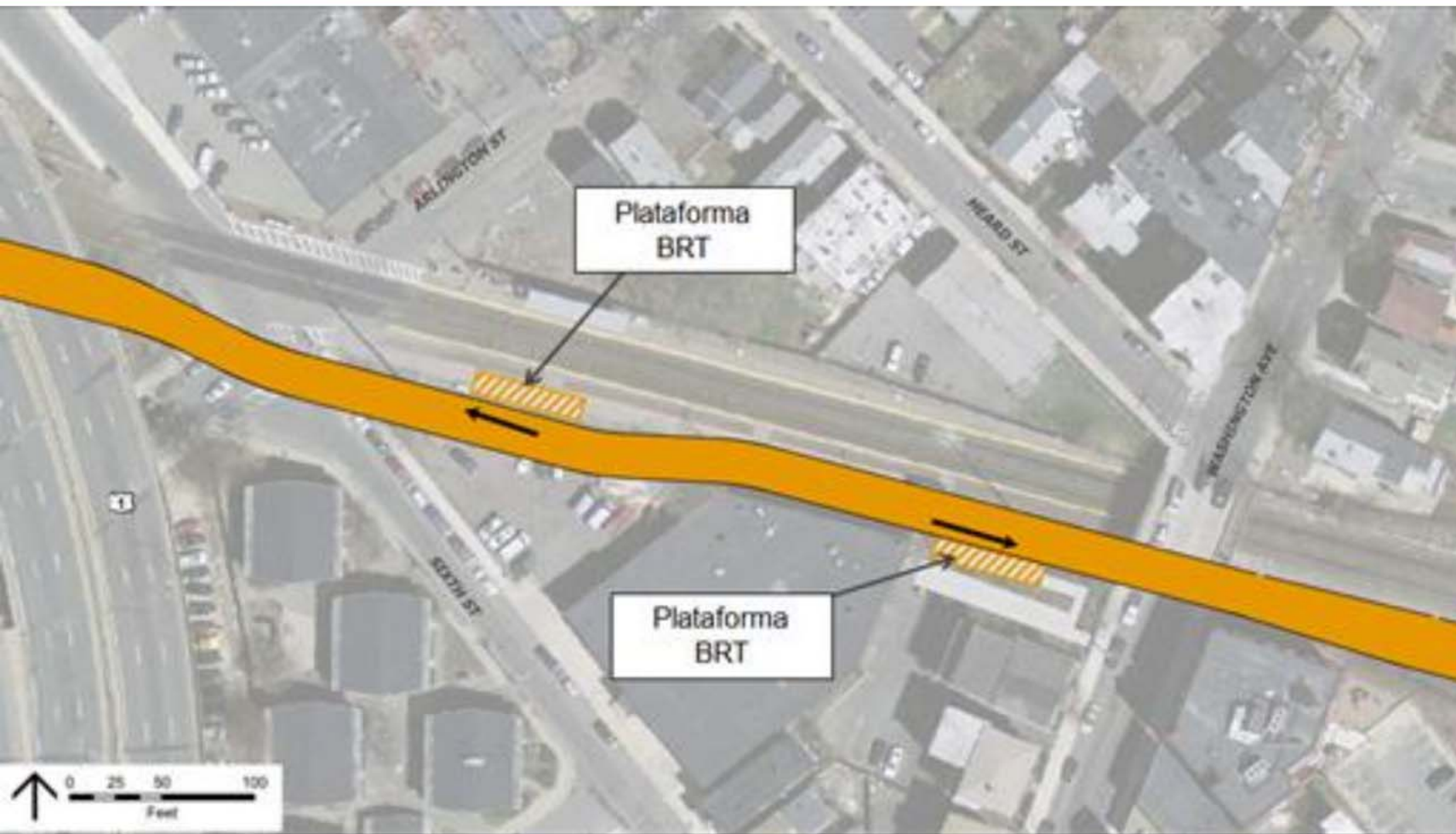
Estación – Avenida Eastern



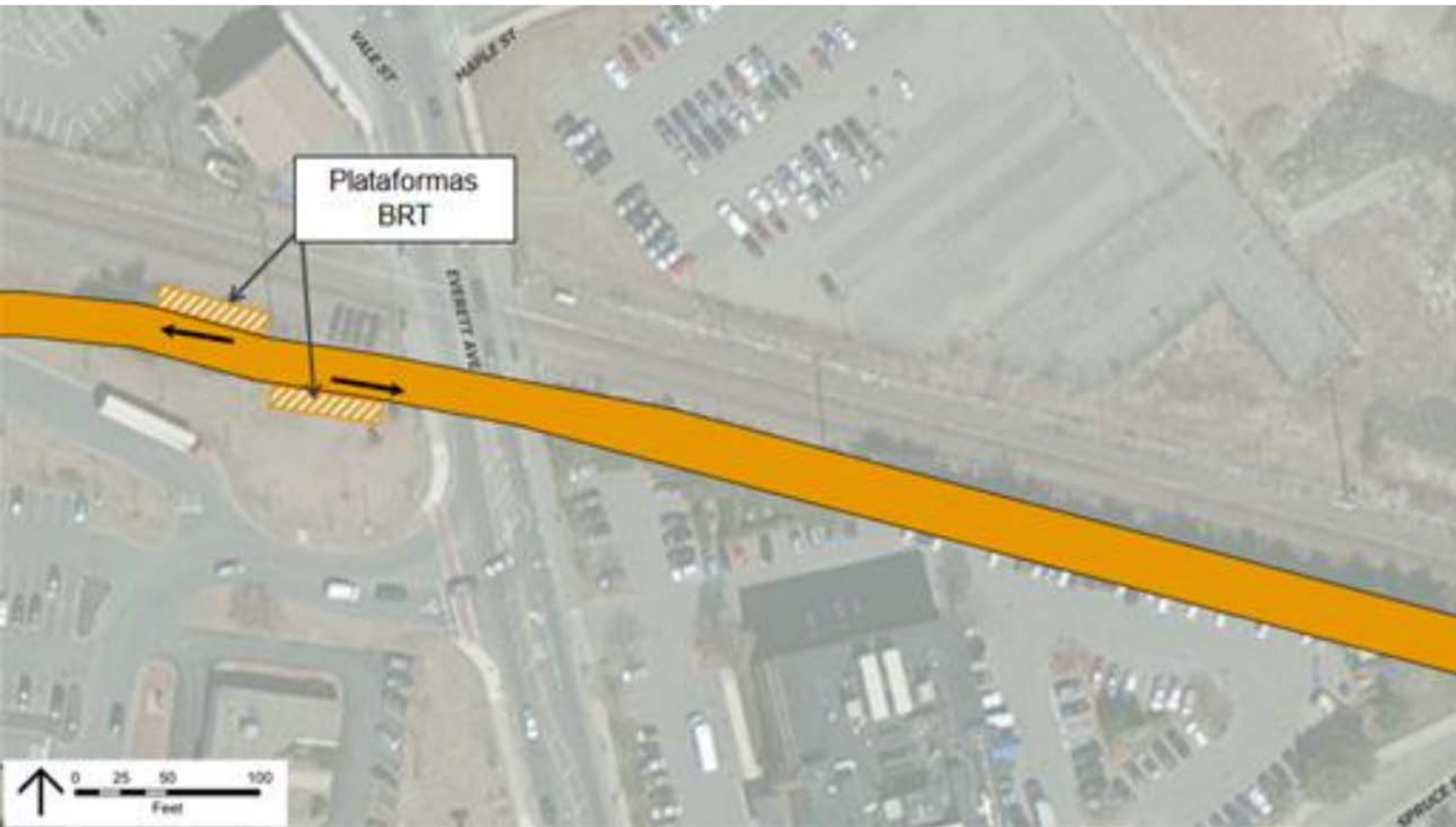
Estación – Highland (Box District)



Estaciones – Tren Suburbano de Chelsea



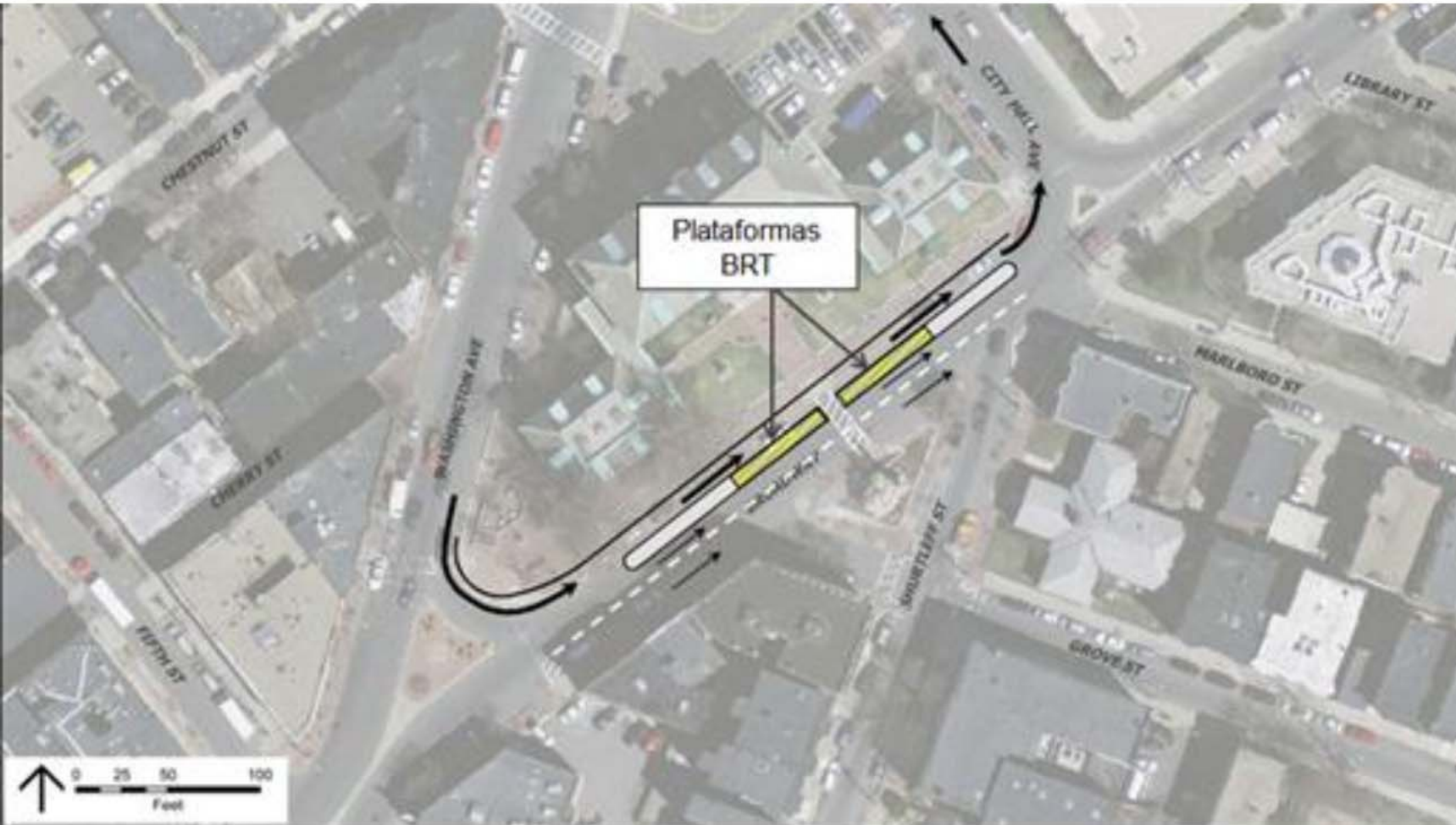
Mystic Mall



Alternativa 2 – Camino de Autobús a Bellingham Sq.



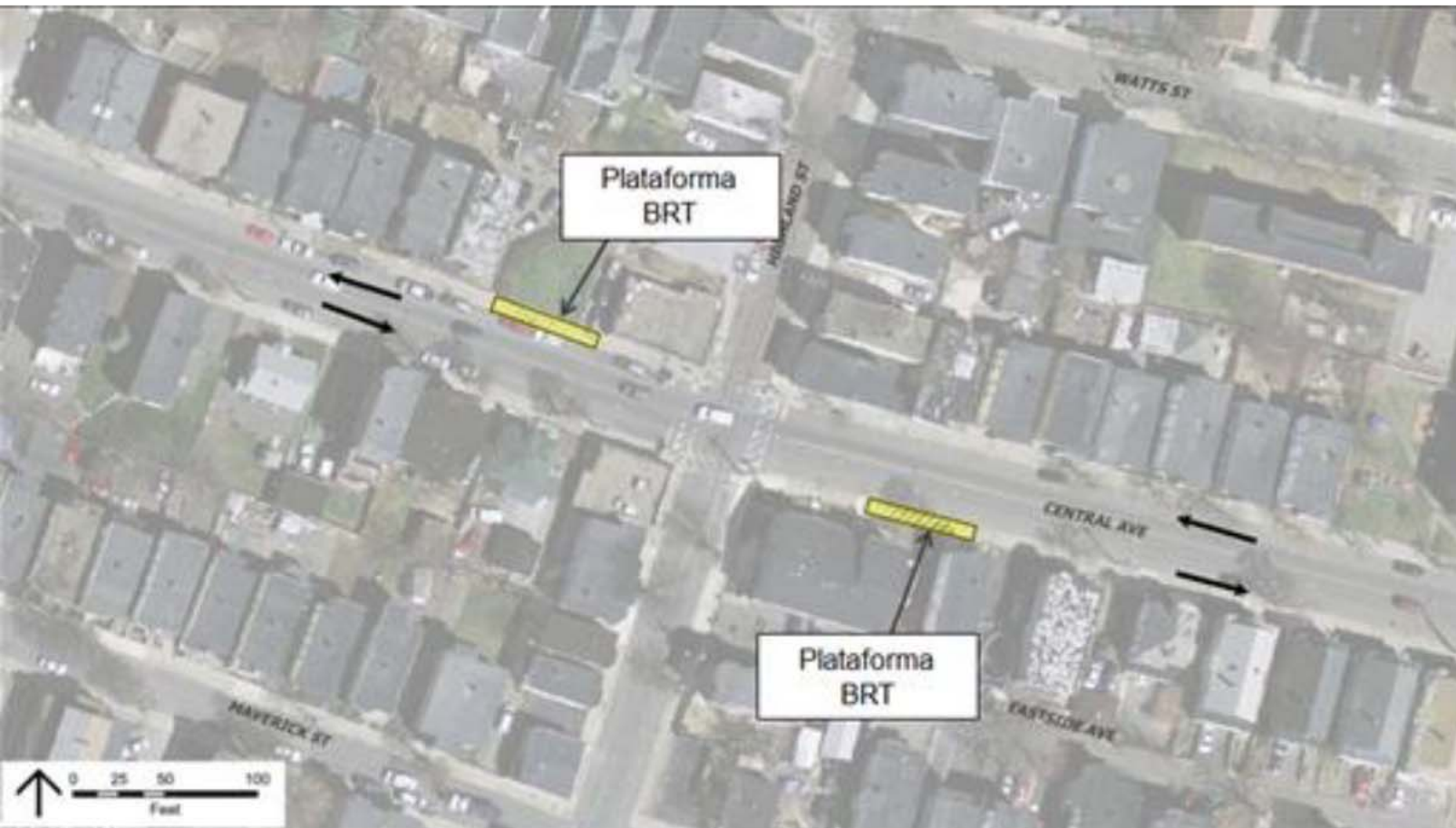
Estación - Broadway en la Alcaldía



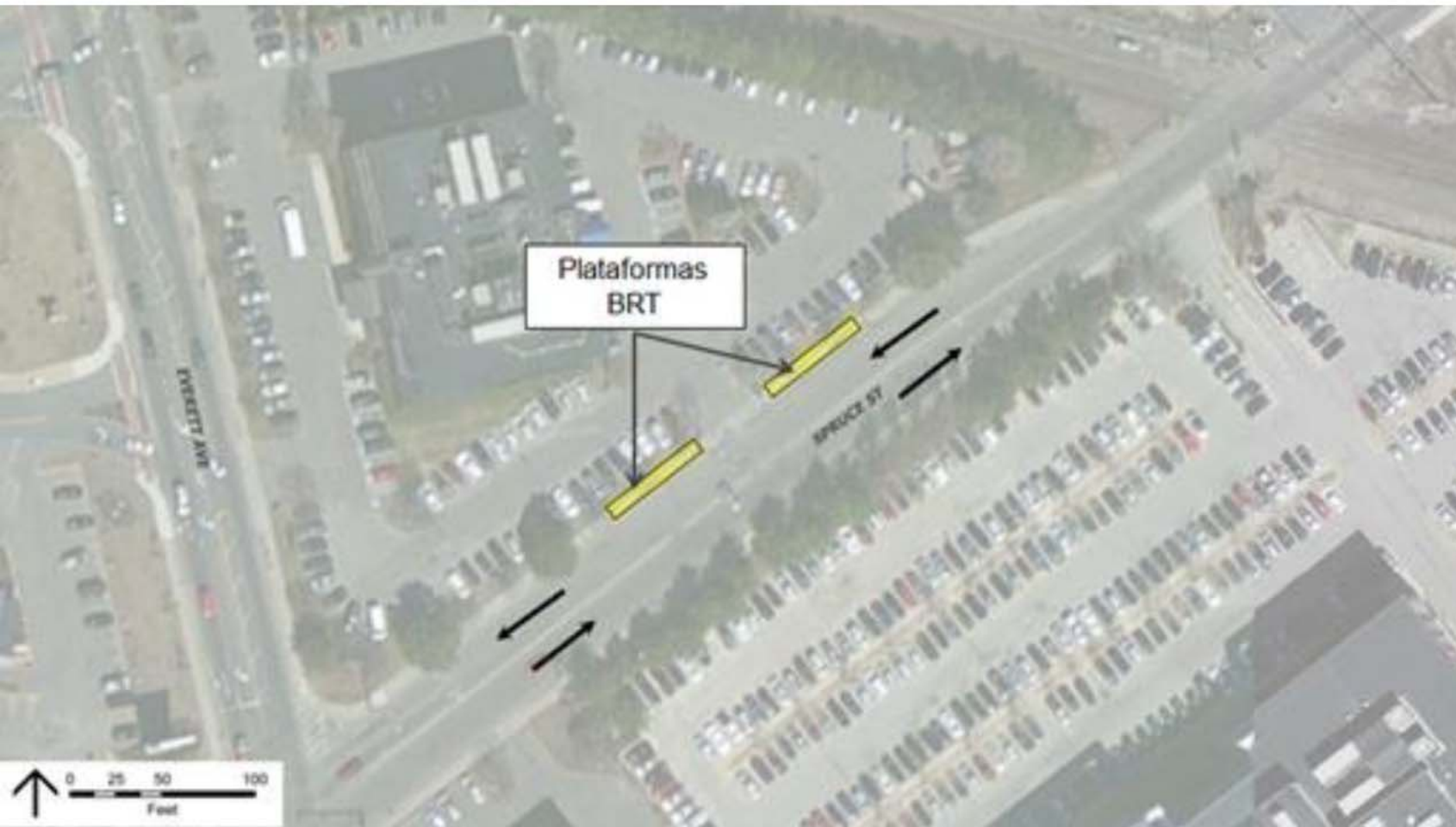
Alternativa 3 – Alternativa En-Calle



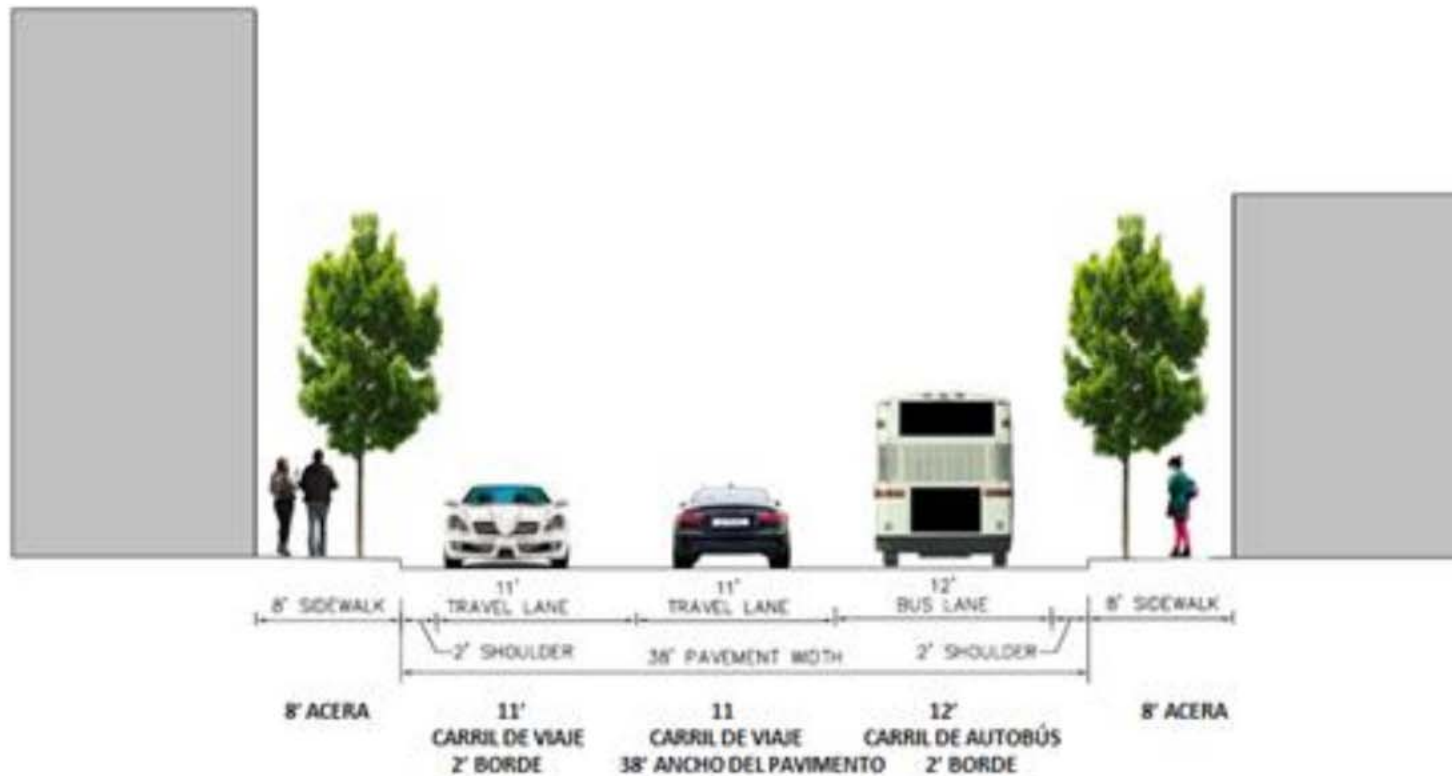
Estación – Avenida Central en Calle Highland



Estación – Calle Spruce en MGH

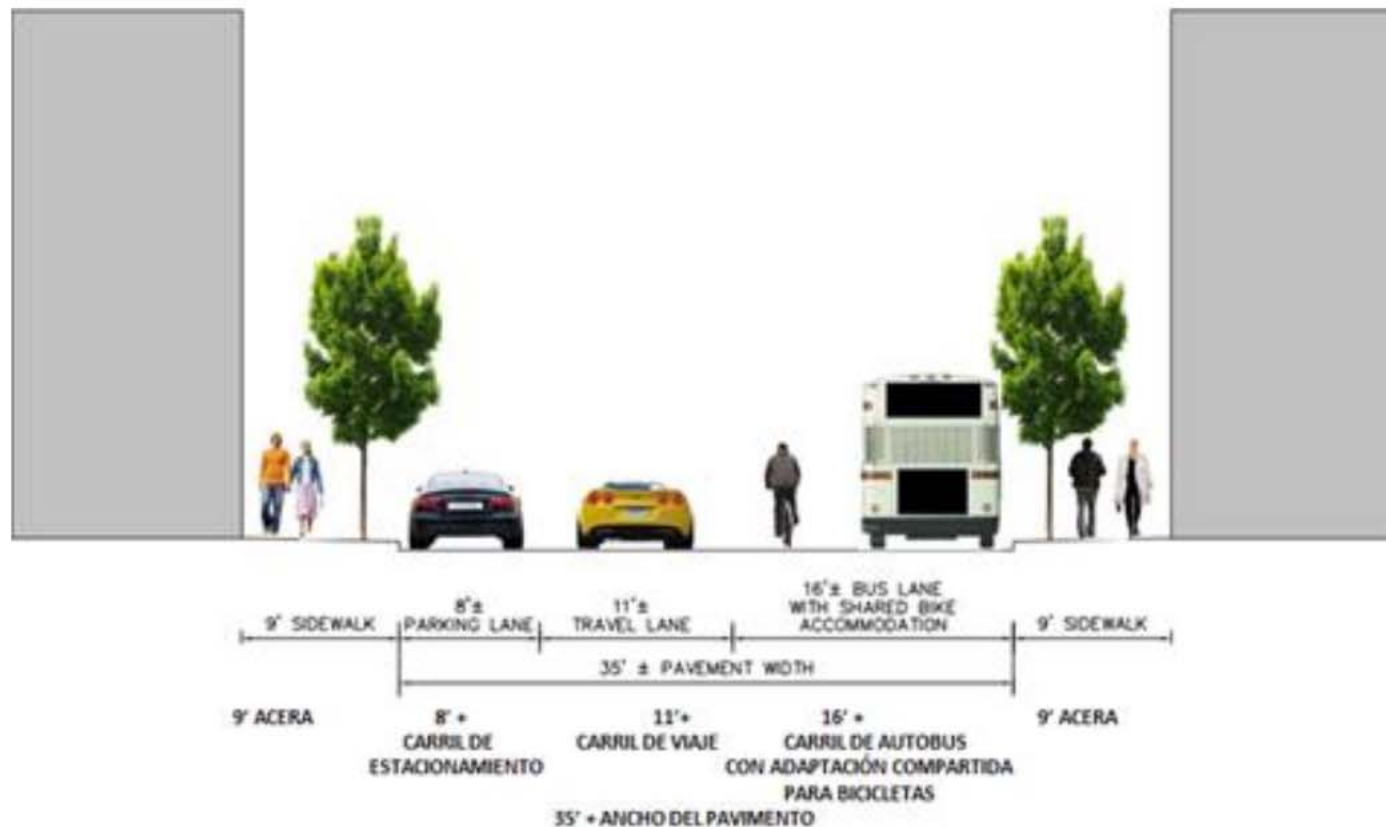


Avenida Central – Carril de Autobús en la Calle Hawthorn



Avenida Central
Carretera Propuesta con Carril de Autobús hacia Oeste
Entre calles Shurtleff y Hawthorn

Calle Hawthorn – Con Carril de Autobús Añadido



Calle Hawthorn
Carretera Propuesta con Carril de Autobús

Resultados Preliminares del Análisis

Alternativas Comparadas En:

- Tiempo de Viaje
- Pasaje
- Impacto del Estacionamiento, Ambiental
- Costo

Suposiciones Compartidas – Alternativas con Construcción

- Frecuencia cada 10-12 minutos en cada dirección
- Servicio de 5:00am a 1:30am siete días a la semana
- Costo de \$2 con la Tarjeta Charlie
- Colección del costo del pasaje antes de abordar
- Vehículos articulados de baja emisión de 60'

Comparación del Tiempo de Viaje

Ejemplos de Viajes	Tiempo de Viaje (minutos) por Alternativa		
	Camino de Autobús Mystic Mall	Camino de Autobús Bellingham Square	En-Calle Avenida Everett
Centro de Chelsea a la Estación Airport Station de la Línea Azul	8	9	11
Centro de Chelsea al World Trade Center*	15-19	16-20	18-22
Centro de Chelsea a la estación South Station	23	24	26
Estación Airport Station de la Línea Azul al World Trade Center*	7-11	7-11	7-11
Estación Airport Station de la Línea a South Station	15	15	15

- El margen de tiempo de viaje para el Acceso a la Línea Plateada son para las estaciones en la superficie y subterráneas del WTC, respectivamente.

Comparación de Desempeño – Acceso al “Seaport”

- Viajes actuales toman típicamente más de 30 minutos y requieren transbordos
- Tiempos de viaje en el futuro empeorarían en “Sin-construcción”
- Con el Acceso a la Línea Plateada los viajes son:
 - Directos
 - Rápidos
 - Fiables



massDOT
Massachusetts Department of Transportation
Office of Transportation Planning

SILVER LINE GATEWAY
Service to Chelsea, East Boston & the Blue Line

Comparación de Desempeño – Acceso al “Seaport”

Medidas de Desempeño	Sin Construcción			Acceso a la Línea Plateada		
	Autobús 111	Tren Suburbano	Línea Azul	Camino de Autobús	Camino de Autobús Bellingham	En-Calle
Tiempo de Viaje	39 min	36 min	37 min	15-19 min	16-20 min	18-22 min
Número de Transbordos	3	1	2	0	0	0
Confiabilidad	Baja	Alta	Media	Alta	Media	Media

Notas:

Todos los tiempos de viaje que se muestran son de ida desde el Centro de Chelsea hacia la Estación World Trade Center (WTC) del “Seaport”.

Los tiempos en “Sin Construcción” están basados en la Herramienta de Planeación de Viajes del MBTA.

El margen de tiempo de viaje para el Acceso a la Línea Plateada son para las estaciones en la superficie y subterráneas del WTC, respectivamente.

Comparación del Pasaje

- Resultados de los Pronósticos de Demanda de Viaje de CTPS – Año 2035
- Resultados comparados con la Alternativa “Sin Construcción”

Alternativa	Pasaje Diario Total SLG	Nuevos Viajes de Transporte Público	Cambio en el Pasaje comparado con “Sin Construcción”		
			Línea Azul	Ruta 111	Rutas Combinadas 116/117
Camino de Autobús Mystic Mall	8,730	2,500	190	-2,230	-1,950
Camino de Autobús Bellingham Square	6,820	2,000	230	-1,890	-1,460
En-Calle	6,960	2,500	260	-1,720	-1,310

Resultados Preliminares – Impacto en el Estacionamiento

- La Alternativa En-Calle desplaza el mayor número de espacios de estacionamiento, particularmente con parquímetro
- El Camino de autobús a Bellingham Square impacta menos espacios, el Camino a Mystic Mall no impacta ninguno.

Alternativa	Espacios de Estacionamiento Afectados			Ocupación Máxima Durante la Semana 8AM - 6PM	Ocupación Promedio Durante la Semana 8AM - 6PM
	Con Parquímetro	Sin Parquímetro	Total		
Camino de Autobús Mystic Mall	0	0	0	N/A	N/A
Camino de Autobús Bellingham Square	8	21	29	93%	72%
En-Calle	44	36	80	84%	63%

Resultados Preliminares – Costo

- Alternativas de Camino de Autobús
 - Gran parte del costo es la construcción del camino exclusivo de autobús y modificaciones al puente, particularmente cuando el camino esté lleno
- Alternativa En-Calle
 - Costo de construcción más bajo pero tamaño de la flota BRT más grande y el impacto del estacionamiento hace el costo total similar a la opción de Camino de Autobús a Bellingham Square

Magnitud del Margen de Costo (2013 – Preliminar)	
Alternativa	Costo Capital (\$ Millones)
Camino de Autobús Mystic Mall	\$40 – 70 M
Camino de Autobús Bellingham Square	\$20 – 35 M
En-Calle Avenida Everett	\$20 – 25 M

Programa y Próximos Pasos

- Continuar impulsando la participación de aquellos con interés en el proyecto
- Completar el análisis técnico de las alternativas
- Presentar la alternativa recomendada el la reunión pública de septiembre.
- Identificar posible financiamiento y estrategias vehiculares para avanzar la implementación



GRACIAS

PREGUNTAS & RESPUESTAS

Contacte a Scott Hamwey, Director del Proyecto,
(857) 368-8857 o Scott.Hamwey@state.ma.us
www.massdot.state.ma.us/silverlinegateway

massDOT
Massachusetts Department of Transportation
Office of Transportation Planning

SILVER LINE GATEWAY
Service to Chelsea, East Boston & the Blue Line



REUNIÃO INFORMAÇÃO PÚBLICA

Quinta-feira, 21 de Março, 2013

6:00 – 8:00 p.m.

Fall River Heritage State Park

Davol Street/adjacente ao Battleship Cove

O Departamento de Transportes de Massachusetts convida você a aprender sobre um estudo que está a ser realizado da Rota 79 (Davol Street) em Fall River. O estudo irá analisar as condições existentes e como melhorar as ligações dentro do corredor que vai equilibrar as necessidades de transporte e apoiar as oportunidades de desenvolvimento econômico.

Por favor, encontrar-se conosco no dia 21 de Março!

Este local da reunião é acessível a pessoas com deficiência. Serviços de interpretação portugueses serão fornecidos na reunião. Para solicitar qualquer assistência, interpretação da linguagem, intérpretes americanos do sinal de línguas, dispositivos auxiliares de audição, folhetos em formatos alternativos, ou informações sobre a reunião, por favor, entre em contato com: Jill Barrett por e-mail (jbarrett@fhiplan.com) ou por telefone (860) 570-0740 antes de 15 de Março, 2013

Para mais informações: www.massdot.state.ma.us/route79/

Appendix D: Questionnaire (Haitian Creole)

1. Lè ou fè yon vwayaj nòmal (pou ale nan travay, pou al achte, elatriye), ki kalite sèvis transpò prensipal ou itilize?

- ☐ Vwati pèsònèl
- ☐ Vwati yon lòt moun
- ☐ Otobis oswa lòt kalite sèvis transpò piblik (feri, tren, tren lejè)
- ☐ Sèvis transpò komen prive/sèvis otobis prive
- ☐ Mache
- ☐ Bisiklèt
- ☐ Taksi
- ☐ Lòt _____

2. Pandan yon semèn nòmal, konbyen fwa ou deplase pou al fè komisyon, oswa konbyen vwa ou kite kay ou san se pa pou al travay, oswa san se pa pou zafè lekòl? (# vwayaj pa semèn)

3. Nan vwayaj sa yo, konbyen fwa ou te kondi poukont ou? (# vwayaj pa semèn)

4. Sou yon echèl 1 a 10, tanpri fè nou konnen ki faktè ki enpòtan pou ou lè w ap chwazi kalite sèvis transpò ou ("1" vle di "Pa enpòtan ditou" epi "10" vle di "Trè-trè enpòtan")

	1	2	3	4	5	6	7	8	9	10
Tan vwayaj la	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pri	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Itilite/fleksibilite	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Konfò ak sekirite	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Redui polisyon/konsève enèji	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. Konbyen fwa ou itilize sèvis transpò piblik (tren, otobis, feri, tren fobou)?

- ☐ Jamè
- ☐ Mwens pase yon fwa pa jou
- ☐ Mwens pase yon jou pa mwa, men omwen yon jou chak ane

Appendix E: Questionnaire (Vietnamese-online only)

1. Khi quý vị đi đâu đó (ví dụ như đi làm việc, mua sắm), phương tiện đi lại chính của quý vị là gì?

- ☐ Xe hơi riêng của mình
- ☐ Xe hơi người khác
- ☐ Xe buýt hay phương tiện đi lại công cộng khác (phà, tàu hỏa, tàu điện (light rail))
- ☐ Xe buýt trung chuyển (shuttle)/Dịch vụ xe buýt tư nhân
- ☐ Đi bộ
- ☐ Xe đạp
- ☐ Taxi _____
- ☐ Phương tiện khác

2. Trong một tuần bình thường, quý vị chạy đi làm việc vặt hay đi ra khỏi nhà mà không phải đi học hay đi làm bao nhiêu lần? (# lần mỗi tuần)

3. Trong những lúc đi ra ngoài này, quý vị tự mình lái xe bao nhiêu lần? (# lần mỗi tuần)

4. Trên thang điểm từ 1 đến 10, hãy cho chúng tôi biết các nhân tố nào là quan trọng đối với quý vị khi chọn loại phương tiện đi lại. ("1" là "Chẳng quan trọng chút nào" và "10" là "Cực kỳ quan trọng.")

	1	2	3	4	5	6	7	8	9	10
Thời gian đi lại	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Chi phí	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tiện lợi/linh hoạt	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Thoải mái và an toàn	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Giảm thiểu ô nhiễm/tiết kiệm được năng lượng	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. Quý vị thường sử dụng phương tiện đi lại công cộng (xe điện ngầm, xe buýt, phà, commuter rail) thường xuyên đến mức nào?

- ☐ Không bao giờ
- ☐ Chưa đến một ngày mỗi năm