

Environmental Justice: Context-Sensitive Planning Grants

Multi-Lingual & Community Enhancements to SACOG-511

- **Grant Amount:** \$75,000
- **Grant Recipient:** Sacramento Area Council of Governments
- **County:** El Dorado, Placer, Sacramento, Sutter, Yolo and Yuba

Project Area – The Sacramento Area Council of Governments (SACOG) is an association of local governments formed by the four counties of Sacramento, Sutter, Yolo and Yuba, and the portions of El Dorado and Placer counties that are outside the Tahoe Basin.

Project Focus – Fourteen public transit operators provide service within the six-county SACOG region. Most of the transit operators are small and do not have the budget to provide special language assistance services. The Sacramento Region has a significant percentage of non-native English speakers and many who do not speak English at all. These language barriers hinder these community members from being able to obtain vital information about transit and alternative modes available within the region.

Project Goals – Improving mobility and accessibility for less advantaged populations is the main goal of this project. The objective is to enhance a multi-lingual transit and alternative mode (i.e carpooling, vanpooling, bicycling, walking) public information and outreach program for the transit operators and transportation management associations within the SACOG region. The objective of this project is to enhance a multi-lingual transit and alternative modes (i.e carpooling,

vanpooling, bicycling, walking) public information and outreach program for the transit operators and transportation management associations within the SACOG region.

Community Outreach – Paratransit, Inc. worked with Yolo County Transportation District (YCTD) to provide outreach and mobility training services in two Yolo County communities (Woodland and West Sacramento) that had not previously had access to services. The project was designed to reach individuals who are elderly, disabled, and/or Limited English Proficient (LEP). Paratransit, Inc. provided individual and small group training sessions.

Environmental Justice Community Involvement – Paratransit, Inc. staff served as Spanish interpreters and Paratransit, Inc. contracted a Russian interpreter. This in turn made it possible for 15 LEP riders to participate in the mobility training program. This project also included the update of SACOG created videos from 2006 and 2007 on walking, bicycling, and using transit in the Sacramento region (these videos were produced in English, Spanish, Vietnamese, Cantonese, Hmong and Russian). Videos are available online at www.sacregion511.org. SACOG staff developed print materials. SACOG's new interactive Traveler Information Map was translated into Spanish. The map (located on the SAC Region 511 website) offers real-time traffic information on Sacramento Regional Transit, Amtrak Capitol Corridor trains, traffic video, chain control information (Highway 50 and I-80) electronic message signs, current speeds and accidents.

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Project Outcome – This project was completed on February 28, 2010 and provided multi-lingual mobility training, information on walking, biking, and taking transit in the SACOG region, assistance to

less advantaged populations in using the SACRegion 511 web site, and access to videos, printed materials and SACOG's interactive Traveler Information Map.

Challenges

- Transportation providers need to become informed about their diverse clientele from a linguistic, cultural and social perspective. Continuing to develop and implement a multi-lingual public information system will greatly enhance the region's transit operations.

Successes

- Over the next two years, additional transit provider information will be added to the interactive Traveler Information Map, along with real-time location and schedule estimate updates. All displayed information will also be available on the regional 511 telephone system early next year.
- A Spanish 511 system is desired by SACOG in the future when funding allows.