



## Cape Fear Public Transportation Authority

P.O. Box 12630 • Wilmington, NC 28405 • (910) 343-0106 • (910) 343-8317 fax • wavetransit.com

### CAPE FEAR PUBLIC TRANSPORTATION AUTHORITY (dba. WAVE TRANSIT)

#### TITLE VI POLICY STATEMENT

It is the policy of Cape Fear Public Transportation Authority (dba. Wave Transit) to ensure compliance with Title VI of the Civil Rights Act of 1964; 49 CFR, Part; related statutes and regulations to ensure no person in the United States shall, on the grounds of race, color, or national origin be excluded from participation in, or be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance from the United States Department of Transportation. All operations of Cape Fear Public Transportation Authority will abide by these regulations.

\_\_\_\_\_  
Albert Eby, Executive Director

09/09/2011

\_\_\_\_\_  
Date

Any person who believes he or she has been discriminated against should complete a Title VI Complaint Form and submit to the following address:

Wave Transit  
Attn: Title VI Coordinator  
PO Box 12630  
Wilmington, NC 28405  
910-343-0106



# **Title VI Policy**

*Updated September 8, 2011*

## **Section 1: Overview**

### **I. Introduction and Purpose**

This plan is divided into two parts: Title VI (Environmental Justice) and the Public Involvement Process. Although they are separate, Environmental Justice and Public Involvement complement one another in ensuring fair and equitable distribution of transportation services and facilities. Public participation is essential to the success of any public planning program or project. Without the involvement of local citizens, it is difficult to design a program that meets the needs of the public or to gauge the project's success. Effective public involvement not only provides transportation officials with new ideas, but it also alerts them to potential environmental justice concerns during the planning stage of a project. These reasons, combined with a national history of discrimination against persons on the basis of race, color, ethnic origin, age, sex, disability, religion and economic status, has led federal and state governments to set requirements to endure equity of public involvement in federally funded agencies and their associated organizations. It is through the details of these individual programs that the equity and democracy that we embrace in this country is exercised.

#### **Objectives**

1. Comply with the public involvement and environmental justice requirements of the Federal and State regulations.
2. Avoid, minimize, or mitigate disproportionately high and adverse human health and environmental effects, including social and economic effects, on minority populations and low-income populations.
3. Provide specific opportunities for local citizens and citizen-based organizations to discuss their views and provide input on the subject areas addressed in plans, projects or policies of.
4. Ensure full and fair participation by all potentially affected communities in the transportation decision-making process.
5. Inform and educate citizens and other interested parties about ongoing Wave Transit planning activities, and their potential role in those activities.

### **II. Title VI**

#### **Responsibilities and Objectives**

The principle of environmental justice in transportation planning ensures that transportation projects do not have a disproportionately negative impact on minority and low-income populations. The goal is to achieve environmental justice protection for all communities. For transportation, Title VI means assessing the nature, extent, and incidence of probable impacts, both negative and positive, from any transportation-related activity on minority, low-income and other disadvantaged populations.

## **Legislation and Guidance**

**Title VI of the Civil Rights Act of 1964** created a foundation for future environmental justice regulations. Since the establishment of Title VI, environmental justice has been considered in local, state, and federal transportation projects. Section 42.104 of Title VI and related statutes require Federal agencies to ensure that no person is excluded from participation in, denied the benefit of, or subjected to discrimination under any program or activity receiving Federal financial assistance on the basis of race, color, national origin, age, sex, disability, or religion.

**The National Environmental Policy Act of 1969 (NEPA)** addresses both social and economic impacts of environmental justice. NEPA stresses the importance of providing for “all Americans safe, healthful, productive, and aesthetically pleasing surroundings”, and provides a requirement for taking a “systematic, interdisciplinary approach” to aid in considering environmental and community factors in decision making.

**The Civil Rights Restoration Act of 1987** further expanded Title VI to include all programs and activities of Federal aid recipients, sub-recipients, and contractors whether those programs and activities are federally funded or not.

**On February 11, 1994, President Clinton signed Executive Order 12898:** Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations. This piece of legislation directed every Federal agency to make Environmental Justice part of its mission by identifying and addressing all programs, policies, and activities that affect human health or the environment so as to identify and avoid disproportionately high and adverse effects on minority populations and low-income populations. Rather than being reactive, Federal, State, local and tribal agencies must be proactive when it comes to determining better methods to serve the public who rely on transportation systems and services to increase their quality of life.

In April 1997, as a reinforcement to **Executive Order 12898**, the United States Department of Transportation (DOT) issued an **Order on Environmental Justice (DOT Order 5610.2)**, which summarized and expanded upon the requirements of **Executive Order 12898** to include all policies, programs, and other activities that are undertaken, funded, or approved by the Federal Highway Administration (FHWA), the Federal Transit Administration (FTA), or other U.S. DOT components.

In December 1998, the FHWA issued the **FHWA Actions to Address Environmental Justice in Minority Populations and Low-Income Populations (DOT Order 6640.23)** which mandated the FHWA and all its subsidiaries to implement the principles of **Executive Order 12898** and **U.S. DOT Order 5610.2** into all of its programs, policies, and activities.

On October 7, 1999, the FHWA and the FTA issued a memorandum **Implementing Title VI Requirements in Metropolitan and Statewide Planning**. This memorandum provides clarification for field offices on how to ensure that environmental justice is considered during current and future planning certification reviews. The intent of this memorandum was for planning officials to understand that environmental justice is equally as important during the planning stages as it is during the project development stages.

## **Methodology**

### **Identification of Target Populations (Demographics) & Spatial Concentrations of Targeted Populations**

The geographic basis for Title VI analysis is based on U.S. 2010 Census data and U.S. Census data 2005-2009 American Community Survey. For purposes of Title VI analysis, it is desirable to make the analysis on the smallest geographic unit available for which information is obtainable for all relevant groups.

Wave Transit has identified six (6) relevant groups for Title VI analysis as described below:

- . Low-income
- . Federal Assistance Recipients
- . Minority
- . Elderly
- . Low literacy/English proficiency or English spoken as a second language
- . Disabled populations

Following the identification of the relevant groups for analysis, the next step undertaken was to identify the general distribution of each Title VI population group throughout the Wave Transit service area and then define where each group is most concentrated. Data from the U.S. Census, the Wilmington Urban Metropolitan Planning Organization, and other local non-profit agencies is used and will continue to be used to identify the above target groups.

## **Section 2: Policy Statement**

It is the policy of Wave Transit to provide equal opportunity to all people who are admitted to, participate in, or are the recipients of Wave Transit services.

### **Procedures:**

As a recipient of federal financial assistance, Wave Transit does not exclude, deny benefits to, or otherwise discriminate against any person on the grounds of race, color, religion, sex, national origin, or on the basis of disability or age in admission to, participation in, or receipt of the services and benefits of any of its programs and activities or in employment therein, whether carried out by Wave Transit directly or through a contractor or any other entity with whom Wave Transit arranges to execute its programs and activities.

This statement is in accordance with the provisions of Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, Americans with Disabilities Act of 1990, and Regulations of the U.S. Department of Health and Human Services issued pursuant to the acts, Title 45 Code of Federal Regulations Part 80, 84, and 91. (Other Federal Laws and Regulations provide similar protection against discrimination on grounds of sex and creed.)

In case of questions concerning this policy, or in the event of a desire to file a complaint alleging violations of the above, please contact Wave Transit at 910-343-0106. You may also find more information for filing a Title VI Complaint using our Compliant Policy.

\*Please also see policy statement executed by our Executive Director\*

## **Section 3: Public Involvement Plan**

Wave Transit will coordinate with individuals, institutions, and/or organizations to reach out to members in the affected minority/low-income communities. We will provide opportunities for public participation through means other than written communication.

### **Public Meetings:**

- All Public meetings will be held in convenient and accessible locations and facilities
- Meeting material will be available in a variety of formats upon previous request.
- A variety of advertising means will be used to inform the media of public meetings.
- Assistance to persons with disabilities will be available upon previous request.

### **Notice to the Public**

Wave Transit will provide notice to the public of our Title VI obligations on schedule and route brochures, which are disseminated, to the public throughout our service area.

### **Public Involvement Process**

The main objectives are to:

1. Comply with the public involvement and environmental justice requirements of the Federal and State regulations, and provide specific opportunities for local citizens and citizen-based organizations to discuss their views and provide input on the subject areas addressed in plans, projects or policies of Wave Transit, and
2. Inform and educate citizens and other interested parties about ongoing Wave Transit planning activities, and their potential role in those activities.
3. Work with other local and state organizations that have similar goals and requirements.
4. Study other transit organizations that have been successful in public participation efforts.

Experience has shown difficulty in reaching a large span of the population and keeping them involved. Federal and State regulations require us to provide the public with information and to reach out and include traditionally under-served populations. This document has been prepared to serve that purpose.

### **Outreach Tools**

#### **A. General Public Relations**

General public relations may be defined as any action that might reach any citizen, whether or not that citizen has specific interest or knowledge regarding transportation planning. This group of techniques includes the followings: announcements targeted at newspapers, radio and television; posters or pamphlets displayed in public places; and signs posted near future or current transportation project sites. Meetings or hearings that are held in public places and covered by the media can act as general public relations. These techniques are ways to keep the general public aware of the presence of the planning organization and the status of specific projects so that they may develop an interest and choose to become better informed or actively involved.

## **B. Events**

There are a broad variety of ways to educate and engage the public. In general, the earlier public involvement is sought, the better. It is also a better use of citizens' free time to participate in a process that will determine the direction of a project that may take years to complete. Citizens may get frustrated when they are invited to join late in the process - when the values and goals have already been decided and the details have been hammered out. The following tools are arranged from most participatory to least.

**Special Events** are held to bring attention to a specific activity or issue. Special events may take the form of a fair or special educational lecture with civic groups or other public entities. Special events are a way to expose a large number of people to a project or program.

**Surveys** are an efficient method of gathering input from a large number of people at an early stage of the planning process. This is particularly useful when trying to understand the goals and aspirations of a community before attempting to address any specific problems. As an outreach tool, surveys are a good way to identify citizens who may want to become further involved. Surveys may be administered in person or on the phone or distributed via mail, on the Internet, or at public places. A labor intensive activity, implementation of survey might be aided by volunteers and student interns.

**Public Hearings** are usually held when Wave Transit has completed a plan or study or is applying for federal grant funds and needs to present it for public review before moving forward. As with all of these tools, care must be taken to ensure that the public is made fully aware of the event well in advance, and that the goals and values of the plan are clearly stated.

**Community Information Meetings** are held to discuss programs, future plans, and activities within the local area. Informational meetings are held to encourage the general public to discuss their needs in general.

## **C. Direct Marketing and Education**

Direct marketing and education is meant to reach out and provide specific information to specific parties. For example, landowners or leaders of an ethnic community may be sought out and personally invited to come to a meeting. Similarly, lower income groups may be specifically targeted to be educated about their rights, or children or families may be targeted to begin a discussion on a specific program. Direct marketing and education can take place through direct mailings, radio, the local government television channel, press advertising, or through meetings with specific groups of people such as local clubs and associations, neighborhood groups, property owners, housing authorities, etc. It can also be through direct phone calls or meeting with key people who desire to participate in a given process. This is the most labor intensive and potentially most fruitful way to create a diverse and active public participation process.

### **Plan Monitoring and Evaluation**

Evaluation of the success of any public involvement efforts must be result-oriented. It is never safe to assume that just because people don't come to an event that they are uninterested in the project. The goal is to educate and include the public at all levels of planning, not just to invite them. Evaluation, then, must be two-fold. The first part is to track what efforts are being made, and the results of those efforts, and the second part is to make regular assessments of the success of a technique within a given program, and to strategize for future successes.

### **Tracking Efforts and Success**

In order to track our public participation efforts, it is necessary that the individuals involved record their efforts.

1. Wave Transit keeps a log of outreach activities.
2. Copies are kept of any print ads, and transcripts of any public service announcements.
3. Notes are made after the meeting regarding ideas or observations made regarding the process.

## **Section 4: Requirement to Provide An Annual Title VI Certification and Assurance (Provided with annual Certification & Assurance submission to FTA as required)**

Cape Fear Public Transportation Authority (dba. Wave Transit) hereby agrees that as a condition to receiving Federal financial assistance from the Department of Transportation (DOT), it will comply with Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d et seq.) and all requirements imposed by 49 CFR Part 21, - Nondiscrimination in Federally Assisted Programs of the Department of Transportation – Effectuation of Title VI of the Civil Rights Act of 1964 (hereinafter referred to as the “Regulations”) to the end that no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity for which the applicant receives Federal financial assistance and will immediately take any measures necessary to effectuate this agreement. Without limiting the above general assurance, Wave Transit agrees:

1. Each “program” and “facility” (as defined in Sections 21.23(e) and 21.23(b)) will be conducted or operated in compliance with all requirements of the Regulations.
2. It will insert the clauses of this assurance in every contract subject to the Act and the Regulations.
3. Where Federal financial assistance is received to construct a facility, or part of a facility, the assurance shall extend to the entire facility and facilities operated in connection therewith.
4. Where Federal financial assistance is in the form or for the acquisition of real property or an interest in real property, the assurance shall extend to rights to space on, over, or under such property.
5. It will include the appropriate clauses set forth in this assurance, as a covenant running with the land, in any future deeds, leases, permits, licenses, and similar agreements entered into by the sponsor with other parties:
  - (a) for the subsequent transfer of real property acquired or improved with Federal financial assistance under this Project; and
  - (b) for the construction or use of or access to space on, over, or under real property acquired or improved with Federal financial assistance under this Project.
6. This assurance obligates the Sponsor for the period during which Federal financial assistance is extended to the program, except where the Federal financial assistance is to provide, or is in the form of personal property or real property or

interest therein or structures or improvements thereon, in which case the assurance obligates the sponsor or any transferee for the longer of the following periods.

- (a) the period during which the property is used for a purpose for which Federal financial assistance is extended, or for another purpose involving the provision of similar services or benefits, or
  - (b) the period during which the sponsor retains ownership or possession of the property.
7. It will provide for such methods of administration for the program as are found by the Secretary of Transportation or the official to whom he delegates specific authority to give reasonable guarantee that it, other sponsors, subgrantees, contractors, subcontractors, transferees, successors in interest, and other participants or Federal financial assistance under such program will comply with all requirements imposed or pursuant to the Act, the Regulations, and this assurance.
8. It agrees that the United States has a right to seek judicial enforcement with regard to any matter arising under the Act, the Regulations, and this assurance.

THIS ASSURANCE is given in consideration of and for the purpose of obtaining Federal financial assistance and is binding on its contractors, the sponsor, subcontractors, transferees, successors in interest and other participants in the Project. The person or persons whose signatures appear below are authorized to sign this assurance on behalf of the recipient.

Dated \_\_\_\_\_

By \_\_\_\_\_  
Albert Eby, Executive Director, Wave Transit

By \_\_\_\_\_  
Don Betz, Board Chairman, Wave Transit

**\*Annual Certifications and Assurances are posted annually in TEAM as required\***

## **SECTION 5: ENVIRONMENTAL ANALYSIS OF CONSTRUCTION PROJECTS**

Cape Fear Public Transportation Authority (dba. Wave Transit) shall integrate an environmental justice analysis into their National Environmental Policy Act (NEPA) documentation of construction projects of which require NEPA. If a Categorical Exclusion (CE) is performed, Wave Transit shall complete the FTA's standard checklist which includes a section on community disruption and environmental justice. While preparing an Environmental Assessment (EA) or Environmental Impact Statement (EIS), Wave Transit shall integrate into their documents, the following:

1. A description of the low-income and minority population within the study area affected by the project, and a discussion of the method used to identify this population;
2. A discussion of all adverse effects that would affect the identified minority and low-income population.
3. A discussion of all positive effects that would affect the identified minority and low-income population;
4. A description of all mitigation and environmental enhancement actions incorporated into the project to address the adverse effects, including, but not limited, any special features of the relocation program that go beyond the requirements of the Uniform Relocation Act and address adverse community effects such as separation or cohesion issues, and the replacement of the community resources destroyed by the project, if applicable;
5. A discussion of the remaining effects, if any, and why further mitigation is not proposed; and
6. For projects that traverse predominantly minority and low-income and predominantly non-minority and non-low-income areas, a comparison will be completed of mitigation and environmental enhancement actions between the two stated areas. If there is no basis for such a comparison, Wave Transit shall describe why this is so.

###



## **Limited English Proficiency (LEP) Plan**

*Updated September 8, 2011*

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## **Introduction**

The purpose of this Limited English Proficiency (LEP) policy guidance is to clarify the responsibilities of recipients 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. It was prepared in accordance with Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, et seq, and its implementing regulations 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**

Executive Order 13166 “Improving Access to Services for Persons With Limited English Proficiency,” reprinted at 65 FR 50121 (August 16, 2000), 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) 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 write, read, or understand English may be a type of national 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, and governments such as the Cape Fear Public Transportation Authority, private and non-profit entities and sub-recipients.

### **Plan Summary**

The Cape Fear Public Transportation Authority (CFPTA) has developed this Limited English Proficiency Plan (LEP) to help identify reasonable steps to provide language assistance for LEP persons seeking meaningful access to CFPTA services and programs 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.

## Policy

### Title VI Policy

As a recipient of federal funds, the Cape Fear Public Transportation Authority d/b/a Wave Transit has certified and provided assurances that it will fully comply with Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d. The Authority is committed to ensuring that no person is excluded from participation in, or denied the benefits of its services, on the basis of race, color or national origin.

No person or group of persons shall be discriminated against with regard to the routing, scheduling, or quality of transportation service that Wave Transit furnishes on the basis of race, color, or national origin. Frequency of service, age and quality of vehicles assigned to routes, and location of routes may not be determined on the basis of race, color or national origin.

### Four Factor Analysis

**1. The number or proportion of the LEP population that is eligible to be served or likely to encounter a CFPTA program, activity, or service.**

The Cape Fear Public Transportation Authority (CFPTA) studied the US Census Bureau's 2005-2009 American Community Survey in order to determine the number of limited English proficiency individuals living within service area of CFPTA. The Census Bureau estimates that New Hanover County has a population of 189,463 people, with Hispanics or Latin individuals comprising the largest non-English speaking language group. The language spoken most often by this group of people is Spanish. The bureau estimates that there are approximately 6,325 Spanish speaking individuals age 5 and older living in New Hanover County. However, it is estimated that only 0.9% or 1,771 individuals age 5 and over are classified as either not being able to speak English very well or not at all, which is significant (Appendix A).

**2. The frequency at which an individual comes in contact with a CFPTA program or service.**

The Authority assessed the frequency at which the staff has or could come into contact with LEP individuals. This included documenting phone inquires and surveying public meetings. The period from January 1, 2010 through December 31, 2010, CFPTA has received three (3) requests for a Spanish speaking interpreter by phone and no requests for translation services.

**3. Importance of the program, activity or service provided by CFPTA to the LEP community.**

The Cape Fear Region is a rapidly growing region in Eastern North Carolina, with a growing Latino community. The Authority recognizes that pubic outreach to all groups

within the community is important and will continue to reach out to persons with limited English proficiencies.

#### **4. The resources available to CFPTA and overall costs**

The Authority identified local resources that could be used to provide LEP assistance to customers. This included identifying staff, volunteers, and free language services, which could be used to provide translation and interpreting services. The Authority uses a language interpreting service and all staff are trained on this procedure.

#### **Analysis**

CFPTA analyzed the four factors and determined that the population of LEP persons living in the Cape Fear Region is rather small when compared to the rest of the population, which presents challenges when developing a plan for such a small population. The size of the population makes outreach activities difficult, but the Authority developed the following plan to assist individuals with Limited English Proficiency within its service region.

## **Language Assistance Measures**

When an interpreter is needed, in person or on the telephone, first determine what language is required. The Authority staff can provide some Spanish interpreting services. If Spanish is not required, bilingual staff is unavailable, or formal interpretation is required, staff shall use telephone interpreting services is provided by Fluent Language Solutions. Phone numbers and access codes for the service are found near any Authority telephone.

The Authority also provides a translation link on its website to aid LEP persons with bus schedules and information about the bus system.

## **Authority Staff Training**

All Authority staff will be provided with the LEP Plan and will be educated on procedures and services available. This information will also be part of the Authority staff orientation process for new hires. Training topics are listed below:

- Understanding the Title VI LEP responsibilities
- What language assistance services the Authority offers
- Use of LEP “I Speak” Cards
- How to use the Fluent Language Solutions interpretation and translation services
- Documentation of language assistance requests

When anyone seeks services from the Authority, staff must inquire what language is their preference and whether they desire an interpreter if preference is other than English. The “I Speak” cards will be used to help client identify their language needs (Appendix B).

## **Providing Notice of Available Language Service to LEP Persons**

The Authority will post a link on its website that language service is available, as well as provide a link to translate the website. The Authority will also indicate in newspaper press releases and classified ads that interpreter services are available upon request.

## **Outreach Techniques**

If a staff member knows that they will be presenting a topic that could be of potential importance to a LEP person or if staff will be hosting a meeting or a workshop in a geographic location with a known concentration of LEP persons, they will have meeting notices, fliers, advertisements, and agendas printed in an alternative language, such as Spanish.

## **Monitoring and Updating the LEP Plan**

On at least an annual basis, the Authority will conduct an evaluation of the LEP plan to determine overall effectiveness. The evaluation will consider which aspects of the program are effective and which aspects need adjustments.

The Cape Fear Public Transportation Authority’s annual review of the LEP plan will consist of the following activities:

- Assessment of the number of persons with limited English proficiency living within the Authority’s service area
- Assessment of the current language needs of clients with limited English proficiency, to determine whether they need an interpreter and/or translated materials to communicate effectively with staff.
- Determining if existing language assistance services are meeting the needs of clients with limited English proficiency
- Assessing whether staff members understand the CFPTA LEP policies and procedures, how to carry them out and whether language assistance resources and arrangements for resources are still current and accessible

## **LEP Contact**

Any questions or comments regarding this plan should be directed to the individual listed below:

### **Mailing Address**

Wave Transit  
Attn: Title VI Coordinator  
P.O. Box 12630  
Wilmington, NC 28405

### **Contact Information**

Matthew Kunic  
mkunic@wavetransit.com  
Phone: 910.343.0106 ext 2057  
Fax: 910.342.2557

## Graphs and Charts

Chart 1

C03001. HISPANIC OR LATINO ORIGIN BY SPECIFIC ORIGIN - Universe: TOTAL POPULATION

	<b>New Hanover County, North Carolina</b>	
	Estimate	Margin of Error
Total:	189,463	*****
Not Hispanic or Latino	183,296	*****
Hispanic or Latino:	6,167	*****
Mexican	3,828	+/-444
Puerto Rican	687	+/-255
Cuban	164	+/-91
Dominican (Dominican Republic)	60	+/-56
Central American	617	+/-295
South American	528	+/-232
Other Hispanic or Latino	283	+/-108

Source: U.S. Census Bureau,  
2005-2009 American Community Survey

Chart 2

C16001. LANGUAGE SPOKEN AT HOME FOR THE POPULATION 5 YEARS AND OVER - Universe:  
POPULATION 5 YEARS AND OVER

	<b>New Hanover County, North Carolina</b>	
	Estimate	Margin of Error
Total:	177,839	+/-24
Speak only English	166,704	+/-706
Spanish or Spanish Creole	6,325	+/-533
French (including Patois, Creole, Cajun)	572	+/-167
German or other West Germanic languages	724	+/-275
Slavic languages	197	+/-159
Other Indo-European languages	124	+/-114
Korean	257	+/-132
Chinese	403	+/-213
Vietnamese	323	+/-194
Tagalog	149	+/-103
Other Asian or Pacific Island languages	86	+/-183
Other and unspecified languages	0	+/-127

Source: U.S. Census Bureau  
2005-2009 American Community Survey

Chart 3

B16006. LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER (HISPANIC OR LATINO) - Universe: HISPANIC OR LATINO POPULATION 5 YEARS AND OVER

	<b>New Hanover County, North Carolina</b>	
	Estimate	Margin of Error
Total:	4,986	****
Speak only English	1,104	+/-249
Speak Spanish:	3,882	+/-249
Speak English "very well"	1,331	+/-241
Speak English "well"	780	+/-195
Speak English "not well"	1,068	+/-205
Speak English "not at all"	703	+/-193
Speak other language	0	+/-127

Source: U.S. Census Bureau  
2005-2009 American Community Survey

I Speak Cards

Kuv xav tau ib tug Hmoob  
pab txhais lus rau kuv.  
**I need a Hmong interpreter**

ខ្ញុំត្រូវការអ្នកបកប្រែភាសាខ្មែរ  
**I need a Khmer interpreter.**

ຂ້າພະເຈົ້າ ຕ້ອງການ ລ່າມແປພາສາລາວ  
**I need a Lao interpreter**

Мне нужен русский переводчик.  
**I need a Russian interpreter.**

Turjumana afan Oromiffa enbarbana.  
**I need an Oromiffa interpreter.**

Trebam prevodioca srpsko-hrvatskog jezika.  
**I need a Serbo-Croatian interpreter.**

Waxaan u baahnahay turjubaan  
Somali ah.  
**I need a Somali interpreter.**

Necesito servicios de intérprete  
en español.  
**I need a Spanish interpreter.**

Tôi cần thông dịch viên tiếng Việt.  
**I need a Vietnamese interpreter.**

انا احتاج مترجم عربي  
**I need an Arabic interpreter**