

Language Access Plan



Ensuring meaningful
access to TriMet programs
and services for all.

TRI MET
How life moves®

August 2025



Limited English Proficiency (LEP)

3rd Grade

TriMet buses help you get places. Go to your stop early. When it comes, get on and tap your card. Sit down. Pull the cord when you see your stop. Then get off.



6th Grade

TriMet helps people travel around the city. Check the app or map before you go. Be at your stop early. When the bus arrives, tap your Hop card and find a seat. Pull the cord to ask for your stop. Exit after the vehicle stops.



Useful Definitions

Meaningful access is language assistance that results in accurate, timely and effective communication at no cost to an individual.



Language Access Survey

Do you think TriMet is easy to use in your language?
Help us communicate better by taking this survey.

¿Crees que TriMet es fácil de usar en tu idioma? Ayúdanos a comunicarnos mejor respondiendo a esta encuesta.

Quý vị có dễ sử dụng TriMet bằng ngôn ngữ của quý vị không? Giúp chúng tôi giao tiếp tốt hơn bằng cách tham gia khảo sát này.

您觉得有中文翻译让您更容易使用TriMet的多样交通工具和阅读材料?

TriMet을 귀하의 언어로 이용할 때 불편한 점은 없나요? 이 설문 조사에 참여하여 저희가 보다 원활한 소통을 할 수 있도록 도와주세요

Легко ли пользоваться TriMet на вашем языке?
Примите участие в этом опросе, чтобы помочь нам общаться лучше.

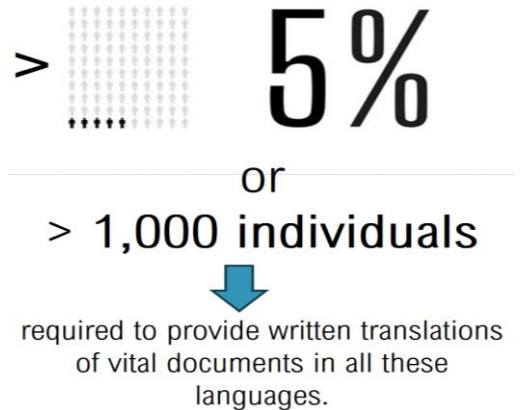


[Trimet.org/Survey](https://trimet.org/survey)

TRIMET

Safe Harbor Languages

Safe Harbor Languages are determined by the area's population of *people with Limited English Proficiency* (LEP).

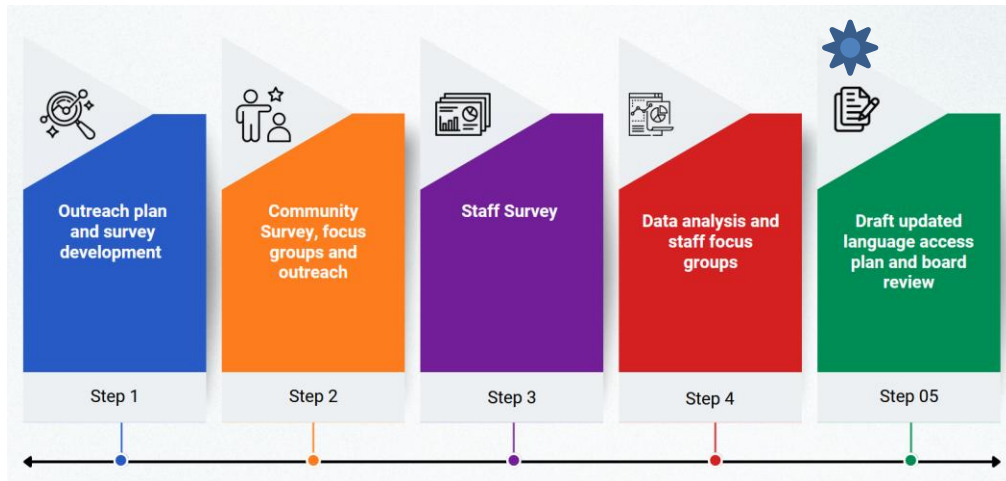


LEP Population In The TriMet Service Area

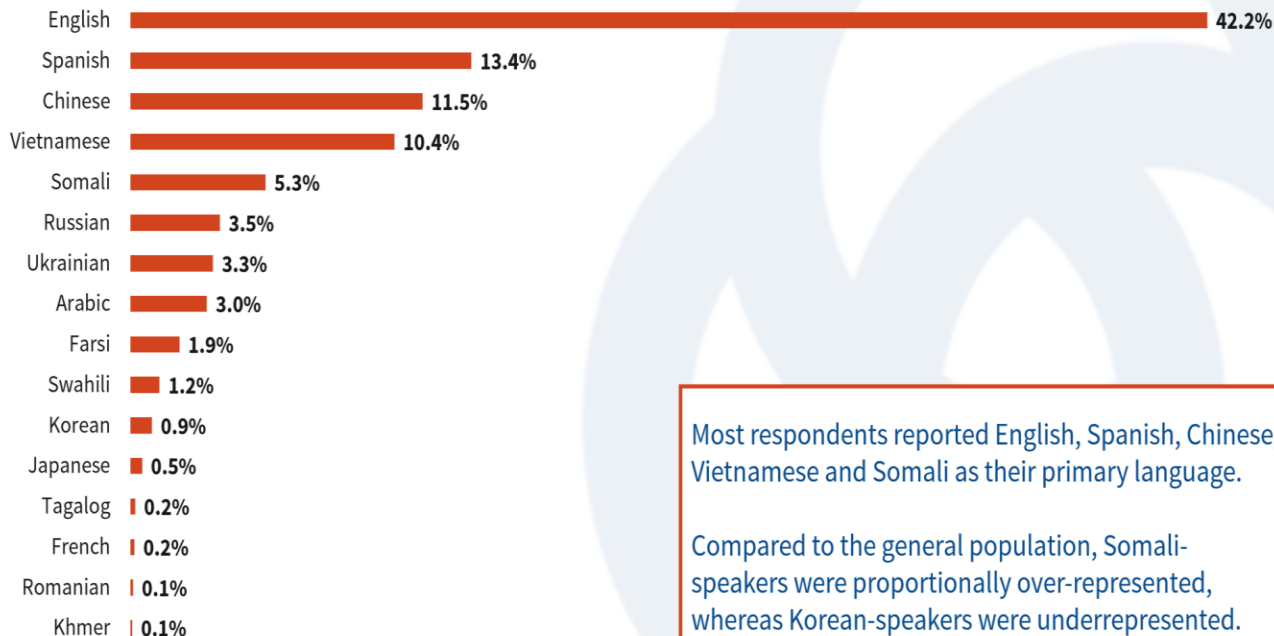
Languages Spoken at Home	LEP Population Estimate	% of Total Population	% of LEP Population
Spanish	51,401	3.3%	45.9%
Vietnamese	13,144	0.8%	11.7%
Chinese (Cantonese, Mandarin)	11,293	0.7%	10.1%
Russian	5,387	0.3%	4.8%
Korean	3,325	0.2%	3.0%
Ukrainian	2,761	0.2%	2.5%
Arabic	2,485	0.2%	2.2%
Japanese	1,766	0.1%	1.6%
Tagalog	1,628	0.1%	1.5%
Persian/Farsi	1,234	0.1%	1.1%
Other (e.g., Romanian and Somali)	17,557	1.1%	15.7%
Total TriMet LEP Population	112,630	7.2%	



Language Access Plan Update Timeline



Responses by Language (N=3347)

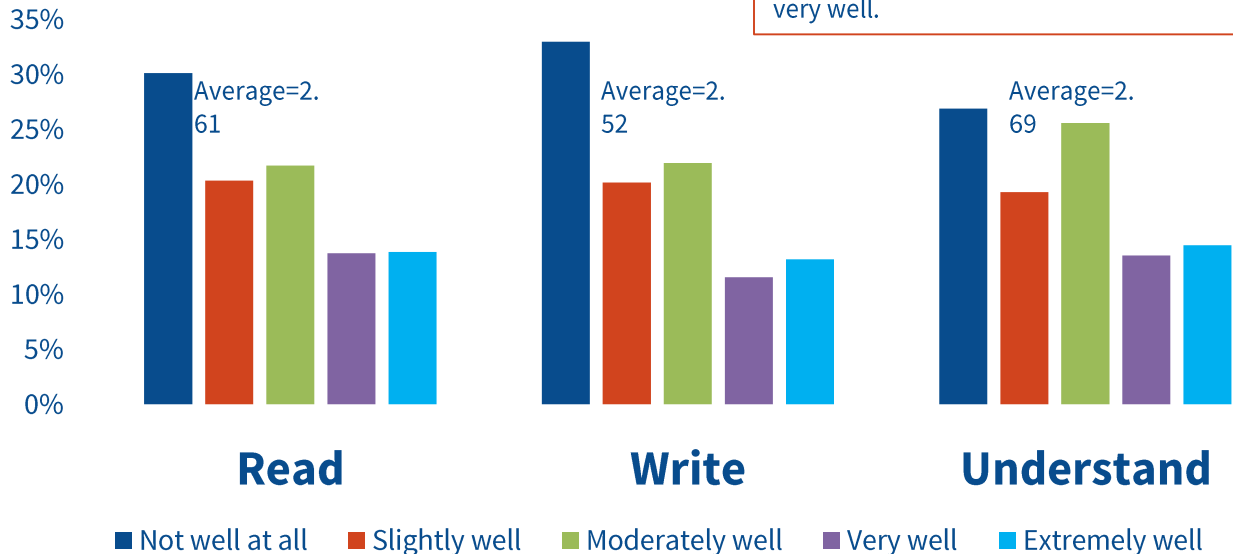


Most respondents reported English, Spanish, Chinese, Vietnamese and Somali as their primary language.

Compared to the general population, Somali-speakers were proportionally over-represented, whereas Korean-speakers were underrepresented.

Community Results | English Fluency

Most LEP respondents (n=1934) reported not being able to read, write or understand English very well.



Community and Staff Survey Highlights

Topic	LEP Community	Staff
Awareness of Services	Over 50% unaware	Over 50% unsure how to access resources
Most Common Need	Help with fare/payment and navigation	Directions and how to pay for fare are top questions from LEP riders
Most Affected Languages	Chinese, Spanish, Vietnamese	Staff mostly fluent in Spanish
Reporting confidence	70% reported they did NOT know how to report emergencies or civil rights violations	Staff rarely provide this guidance
Suggested Support	Mobile alerts, interpreter access and translated fare information	Training, cheat sheets, translated signage

3 Year Implementation Plan

Priority Area	Key Activities	Timeline
Community Engagement	<ul style="list-style-type: none"> Establish the Language Access Advisory Committee Distribute community and rider surveys regularly across multiple languages and channels. Host LEP focus groups in partnership with community organizations. Design and distribute I-Speak cards and posters at key TriMet service areas and partner sites Pilot new LEP rider growth strategies Develop and launch new LEP rider training 	FY26–FY28
Staff Training	<ul style="list-style-type: none"> Develop and launch LEP training for all front facing staff. Develop and deliver training to project managers and frontline staff. Implement a feedback loop system to capture and incorporate community and staff feedback. Update and deliver the annual Title VI and Language Access training. 	FY26–FY27
Translation & Interpretation	<ul style="list-style-type: none"> Identify and prioritize vital documents for translation Develop SOPs for translation vendors and Smartling workflows to ensure consistency and accountability. Identify signage in priority areas for translation 	FY26–FY28
Technology & Tools	<ul style="list-style-type: none"> Develop and distribute communication guides Monitor and update trimet.org Intergrade Smartling software into translation options 	FY26–FY28
Monitoring & Evaluation	<ul style="list-style-type: none"> Create feedback loops for community, staff and vendors Conduct reviews of language access activities, training and vendor performance Tack and analyze language needs, requests and areas for improvement 	FY26–FY28

LANGUAGE ACCESS AT A GLANCE



What Sets TriMet Apart From Other Transit Agencies?



Language Access
Collaborative



Ongoing
Community
Partnerships



LEP Rider
Training



Translation
Software-
Smartling

Thank You!

