

Limited English Proficiency Plan

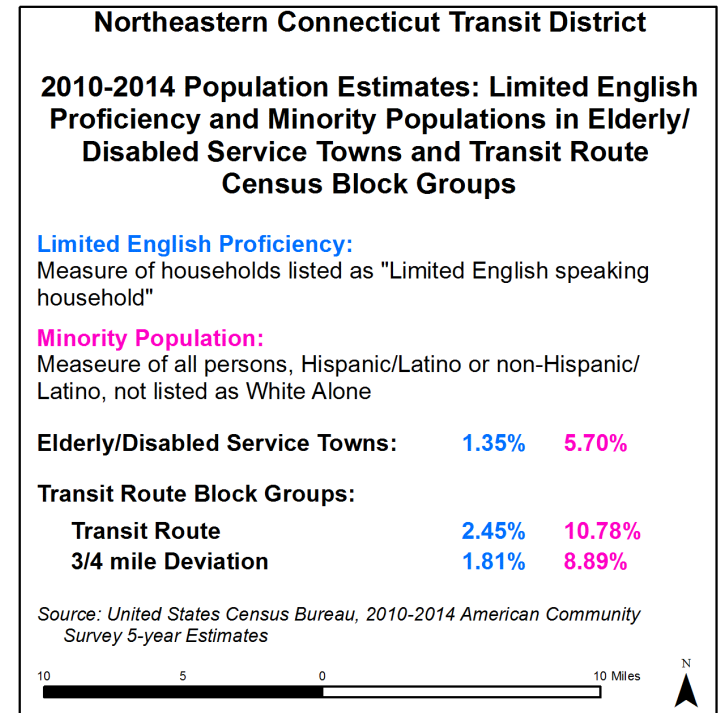
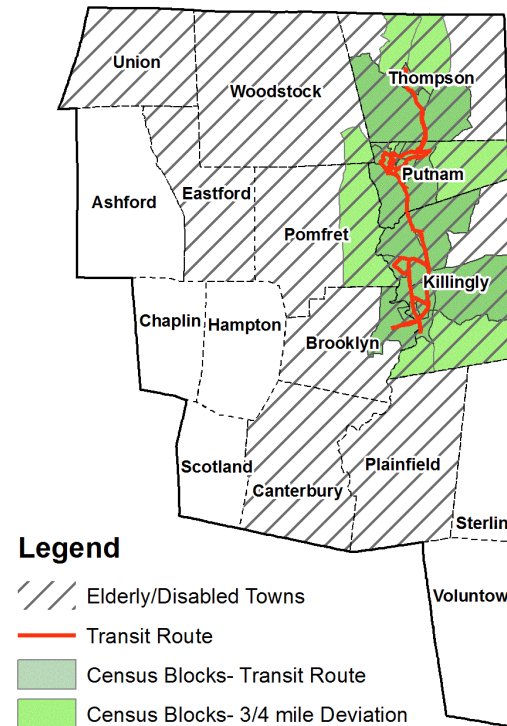
Introduction

The **purpose** of this limited English proficiency policy plan is to clarify the responsibilities of the Northeastern Connecticut Transit District as a recipient of federal financial assistance from the U.S. Department of Transportation (DOT) and assist them in fulfilling their responsibilities to limited English proficient (LEP) persons, pursuant to Title VI of the Civil Rights Act of 1964 and implementing regulations to provide that *no person shall be subjected to discrimination on the basis of race, color, or national origin* under any program or activity that receives federal financial assistance and Executive Order 13166 issued in 2000.

NECTD provides public transportation services to northeastern Connecticut. Specifically, NECTD provides two types of services: deviated fixed route service (the towns of Brooklyn, Killingly, Putnam, Thompson and Woodstock) funded in part through the federal 5311 Program and a door-to-door service (for the towns of Brooklyn, Canterbury, Eastford, Hampton, Killingly, Plainfield, Pomfret, Putnam, Thompson, Union and Woodstock) for elderly and disabled persons funded through the Connecticut Municipal Grant Program.

USDOT Limited English Proficiency (LEP) Definition:

Individuals with a primary or home language other than English who must, due to limited fluency in English, communicate in that primary or home language if the individuals are to have an equal opportunity to participate effectively in or benefit from any aid,



service or benefit provided by the transportation provider or other DOT recipient.

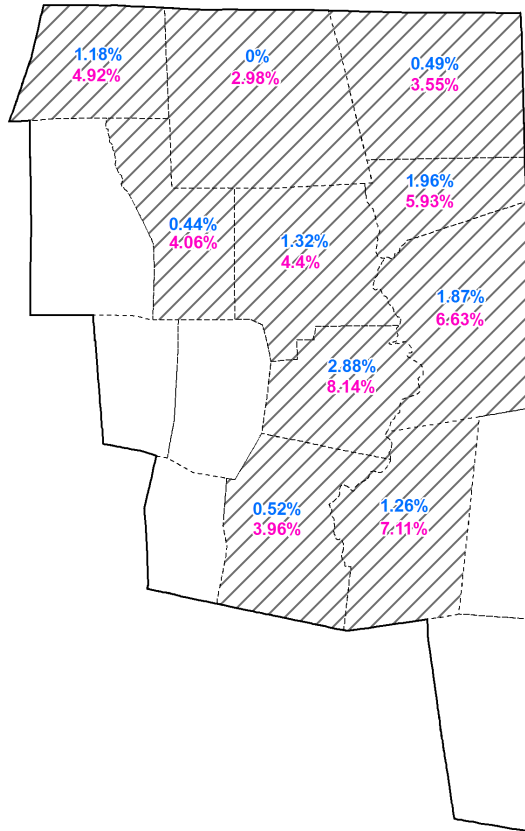
An **LEP person** is an individual who does not speak English as their primary language and who have a limited ability to read, speak, write, or understand English can be limited English proficient, or "LEP." These individuals may be entitled language assistance with respect to a particular type or service, benefit, or encounter. A **Linguistically Isolated Person** living in households in which no one over the age of 14 speaks English well is used as a direct measure of those persons with a severe language barrier.

Executive Order 13166

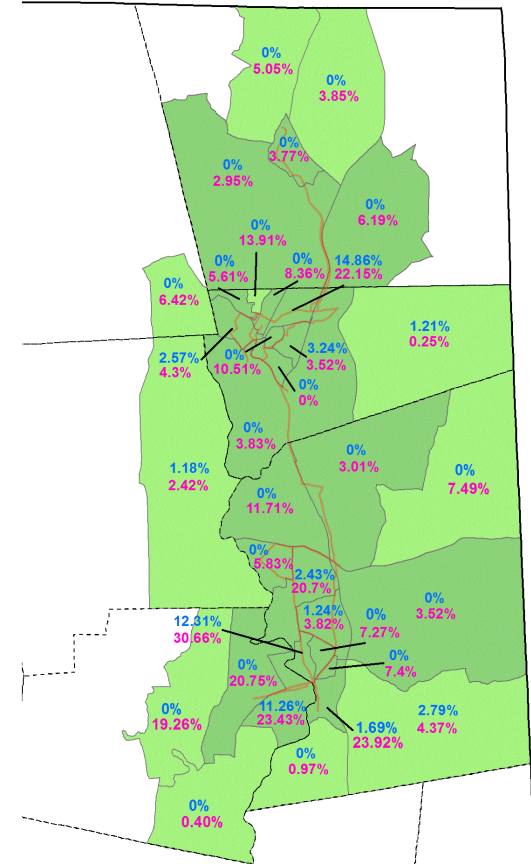
Executive Order 13166 "Improving Access to Services for Persons With Limited English Proficiency," signed into law on August 11, 2000 (reprinted at 65 FR 50121) has the following stated goal:

The Federal Government provides and funds an array of services that can be made accessible to otherwise eligible persons who are not proficient in the English language. The Federal Government is committed to improving the accessibility of these services to eligible LEP persons, a goal that reinforces its equally important commitment to promoting programs and activities designed to help individuals learn English. To this end, each Federal agency shall examine the services it provides and develop and implement a system by which LEP persons can meaningfully access those services consistent with, and without unduly burdening, the fundamental mission of the agency. Each Federal agency shall also work to ensure that recipients of Federal financial assistance (recipients) provide meaningful access to their LEP applicants and beneficiaries. To assist the agencies with this endeavor, the Department of Justice has today issued a general guidance document (LEP Guidance), which sets forth the compliance standards that recipients must follow to ensure that the programs and activities they normally provide in English are accessible to LEP persons and thus

Elderly/Disabled Service



Transit Route



Limited English Proficiency Plan
Northeastern Connecticut Transit District

Elderly/Disabled Population					Transit Route Details				
TOWN	Minority Population	Minority Population Percentage	Limited English Proficiency Population	Limited English Proficiency Population Percentage	Block Group ID	Minority Population	Minority Population Percentage	Limited English Proficiency Population	Limited English Proficiency Population Percentage
Union	42	4.92%	4	1.18%	15000US090159044003	253	20.70%	9	2.43%
					15000US090159041001	64	3.01%	0	0.00%
Brooklyn	668	8.14%	84	2.88%	15000US090159001003	46	6.19%	0	0.00%
					15000US090159002003	43	2.95%	0	0.00%
Canterbury	203	3.96%	10	0.52%	15000US090159041003	89	3.52%	0	0.00%
					15000US090159044001	98	11.71%	0	0.00%
Eastford	71	4.06%	3	0.44%	15000US090159002004	36	3.77%	0	0.00%
					15000US090159031001	44	5.61%	0	0.00%
Killingly	1151	6.63%	130	1.87%	15000US090159031003	58	8.36%	0	0.00%
					15000US090159031004	161	22.15%	41	14.86%
Plainfield	1096	7.11%	72	1.26%	15000US090159051005	418	23.43%	84	11.26%
					15000US090159031005	51	4.30%	12	2.57%
Pomfret	187	4.40%	20	1.32%	15000US090159031006	101	10.51%	0	0.00%
					15000US090159031007	0	0.00%	0	0.00%
Putnam	568	5.93%	76	1.96%	15000US090159031008	43	3.52%	18	3.24%
					15000US090159044002	47	5.83%	0	0.00%
Thompson	336	3.55%	18	0.49%	15000US090159032001	41	3.83%	0	0.00%
					15000US090159051004	278	20.75%	0	0.00%
Woodstock	237	2.98%	0	0.00%	15000US090159044004	49	3.82%	8	1.24%
					15000US090159045001	378	30.66%	83	12.31%
<i>do not discriminate on the basis of national origin in violation of title VI of the Civil Rights Act of 1964, as amended, and its implementing regulations. As described in the LEP Guidance, recipients must take reasonable steps to ensure meaningful access to their programs and activities by LEP persons.</i>					15000US090159045002	40	7.27%	0	0.00%
					15000US090159045003	46	7.40%	0	0.00%
					15000US090159045005	518	23.92%	15	1.69%

The Executive Order directs each Federal agency that is subject to the requirements of Title VI to publish guidance for its respective recipients clarifying that obligation. Executive Order 13166 further directs that all such guidance documents be consistent with the compliance standards and framework detailed in the Department of Justice's (DOJ's) Policy Guidance entitled "Enforcement of Title VI of the Civil Rights Act of 1964--National Origin Discrimination Against Persons With Limited English Proficiency." (See 65 FR 50123, August 16, 2000 DOJ's General LEP Guidance). Different treatment based upon a person's inability to speak, read,

write, or understand English may be a type of national origin discrimination.

Executive Order 13166 applies to all federal agencies and all programs and operations of entities that receive funding from the federal government, including state agencies, local agencies such as the Northeastern Connecticut Transit District (NECTD) and governments, private and non-profit entities, and sub-recipients.

Plan Summary

The NECTD has developed this Limited English Proficiency Plan (LEP) to help identify reasonable steps to provide language assistance for LEP persons seeking meaningful access to NECTD services as required by Executive Order 13166. A Limited English Proficiency person is one who does not speak English as their primary language and who has a limited ability to read, speak, write, or understand English.

This plan details procedures on how to identify a person who may need language assistance, the ways in which assistance may be provided, training staff, how to notify LEP persons that assistance is available, and information for future plan updates.

In developing the plan while determining the NECTD's extent of obligation to provide LEP

Deviated Fixed Route

Block Group ID	Minority Population	Minority Population Percentage	Limited English Proficiency Population	Limited English Proficiency Population Percentage
15000US090159025002	49	2.42%	8	1.18%
15000US090159044003	253	20.70%	9	2.43%
15000US090159041001	64	3.01%	0	0.00%
15000US090159001003	46	6.19%	0	0.00%
15000US090159002003	43	2.95%	0	0.00%
15000US090159002002	65	5.05%	0	0.00%
15000US090159041003	89	3.52%	0	0.00%
15000US090159051002	8	0.40%	0	0.00%
15000US090159041002	75	7.49%	0	0.00%
15000US090159044001	98	11.71%	0	0.00%
15000US090159002004	36	3.77%	0	0.00%
15000US090159001001	47	3.85%	0	0.00%
15000US090159011005	48	6.42%	0	0.00%
15000US090159031001	44	5.61%	0	0.00%
15000US090159031002	147	13.91%	0	0.00%
15000US090159031003	58	8.36%	0	0.00%
15000US090159031004	161	22.15%	41	14.86%
15000US090159051005	418	23.43%	84	11.26%
15000US090159031005	51	4.30%	12	2.57%
15000US090159031006	101	10.51%	0	0.00%
15000US090159031007	0	0.00%	0	0.00%
15000US090159031008	43	3.52%	18	3.24%
15000US090159032002	3	0.25%	5	1.21%
15000US090159044002	47	5.83%	0	0.00%
15000US090159032001	41	3.83%	0	0.00%
15000US090159051004	278	20.75%	0	0.00%
15000US090159044004	49	3.82%	8	1.24%
15000US090159045001	378	30.66%	83	12.31%
15000US090159045002	40	7.27%	0	0.00%
15000US090159045003	46	7.40%	0	0.00%
15000US090159045005	518	23.92%	15	1.69%
15000US090159045004	13	0.97%	0	0.00%
15000US090159041004	68	4.37%	15	2.79%
15000US090159051003	297	19.26%	0	0.00%

services, the NECTD undertook a U.S. Department of Transportation four factor LEP analysis which considers the following: 1) The number or proportion of LEP persons eligible in the NECTD service area who maybe served or likely to encounter an NECTD program, activity, or service; 2) the frequency with which LEP individuals come in contact with an NECTD services; 3) the nature and importance of the program, activity or service provided by the NECTD to the LEP population; and 4) the resources available to the NECTD and overall costs to provide LEP assistance. A brief description of these considerations is provided in the following section.

Four Factor Analyses

Recipients such as NECTD are required to take reasonable steps to ensure meaningful access to their programs and activities by LEP persons. While designed to be a flexible and fact dependent standard, the starting point is an individualized assessment that balances the following four factors:

1. The number or proportion of LEP persons eligible in the NECTD service area who maybe served or likely to encounter an NECTD program, activity, or service. The NECTD examined the 2007-2011 American Community Survey 5-Year Estimates for our deviated-fixed route service area and was able to determine that approximately 7.5%, or 3,165 people within this service area age 5 and older spoke a language other than English. Of this population, 866 persons or 2 percent reported that they speak English less than “very well.” Looking at the entire service area - 7 percent or 5,270 speak a language other than English and of these people 1.6 percent did not speak English very well.
2. The frequency with which LEP individuals come in contact with an NECTD program, activity, or service The NECTD assesses the frequency at which staff and drivers have or could possibly have contact with LEP persons. This includes documenting phone inquiries and verbally surveying drivers. Since July 1998, the NECTD has had no requests for interpreters and zero requests for translated NECTD documents. The staff and drivers have had very little to no contact with LEP individuals.
3. The nature and importance of the program, activity, or service provided by the NECTD to LEP community Based on the most recent Census information, there is no large geographic concentration of any one type of LEP individuals in the NECTD service area. The overwhelming majority of the population - 93.7 percent speak only English. At this time, there is a lack of any social, service, professional and leadership organizations within the NECTD service area that focuses on outreach or membership of LEP individuals.
4. The resources available to the NECTD and overall costs The NECTD assessed its available resources that could be used for providing LEP assistance. This included identifying how much a professional interpreter and translation service would cost on as needed basis, which documents would be the most valuable to be translated if and when the populations supports, taking an inventory of available organizations that the NECTD could partner with for outreach and translation efforts, and what level of staff training is needed.

After analyzing the four factors, the NECTD developed the plan outlined in the following section for assisting persons of limited English proficiency.

How to Identify an LEP Person who Needs Language Assistance

Below are tools to help identify persons who may need language assistance:

- Examine records (including route schedules) requests for language assistance from past meetings and events, individuals and groups to anticipate the possible need for assistance at upcoming meetings or in the publication of materials;
- When NECTD sponsored workshops or conferences are held, set up a sign-in sheet table, have a staff member greet and briefly speak to each attendee. To informally gage the attendee's ability to speak and understand English, ask a question that requires a full sentence reply;
- Have the Census Bureau's "I Speak Cards" at all meeting sign-in sheet tables. While staff may not be able to provide translation assistance at this meeting, the cards are an excellent tool to identify language needs for future meetings. Also, have the cards available at the NECTD Transit Office; and
- Survey drivers and other first line staff on an annual basis at the beginning of each fiscal year regarding their experience on having any direct or indirect contact with LEP individuals.
- Reviewing individual census tracts for targeted outreach.

Language Assistance Measures

The NECTD has or will implement the following LEP procedures. The creation of these steps are based on the very low percentage of persons speaking other languages or not speaking English at least "well," and the lack of resources available in the NECTD service area:

- NECTD will, for all notices of public hearings and meetings include the following statement: *"Whenever NECTD holds a public hearing/meeting, the legal notice regarding the hearing/meeting will indicate that LEP persons requiring language assistance may make reasonable requests to NECTD within the time period provided and NECTD will accommodate all timely and reasonable requests at no cost to the requester."*
- Census Bureau's "I Speak Cards" are to be located at the Transit Office at all times and on each operational bus – District personnel will receive training in their proper use.
- The computer(s) operated by District dispatchers have AltaVista Babel Fish added to the favorites listing for easy access for the translations of blocks of texts. This will aid the NECTD staff in the interpretation of services on a one on one basis for LEP individuals visiting the NECTD Office.
- When an interpreter is needed, in person or on the telephone, and the NECTD staff has exhausted the above options, staff will first attempt to determine what language is required. Staff shall use the telephone interpreter service - Language Line Services at <http://www.language.com>. On the Language Line home page the staff will select the Need an Interpreter Now link and follow the directions to receive and access code.
- Web site – A free on-line translation service, powered by Google Translate, is available on the NECTD web site (www.nectd.org) by clicking the "Translate" link at the top right of any page on the site. Google Translate enables visitors to translate any page of text into more than 60 languages.

Users should be aware, however, that Google Translate has its limitations. It is useful for getting the gist of the material on the BMC website, but it does not translate all linguistic nuances.

NECTD Staff Training

All NECTD staff are provided with the LEP Plan and will be educated on procedures to follow. This information is also be part of the NECTD staff orientation process for new hires and will be part of annual staff training updates. Training topics are listed below:

- *Understanding the Title VI policy and LEP responsibilities;*
- *What language assistance services the NECTD offers;*
- *Use of LEP “I Speak Cards”;*
- *How to access AltaVista Babel Fish via NECTD computers in the NECTD Transit Office;*
- *How to use the Language Line interpretation and translation services;*
- *Documentation of language assistance requests;*
- *How to handle a Title VI and/or LEP complaint*

Outreach Techniques

Whenever NECTD holds a public hearing/meeting, the legal notice regarding the hearing/meeting will indicate that LEP persons requiring language assistance may make reasonable requests to NECTD within the time period provided and NECTD will accommodate all timely and reasonable requests at no cost to the requester.

- If staff knows that they will be presenting a topic that could be of potential importance to an LEP person or if staff will be hosting a meeting or a workshop in a geographic location with a known concentration of LEP persons, meeting notices, fliers, advertisements, and agendas will be printed in an alternative language, based on known LEP population in the area.
- When running a general public meeting notice, staff will insert the clause, based on the LEP population and when relevant, that translates into “A (insert alternative Language) translator will be available”. For example: “Un traductor del idioma español estará disponible” This means “A Spanish translator will be available” and a statement “*Whenever NECTD holds a public hearing/meeting, the legal notice regarding the hearing/meeting will indicate that LEP persons requiring language assistance may make reasonable requests to NECTD within the time period provided and NECTD will accommodate all timely and reasonable requests at no cost to the requester.*”
- Key print materials, including but limited to schedules and maps, will be translated and made available at the NECTD Office, on board vehicles and in communities when a specific and concentrated LEP population is identified.

Monitoring and Updating the LEP Plan

NECTD's LEP Plan will be reviewed and updated every three years through the Title VI Program Update, when new American Community Survey numbers are available as well as periodically through the coordinated human services-transit provider plan process as required by the Connecticut Department of Transportation. Specifically, NECTD will continue to conduct the following efforts towards to provide meaningful access to LEP persons within the service region:

Limited English Proficient Persons Documentation

1. **American Community Survey** - NECTD will continue to periodically evaluate the LEP population by language as defined by the ACS via the U.S. Census. Once there is any significant concentration of LEP persons not speaking English very well over the 1,000 person threshold, NECTD will work to update its plan to provide written vital documents in that particular LEP language(s).
2. **Documentation of LEP Contact** - NECTD will document, to the extent practicable, the LEP individuals served each year and determine their preferred national language if communication in English is a barrier or limitation to receiving NECTD services. This includes instances, connections, occurrences between LEP persons and NECTD staff including c dispatchers and administrative staff. Based upon this list, NECTD will review to determine if language assistance may be improved or if any internal procedural changes are necessary to ensure all NECTD programs, services or activities are accessible to LEP persons.

Networking/Outreach

1. **Human Service Organizations** - Network with local human service organizations (NECCOG Human Services Advisory Council, ACCESS, TVCCA, TEEG, United Services, Generations Health Care, Day Kimball Hospital) that provide services to LEP individuals; seek input regarding the needs of LEP persons.

Surveys

1. Drivers and administrative staff will be surveyed as part of the hiring process for their alternative language skills to determine language resources available within NECTD's organization. Their experience with LEP persons during the previous year will also be analyzed each January.
2. Surveys, conducted not less than twice per calendar year, to passengers/public will request minority and low-income information

demographics to detail needs by these particular groups. NECTD has requested that the member towns, business community and human service organizations of NECTD post such surveys on their respective websites.

Vital Documents

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 a NECTD program or activity. A document will be considered vital if it contains information that is critical for obtaining the NECTD services and/or benefits, or is required by law. Vital documents include, but are not limited to: ***Route Schedules, Applications; General Complaint Forms; Title VI Policy, Title VI Complaint Procedures and Form, ADA Policy, Affirmative Action Policy, Limited English Proficiency Plan and LEP persons of the Availability of Free Language Assistance; and Letters or Notices Requiring a Response from a Person Receiving NECTD Services.***

Vital documents will be translated when a significant number or percentage of the population eligible to be served, or likely to be directly affected by a NECTD service 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 customer 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 NECTD 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.

Dissemination of the NECTD Limited English Proficiency Plan

The NECTD includes the LEP plan on the NECTD website (nectd.org). Any person, including social service, non-profit, and law enforcement agencies and other community partners with internet access will be able to access the plan. NECTD's Notice of Rights under Title VI to the public posted in the NECTD Office, on all NECTD vehicles, and in selected printed materials also refers to the LEP Plan's availability. Copies of the LEP Plan will be provided, on request, to any person(s) requesting the document via phone, in person, by mail or email. LEP persons may obtain copies/translations of the plan upon request. Any questions or comments regarding this plan should be directed to the NECTD Executive Director.

NECTD Executive Director
Northeastern Connecticut Transit District
125 Putnam Pike
Dayville, CT 06241
Phone: 860-774-3902 Fax: 860-779-2056
email: rides@nectd.org

A copy of the District's **Complaint Form** is available at nectd.org or by calling 860.774.3902

Appendix A - NECTD Languages Spoken at Home

Deviated Fixed Route Towns

Town of Brooklyn	Total Estimate	Percent of Specified Language Speakers	
		Speak English "Very Well"	Speak English Less Than "Very Well"
		Estimate	Estimate
Population 5 years and over	7,738	97.3%	2.7%
Speak only English	87.6%	(X)	(X)
Speak a language other than English	12.4%	77.9%	22.1%
Spanish or Spanish Creole	8.0%	75.3%	24.7%
Other Indo-European languages	4.3%	84.9%	15.1%
Asian and Pacific Island languages	0.1%	0.0%	100.0%
Other languages	0.0%	-	-
Speak A Language Other Than English			
Spanish or Spanish Creole	619	75.3%	24.7%
5-17 years	324	90.7%	9.3%
18-64 years	295	58.3%	41.7%
65 years and over	0	-	-
Other Indo-European languages	331	84.9%	15.1%
5-17 years	14	100.0%	0.0%
18-64 years	227	89.0%	11.0%
65 years and over	90	72.2%	27.8%
Asian and Pacific Island languages	9	0.0%	100.0%
5-17 years	0	-	-
18-64 years	9	0.0%	100.0%
65 years and over	0	-	-
Other languages	0	-	-

Town of Brooklyn	Total Estimate	Percent of Specified Language Speakers	
		Speak English "Very Well"	Speak English Less Than "Very Well"
		Estimate	Estimate
5-17 years	0	-	-
18-64 years	0	-	-
65 years and over	0	-	-
Citizens 18 Years and Over			
All citizens 18 years and over	6,250	97.7%	2.3%
Speak only English	91.4%	(X)	(X)
Speak a language other than English	8.6%	73.9%	26.1%
Spanish or Spanish Creole	4.4%	59.2%	40.8%
Other languages	4.2%	89.4%	10.6%
PERCENT IMPUTED			
Language status	4.3%	(X)	(X)
Language status (speak a language other than English)	1.5%	(X)	(X)
Ability to speak English	2.7%	(X)	(X)

Town of Killingly	Total Estimate	Percent of Specified Language Speakers	
		Speak English "Very Well"	Speak English Less Than "Very Well"
		Estimate	Estimate
Population 5 years and over	16,350	96.3%	3.7%
Speak only English	89.4%	(X)	(X)
Speak a language other than English	10.6%	65.0%	35.0%
Spanish or Spanish Creole	2.9%	64.7%	35.3%
Other Indo-European languages	4.7%	83.0%	17.0%

Town of Killingly	Total Estimate	Percent of Specified Language Speakers	
		Speak English "Very Well"	Speak English Less Than "Very Well"
		Estimate	Estimate
Asian and Pacific Island languages	2.2%	37.0%	63.0%
Other languages	0.9%	38.6%	61.4%
Speak A Language Other Than English			
Spanish or Spanish Creole	473	64.7%	35.3%
5-17 years	155	80.0%	20.0%
18-64 years	273	60.8%	39.2%
65 years and over	45	35.6%	64.4%
Other Indo-European languages	766	83.0%	17.0%
5-17 years	139	79.9%	20.1%
18-64 years	426	81.5%	18.5%
65 years and over	201	88.6%	11.4%
Asian and Pacific Island languages	359	37.0%	63.0%
5-17 years	39	100.0%	0.0%
18-64 years	320	29.4%	70.6%
65 years and over	0	-	-
Other languages	140	38.6%	61.4%
5-17 years	0	-	-
18-64 years	137	39.4%	60.6%
65 years and over	3	0.0%	100.0%
Citizens 18 Years and Over			
All citizens 18 years and over	13,572	96.5%	3.5%
Speak only English	90.6%	(X)	(X)
Speak a language other than English	9.4%	62.8%	37.2%
Spanish or Spanish Creole	2.2%	62.3%	37.7%
Other languages	7.3%	62.9%	37.1%

Town of Killingly	Total Estimate	Percent of Specified Language Speakers	
		Speak English "Very Well"	Speak English Less Than "Very Well"
		Estimate	Estimate
PERCENT IMPUTED			
Language status	4.1%	(X)	(X)
Language status (speak a language other than English)	7.0%	(X)	(X)
Ability to speak English	6.6%	(X)	(X)

Town of Putnam	Total Estimate	Percent of Specified Language Speakers	
		Speak English "Very Well"	Speak English Less Than "Very Well"
		Estimate	Estimate
Population 5 years and over	8,907	97.8%	2.2%
Speak only English	93.5%	(X)	(X)
Speak a language other than English	6.5%	65.6%	34.4%
Spanish or Spanish Creole	2.9%	40.8%	59.2%
Other Indo-European languages	3.5%	86.4%	13.6%
Asian and Pacific Island languages	0.0%	100.0%	0.0%
Other languages	0.1%	62.5%	37.5%
Speak A Language Other Than English			
Spanish or Spanish Creole	260	40.8%	59.2%
5-17 years	53	32.1%	67.9%
18-64 years	187	36.9%	63.1%
65 years and over	20	100.0%	0.0%
Other Indo-European languages	309	86.4%	13.6%
5-17 years	16	100.0%	0.0%

Town of Putnam	Total Estimate	Percent of Specified Language Speakers	
		Speak English "Very Well"	Speak English Less Than "Very Well"
		Estimate	Estimate
18-64 years	107	100.0%	0.0%
65 years and over	186	77.4%	22.6%
Asian and Pacific Island languages	2	100.0%	0.0%
5-17 years	2	100.0%	0.0%
18-64 years	0	-	-
65 years and over	0	-	-
Other languages	8	62.5%	37.5%
5-17 years	0	-	-
18-64 years	0	-	-
65 years and over	8	62.5%	37.5%
Citizens 18 Years and Over			
All citizens 18 years and over	7,272	98.2%	1.8%
Speak only English	93.9%	(X)	(X)
Speak a language other than English	6.1%	70.2%	29.8%
Spanish or Spanish Creole	2.3%	39.0%	61.0%
Other languages	3.9%	88.3%	11.7%
PERCENT IMPUTED			
Language status	4.4%	(X)	(X)
Language status (speak a language other than English)	0.5%	(X)	(X)
Ability to speak English	3.6%	(X)	(X)

Town of Thompson	Total Estimate	Percent of Specified Language Speakers	
		Speak English "Very Well"	Speak English Less Than "Very Well"
		Estimate	Estimate
Population 5 years and over	8992	99.0%	1.0%
Speak only English	93.2%	(X)	(X)
Speak a language other than English	6.8%	85.4%	14.6%
Spanish or Spanish Creole	1.3%	85.1%	14.9%
Other Indo-European languages	5.3%	86.2%	13.8%
Asian and Pacific Island languages	0.2%	71.4%	28.6%
Other languages	0.0%	50.0%	50.0%
Speak A Language Other Than English			
Spanish or Spanish Creole	114	85.1%	14.9%
5-17 years	42	100.0%	0.0%
18-64 years	61	85.2%	14.8%
65 years and over	11	27.3%	72.7%
Other Indo-European languages	471	86.2%	13.8%
5-17 years	22	100.0%	0.0%
18-64 years	225	71.1%	28.9%
65 years and over	224	100.0%	0.0%
Asian and Pacific Island languages	21	71.4%	28.6%
5-17 years	5	20.0%	80.0%
18-64 years	16	87.5%	12.5%
65 years and over	0	-	-
Other languages	2	50.0%	50.0%
5-17 years	1	100.0%	0.0%
18-64 years	1	0.0%	100.0%
65 years and over	0	-	-
Citizens 18 Years and Over			

Town of Thompson	Total Estimate	Percent of Specified Language Speakers	
		Speak English "Very Well"	Speak English Less Than "Very Well"
		Estimate	Estimate
All citizens 18 years and over	7,478	99.0%	1.0%
Speak only English	93.6%	(X)	(X)
Speak a language other than English	6.4%	84.8%	15.2%
Spanish or Spanish Creole	1.0%	76.4%	23.6%
Other languages	5.5%	86.3%	13.7%
PERCENT IMPUTED			
Language status	2.7%	(X)	(X)
Language status (speak a language other than English)	4.6%	(X)	(X)
Ability to speak English	7.4%	(X)	(X)

Elderly/Disabled Service Towns

Town of Canterbury	Total Estimate	Percent of Specified Language Speakers	
		Speak English "Very Well"	Speak English Less Than "Very Well"
		Estimate	Estimate
Population 5 years and over	4,951	98.0%	2.0%
Speak only English	95.0%	(X)	(X)
Speak a language other than English	5.0%	59.4%	40.6%
Spanish or Spanish Creole	0.7%	100.0%	0.0%
Other Indo-European languages	3.8%	52.7%	47.3%
Asian and Pacific Island languages	0.6%	57.1%	42.9%
Other languages	0.0%	-	-
Speak A Language Other Than English			
Spanish or Spanish Creole	33	100.0%	0.0%
5-17 years	10	100.0%	0.0%
18-64 years	23	100.0%	0.0%
65 years and over	0	-	-
Other Indo-European languages	188	52.7%	47.3%
5-17 years	0	-	-
18-64 years	152	65.1%	34.9%
65 years and over	36	0.0%	100.0%
Asian and Pacific Island languages	28	57.1%	42.9%
5-17 years	0	-	-
18-64 years	28	57.1%	42.9%
65 years and over	0	-	-
Other languages	0	-	-
5-17 years	0	-	-
18-64 years	0	-	-
65 years and over	0	-	-

Town of Canterbury	Total Estimate	Percent of Specified Language Speakers	
		Speak English "Very Well"	Speak English Less Than "Very Well"
		Estimate	Estimate
Citizens 18 Years and Over			
All citizens 18 years and over	3,888	97.6%	2.4%
Speak only English	94.0%	(X)	(X)
Speak a language other than English	6.0%	59.2%	40.8%
Spanish or Spanish Creole	0.6%	100.0%	0.0%
Other languages	5.4%	54.8%	45.2%
PERCENT IMPUTED			
Language status	8.6%	(X)	(X)
Language status (speak a language other than English)	21.3%	(X)	(X)
Ability to speak English	30.1%	(X)	(X)

Town of Eastford	Total Estimate	Percent of Specified Language Speakers	
		Speak English "Very Well"	Speak English Less Than "Very Well"
		Estimate	Estimate
Population 5 years and over	1,652	98.8%	1.2%
Speak only English	93.8%	(X)	(X)
Speak a language other than English	6.2%	80.6%	19.4%
Spanish or Spanish Creole	1.3%	95.5%	4.5%
Other Indo-European languages	3.9%	87.5%	12.5%
Asian and Pacific Island languages	1.0%	35.3%	64.7%
Other languages	0.0%	-	-

Town of Eastford	Total Estimate	Percent of Specified Language Speakers	
		Speak English "Very Well"	Speak English Less Than "Very Well"
		Estimate	Estimate
Speak A Language Other Than English			
Spanish or Spanish Creole	22	95.5%	4.5%
5-17 years	0	-	-
18-64 years	9	88.9%	11.1%
65 years and over	13	100.0%	0.0%
Other Indo-European languages	64	87.5%	12.5%
5-17 years	7	100.0%	0.0%
18-64 years	51	92.2%	7.8%
65 years and over	6	33.3%	66.7%
Asian and Pacific Island languages	17	35.3%	64.7%
5-17 years	3	100.0%	0.0%
18-64 years	14	21.4%	78.6%
65 years and over	0	-	-
Other languages	0	-	-
5-17 years	0	-	-
18-64 years	0	-	-
65 years and over	0	-	-
Citizens 18 Years and Over			
All citizens 18 years and over	1,380	99.2%	0.8%
Speak only English	94.2%	(X)	(X)
Speak a language other than English	5.8%	86.3%	13.8%
Spanish or Spanish Creole	1.5%	100.0%	0.0%
Other languages	4.3%	81.4%	18.6%
PERCENT IMPUTED			

Town of Eastford	Total Estimate	Percent of Specified Language Speakers	
		Speak English "Very Well"	Speak English Less Than "Very Well"
		Estimate	Estimate
Language status	4.5%	(X)	(X)
Language status (speak a language other than English)	4.9%	(X)	(X)
Ability to speak English	4.9%	(X)	(X)

Town of Plainfield	Total Estimate	Percent of Specified Language Speakers	
		Speak English "Very Well"	Speak English Less Than "Very Well"
		Estimate	Estimate
Population 5 years and over	14,388	98.3%	1.7%
Speak only English	93.8%	(X)	(X)
Speak a language other than English	6.2%	72.2%	27.8%
Spanish or Spanish Creole	2.4%	69.8%	30.2%
Other Indo-European languages	2.8%	87.1%	12.9%
Asian and Pacific Island languages	0.8%	22.0%	78.0%
Other languages	0.2%	100.0%	0.0%
Speak A Language Other Than English			
Spanish or Spanish Creole	351	69.8%	30.2%
5-17 years	67	85.1%	14.9%
18-64 years	284	66.2%	33.8%
65 years and over	0	-	-
Other Indo-European languages	403	87.1%	12.9%
5-17 years	57	100.0%	0.0%
18-64 years	174	92.0%	8.0%
65 years and over	172	77.9%	22.1%

Town of Plainfield	Total Estimate	Percent of Specified Language Speakers	
		Speak English "Very Well"	Speak English Less Than "Very Well"
		Estimate	Estimate
Asian and Pacific Island languages	118	22.0%	78.0%
5-17 years	37	56.8%	43.2%
18-64 years	81	6.2%	93.8%
65 years and over	0	-	-
Other languages	27	100.0%	0.0%
5-17 years	0	-	-
18-64 years	22	100.0%	0.0%
65 years and over	5	100.0%	0.0%
Citizens 18 Years and Over			
All citizens 18 years and over	11,789	98.6%	1.4%
Speak only English	94.3%	(X)	(X)
Speak a language other than English	5.7%	76.1%	23.9%
Spanish or Spanish Creole	2.3%	70.1%	29.9%
Other languages	3.5%	80.1%	19.9%
PERCENT IMPUTED			
Language status	4.0%	(X)	(X)
Language status (speak a language other than English)	0.0%	(X)	(X)
Ability to speak English	3.9%	(X)	(X)

Town of Pomfret	Total Estimate	Percent of Specified Language Speakers	
		Speak English "Very Well"	Speak English Less Than "Very Well"
		Estimate	Estimate
Population 5 years and over	4,098	98.0%	2.0%
Speak only English	91.1%	(X)	(X)
Speak a language other than English	8.9%	78.1%	21.9%
Spanish or Spanish Creole	1.4%	70.2%	29.8%
Other Indo-European languages	5.2%	79.8%	20.2%
Asian and Pacific Island languages	2.1%	77.3%	22.7%
Other languages	0.2%	100.0%	0.0%
Speak A Language Other Than English			
Spanish or Spanish Creole	57	70.2%	29.8%
5-17 years	0	-	-
18-64 years	44	61.4%	38.6%
65 years and over	13	100.0%	0.0%
Other Indo-European languages	213	79.8%	20.2%
5-17 years	55	65.5%	34.5%
18-64 years	142	88.7%	11.3%
65 years and over	16	50.0%	50.0%
Asian and Pacific Island languages	88	77.3%	22.7%
5-17 years	16	100.0%	0.0%
18-64 years	72	72.2%	27.8%
65 years and over	0	-	-
Other languages	7	100.0%	0.0%
5-17 years	0	-	-
18-64 years	0	-	-
65 years and over	7	100.0%	0.0%
Citizens 18 Years and Over			

Town of Pomfret	Total Estimate	Percent of Specified Language Speakers	
		Speak English "Very Well"	Speak English Less Than "Very Well"
		Estimate	Estimate
All citizens 18 years and over	3,058	98.0%	2.0%
Speak only English	92.4%	(X)	(X)
Speak a language other than English	7.6%	73.6%	26.4%
Spanish or Spanish Creole	1.9%	70.2%	29.8%
Other languages	5.7%	74.7%	25.3%
PERCENT IMPUTED			
Language status	3.8%	(X)	(X)
Language status (speak a language other than English)	0.0%	(X)	(X)
Ability to speak English	0.0%	(X)	(X)

Town of Woodstock	Total Estimate	Percent of Specified Language Speakers	
		Speak English "Very Well"	Speak English Less Than "Very Well"
		Estimate	Estimate
Population 5 years and over	7,554	99.6%	0.4%
Speak only English	97.3%	(X)	(X)
Speak a language other than English	2.7%	87.0%	13.0%
Spanish or Spanish Creole	0.5%	100.0%	0.0%
Other Indo-European languages	2.2%	87.7%	12.3%
Asian and Pacific Island languages	0.1%	0.0%	100.0%
Other languages	0.0%	-	-
Speak A Language Other Than English	37	100%	0.0%
Spanish or Spanish Creole	17	100.0%	0.0%

Town of		Percent of Specified Language Speakers				Very Well"	
Your Right to an Interpreter		You have the right to an interpreter at no cost to you. Please point to your language. An interpreter will be called. Please wait.					
5-18-65	<p><i>Albanian</i> Shqip Keni të drejtën për përkthyes falas gjatë vizitës mjekësore. Ju lutem tregoni me gisht gjuhën që flisni. Ju lutem prisni, do t'ju gjejmë një përkthyes për viziten mjekësore.</p>	<p><i>Amharic</i> አማርኛ የለምንም ወጪ ለስተርጓሚ የማጥፋት መብት አለዎት። የሚናገሩትን የሚርዱትን ቋንቋ በመጠቀም የመልክቱ ለስተርጓሚ ለስጢጦር ድረስ እባክዎ ይታገሱ።</p>	<p><i>Arabic</i> عربي بحق لك الحصول على خدمات ترجمة فورية دون أي مقابل يُرجى منك أن تشير بإصبعك إلى لسانك كي نستدعي المترجم المعنى. يُرجى منك الإنتظار لحين استدعاء المترجم.</p>	<p><i>Armenian</i> Հայերեն Շուր իրավունք ունեք առանց փևարի քարգվանիչ ունենալ: Խնդրում ենք սխախանիչք ձեր լեզուն և ձեր համար քարգվանիչ կկանչենք: Խնդրում ենք սպասեք:</p>	0.0%	12.3%	0.0%
5-18-65	<p><i>Bengali</i> বাংলা আপনার অধিকার রয়েছে বিনামূল্যে একজন দোভাষী পাওয়ার। অনুগ্রহ করে আপনার ভাষা কোনটি তা দেখিয়ে দিন। একজন দোভাষীকে ডাকা হবে। অনুগ্রহ করে অপেক্ষা করুন।</p>	<p><i>Cape Verdean Creole</i> Criolu di Cabu Verdi Nhôs tem direito a um intérprete gratuito di nhôs língua. Mostra qual qui nhôs língua pa nô podi tchoma intérprete. Nhôs aguarda um momento, por favor.</p>	<p><i>Chinese - Simplified</i> 中文 你有权利要求一位免费的传译员。请指出你的语言。传译员将为你服务，请稍候。</p>	<p><i>Chinese - Traditional</i> 中文 你有權利要求一位免費的傳譯員。請指出你的語言。傳譯員將為你服務，請稍候。</p>			100.0%
5-18-65	<p><i>Dari</i> داری شما حق دارید که یک مترجم داشته باشید بدون آنکه پولی بابت آن بدهید. لطفاً به زبان خود اشاره کنید. یک مترجم برایتان درخواست خواهد شد. لطفاً منتظر بمانید</p>	<p><i>French</i> Français Vous avez droit gratuitement aux services d'un interprète. Veuillez indiquer votre langue. Nous allons contacter un interprète. Veuillez patienter si'il vous plaît!</p>	<p><i>German</i> Deutsch Sie haben kostenlosen Anspruch auf eine/n Dolmetscher/in. Bitte deuten Sie auf Ihre Sprache. Ein/e Dolmetscher/in wird gerufen. Bitte warten Sie.</p>	<p><i>Greek</i> Ελληνικά Είναι δικαίωμά σας να χρησιμοποιήσετε δωρεάν χωρίς καμία χρηματική επιβάρυνση. Σας παρακαλούμε, υποδείξτε τη γλώσσα που μιλάτε. Θα ειδοποιήσουμε ένα δωρεάν. Παρακαλώ περιμένετε.</p>			
5-18-65	<p><i>Haitian Creole</i> Kreyòl Ayisyen Ou gen dwa a yon entèprèt gratis. Tanpri montre nou lang pa w la. N ap rélé yon entèprèt pou ou. Tanpri ret tann.</p>	<p><i>Hebrew</i> עברית יש לך את הזכות למתורגמן ללא כל עלות לך. אנא הצבע על השפה שלך. המתורגמן ייקרא. אנא המתן.</p>	<p><i>Hindi</i> हिंदी आपको बिना कोई शुल्क दिए दुभाषिया सेवा पाने का अधिकार है। कृपया अपनी भाषा को इंगित करें। दुभाषिया को बुलाया जाएगा। कृपया प्रतीक्षा करें।</p>	<p><i>Hmong</i> Hmoob Koj muaj cai txais kev pab txhais lus dawb tsis them nyiaj. Thov taw tes rau koj hom lus nov. Mam hu tus txhais lus. Thov nyob tos.</p>			
5-18-65	<p><i>Italian</i> Italiano Avete diritto ad un interprete. Il servizio è gratuito. Indicate la vostra lingua e attendete; un interprete sarà chiamato al più presto.</p>	<p><i>Japanese</i> 日本語 通訳を無料でご利用になれます。該当する言語を指示して下さい。通訳を手配いたしますのでお待ち下さい。</p>	<p><i>Khmer</i> ខ្មែរ លោកអ្នកមានសិទ្ធិទាញយកសេវាបកប្រែសំឡេងឥតគិតថ្លៃ។ សូមបង្ហាញឱ្យយើងដឹងពីភាសាដែលលោកអ្នកនិយាយ។ យើងនឹងស្វែងរកបកប្រែសំឡេងឱ្យលោកអ្នក។ សូមរង់ចាំ។</p>	<p><i>Korean</i> 언어 여러분은 무료로 전문 통역자의 도움을 받을 권리가 있습니다. 왼쪽의 "한국어"를 손가락으로 가트려 주십시오. 전문 통역자에게 연결될 것입니다. 잠시만 기다려 주십시오.</p>			
PERCENTAGE OF SPECIFIED LANGUAGE SPEAKERS							
Language status		4.3%					
Language status (speak a language other than English)		0.0	(X)				(X)

Town of Woodstock	Total Estimate	Percent of Specified Language Speakers	
		Speak English "Very Well"	Speak English Less Than "Very Well"
		Estimate	Estimate
Ability to speak English	8.2%	(X)	(X)

Appendix B - Interpreter Rights

<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	<i>Persian</i> فارسی	<i>Polish</i> Język Polski Masz prawo do korzystania z usług polskiego tłumacza. Usługa ta jest na nasz koszt. Proszę wskazać swój język. Proszę czekać. Łączymy z tłumaczem.
<input type="checkbox"/> Помните этот квадратик, если вы читаете или говорите по-русски.	28. Russian	تصا حق دا يولى بايت مترجم برا	<i>Portuguese</i> Português Você tem o direito a um intérprete de graça. Por favor aponte para a língua que você fala. Um intérprete será chamado. Por favor espere.
<input type="checkbox"/> Обележите ovaj kvadratiћ уколико читате или говорите српски језик.	29. Serbian	ik	<i>Somali</i> Soomaali Waxaad xaq u leedahay in tarjumaan lacag la'aan ah laguugu yeero. Fadlan farta ku fiq luqaddaada. Tarjumaan ayaa laguugu wacayaa. Ee fadlan sug!
<input type="checkbox"/> Označte tento štvorček, ak viete čítať alebo hovorit'po slovensky.	30. Slovak	lioca. omi la i	<i>Spanish</i> Español Usted tiene derecho a un intérprete gratis. Por favor, señale su idioma y llamaremos a un intérprete. Por favor, espere.
<input type="checkbox"/> Marque esta casilla si lee o habla español.	31. Spanish		<i>Ukrainian</i> Українська У Вас є право на безплатного перекладача. Будь ласка, вкажіть на Вашу мову, і Вам покличуть перекладача. Почекайте, будь ласка.
<input type="checkbox"/> Markahan itong kuwadrado kung kayo ay mannong magbasa o magsalita ng Tagalog.	32. Tagalog	<i>Thai</i> ไทย ท่านมีสิทธิขอล่ามแปลภาษาโดยไม่เสียค่าใช้จ่ายใด ๆ กรุณาชี้ที่ภาษาของท่าน กรุณารอสักครู่ เราจะโทรศัพท์เรียกล่ามให้ท่าน	
<input type="checkbox"/> โปรดแจ้งหมายเลขในช่องดำผ่านด่านหรือพูดภาษาไทย.	33. Thai		
<input type="checkbox"/> Maaka 'i he puha ni kapau 'oku ke lau pe lea fakatonga.	34. Tongan	<i>h viên</i> quý vị. i. Vui	
<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"/> באצויכנט דעם קעסטל אויב איר לייננט אדער רעדט אידיש.	38. Yiddish		

DB-3309

U.S. DEPARTMENT OF COMMERCE
Economics and Statistics Administration
U.S. CENSUS BUREAU

Appendix C - I Speak Cards

2004 Census Test	United States Census 2010	LANGUAGE IDENTIFICATION FLASHCARD	
<input type="checkbox"/>	ضع علامة في هذا المربع إذا كنت تقرأ أو تتحدث العربية.	1. Arabic	
<input type="checkbox"/>	Ինչպե՞տե՞ս ե՞նք 'նշու՞մ' կատարե՞ք այս քանակաւում, եթէ կտու՞մ' կամ կարդա՞մ ե՞ք հարկերն:	2. Armenian	
<input type="checkbox"/>	যদি আপনি বাংলা পড়েন বা বলেন তা হলে এই বাক্সে দাগ দিন।	3. Bengali	
<input type="checkbox"/>	ឈ្មួញក្នុងប្រអប់នេះ បើអ្នកអាច ឬនិយាយភាសា ផ្សេង ។	4. Cambodian	
<input type="checkbox"/>	Motka i kahon ya yangin ūntūngnu' manaitai pat ūntūngnu' kumentos Chamorro.	5. Chamorro	
<input type="checkbox"/>	如果你能谈中文或讲中文，请选择此框。	6. Simplified Chinese	
<input type="checkbox"/>	如果你能讀中文或講中文，請選擇此框。	7. Traditional Chinese	
<input type="checkbox"/>	Označite ovaj kvadrat ić ako čitate ili govorite hrvatski jezik.	8. Croatian	
<input type="checkbox"/>	Zaškrtněte tuto kolonku, pokud čtete a hovoříte česky.	9. Czech	
<input type="checkbox"/>	Kruis dit vakje aan als u Nederlands kunt lezen of spreken.	10. Dutch	
<input type="checkbox"/>	Mark this box if you read or speak English.	11. English	
<input type="checkbox"/>	اگر خواندن و نوشتن فارسی بلد هستید، این مربع را علامت بزنید.	12. Farsi	

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<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 kazye sa a si ou li oswa ou pale kreyòl ayisyen.	16. Haitian Creole
<input type="checkbox"/>	आगर 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"/>	ໄວ້ໝາຍໃຫ້ເຮົາຮູ້ວ່າ ຖ້າທ່ານອ່ານຫຼືເປົ່າພາສາລາວ.	24. Laotian
<input type="checkbox"/>	Prosimy o zaznaczenie tego kwadratu, jeżeli posługuje się Pan/Pani językiem polskim.	25. Polish

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