

Capital Area Transportation Authority



AMENDMENT OF SOLICITATION

1. AMENDMENT NO: 2	2. SOLICITATION NO: 2015-R20	3. SOLICITATION DATE: 11 JUN 2015	4. EFFECTIVE DATE: 26 JUN 2015
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5. ISSUED BY
Capital Area Transportation Authority
Purchasing and Contracts
4615 Tranter Street
Lansing, MI 48910

Contractor is required to sign this document and return it with the bid/proposal.

6. DESCRIPTION OF AMENDMENT

a. CATA Title VI Program dated September 2014 is hereby incorporated.

b. All other terms and conditions remain unchanged.

NAME OF OFFEROR (Type or Print)	TITLE OF OFFEROR
(Signature of person authorized to sign)	(Date Signed)



TITLE VI PROGRAM

September 2014

Submitted by:
Capital Area Transportation Authority
4615 Tranter Street
Lansing, MI 48910

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TITLE VI NOTICE TO THE PUBLIC

CATA's Title VI Notice to the Public is listed below. A copy of the official notice is located in Appendix I.

"In compliance with Title VI of the Civil Rights Act of 1964, CATA operates all of its programs and provides public transportation services without regard to race, color, and national origin. More generally, all CATA public transportation service is provided without discrimination based on race, color, religion, national origin, sex, age, sexual orientation, marital status, or mental or physical ability which can be accommodated reasonably. Anyone who has a discrimination complaint against CATA or a subrecipient should contact CATA Customer Service at **517.394.1100**. Formal complaints should be in writing and mailed to:

Attn: Assistant Executive Director
Capital Area Transportation Authority
4615 Tranter Street
Lansing, MI 48910

CATA may request further information and will respond with an appropriate resolution.

Formal complaints may also be initiated by filing a complaint with the Federal Transit Administration Office of Civil Rights or the Michigan Department of Civil Rights.

Additional information on the non-discrimination obligations of CATA or its subrecipients may be requested from CATA's Assistant Executive Director at the above address or by telephone at **517.394.1100**. "

CATA's Notice to the Public is posted in the following locations:

- Inside the main entrance to CATA's Administration and Maintenance Facility at 4615 Tranter Street in Lansing, Michigan
- At CATA's Lansing Transportation Facility at 420 South Grand Avenue in Lansing, Michigan
- At the Michigan State University/CATA Transportation Facility located in the center of campus
- In all CATA contracts
- In the annual Community Report
- In the "About CATA" section on CATA's website (see below)

- [▶ Leadership](#)
- [▶ Inside CATA](#)
- [▶ News & Info](#)
- [▶ CATA Events](#)
- [▶ Public Meetings](#)
- [▶ Job Opportunities](#)
- [▶ Doing Business with CATA](#)
- [▶ Developer Resources](#)

CATANow is a free service that provides immediate access to real-time departures from any of CATA's 1,300-plus bus stops in our fixed-route system. All you need is your bus stop number and a mobile device or computer.

CATA's Automatic Vehicle Location system tracks all bus locations using GPS technology to provide real-time departures when you want it - up to 15 minutes before your bus is scheduled to depart!

About CATA

CATA Title VI Notice

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TITLE VI COMPLAINT PROCEDURE

CATA operates all of its programs and provides public transportation services without regard to race, color, national origin, sex, age, sexual orientation or marital status, or mental or physical ability which can be accommodated reasonably. The complaint procedure is listed below:

1. Refer customers and others with general complaints to Customer Service. Complaints regarding civil rights and exceptional matters should also be referred to a supervisor, manager, or director.
2. CATA Customer Service is to record complaints in the complaint database and refer the matter for investigation and initial response to a supervisor or manager.
3. The assigned supervisor or manager investigates the complaint, responds to the complaining customer or other party, and notes progress in the database.
4. Assigned supervisor or manager informs the director of the involved department of complaints regarding Title VI discrimination or civil rights

issues. The department director will evaluate and seek an appropriate resolution.

5. Formal complaints and those that cannot be resolved will be referred to the Assistant Executive Director (CATA's Civil Rights Officer), who will note and follow progress on the complaint. Formal complaints will also be referred to legal counsel. Legal counsel will keep CATA informed of progress on referred complaints.
6. Complaints which are received from the Federal Transit Administration Office of Civil Rights, the Michigan Department of Civil Rights, or other government agencies should be referred to the CATA's Assistant Executive Director, the Director of the involved department, and legal counsel.
7. Those investigating complaints should confirm details and may ask for written statements from customers, witnesses, and others.
8. Most complaints are resolved through response and discussion. The Department Director assists the Assistant Executive Director. The Director or the Assistant Executive Director will respond to formal complaints by letter where appropriate.
9. Complaints which cannot be resolved by the Assistant Executive Director may be referred to the CEO/Executive Director for further consideration and resolution.

TITLE VI INVESTIGATIONS, COMPLAINTS AND LAWSUITS

There are currently no open Title VI cases. Below is a summary list of closed investigations conducted by entities other than FTA, lawsuits, or complaints naming CATA or any sub-recipient that allege discrimination on the basis of race, color, or national origin that were pending on or after August 23, 2011, the date of the prior report. This list is current through September 16, 2014.

1. Maria Bryer vs. CATA - Michigan Department of Civil Rights Complaint #419899 - Filed on January 27, 2011, alleging denial of service based upon Complainant and son being of Colombian national origin. On November 1, 2010, CATA scheduled, but by error, did not provide demand-response service for the son. MDCR dismissed the complaint on February 8, 2012.
2. David D. Aslani vs. CATA, et al., United States Court of Appeals for the Sixth Circuit , Case No. 11-1178
- The complaint was filed in the US District Court on July 21, 2008, and dismissed by Summary Judgment on November 3, 2010. Aslani's appeal

from the Summary Judgment was denied by the Sixth Circuit Court of Appeals on May 29, 2012.

3. Malcolm Clay vs. CATA, - Michigan Department of Civil Rights Complaint #430641 - The complaint was filed on January 3, 2012, claiming denial of service on December 27, 2011, and discrimination based upon complainant's African-American race. MDCR dismissed the complaint on October 2, 2012.

PUBLIC PARTICIPATION PLAN

The Capital Area Transportation Authority (CATA) provides opportunity for public participation in the transportation decision-making process through a variety of processes. Generally, these processes can be divided into two categories, regular participation and outreach activities and opportunities for public input on service and fare changes.

REGULAR PARTICIPATION AND OUTREACH ACTIVITIES

CATA conducts regular public outreach activities to provide participation opportunities in the transportation decision making process to riders and non-riders alike. Below is a summary of some of the outreach methods used.

- CATA Community Report: CATA communicates information about its services in the annual CATA Community Report. This report, available both in paper form and electronically, provides updates to interested individuals on topics such as upcoming projects, ridership demand, and basic service information. Each year over 82,000 Community Reports are mailed to residents of Ingham County and distributed to a wide range of community partners and organizations. CATA also publishes an Annual Report, which is geared toward policy makers in the region. Both reports are posted on CATA's website and provide contact information for CATA customer service staff and information about upcoming CATA Listening Sessions.
- Schedules/Brochures: CATA widely distributes paper copies of schedules and service brochures to over 250 area businesses, schools, organizations, agencies and residential complexes in the region. These materials are provided free of charge and restocked on a regular basis. A special emphasis is placed on distributing these materials to low-income housing areas, senior housing complexes and social service agencies that interact on a regular basis with low-income and minority populations.
- Listening Sessions: Held at the downtown Lansing CATA Transportation Center and the Michigan State University (MSU)/CATA Transportation Center, these unstructured public forums allows attendees to express their opinions on current or proposed CATA services. The downtown and MSU Transportation Centers

provide a central location and easy access for those wishing to attend. Notice of listening sessions is provided on CATA's website, distributed in the Annual and Community Reports, posted at the Downtown Information Booth and on transit cards on all buses.

- Board and Local Advisory Committee Meetings: Opportunity for public comment is provided at monthly board meetings and bi-monthly Local Advisory Committee meetings. Board and Local Advisory Committee meetings are held at CATA's offices, which are open to the public and can be accessed via public transportation.
- Community Events: CATA also participates in regular events conducted in the region, including those geared toward minority and low-income populations. These activities are organized by a wide range of social service and other public organizations and include Homeless Connect, student orientations, health fairs and senior housing resource fairs.
- Website: The CATA website includes a "Contact Us" section where people are able to submit comments, commendations, and other feedback which is then responded to by customer service representatives.
- Phone: Similar to the website, customers can submit comments by calling CATA's Customer Service Department.

SERVICE AND FARE CHANGE PUBLIC PARTICIPATION AND OUTREACH

CATA's Board of Directors has designated that a public comment be sought for any service change accounting for a 25% reduction in service miles or impacting 25% of passengers. A Title VI analysis is also performed in these cases.

Service and fare change meetings are conducted in a manner consistent with the scope of the proposed change and geared toward soliciting the input of current users and stakeholders in the affected area. Generally, meetings are informal and conducted in an open house format. Attendees sign in when they arrive and are presented with poster boards, maps and other displays to help attendees visualize the proposed changes. CATA staff members are available to answer questions and take feedback. Finally, all attendees are asked to complete a comment card regarding the proposed change. CATA staff may assist attendees in completing comment cards if necessary.

Public meeting locations are based on the impact of the proposed change. For route-specific changes, meeting locations are chosen that provide the best access to local residents and businesses. On larger scale changes, such as fare increases, meetings are held in central locations that are easily accessible to the entire service area.

Notice of service and fare change meetings is provided 2-weeks in advance in the Lansing State Journal and any community newspaper that may be applicable to the area impacted by the specific change. Notice of meetings is also placed on the CATA website. Detailed information about current route detours is available on the Rider Alert Line.

Input on service and fare changes is accepted at public meetings, via telephone, fax, email, or in writing. Once changes are finalized, information describing the change is posted on CATA's website, at information stations in the Downtown Transportation Center and the MSU/CATA Transportation Center, in transit cards and brochures posted in all buses, at bus shelters and key boarding sites, in recorded on-hold phone messages and distributed as a news release. CATA maintains a comprehensive list of media contacts for distribution of news releases. That list includes:

- Regular media (newspaper, TV, radio)
- University and college media outlets
- Major housing complexes
- Minority Press
- Business and neighborhood associations
- Municipalities
- Public agencies

CATA regularly reviews its public participation procedures to ensure that methods for accepting and encouraging input are consistent with the means of communication preferred by users of the system.

LIMITED ENGLISH PROFICIENCY PLAN

PART I: FOUR-FACTOR ANALYSIS

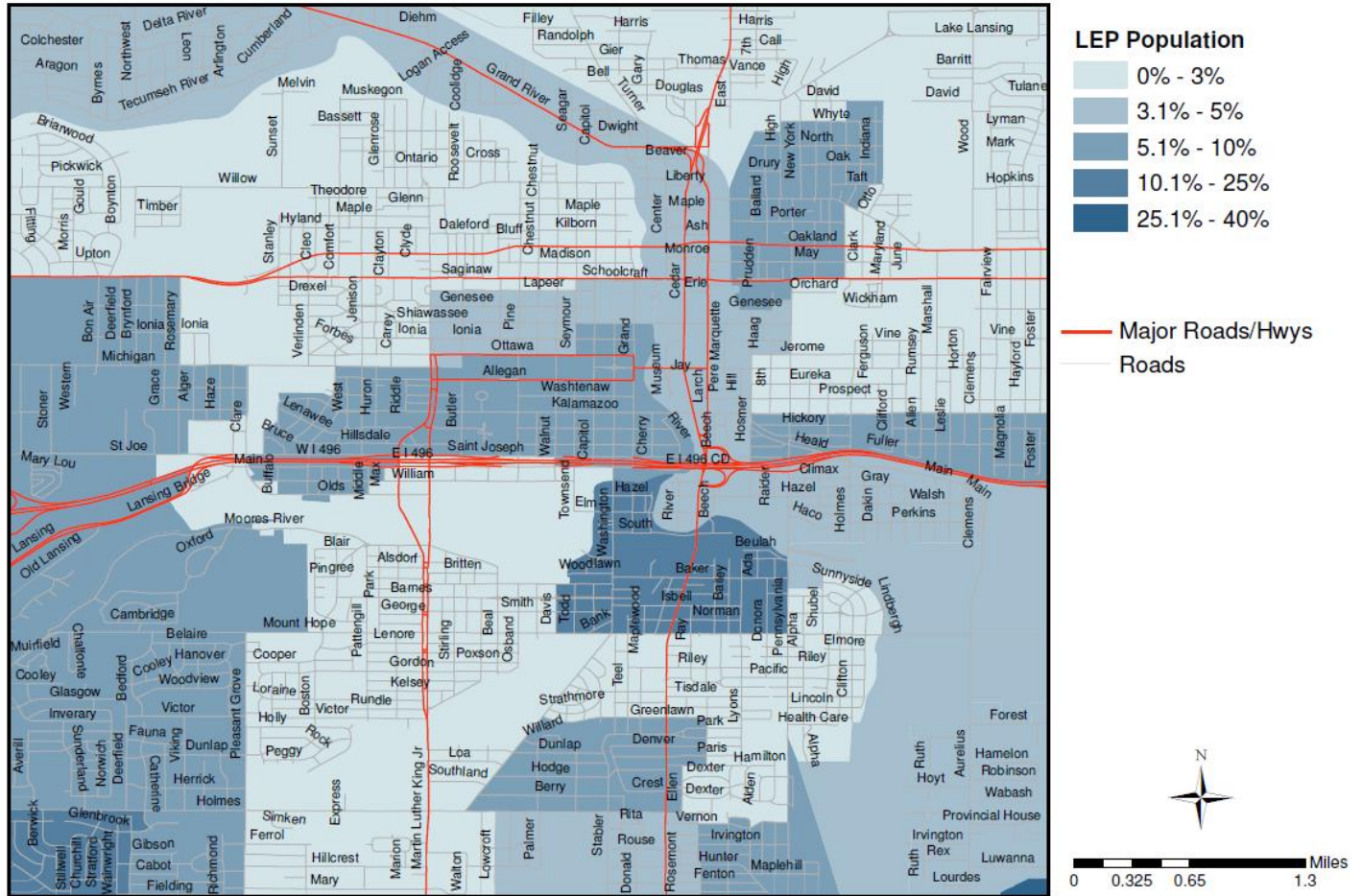
LEP guidance requires a four-factor analysis to determine the level of assistance required to provide meaningful access. The analysis performed by the Capital Area Transportation (CATA) is contained below.

I. DEMOGRAPHY

The 2008-2012 American Community Survey (ACS) reports that there are an estimated 310,248 people living within the census tracts that intersect or border at least one CATA regular fixed route or are a part of a CATA funding jurisdiction. There are numerous foreign languages spoken in this region, including Spanish, Chinese, Korean, Vietnamese, Arabic, and several African languages.

Slightly less than 5% of CATA's service area population self-identify as being limited English proficiency. The highest concentrations of LEP populations are generally located in areas predominantly occupied by Michigan State University students, including certain apartment complexes and the international student dormitories. Parts of downtown Lansing also contain large portions of the overall service area LEP population (see Map 1).

MAP 1: DOWNTOWN LANSING LEP POPULATION



It is important to note that these LEP clusters are not homogenous in their language makeup. The university related tracts are especially diverse, speaking a wide range of primary languages. Below is a table showing the most prevalent languages spoken by LEP individuals in the service area and their portion of the total service area population.

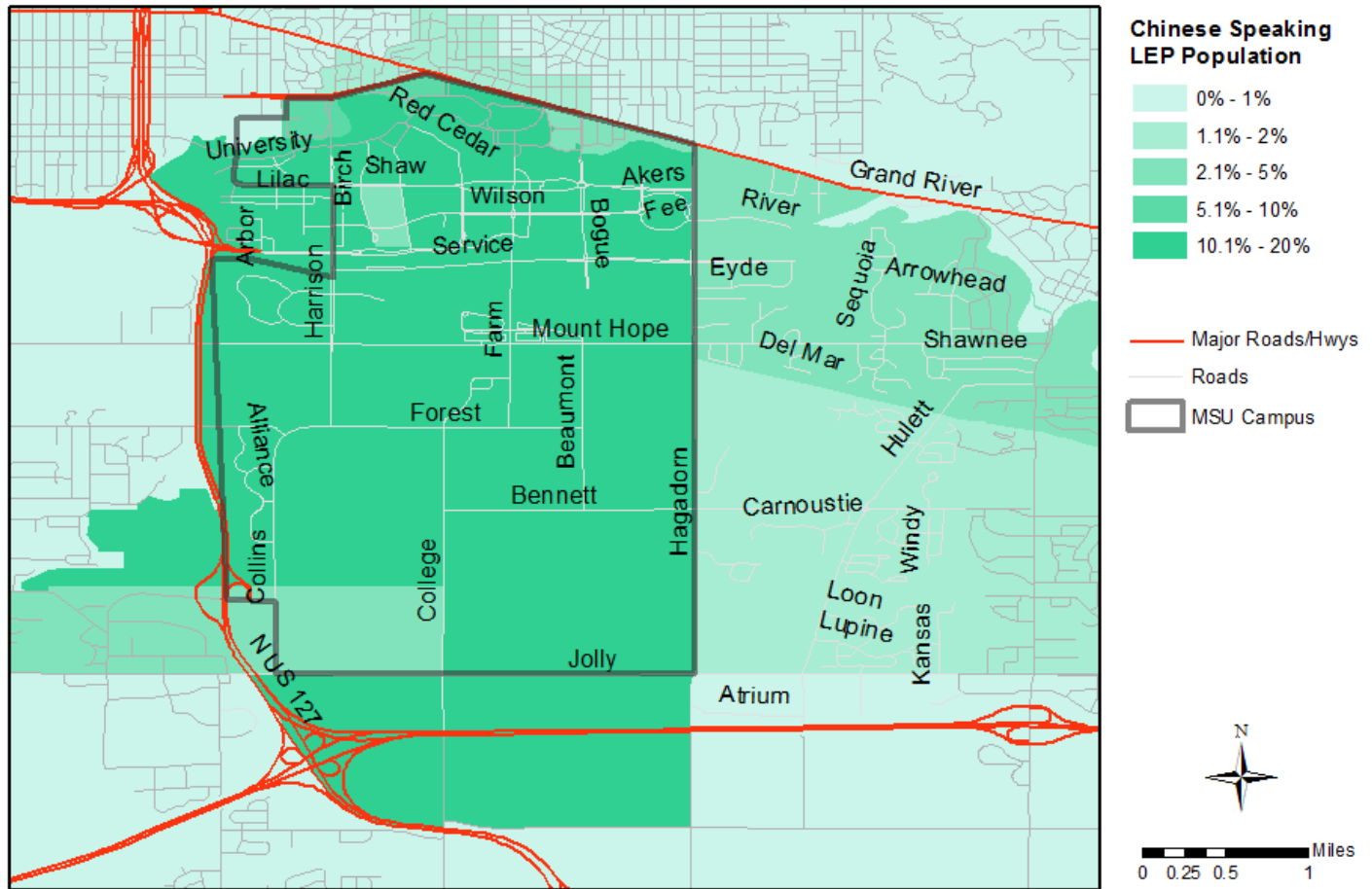
TABLE 1: LEP LANGUAGE BREAKDOWN

Language	# LEP Speakers	% of Pop.
Spanish	4612	1.1%
Chinese	3225	0.7%
Korean	1293	0.3%
Vietnamese	1320	0.3%
Arabic	1053	0.2%
African Languages	1083	0.2%

As mentioned above, Michigan State University is home to many international students, some of whom may have limited English skills. According to MSU's 2013 Statistical

Report, there were 7,161 international students enrolled in the fall 2013 semester. This accounts for about 14.5% of the overall student enrollment. Map 2 shows a relatively large Chinese speaking LEP population living in and around the campus area. As is discussed in more detail in Part II, these students have access to a wide array of programs aimed at helping them adapt to their new environment, including learning to navigate in English.

MAP 2: MSU CAMPUS CHINESE SPEAKING LEP POPULATION

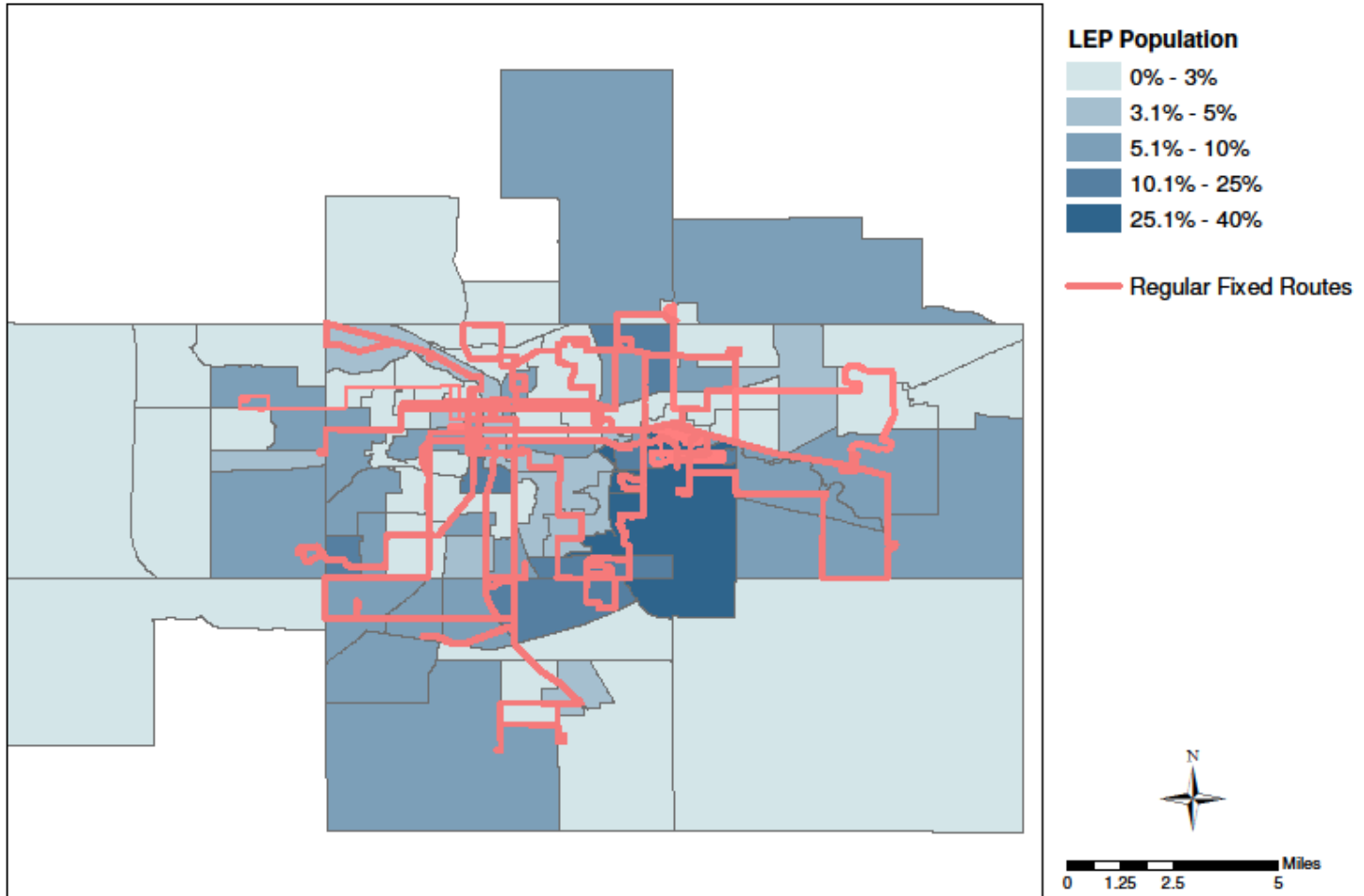


II. FREQUENCY

CATA operates high levels of service in several LEP clusters (see Map 3); however, there have not been any requests for translated materials or interpreters. If a CATA employee does come across an individual with limited English skills, the dispatcher or driver will work with their supervisor to ensure the individual receives quality access to the transportation service.

It is important to note that CATA is represented at several human service related organizations within the region. Members of these organizations advocate for their clients who frequently fit the LEP definition. Despite this, CATA has not been approached by any of these organizations with any unmet language needs.

MAP 3: LEP POPULATIONS AND FIXED ROUTE SERVICE



III. IMPORTANCE

CATA understands LEP individuals face language barriers that can make it challenging to obtain access to services such as healthcare, education, and employment. A transportation system is a key component in connecting LEP persons to essential services.

The two most critical services offered by CATA are the fixed route buses and Spec-Tran service. Spec-Tran is a demand-response service for persons with disabilities. All areas showing a concentration of persons with limited English proficiency are well served by both fixed route and Spec-Tran. CATA Customer Service Representatives taking calls for Spec-Tran indicate that LEP callers typically pre-arrange for interpreter service.

IV. RESOURCES AND COSTS

CATA has analyzed customer resources and the associated costs. While there isn't currently a demand for LEP services, CATA has produced an inventory of local

community organizations that could be potential partners for outreach and interpretation efforts in the future.

Presently, CATA does not have a separate budget for LEP outreach. However, CATA does employ several low cost methods to reach LEP populations. For example, informational materials for CATA's fixed route system use easy to understand symbols and maps. CATA also relies on advocacy groups and cultural clubs to assist LEP residents in the Lansing area. A list of these organizations is included in this plan (see Appendix II). The groups listed provide interpreter services which may be utilized upon request. This list is intended to be used as a reference and resource for employees.

PART II: CATA LIMITED ENGLISH PROFICIENCY PLAN

PROVIDING LANGUAGE ASSISTANCE SERVICES

In the past, CATA has facilitated training sessions for LEP groups. Using interpreters provided by local community organizations CATA provided groups with a tour of the CTC and bus ride. Similar outreach efforts may be replicated upon request or as necessary.

INFORMING LEP PERSONS OF LANGUAGE ASSISTANCE SERVICES

CATA is an integral part of the communities in which it operates and has always enjoyed a good working relationship with MSU, a major source of ridership and of LEP populations. As mentioned earlier, the greater Lansing area has a number of community organizations available to help LEP riders navigate CATA's system.

Particularly within the MSU community, there are a number of programs that assist international students in acclimating to the area. For example, all students have access to the University's English Language Center. There are also over 40 international groups led by students serving every major language category. In addition to student led groups, there are several other university based resources. Appendix III lists just some of the organizations that serve LEP individuals in and around the East Lansing area. Finally, all international students are required to take an English proficiency examination as a part their acceptance to the university.

MONITORING AND UPDATING THE LANGUAGE ASSISTANCE PLAN

CATA reviews its plan on an annual basis or more frequently as needed. Updates to sections containing demographic data are made triennially at a minimum.

TRAINING EMPLOYEES TO PROVIDE LANGUAGE ASSISTANCE TO LEP PERSONS

CATA employees make every reasonable effort to accommodate all customers. If a driver, dispatcher or administrative employee needs assistance related to LEP program participants, he/she can work with the CATA Title VI Coordinator to identify strategies to meet the language needs of the participants of the program or service. Additionally, to

ensure persons of limited English proficiency have meaningful access to services, employees should follow these few guidelines:

- Examine requests for language assistance from past meetings or events to anticipate future language service needs.
- Position an employee greeter at outreach meetings tasked with identifying persons of limited English proficiency.
- Have the Census Bureau’s “I Speak” cards (see Appendix IV) available at the sign-in table during outreach meetings and at customer service centers.
- Keep records of individuals requiring language assistance, including those that found their own interpreting service.
- If the person can speak some English, try to discern their needs without the help of language service.
- For help translating individual words, visit <http://babelfish.yahoo.com/> or use Google Translator.
- If the employee cannot effectively communicate with the person, attempt to refer them to one of the language services listed in Appendix II or Appendix III.

Employees are given an opportunity to review this document.

FIXED ROUTE SERVICE STANDARDS

PASSENGERS PER VEHICLE TRIP

Since 2002, CATA’s Title VI service standard has been a vehicle load ratio of 1.1 (i.e. 1.1 x vehicle seats or 44 per each 40-passenger vehicle). Table 2 below reflects the average of passengers per vehicle trip for each fixed route in CATA’s fiscal year 2013. The system-wide passengers per vehicle trip is 19.6.

TABLE 2: PASSENGERS PER VEHICLE TRIP BY ROUTE

Route	Pass./Veh. Trip	Route	Pass./Veh. Trip	Route	Pass. /Veh. Trip
1	35.2	12	9.8	30	21.7
2	19.5	13	8.6	31	31.0
3	20.9	14	12.0	32	14.4
4	4.4	15	8.2	33	20.3
5	26.1	16	10.1	34	12.4
6	2.6	20	17.1	35	13.7
7	8.9	22	10.3	36	8.8
8	23.6	23	12.6	39	11.0
9	26.7	24	10.5	41	11.1
10	11.4	25	8.1	46	23.5
11	10.9	26	23.9	48	20.28

VEHICLE HEADWAY

CATA determines route headways based on demand for service and ridership potential, while also taking into account the availability of resources. During the week, a minimum of 60 minute headways is preferred for fixed routes. However, that period is reduced on some routes based on demand and ridership. For example, CATA’s most popular route, Route 1, operates at a 9-minute frequency for much of the day. A few routes that provide connection between Michigan State University and residential areas operate with a 70-minute frequency in the evenings when the demand for access to the university is low. Table 3 displays vehicle headway by time of day for all fixed routes.

TABLE 3: VEHICLE HEADWAY BY ROUTE

Route	AM Peak	Mid-Day	PM Peak	Evening
1	12	9	9	15
2	30	30	20	60
3	30	30	30	60
4	-	-	-	15
5	20	15	15	60
6	20	15	-	-
7	60	60	60	60
8	30	25	30	45
9	30	25	20	45
10	25	50	25	45
11	60	60	60	-
12	30	60	30	60
13	60	60	60	-
14	25	50	25	45
15	60	60	60	-
16	60	60	60	60
20	35	35	35	60
22	35	35	35	70
23	35	25	25	70
24	30	30	25	60
25	30	30	30	60
26	6	10	10	40
30	8	8	10	15
31	7	7	7	15
32	11	11	11	11
33	7	7	7	10
34	30	30	30	30
35	30	30	30	30
36	30	30	30	30
39	13	20	20	35
46	1 trip in the AM and PM Peak			
48	1 trip in the AM and PM Peak			

DISTRIBUTION OF TRANSIT AMENITIES

The primary amenity provided by CATA at bus stops is passenger shelters. The standard guideline is that a shelter should be installed at any stop where the average daily boardings exceeds 50. Other amenities, such as trash receptacles and benches, are distributed as needed.

TRANSIT ACCESS

CATA's standard for transit access is to provide fixed-route service to the most densely populated sections of the service area and to provide on-demand service in the less populated sections.

SERVICE POLICIES

VEHICLE ASSIGNMENT

CATA assigns buses to routes according to the bus age and capacity. Buses are re-assigned with each "run-pick," which occurs at least five times annually. Hybrid and other low-emission buses are distributed throughout the system rather than concentrated in any area. Sixty-foot articulated buses are assigned to routes that require the greatest capacity. The primary intention of bus assignment is to provide equitable service throughout CATA's service area.

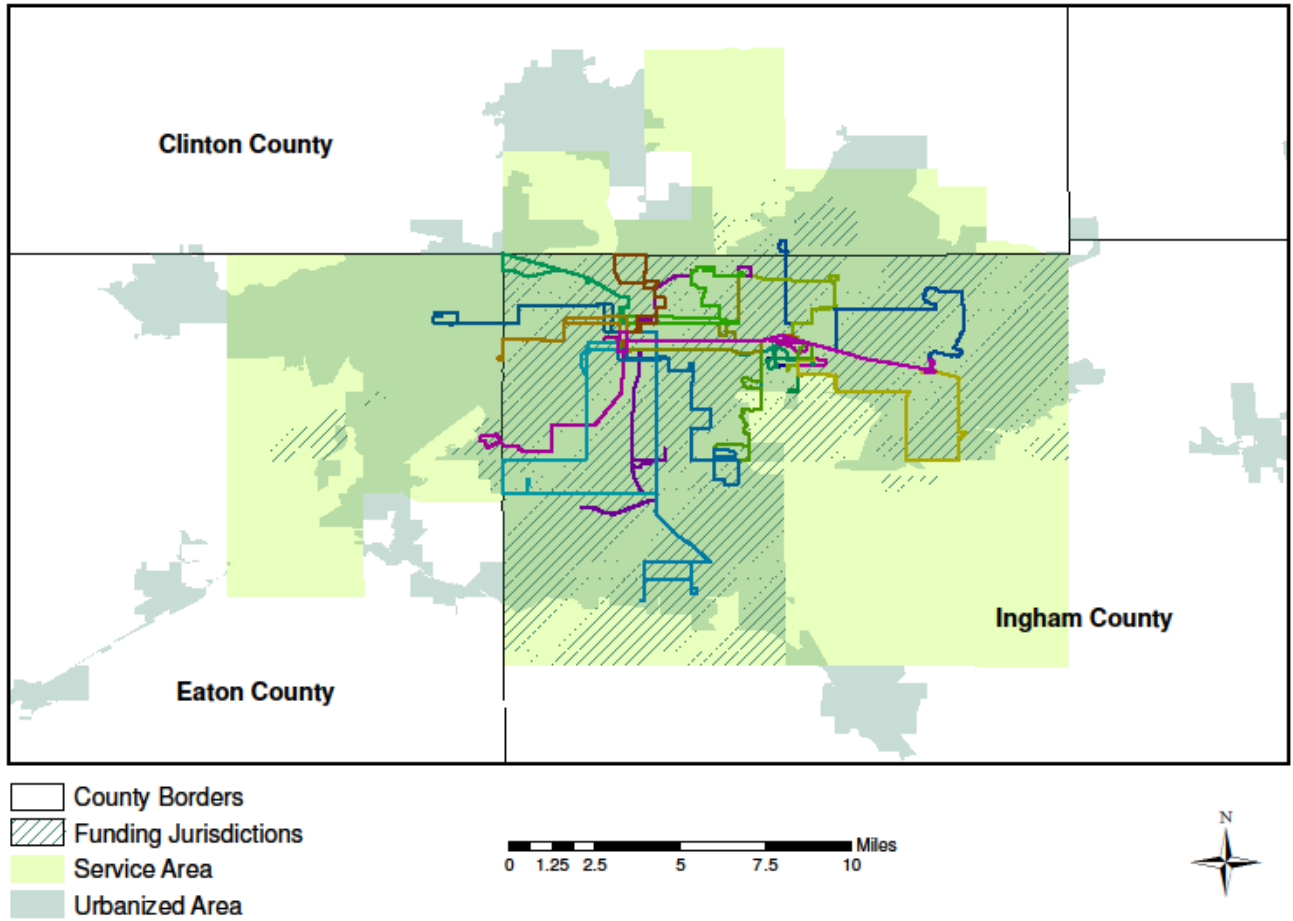
TRANSIT SECURITY

CATA has two transit facilities that are monitored by security personnel. The Michigan State University/CATA Transportation Center is monitored by the Michigan State University Department of Police and Public Safety. CATA's Downtown Transportation Center, is monitored by private security firm contracted through CATA. The contract states the contractor, sub-recipient, or subcontractor shall not discriminate on the basis of race, color, national origin or other prohibited categories in the performance of the contract.

DEMOGRAPHIC ANALYSIS OF SERVICE AREA

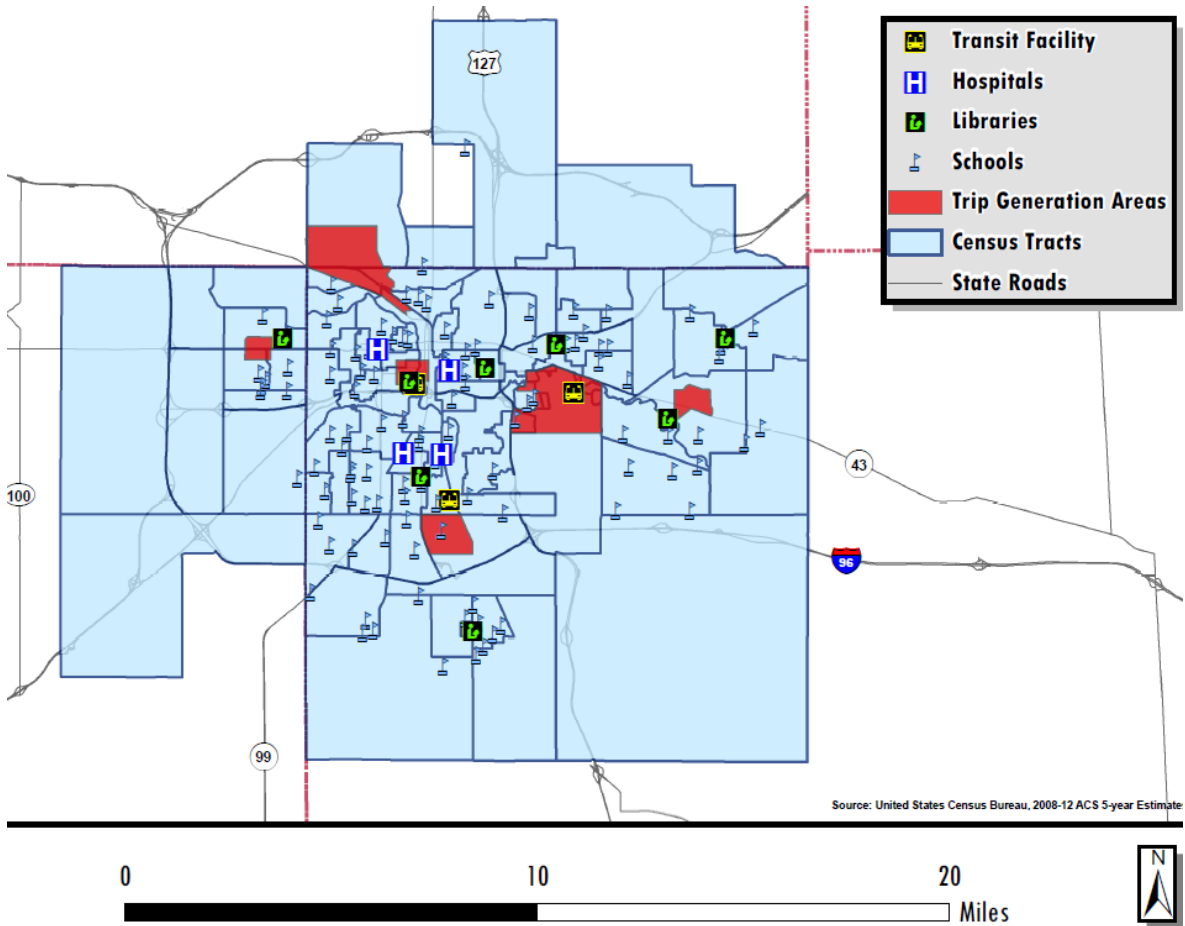
CATA's Title VI service area is comprised of the five member jurisdictions (City of Lansing, City of East Lansing, Meridian Township, Delhi Township, and Lansing Township) that provide CATA funding, plus adjoining census tracts that contain, intersect, or border a CATA fixed route. Map 4 illustrates the 2014 Title VI service area, the combined boundaries of CATA's funding jurisdictions, and CATA's regular fixed routes.

MAP 4: SERVICE AREA BASE MAP WITH REGULAR FIXED ROUTES



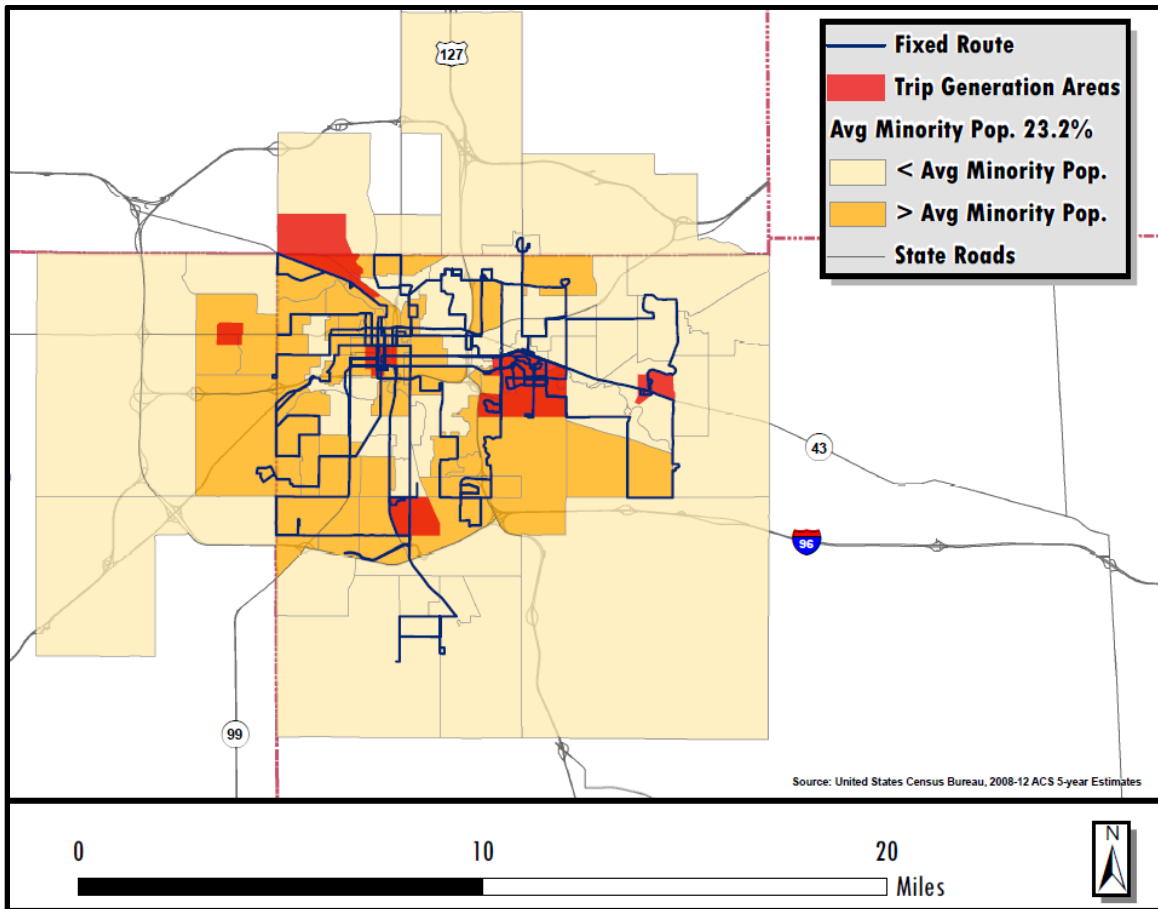
Map 5 illustrates trip generators within the service area, including schools, libraries, hospitals, and major employers. Also shown are CATA's three transit facilities, the CATA transportation Center, the Michigan State University – CATA Transportation Center, the CATA administrative office, and all regular fixed routes.

MAP 5: TRIP GENERATORS

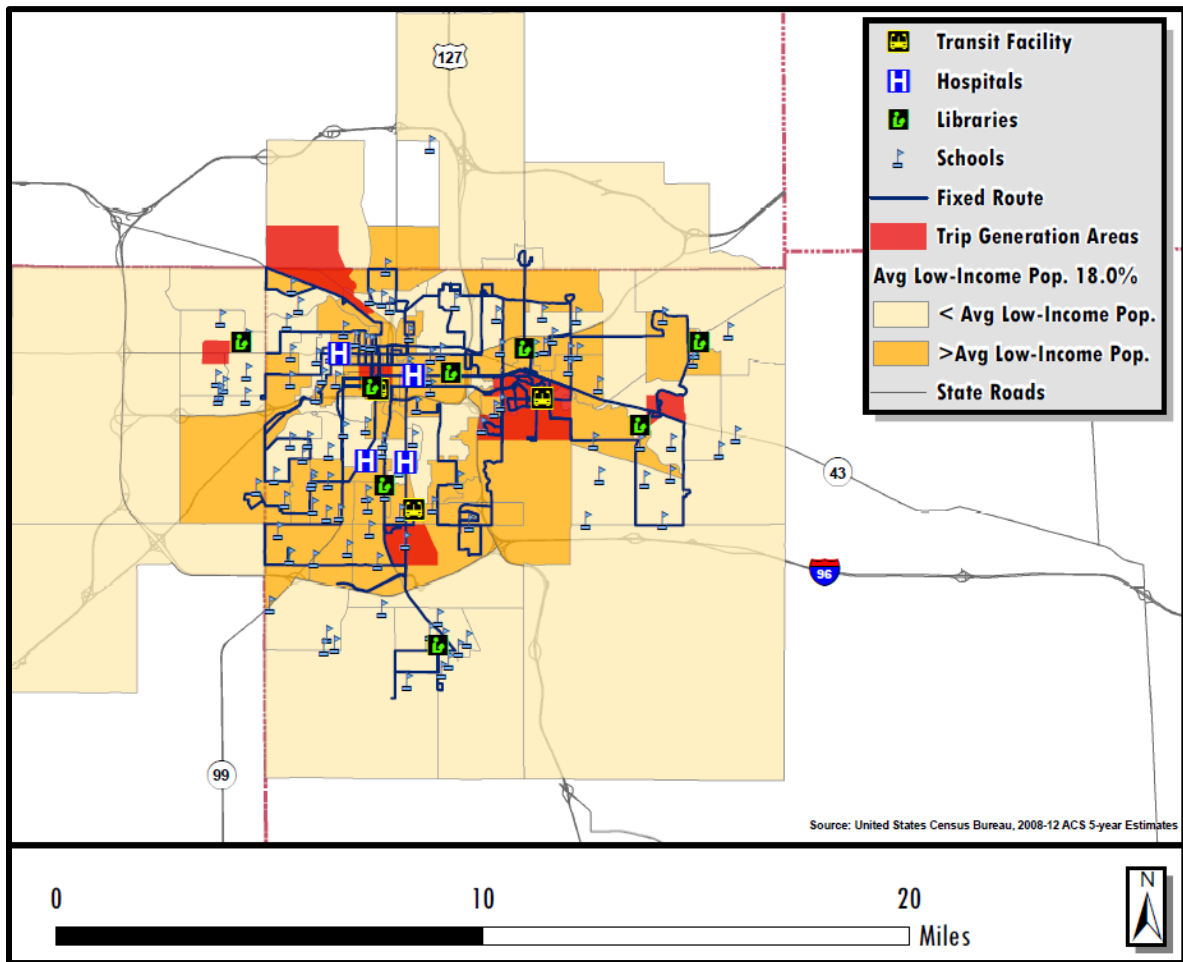


The areas highlighted in orange on Map 6 and Map 7 represent census tracts that rank above average for the percentage of minorities and the percentage of low income individuals respectively for the service area.

MAP 6: MINORITY POPULATION IN THE SERVICE AREA



MAP 7: LOW INCOME POPULATION IN THE SERVICE AREA



Map 8 shows census tracts that exceed the Title VI service area average for minority population and low income population as a percentage of the total service area.

MAP 8: LOW INCOME AND MINORITY POPULATIONS IN THE SERVICE AREA

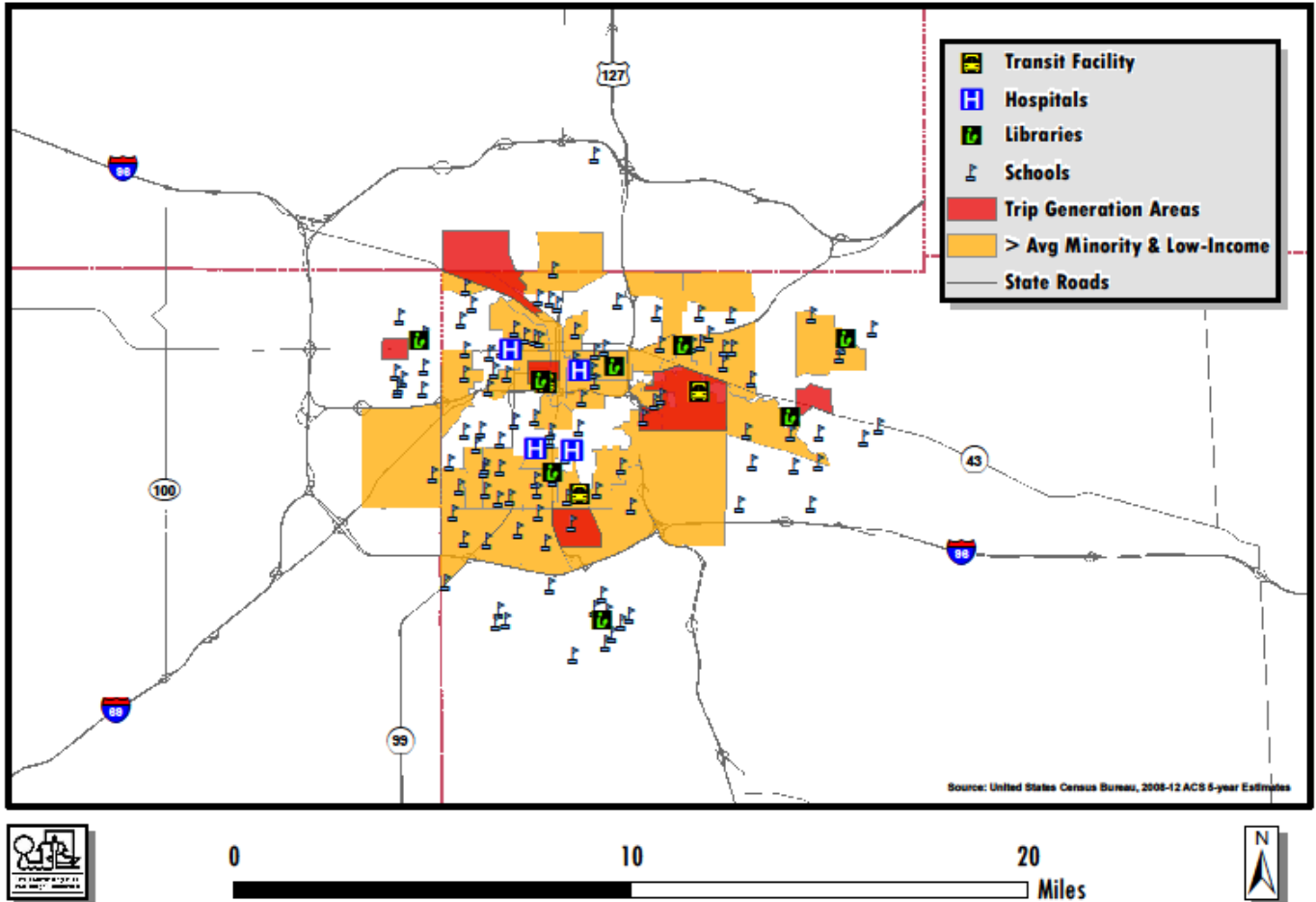


Table 4 displays minority population and low income data for each Census Tract in CATA’s Title VI service area. Census tracts highlighted in red exceed the Title VI service area average for both minority population and low-income population. Data is based on 2008-2012 American Community Survey Estimates.

TABLE 4: MINORITY AND LOW INCOME DATA BY CENSUS TRACT

Census Tract	Pop	White	Black	Am Indian/ Alaskan	Asian	Hawaiian	Other	2 or More Races	% Minority	% Low Income
1	2,159	1,704	253	0	7	0	57	138	21.1%	14.3%
4	2,428	1,716	400	122	0	0	68	183	31.8%	16.6%
6	1,697	987	310	5	58	0	74	263	41.8%	40.0%
7	2,072	1,495	297	0	0	0	105	175	27.8%	40.2%
8	3,206	1,790	686	17	190	0	277	246	44.2%	31.1%

Census Tract	Pop	White	Black	Am Indian/ Alaskan	Asian	Hawaiian	Other	2 or More Races	% Minority	% Low Income
10	2,270	1,854	172	16	24	0	30	174	18.3%	25.6%
12	2,376	1,242	880	0	17	21	90	126	47.7%	36.9%
17.03	4,267	2,415	1,116	0	136	0	362	238	43.4%	12.2%
20	3,818	1,987	1,172	0	128	0	21	510	48.0%	46.1%
21.01	1,856	944	584	49	12	6	75	198	49.8%	40.5%
22	1,642	1,369	151	0	28	0	2	92	16.6%	7.9%
23	3,354	2,760	173	10	18	0	116	277	17.7%	9.7%
26	1,834	1,515	105	0	38	0	54	122	17.4%	23.8%
27	3,208	2,255	541	39	68	0	134	181	30.0%	19.3%
28	2,587	2,119	217	6	30	0	91	127	18.2%	18.2%
29.01	3,283	1,859	873	0	176	36	38	301	43.4%	28.0%
29.02	4,257	2,238	899	7	883	0	33	197	47.4%	49.2%
31.03	6,151	4,887	682	62	83	0	116	345	20.9%	14.0%
32	2,250	1,467	524	12	7	0	55	186	34.8%	42.5%
33.01	3,134	1,770	1,054	13	84	0	31	186	43.7%	31.9%
33.02	2,300	1,716	412	0	80	23	0	69	25.4%	7.0%
34	2,315	1,673	393	0	0	0	91	158	27.7%	16.0%
35	2,789	1,814	305	28	6	0	325	311	35.0%	27.0%
36.01	4,079	1,454	1,564	9	883	0	10	159	64.4%	31.9%
36.02	3,047	1,456	828	0	248	0	132	383	52.2%	26.6%
37	4,595	2,909	905	42	77	0	96	566	36.7%	24.5%
38.01	4,684	3,323	673	0	213	0	3	472	29.1%	16.7%
38.02	3,621	3,018	244	0	318	0	34	7	16.7%	30.0%
39.01	2,184	1,850	244	0	60	0	0	30	15.3%	12.0%
39.02	3,978	3,272	276	12	234	0	41	143	17.7%	32.4%
40	3,934	3,563	78	17	103	0	21	152	9.4%	31.3%
41	4,359	4,128	70	4	147	0	6	6	5.3%	82.0%
43.01	4,951	4,574	59	0	180	0	79	59	7.6%	46.2%
43.02	2,280	1,900	84	41	211	0	18	26	16.7%	88.7%
44.02	1,330	256	190	25	668	0	49	142	80.8%	47.2%
44.03	1,311	537	105	0	546	0	0	123	59.0%	34.8%
44.9	4,425	3,461	399	0	437	0	19	109	21.8%	100.0%
44.91	1,404	1,108	68	48	183	0	0	21	22.8%	-
44.92	3,838	3,014	249	0	484	0	30	61	21.5%	-
44.93	1,611	981	103	0	479	0	0	48	39.1%	-
44.94	3,685	2,595	260	0	675	11	37	107	29.6%	-
45	4,109	3,108	572	16	156	0	43	222	24.6%	22.2%
46	4,406	3,938	179	46	141	0	34	91	11.1%	6.5%
47	3,032	2,834	64	0	15	0	0	119	6.5%	9.3%
48.01	4,140	3,644	228	0	57	0	172	39	12.0%	18.8%
48.02	3,392	3,181	87	0	56	0	0	68	6.2%	9.8%
49.01	6,069	4,859	257	9	731	0	32	181	19.9%	12.4%

Census Tract	Pop	White	Black	Am Indian/ Alaskan	Asian	Hawaiian	Other	2 or More Races	% Minority	% Low Income
49.02	3,574	2,774	266	0	464	0	51	19	22.4%	25.3%
50.01	6,232	4,605	274	0	1,121	0	0	232	26.1%	7.1%
50.02	3,844	3,245	156	0	366	0	33	44	15.6%	4.3%
51	3,799	1,737	1,365	34	77	0	50	544	54.5%	36.3%
52.01	6,004	2,947	1,381	34	642	0	497	520	51.2%	30.1%
52.02	3,479	2,961	57	25	309	0	18	113	15.0%	11.1%
53.02	7,051	5,469	498	0	491	0	230	363	22.4%	15.0%
53.03	4,177	3,083	465	87	0	0	300	275	27.0%	19.7%
53.04	3,713	1,923	1,242	48	274	0	83	154	48.5%	35.1%
54.01	3,427	3,303	10	34	52	0	37	8	4.1%	6.8%
54.02	3,404	3,206	50	0	49	0	58	41	5.8%	8.5%
55.01	5,633	4,800	383	0	299	0	35	116	14.8%	6.0%
55.02	5,645	4,896	225	12	57	0	118	337	13.3%	15.2%
56	2,902	2,772	39	10	30	0	0	51	4.5%	3.7%
57	5,173	5,000	53	57	3	0	7	78	3.8%	3.0%
58	5,351	5,092	61	42	11	0	15	148	5.2%	11.3%
59	5,304	5,064	50	34	4	0	0	169	4.8%	17.0%
60.01	3,678	3,540	24	14	10	0	24	71	3.9%	9.2%
60.02	3,731	3,630	5	11	0	0	30	60	2.8%	16.0%
61	4,136	4,049	13	11	7	0	2	56	2.2%	9.0%
62	5,184	5,104	1	31	0	0	7	54	1.8%	5.9%
63.01	4,782	4,198	258	0	114	0	13	199	12.2%	17.8%
63.02	4,011	3,865	37	20	30	0	9	60	3.9%	7.8%
64.01	3,657	3,451	12	0	130	0	7	57	5.6%	1.6%
64.02	3,149	3,022	22	16	0	0	19	70	4.0%	10.2%
65	3,627	2,724	346	14	47	0	143	353	24.9%	36.8%
66	2,760	1,791	601	0	68	26	104	170	35.1%	38.2%
67	3,866	1,682	1,700	12	141	0	12	319	56.5%	43.9%
68	3,745	2,119	991	21	183	0	313	118	43.4%	31.4%
70	5,452	4,320	602	190	35	0	71	234	20.8%	6.1%
101	3,399	2,708	262	0	267	0	20	142	20.3%	3.2%
102	1,420	1,369	0	0	33	0	16	2	3.6%	27.9%
102	1,894	1,586	163	0	9	0	23	113	16.3%	3.1%
111	5,238	4,581	150	0	141	0	170	196	12.5%	13.2%
201	2,915	2,332	464	0	41	0	15	63	20.0%	2.0%
201	3,124	2,176	560	46	106	0	104	150	30.9%	4.1%
201	4,442	3,295	588	11	240	0	57	252	25.8%	13.4%
201	3,876	2,979	519	0	110	0	157	111	23.1%	9.4%
202	2,733	2,091	435	0	131	0	24	52	23.5%	7.6%
202	4,445	2,132	1,862	0	115	0	62	274	52.0%	22.4%
203	5,815	5,274	74	0	356	11	26	74	9.3%	2.9%
203	3,214	2,805	183	29	119	0	22	56	12.7%	10.9%

Census Tract	Pop	White	Black	Am Indian/ Alaskan	Asian	Hawaiian	Other	2 or More Races	% Minority	% Low Income
203	5,125	4,402	279	46	239	0	29	147	14.4%	7.9%
214.1	3,620	2,606	647	0	50	0	113	204	28.0%	11.7%
9800	1,020	596	43	12	344	0	13	12	41.6%	100.0%
9801	96	92	0	0	4	0	0	0	4.2%	0.0%

EVALUATION OF SERVICE AND FARE CHANGES

The CATA Board of Directors has adopted a policy that states, “...a significant change is defined as a 25% reduction in service miles or passengers being affected.” Based on this policy, there have been no service changes for the period covering Fiscal Years 2012-2014 that meet this threshold are discussed below. Route changes required by road closures due to construction are not included in this list.

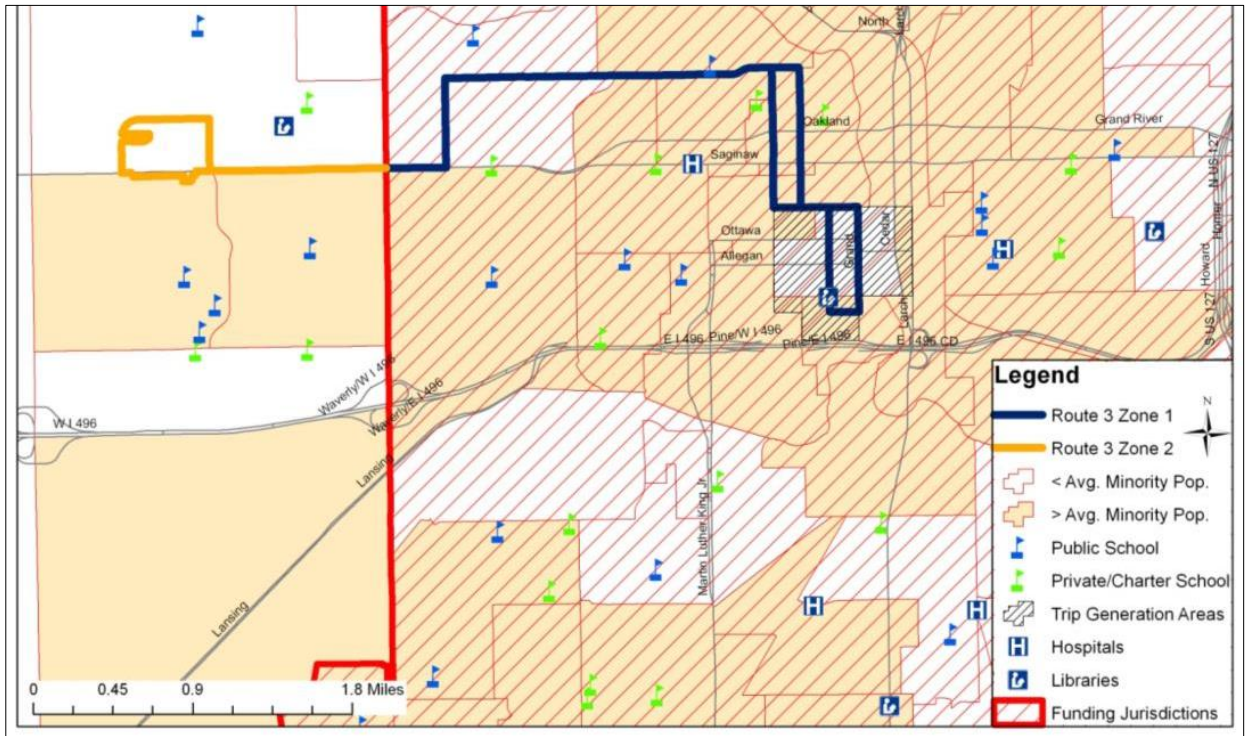
SUSPENSION OF ZONE 2 FARE

In 2010, CATA implemented a zone fare system for fixed route and ADA complimentary demand-response service. Zone 2 was created because there was a demand for service to the Lansing Mall in Delta Township (which lies within Eaton County). However, Delta Township does not help to fund CATA service via local property taxes. As a result, an additional fee was charged to customers whose pick-up or drop-off was within Zone 2. In August 2014, Zone 2 fares were suspended in an effort to promote the use of CATA services within that area.

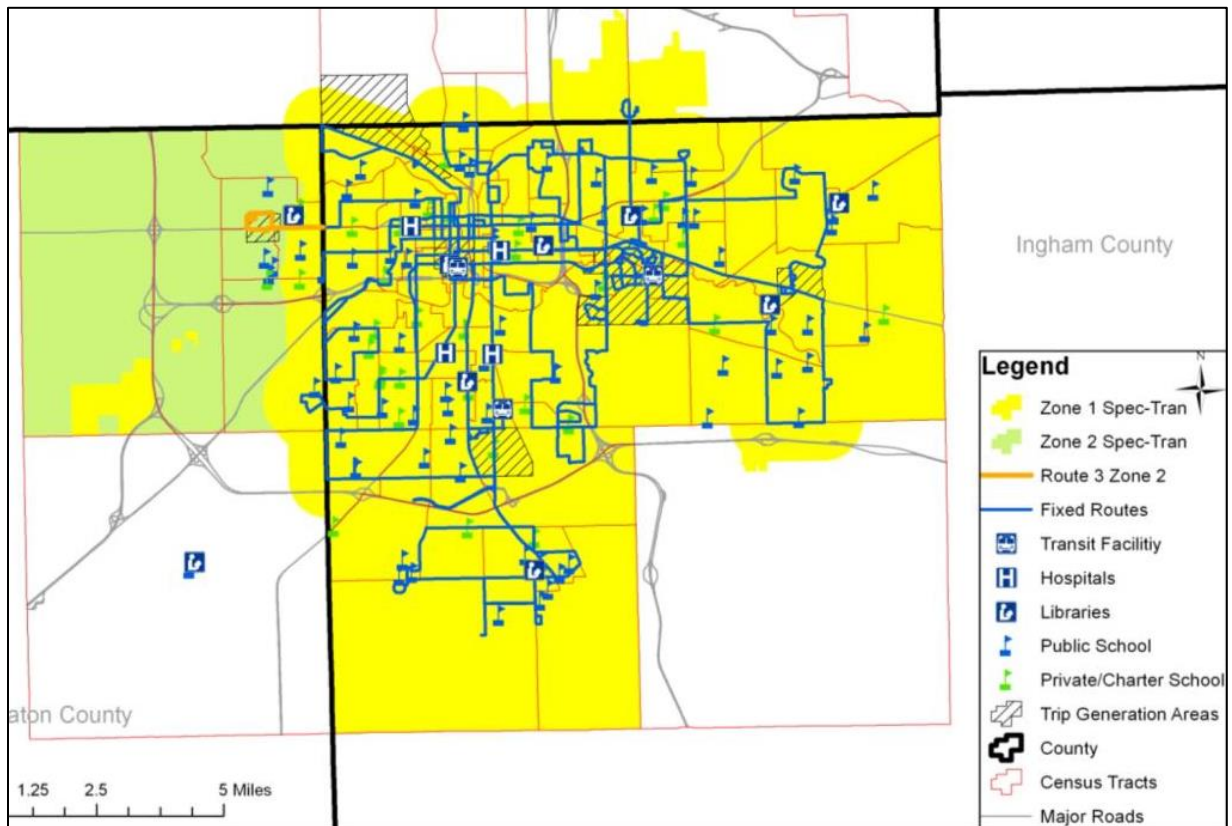
For fixed-route service, “Zone 2” was defined as the portion of Route 3 outside of CATA’s regular service area. Riders boarding Route 3 at any stop west of the Ingham County border were required to pay a fare of \$2.50, twice the standard fare of \$1.25. See Map 9 for an illustration of the Zone 2 fare area on Route 3.

Spec-Tran, CATA’s ADA complimentary paratransit service, also utilized Zone 2 fares. Riders traveling within ¾ mile of a fixed-route, with the exception of Route 3 in Delta Township, or anywhere within CATA’s funding jurisdictions paid \$2.50 per one-way trip. Outside of that, Zone 2 fares of \$5.00 per one-way trip applied.

MAP 9: FOMER ZONES - FIXED ROUTE



MAP 10: FORMER ZONES - SPECTRAN



EFFECTS ON MINORITY AND LOW-INCOME POPULATIONS

Two census tracts that border Route 3 to the south have a minority population greater than the region as a whole (see Map 9). However, these tracts do not have a low-income population that is greater than the region as a whole (see Map 6).

The suspension of the Zone 2 fixed-route fare has made it more affordable for riders on CATA's Route 3 west of the Ingham County boundary. Riders now pay half of what was owed under Zone 2 fares (\$1.25 rather than \$2.50). The change had a similar impact on Spec-Tran riders, as it reduced the cost of riding for those needing service in Zone 2 by \$2.50 each way.

ALTERNATIVES FOR THOSE IMPACTED BY THE SUSPENSION OF ZONE 2 FARE

In addition to the service in Delta Township that CATA now provides for the standard fare, the Eaton County Transportation Authority (EATRAN) offers a downtown Lansing express bus. This service connects Delta Township with downtown Lansing for \$3.00. The cost of this trip is \$1.75 more than the cost to ride Route 3, and would require the purchase of a regular fare if transferring to a CATA fixed-route bus downtown.

ACTIONS TO MINIMIZE OR OFFSET ANY ADVERSE EFFECT

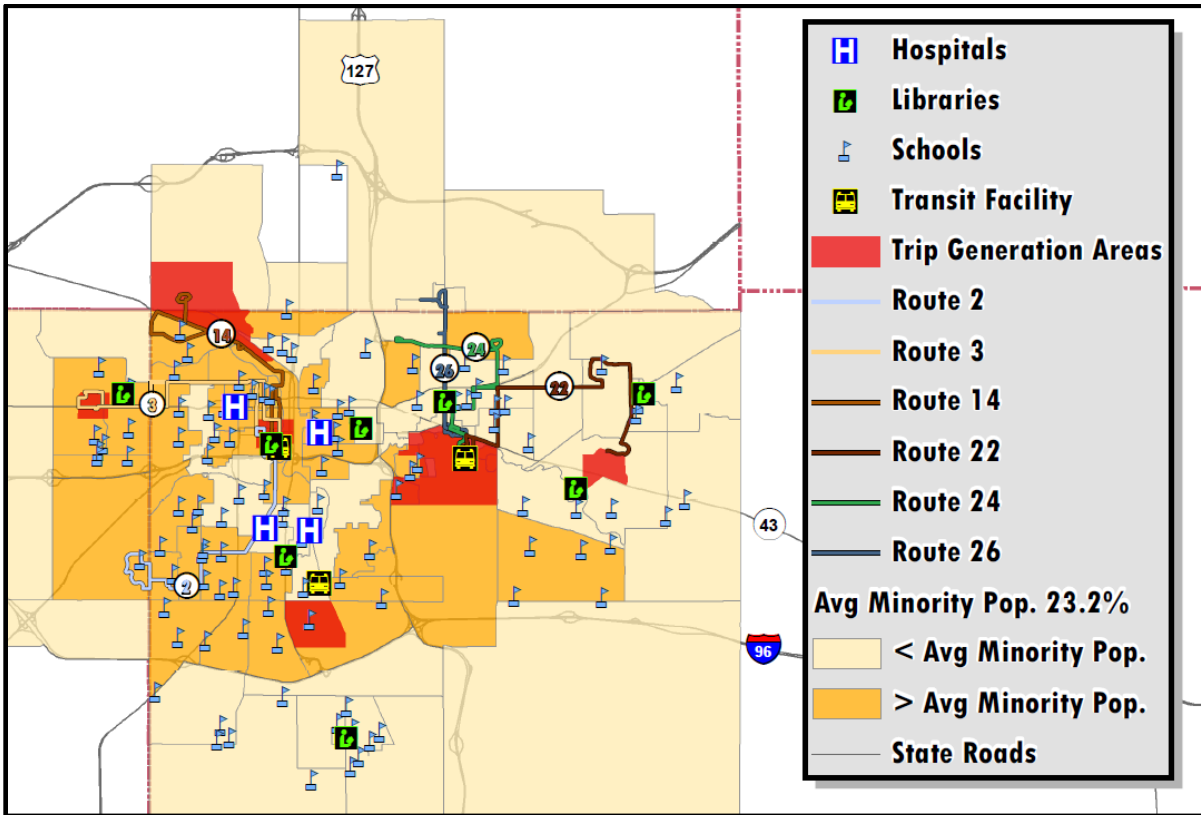
Because this change actually lowers the cost to ride for those formerly paying the higher Zone 2 fare, CATA believes this change will have positive effects. Ultimately, CATA hopes that this change will lead to increased ridership on this service.

SERVICE MONITORING

SAMPLE OF BUS ROUTES

CATA operates 33 fixed-routes in its service area. Six of those routes were selected based on their location relative to census tracts with a minority population either above (referred to as Title VI tracts) or below the average within the service area. Three of the routes selected intersect relatively few Title VI tracts and three of them primarily serve Title VI tracts. The sample routes are displayed in Map 11.

MAP 11: SAMPLE ROUTES



The minority population in the census tracts intersected or bordered by Routes 2, 3, and 14 exceeds the service area average. Generally, these routes provide a good cross-section of CATA’s service area population, with minority populations ranging from 35-41%. Table 5 shows the characteristics of the populations served by each route in greater detail.

TABLE 5: MINORITY POPULATION SERVED BY SAMPLE ROUTES

Route	Type	Minority Pop.	Total Pop.	% Minority*
2	Title VI	14,275	34,490	41%
3	Title VI	6,915	29,936	35%
14	Title VI	6,392	15,829	40%
22	Non-Title VI	4,515	34,235	13%
24	Non-Title VI	5,161	28,361	18%
26	Non-Title VI	4,000	24,609	16%

*Regional average: 23%

ROUTE PERFORMANCE

PASSENGERS PER VEHICLE TRIP

Table 6 displays passengers per vehicle trip for the sample routes. All routes are below the standard of 44 passengers per vehicle trip. Additionally, there is no obvious difference between performance of Title VI routes and other routes considered in this analysis.

TABLE 6: PASSENGERS PER VEHICLE TRIP FOR SAMPLE ROUTES

Route	Type	Passengers per vehicle trip
2	Title VI	19.5
3	Title VI	20.9
14	Title VI	12
22	Non-Title VI	10.3
24	Non-Title VI	10.5
26	Non-Title VI	23.9

VEHICLE HEADWAY

Due to the small size of its system and shifting demand for public transportation, CATA has not defined a standard for vehicle headway based on density or ridership. However, generally CATA requires all routes to operate with a headway of no more than 70 minutes. All routes in this analysis operate with frequencies well below 70 minutes at peak and only route 22 operates with a 70 minute frequency in the evening. Again, there is no apparent discrepancy between Title VI routes and others. Table 7 shows vehicle headways on sample routes.

TABLE 7: VEHICLE HEADWAY FOR SAMPLE ROUTES

Route	Type	Am Peak	Mid-Day Peak	PM Peak	Evening
2	Title VI	30	30	20	60
3	Title VI	30	30	30	60
14	Title VI	25	50	25	45
22	Non-Title VI	35	35	35	70
24	Non-Title VI	30	30	25	60
26	Non-Title VI	6	10	10	40

DISTRIBUTION OF TRANSIT AMENITIES

CATA's performance standard for transit amenities is to install a shelter at any stop with over 50 average daily boardings. However, shelter installation is sometimes not possible when the stop is on private property and depending on the dimensions of the location.

In order to measure CATA's adherence to the standard, passenger count information for the sample routes from January to March of 2014 was compiled. The table below shows

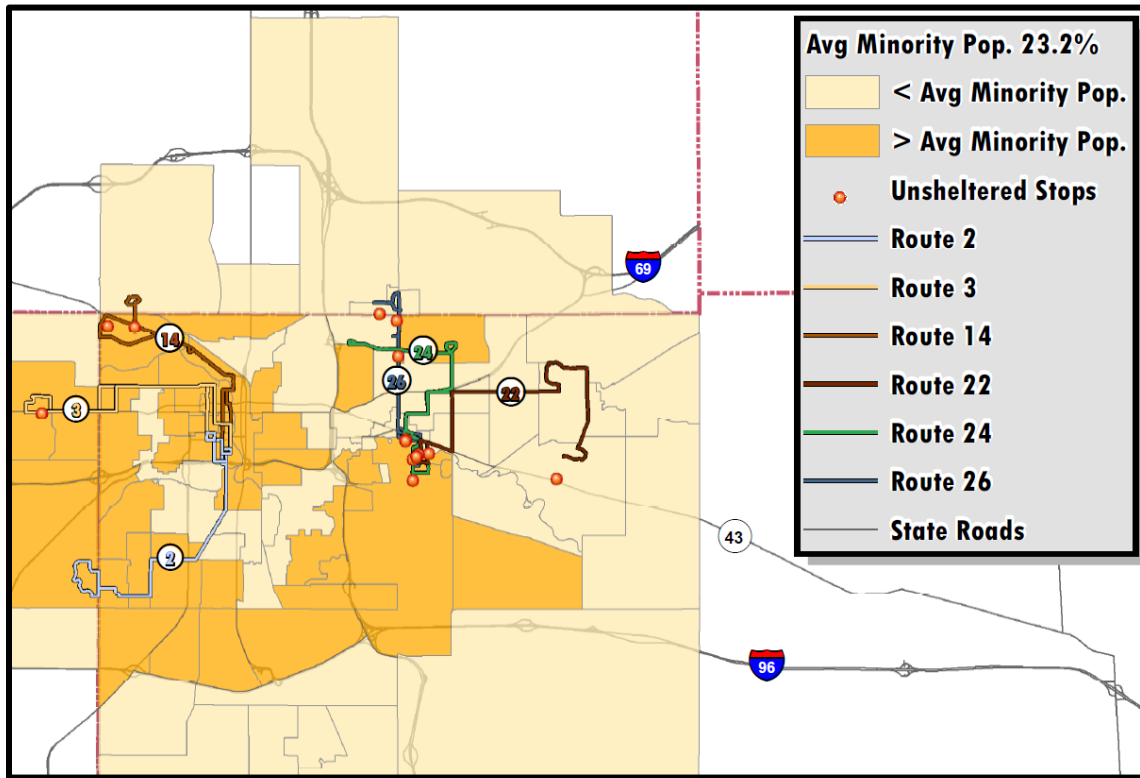
whether a shelter is in place at stops on the sample routes with average daily boardings above 50. Eleven non-Title VI stops on MSU routes (routes in the 20's) have daily boardings exceeding the standard for installation of a shelter but do not currently have a shelter installed. Additionally, there is one stop on Route 3 and two stops on Route 14 that do not meet the standard. As mentioned above, there are factors outside of CATA's control that sometimes prevent a stop from being installed according to the standard.

TABLE 8

Route	Stop ID	Avg Daily Ons	Shelter
3	Lansing Mall	68.4	No
14	EBD Grand River past Waverly	71.6	No
14	NBD Cap. City Blvd @ Peckham	74	No
22	EBD Gr. River Ave past Bogue St	57.8	No
22	NBD Farm before Dormitory	162.8	No
22	Meridian Mall	492.6	No
24	NBD Farm past Wilson	92	No
24	NBD MAC past Albert	212.8	No
26	EBD Albert past MAC	59.2	No
26	SBD Farm Ln before Auditorium Rd	108.6	No
26	SBD Farm past E Circle Dr	114.8	No
26	SBD Abbot past Arbor Glen	137.6	No
26	EBD Coleman @ Block 36	185.6	No
26	EBD Coleman before Chandler	233.8	No
2	CATA Trans Center	4258.6	Yes
2	NBD Washington before Loa St	54.4	Yes
3	NBD Grand Ave past E Michigan Av	246.6	Yes
3	WBD Shiawassee St at Washington	309.8	Yes
22	WBD Mt Hope before Hagadorn Rd	54	Yes
22	NBD Hagadorn at Glenwood Apt.	67.2	Yes
22	EBD Gr. River Ave past Farm Lane	98	Yes
22	NBD Farm past Auditorium	322	Yes
22	WBD Shaw before Farm Lane	481.4	Yes
22	CATA-MSU Bus Station	6886.8	Yes
24	WBD Gr. River Ave before Divisio	921.4	Yes
26	SBD Abbot past Loree Dr	106	Yes
26	EBD Coleman before Hunsaker	150.4	Yes
26	Abbot Place Apt.	155.2	Yes
26	Landing @ Chandler Crossing NBD	375	Yes
26	SBD Hunsacker @ Village	400	Yes

Map 12 displays the location of stops that exceed the shelter standard but currently do not have a shelter.

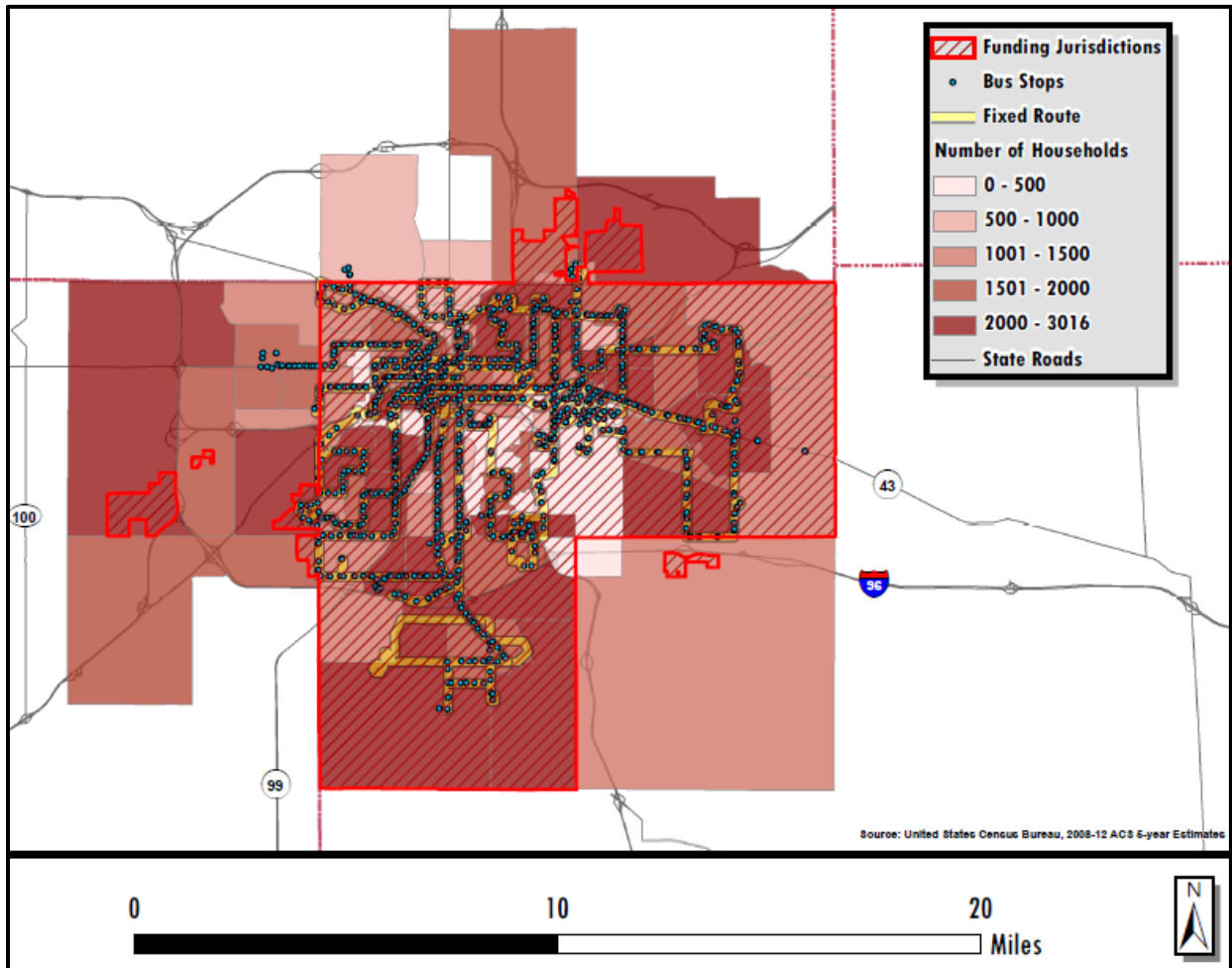
MAP 12



TRANSIT ACCESS

Map 13 shows the fixed routes relative to 2008-2012 American Community Survey housing data. The areas with the most housing units within the funding jurisdictions are all well served by CATA fixed route service, including the sample routes.

MAP 13: HOUSING UNITS



APPENDIX I

Capital Area Transportation Authority

Patricia K. Munshaw, Board Chair

Sandra L. Draggoo, CEO/Executive Director



NOTICE

In compliance with Title VI of the Civil Rights Act of 1964, CATA operates all of its programs and provides public transportation services without regard to race, color, and national origin. More generally, all CATA public transportation service is provided without discrimination based on race, color, religion, national origin, sex, age, sexual orientation, marital status, or mental or physical ability which can be accommodated reasonably. Anyone who has a discrimination complaint against CATA or a subrecipient should contact CATA Customer Service at 517-394-1100. Formal complaints should be in writing and mailed to:

Attn: Assistant Executive Director
Capital Area Transportation Authority
4615 Tranter Street
Lansing, MI 48910

CATA will respond and may request further information with the goal to obtaining an appropriate resolution.

Formal complaints may also be initiated by filing a complaint with the Federal Transit Administration Office of Civil Rights or the Michigan Department of Civil Rights.

Additional information on the non-discrimination obligations of CATA or its subrecipients may be requested from CATA's Assistant Executive Director at the above address or by telephone at 517-394-1100.

Dated: April 28, 2009

By: 
Sandra L. Draggoo, CEO/Executive Director

APPENDIX II

Refugee Development Center

Christ Lutheran Church

122 S. Pennsylvania Ave, Lansing 48912

(517) 482-2252

Amharic, Arabic, Spanish, Farsi, French, and Russian

Lutheran Social Services of Michigan/Refugee Foster Care

(517) 321-7663

Arabic, Farsi, French, Kinyarwanda (Rwanda), Kurdish, Spanish, Urdu, Amharic, Burmese (Chin), Chinese (Mandarin), Dinka (Sudan), Nuer (Sudan), and Somali

Refugee Services/St. Vincent Catholic Charities

2800 W. Willow, Lansing 48917

(517) 323-4734

Albanian, Arabic, Burmese/Chin, Bosnian, Farsi, Kurdish, Mai-Mai/Kizigua (Somali Bantu), Russian, Somali, Spanish, Swahili, Thai, Turkish, and Vietnamese
Services: For refugees who have resided in the U.S. for less than 5 years.

APPENDIX III

Community Volunteers for International Programs

Michigan State University
International Center
427 N. Shaw Lane, Room 300F
East Lansing, MI 48824
Phone: (517) 353-1735
Email: cvip@msu.edu
Website: <http://cvip.isp.msu.edu/>

Volunteer English Tutoring Program (VETP)

Michigan State University
International Center
427 N. Shaw Lane, Room 310A
East Lansing, MI 48824
Phone: (517) 432-8243
Email: vetp@isp.msu.edu

English Language Center

Michigan State University
Wells Hall
619 Red Cedar Road Room B-230
East Lansing, MI 48824
Phone: (517) 353-0800
Email: elc@msu.edu

APPENDIX IV

2004 Census Test	United States Census 2010 LANGUAGE IDENTIFICATION FLASHCARD
<input type="checkbox"/> <p>ضع علامة في هذا المربع إذا كنت تقرأ أو تتحدث العربية.</p>	<p>1. Arabic</p>
<input type="checkbox"/> <p>Խոսողո՞ւմ ե՞նք 'նշում' կատարե՞ք այս քանակազուտում, եթե խոսում կամ կարդում եք հայերեն:</p>	<p>2. Armenian</p>
<input type="checkbox"/> <p>যদি আপনি বাংলা পড়েন বা বলেন তা হলে এই বাক্সে দাগ দিন।</p>	<p>3. Bengali</p>
<input type="checkbox"/> <p>ឈ្លូមបញ្ជាក់ក្នុងប្រអប់នេះ បើអ្នកអាន ឬនិយាយភាសា ខ្មែរ ។</p>	<p>4. Cambodian</p>
<input type="checkbox"/> <p>Motka i kahhon ya yangin ûntûngnu' manaitai pat ûntûngnu' kumentos Chamorro.</p>	<p>5. Chamorro</p>
<input type="checkbox"/> <p>如果你能读中文或讲中文，请选择此框。</p>	<p>6. Simplified Chinese</p>
<input type="checkbox"/> <p>如果你能讀中文或講中文，請選擇此框。</p>	<p>7. Traditional Chinese</p>
<input type="checkbox"/> <p>Označite ovaj kvadratić ako čitate ili govorite hrvatski jezik.</p>	<p>8. Croatian</p>
<input type="checkbox"/> <p>Zaškrtněte tuto kolonku, pokud čtete a hovoříte česky.</p>	<p>9. Czech</p>
<input type="checkbox"/> <p>Kruis dit vakje aan als u Nederlands kunt lezen of spreken.</p>	<p>10. Dutch</p>
<input type="checkbox"/> <p>Mark this box if you read or speak English.</p>	<p>11. English</p>
<input type="checkbox"/> <p>اگر خواندن و نوشتن فارسي بلد هستيد، اين مربع را علامت بنيد.</p>	<p>12. Farsi</p>

DB-3309

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U.S. CENSUS BUREAU

<input type="checkbox"/>	Cocher ici si vous lisez ou parlez le français.	13. French
<input type="checkbox"/>	Kreuzen Sie dieses Kästchen an, wenn Sie Deutsch lesen oder sprechen.	14. German
<input type="checkbox"/>	Σημειώστε αυτό το πλαίσιο αν διαβάζετε ή μιλάτε Ελληνικά.	15. Greek
<input type="checkbox"/>	Make kazyé sa a si ou li oswa ou pale kreyòl ayisyen.	16. Haitian Creole
<input type="checkbox"/>	अगर आप हिन्दी बोलते या पढ़ सकते हैं तो इस बक्स पर चिह्न लगाएँ।	17. Hindi
<input type="checkbox"/>	Kos lub voj no yog koj paub twm thiab hais lus Hmoob.	18. Hmong
<input type="checkbox"/>	Jelölje meg ezt a kockát, ha megérti vagy beszéli a magyar nyelvet.	19. Hungarian
<input type="checkbox"/>	Markaam daytoy nga kahon no makabasa wenno makasaoka iti Ilocano.	20. Ilocano
<input type="checkbox"/>	Marchi questa casella se legge o parla italiano.	21. Italian
<input type="checkbox"/>	日本語を読んだり、話せる場合はここに印を付けてください。	22. Japanese
<input type="checkbox"/>	한국어를 읽거나 말할 수 있으면 이 칸에 표시하십시오.	23. Korean
<input type="checkbox"/>	ໃຫ້ໝາຍໃສ່ຊ່ອງນີ້ ຖ້າທ່ານອ່ານຫຼືປາກົດພາສາລາວ.	24. Laotian
<input type="checkbox"/>	Prosimy o zaznaczenie tego kwadratu, jeżeli postępuje się Pan/Pani językiem polskim.	25. Polish

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<input type="checkbox"/>	Assinale este quadrado se você lê ou fala português.	26. Portuguese
<input type="checkbox"/>	Însemnați această căsuță dacă citiți sau vorbiți românește.	27. Romanian
<input type="checkbox"/>	Пометьте этот квадратик, если вы читаете или говорите по-русски.	28. Russian
<input type="checkbox"/>	Обележите овај квадратик уколико читате или говорите српски језик.	29. Serbian
<input type="checkbox"/>	Označte tento štvorček, ak viete čítať alebo hovoriť po slovensky.	30. Slovak
<input type="checkbox"/>	Marque esta casilla si lee o habla español.	31. Spanish
<input type="checkbox"/>	Markahan itong kuwadrado kung kayo ay marunong magbasa o magsalita ng Tagalog.	32. Tagalog
<input type="checkbox"/>	ให้กาเครื่องหมายลงในช่องถ้าท่านอ่านหรือพูดภาษาไทย.	33. Thai
<input type="checkbox"/>	Maaka 'i he puha ni kapau 'oku ke lau pe lea fakatonga.	34. Tongan
<input type="checkbox"/>	Відмітьте цю клітинку, якщо ви читаете або говорите українською мовою.	35. Ukrainian
<input type="checkbox"/>	اگر آپ اردو پڑھتے یا بولتے ہیں تو اس خانے میں نشان لگائیں۔	36. Urdu
<input type="checkbox"/>	Xin đánh dấu vào ô này nếu quý vị biết đọc và nói được Việt Ngữ.	37. Vietnamese
<input type="checkbox"/>	באצייכנט דעם קעסטל אויב איר לייענט אדער רעדט אידיש.	38. Yiddish