Limited English Proficiency (LEP)/Cultural Competency

TriMet Board Update
January 22, 2014

LEP
TriMet continues its commitment to provide meaningful access to programs, services and benefits for persons with Limited English Proficiency (LEP). The following are highlights of our ongoing efforts.

- Bilingual English/Spanish channel cards on all vehicles were updated.

- TriMet’s web page contains links to information in Spanish, Vietnamese, Russian, Chinese, and Korean. The landing page for Spanish contains a Trip Planner en español. There was a slight increase in the use of those pages from 8,400 visits to the Spanish pages in calendar year 2012 to 9,150 in 2013.

- There are Title VI civil rights notifications in the five major languages identified above on all transit vehicles and in the TriMet Ticket Office (TTO) at Pioneer Square. Free language assistance notification is also found at the TTO and language assistance is provided when requested.

- Call center language assistance for interpreters went down slightly from 5,057 in 2012 to 4,648 in 2013.

- Customers can access TransitTracker en español as well as pre-recorded fare information by calling 503-238-RIDE. In 2007 those calls accounted for 0.1% of the total calls. In 2012, the percentage increased to 4% and in 2013 was 5% of the total calls (566,416 calls out of nearly 10 million calls for the year).

Next steps:

- Update of how to ride video in February 2014.
- TransitTracker by phone en español getting an upgrade with more efficient improvements and a new text to voice program “Violeta” in March, 2014.
- Annual agency outreach plus targeted service enhancement planning outreach to LEP communities January-May 2014.
• Language interpretation access will be provided to Field Operations supervisors in the spring 2014.

CULTURAL COMPETENCY

To provide employees with enhanced training and additional skills to be proficient and effective working within a diverse workforce and service environment, the agency continues to focus on cultural competency.

• Last spring, over 150 Field Supervisors and Operations managers participated for the second year in a training session on cultural competency.

• This past December, another 50 employees who are part of the agency’s community involvement and outreach efforts participated in an all day cultural competency training session.

• Operations training staff delivered a training module on Diversity/LEP to 200 new operators in 2013.

• Last year’s annual Operator recertification class included a module on cultural competency and awareness of growing diversity within the TriMet service district.

Next steps:

• Staff from Operations Division, Customer Information Services, Human Resources and Transit Equity Department will participate in a two day train the trainer session in February.
• Plans are under way to schedule an all day cultural competency class for all administrative staff in this calendar year.
• Operations division will be requesting proposals for cultural competency training for supervisors and managers to begin this spring.