

Appendix D

Four-Factor Language Accessibility Analysis ¹

The purpose of this Language Accessibility analysis is to outline how the Bi-State Regional Commission and area transit systems identify persons who may need language assistance, the ways in which assistance may be provided, staff training that may be required, and how to notify persons that need language assistance that help is available.

The language accessibility analysis will utilize the framework of the U.S. DOT's four-factor language accessibility analysis that considers the following elements:

- A. *The number or proportion of persons who need language assistance in the region who may be served by public transportation or are likely to encounter a public transportation program, activity, or service.*
- B. *The frequency with which persons who need language assistance come into contact with public transportation programs, activities, or services.*
- C. *The nature and importance of programs, activities, or services provided by public transportation providers to persons who need language assistance.*
- D. *The resources available to public transportation providers and overall costs to provide language assistance.*

1. The number or proportion of persons who need language assistance in the region who may be served or are likely to encounter a public transportation program, activity, or service.

Bi-State Regional Commission reviewed 2019-2023 U.S. Census Bureau American Community Survey (ACS) 5-year estimates to determine the percentage of persons who need language assistance in the Greater Bi-State Region. For the purposes of this analysis, persons ages 5 years and over who speak a language other than English at home and speak English at or below “very well” or “well” are considered to need language assistance. The counties with the highest percentage of individuals who speak English less than “very well” or “well” of the total population ages 5 years and over are Muscatine (2.3%), Rock Island (2.1%), and Scott (1.1%). Table D1 demonstrates the English abilities of individuals from each county and the region. Figure D1 shows the percentage languages other than English spoken in the Greater Bi-State Region.

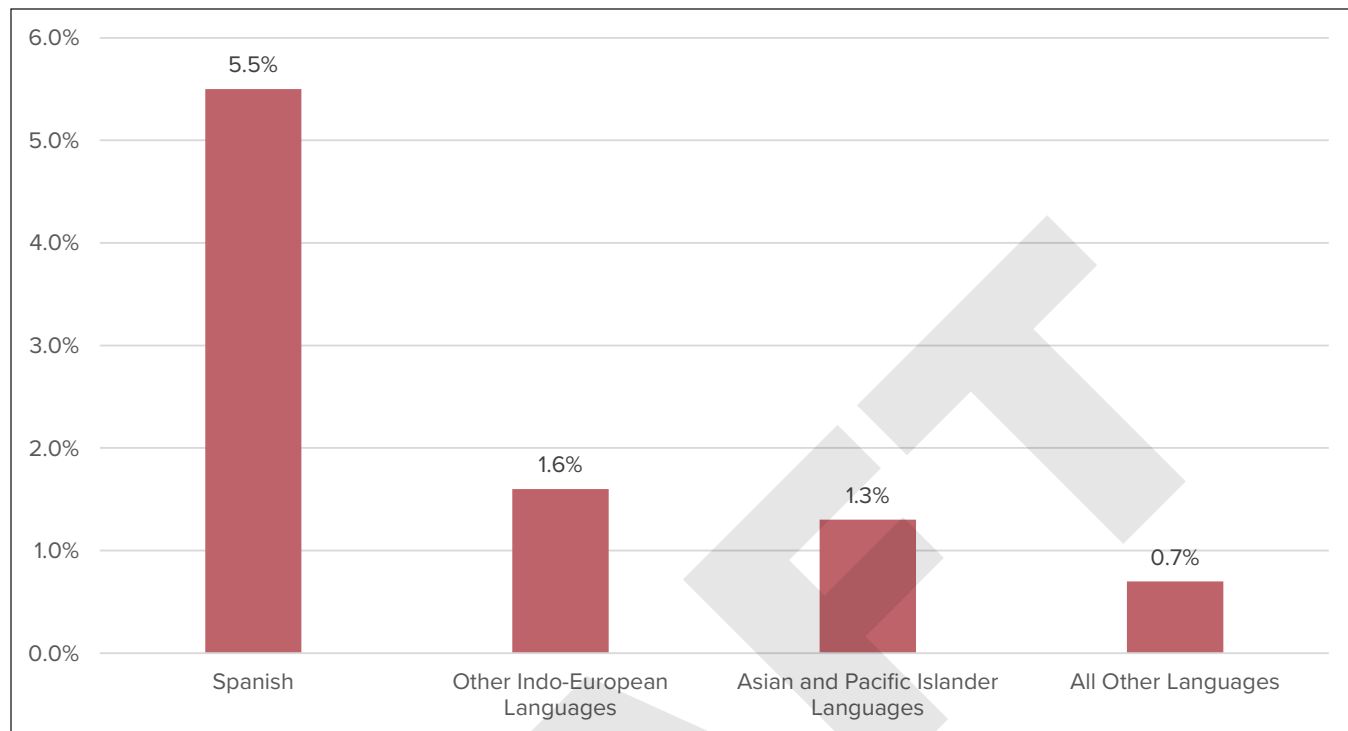
¹ For Bi-State Regional Commission and public transit operators in Henry, Mercer, Rock Island, and Whiteside Counties in Illinois and Muscatine and Scott Counties in Iowa.

Table D1 Greater Bi-State Region Language Spoken at Home

	Henry County, IL	Mercer County, IL	Rock Island County, IL	Whiteside County, IL	Muscatine County, IA	Scott County, IA	Total
Population 5 years and over	46,428	14,862	134,591	52,264	40,194	164,032	452,371
English only	44,547	14,435	116,471	48,300	34,173	153,628	411,554
Language other than English, and speak English “very well” or “well”	1,658	361	15,340	3,620	5,105	8,680	34,764
Language other than English, and speak English less than “very well” or “well”	223	66	2,780	344	916	1,724	6,053
Percent speaking a language other than English, and speaking English less than “very well” or “well”	0.5%	0.4%	2.1%	0.7%	2.3%	1.1%	1.3%

Source: U.S. Census Bureau, ACS 5-Year Estimates, 2019-2023.

Figure D1 Percentage of Languages Other Than English Spoken in the Greater Bi-State Region



Source: U.S. Census Bureau, ACS 5-Year Estimates, 2019-2023.

2. The frequency with which persons who need language assistance come into contact with public transportation programs, activities, or services.

In the majority of the region, transit systems have received few or no requests for translation services from individuals who need language assistance. Driver training, public outreach, and regular assessment of potential demographic changes allow the transit systems to monitor the use of their services by individuals who need language assistance and identify ways to improve their outreach efforts.

3. The nature and importance of programs, activities, or services provided by public transportation providers to persons who need language assistance.

Based on 2019-2023 ACS 5-Year Estimates, approximately 1.3% of the Greater Bi-State Region are persons who need language assistance. Although there are areas with a higher density of persons who need language assistance, no single county within the region has a population of persons who need language assistance at or above 5%. The majority of the region's population (91.0%) speaks English at home. Services in which the transit systems are most likely to encounter persons who need language assistance are fixed-route systems and employee-specific services that primarily serve the general public.

4. The resources available to public transportation providers and overall costs to provide language assistance.

Overall, the Greater Bi-State Region has a very small population of individuals who need language assistance. In some cases, limited resources for persons who need language assistance are provided because a particular transit system's service area has very few riders who need language assistance and/or has received no requests for translation services. Transit systems that do provide service to a higher percentage of populations who need language assistance provide various types of services to accommodate potential riders, depending upon the area and the languages spoken. Generally, the most requested language services in the Greater Bi-State Region are from Spanish-speaking individuals.

A. Language Assistance Measures

1. Some regional transit systems train new drivers and staff on awareness of language services available to potential riders, how to respond to callers who need language assistance, how to respond to correspondence from individuals who need language assistance, and overall how to respond to language assistance needs.
2. In areas where a greater population of persons who need language assistance resides, transit systems provide key information in alternative languages. Resources include websites, riders guides, promotional materials, and public notices.

B. Outreach Techniques

Due to a relatively small regional population of individuals who need language assistance, not all of the transit systems have a formal outreach procedure in place. Below are some of the outreach efforts that are currently being done on a regular basis:

1. Regular communication with community-based organizations that commonly work with persons who need language assistance to educate their clients on transit services, including the availability of language assistance services. Examples of organizations that have been contacted include: Churches, Community Advocacy Groups, Service Organizations, and the Greater Quad Cities Hispanic Chamber of Commerce.
2. In some cases, transit systems utilize resources, such as websites, riders guides, and local publications offered in alternative languages to provide information to persons who need language assistance.

C. Monitoring and Updating Language Assistance Efforts

1. Bi-State Regional Commission and regional transit systems regularly assess changes in demographics and population within the six-county area to determine the need to provide a greater emphasis on language assistance in planning documents and reevaluate transit systems' language accessibility plans.