

Language Assistance Plan

PROVIDING ACCESS TO PROGRAMS AND SERVICES FOR
PEOPLE WITH LIMITED ENGLISH PROFICIENCY



**Massachusetts Bay
Transportation Authority**

MARCH 2026

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Introduction

The purpose of the MBTA's Title VI Program is to ensure that no person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance. This includes taking reasonable steps to provide meaningful access to programs and services for people with limited English proficiency.

Meaningful access goes beyond offering translation and interpretation services to limited-English-proficient (LEP) riders. It includes informing customers and potential customers how to request language assistance. This assistance is available beyond simply riding the network. The MBTA encourages public input and engagement on projects, reaches out to understand community impacts, and tries to work with the feedback received to operate effectively.

This Language Assistance Plan (LAP) is monitored on an ongoing basis and is updated every three years to improve its effectiveness and to be responsive to the changing needs of the region's diverse communities.

The Federal Transit Administration (FTA) defines LEP individuals as:

persons for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English. It includes people who reported to the US Census that they speak English less than very well, not well, or not at all.

The MBTA uses this definition, decennial US Census data, the US Census American Community Survey (ACS), feedback from project management staff as well as front line operations staff, and additional local information to update the Language Assistance Plan.

The MBTA performs an analysis to identify the various kinds of contacts we have with the public to assess language needs and decide what reasonable steps we should take to ensure meaningful access for LEP persons:

- 1. LEP Population Size:** The number or proportion of LEP persons likely to be served in our programs. This includes:
- 2. Frequency of Contact:** The frequency with which LEP persons come into contact with our programs, activities, and services.
- 3. Importance:** The nature and importance of the program, activity, or service provided to people's lives.
- 4. Resources:** The resources available for LEP outreach and the costs associated with that outreach.

The first two of the four factors are used to identify individuals who need language assistance. The third factor determines what needs to be translated, and the fourth factor identifies translation resources and costs. The MBTA has completed this analysis to identify and document the number and geographic distribution of potential LEP customers within the MBTA's 178-municipality service area, and to evaluate the need for language assistance.

MBTA Four-Factor Analysis

Factor 1: The Number and Proportion of Persons in the Service Population Who Are LEP

Data from the 2019–2023 ACS five-year Public Use Microdata Sample were used to analyze the number of LEP persons living in the MBTA service area. The US Census tables titled “Language Spoken at Home” and “Ability to Speak English for the Population 5 Years and Over” were used to estimate the number of people with limited English proficiency for Public Use Microdata Areas (PUMAs) within Massachusetts. PUMAs are non-overlapping geographic areas defined by the US Census Bureau that contain no fewer than 100,000 people. To calculate the number of people with limited English proficiency the counts of people who self-reported as speaking English less than “very well” were summed.

The MBTA has two service areas: the core service area, which is 65 municipalities that have access to MBTA bus, rapid transit, and ferry service; and the full service area, which is composed of the core service area plus an additional 113 municipalities that have access to MBTA commuter rail service, for a total of 178 municipalities.

The US Census tables used for this analysis provide data by PUMA, not by municipality. PUMAs can consist of multiple municipalities, so PUMAs were assigned to service areas as follows:

- For the full-service area, all PUMAs with any geographic overlap with the service area were included. Forty-seven out of the 54 PUMAs in Massachusetts met this definition.
- For the core service area, PUMAs in which at least 10 percent of the geographic area overlaps with the service area were included. Twenty-six PUMAs met this definition.

The total LEP population in the PUMAs of the full-service area is 585,736 people, or approximately 10.2 percent of the total population age five or older. Spanish speakers constitute the largest LEP group. The 233,360 Spanish speakers represent 39.8 percent of the LEP population in the full-service area.

The total LEP population in the PUMAs of the core service area is 360,994 people, or approximately 11.3 percent of the total population age five or older. Spanish speakers constitute the largest LEP group. The 130,442 Spanish speakers represent 36.1 percent of the LEP population in the core service area.

Top Five Languages

Table 1 shows the top five language groups among people with limited English proficiency in the full service area. Together these five groups account for more than 76 percent of the total LEP population in the full service area.

Table 1
Top Five Language Groups in the MBTA Full Service Area

Language	2023 LEP Speakers	Percentage of Total Population	Percentage of LEP Population
Spanish	233,360	4.1%	39.8%
Portuguese	86,313	1.5%	14.7%
Chinese	67,846	1.2%	11.6%
Haitian	35,334	0.6%	6.0%
Vietnamese	24,053	0.4%	4.1%

LEP = Limited English Proficiency.
Source: 2019–23 American Community Survey Five-year Public Use Microdata Sample.

Table 2 shows the top five language groups among people with limited English proficiency in the core service area. Together these five groups account for just under 76 percent of the total LEP population in the core service area.

Table 2
Top Five Language Groups in the MBTA Core Service Area

Language	2023 LEP Speakers	Percentage of Total Population	Percentage of LEP Population
Spanish	130,442	4.1%	36.1%
Chinese	60,575	1.9%	16.8%
Portuguese	44,527	1.4%	12.3%
Haitian	22,142	0.7%	6.1%
Vietnamese	16,330	0.5%	4.5%

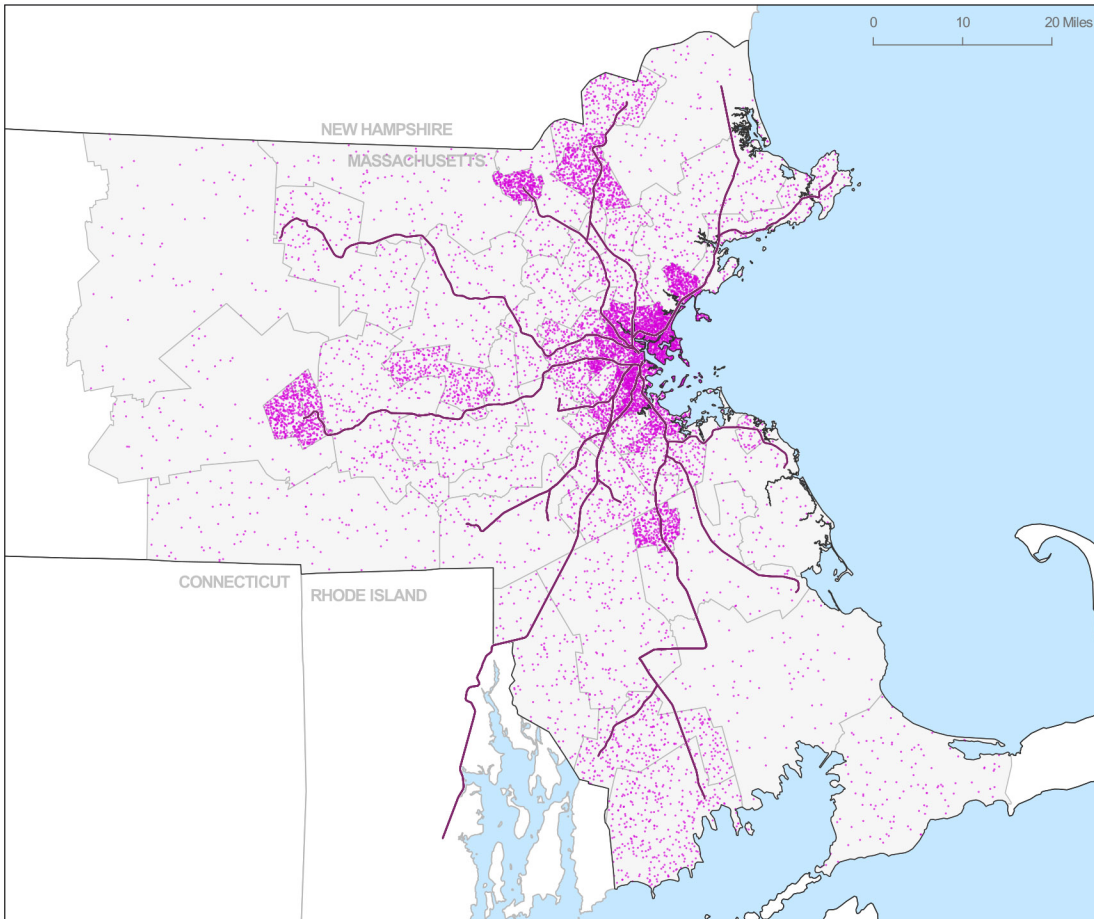
LEP = Limited English Proficiency.
Source: 2019–23 American Community Survey Five-year Public Use Microdata Sample.

Given that the majority of individuals with limited English proficiency in the MBTA service area belong to one of these top five language groups, further details about each of these language groups are provided below. Additional language groups are also identified.

CTPS mapped the ACS data to provide a geographic representation of where concentrations of people with limited English proficiency live and to show the languages spoken at home in those areas. Figures 1-A and 1-B show the concentrations by PUMA, regardless of the language spoken at home, in the full and core service areas, respectively. Most of the areas with the highest concentrations of people with limited English proficiency are urban areas.


To identify areas where there are high concentrations of people with limited English proficiency who speak one of the top five languages, further analysis was conducted on PUMAs where the LEP population exceeded five percent of the total population and where more than 25 percent of the PUMA’s LEP population, or more than 1,000 people, speak one of the top five languages. The maps and tables below show that some of the top five languages are spoken primarily in and around Boston, while others are more broadly distributed.

Figures 2-A through 6-B show the concentrations of people in both service areas whose primary language is one of the top five languages and who have limited English proficiency. The figures highlight the PUMAs with the largest concentrations of these populations. Tables 3 through 7 list these PUMAs and provide the number of speakers of these languages with limited English proficiency and their percentage of the total population and LEP population in each PUMA.



**FIGURE 1-A
MBTA Language
Assistance Plan**

People with Limited English Proficiency in the MBTA Commuter Rail Service Area

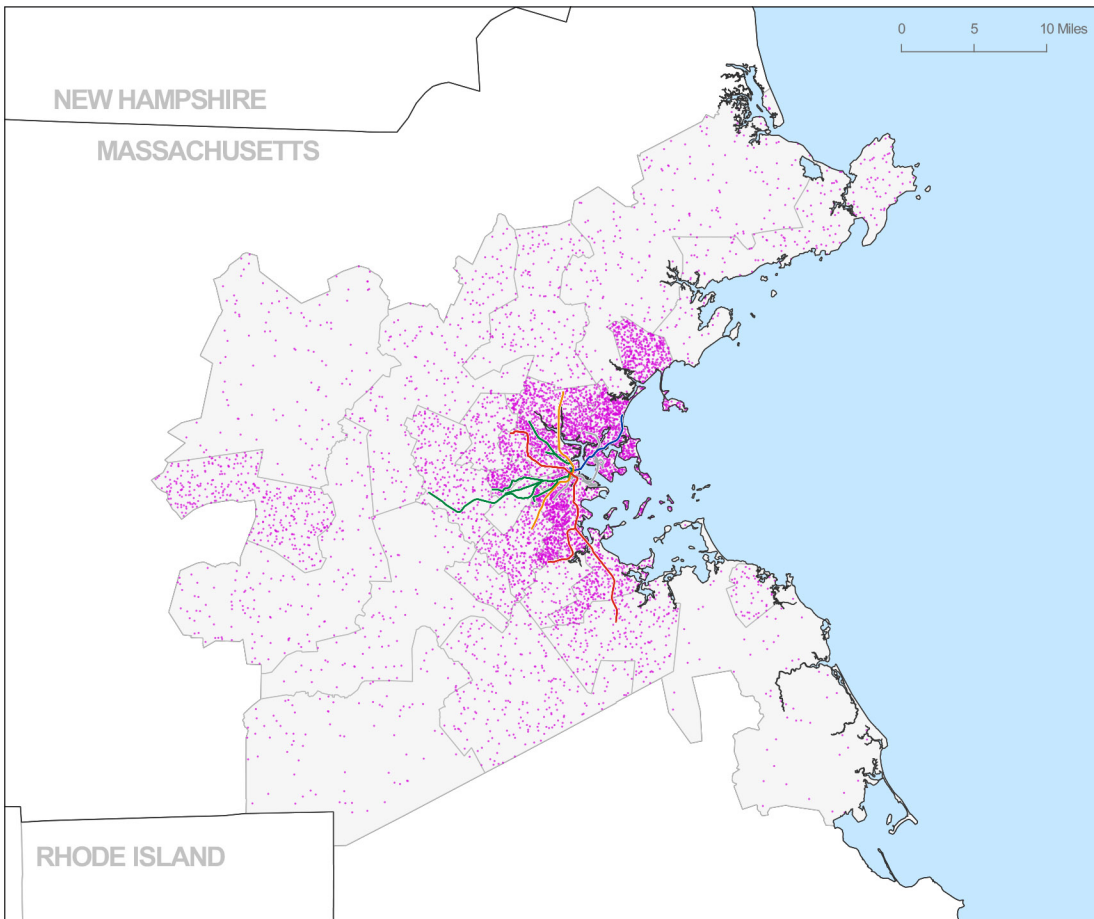
 All speakers who speak English "less than very well" (1 dot = 50 speakers)

Residents with limited English proficiency are defined for Title VI purposes as persons aged five and older whose ability to speak English was self-identified as less than "very well" in the 2023 American Community Survey five-year Public Use Microdata Samples.

Public Use Microdata Areas (PUMAs) are non-overlapping geographic areas defined by the US Census Bureau that contain no fewer than 100,000 people. PUMAs with any geographic overlap with the MBTA's 178-municipality commuter rail service area contribute to LEP summaries for the extended service area.


Dots are placed randomly within PUMAs to indicate the number of people with limited English proficiency.

The percentage of people with limited English proficiency in the MBTA's commuter rail service area is 10.2 percent.



**FIGURE 1-B
MBTA Language
Assistance Plan**

People with Limited English Proficiency in the MBTA Core Service Area

 All speakers who speak English "less than very well" (1 dot = 50 speakers)

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Dots are placed randomly within PUMAs to indicate the number of people with limited English proficiency.

The percentage of people with limited English proficiency in the MBTA's core service area is 11.3 percent.

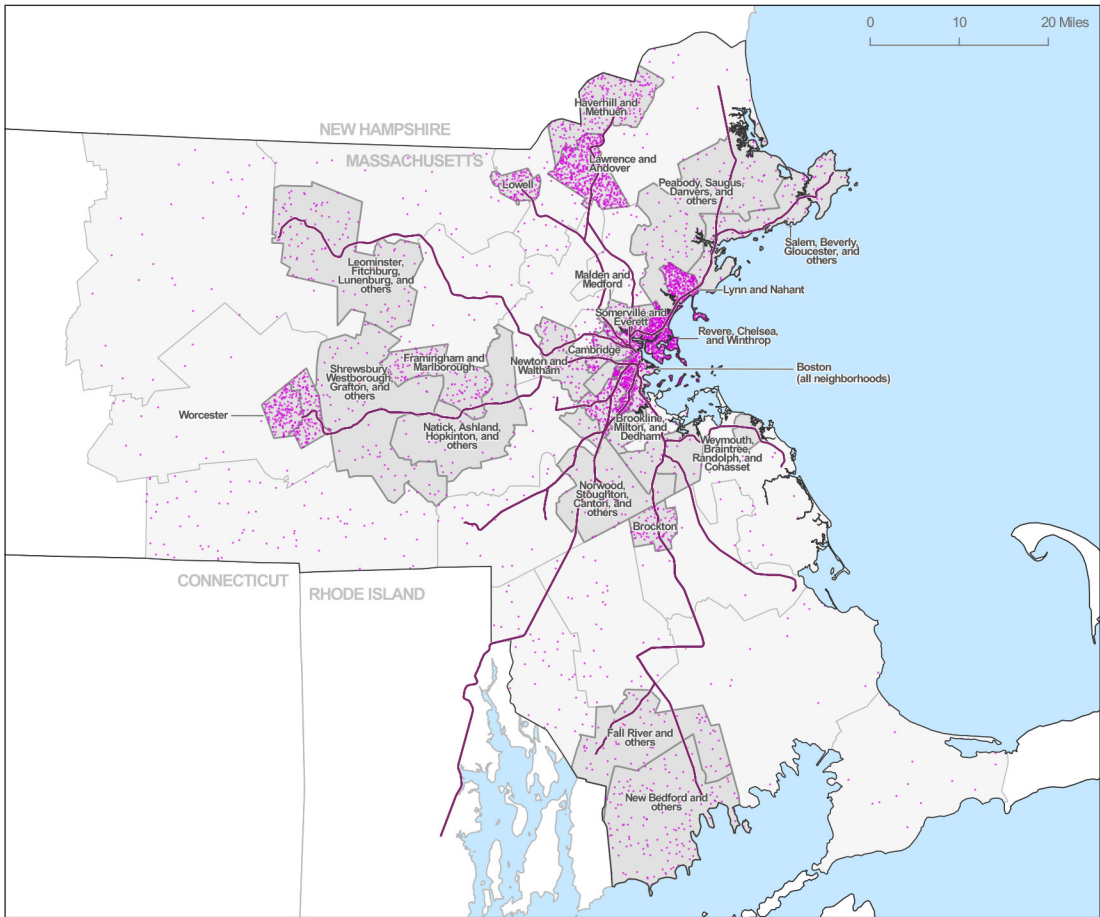


FIGURE 2-A
MBTA Language
Assistance Plan

Spanish-speaking People with Limited English Proficiency in the MBTA Commuter Rail Service Area

- Spanish speakers who speak English "less than very well" (1 dot = 50 speakers)
- Significant Spanish-speaking populations

Residents with limited English proficiency are defined for Title VI purposes as persons aged five and older whose ability to speak English was self-identified as less than "very well" in the 2023 American Community Survey five-year Public Use Microdata Samples.

This map shows where the LEP population is more than five percent of the total population of a PUMA and where the Spanish-speaking population is either more than 1,000 individuals or more than 25 percent of the PUMA's LEP population.

Public Use Microdata Areas (PUMAs) are non-overlapping geographic areas defined by the US Census Bureau that contain no fewer than 100,000 people. PUMAs with any geographic overlap with the MBTA's 178-municipality commuter rail service area contribute to LEP summaries for the extended service area.

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The percentage of people with limited English proficiency in the MBTA's commuter rail service area is 10.2 percent.

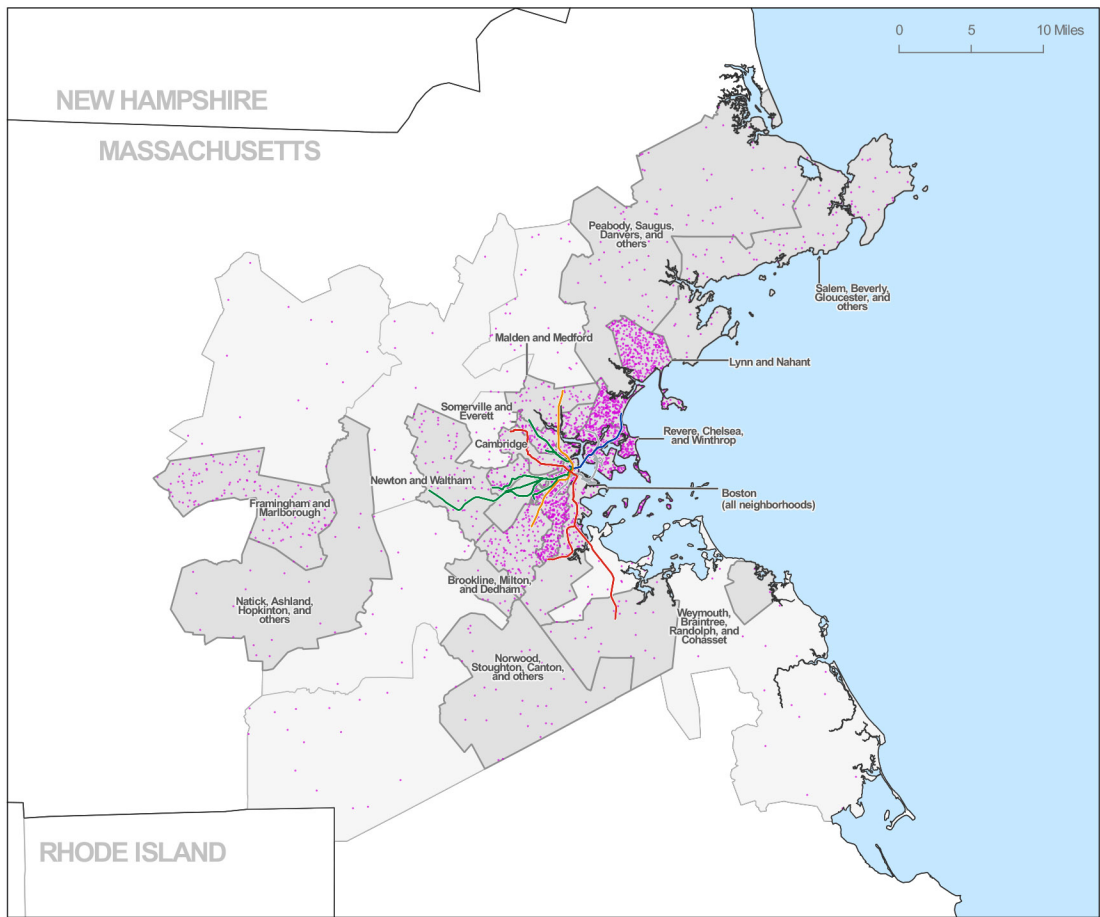


FIGURE 2-B
MBTA Language
Assistance Plan

Spanish-speaking People with Limited English Proficiency in the MBTA Core Service Area

- Spanish speakers who speak English "less than very well" (1 dot = 50 speakers)
- Significant Spanish-speaking populations

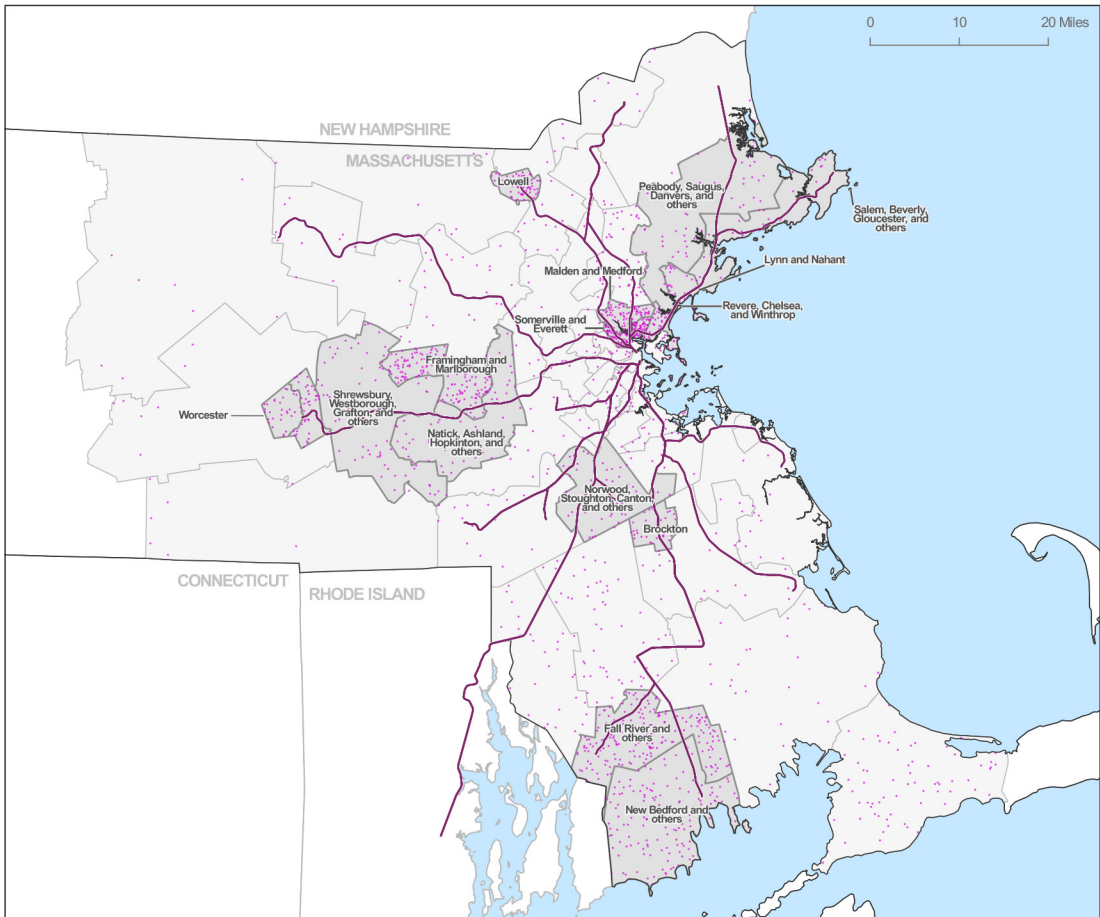
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This map shows where the LEP population is more than five percent of the total population of a PUMA and where the Spanish-speaking population is either more than 1,000 individuals or more than 25 percent of the PUMA's LEP population.

Public Use Microdata Areas (PUMAs) are non-overlapping geographic areas defined by the US Census Bureau that contain no fewer than 100,000 people. PUMAs where at least 10 percent of the geographic area of the PUMA is within the MBTA's 65-municipality core service area contribute to LEP summaries for the core service area.

Dots are placed randomly within PUMAs to indicate the number of people with limited English proficiency.

The percentage of people with limited English proficiency in the MBTA's core service area is 11.3 percent.



**FIGURE 3-A
MBTA Language
Assistance Plan**

**Portuguese-speaking People
with Limited English
Proficiency in the MBTA
Commuter Rail Service Area**

- Portuguese speakers who speak English "less than very well" (1 dot = 50 speakers)
- Significant Portuguese-speaking populations

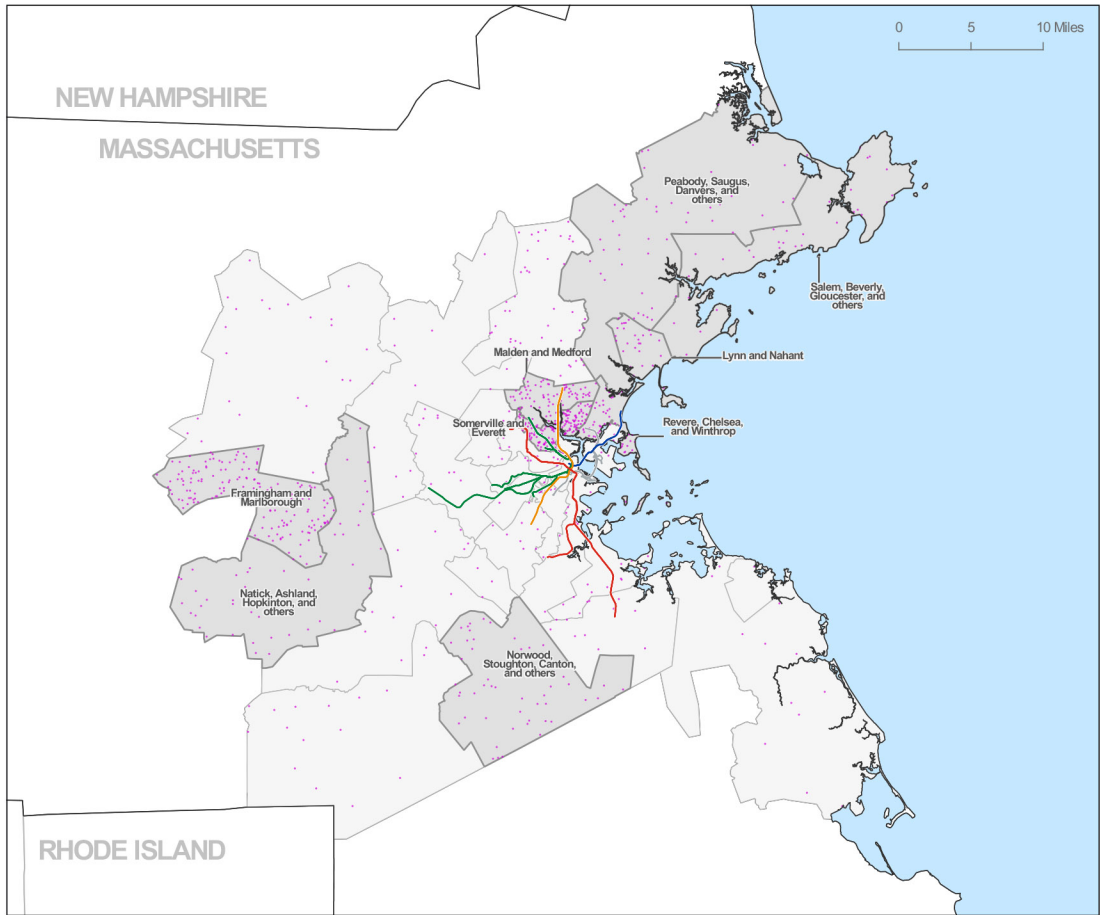
Residents with limited English proficiency are defined for Title VI purposes as persons aged five and older whose ability to speak English was self-identified as less than "very well" in the 2023 American Community Survey five-year Public Use Microdata Samples.

This map shows where the LEP population is more than five percent of the total population of a PUMA and where the Portuguese-speaking population is either more than 1,000 individuals or more than 25 percent of the PUMA's LEP population.

Public Use Microdata Areas (PUMAs) are non-overlapping geographic areas defined by the US Census Bureau that contain no fewer than 100,000 people. PUMAs with any geographic overlap with the MBTA's 178-municipality commuter rail service area contribute to LEP summaries for the extended service area.

Dots are placed randomly within PUMAs to indicate the number of people with limited English proficiency.

The percentage of people with limited English proficiency in the MBTA's commuter rail service area is 10.2 percent.



**FIGURE 3-B
MBTA Language
Assistance Plan**

**Portuguese-speaking People
with Limited English
Proficiency in the MBTA
Core Service Area**

- Portuguese speakers who speak English "less than very well" (1 dot = 50 speakers)
- Significant Portuguese-speaking populations

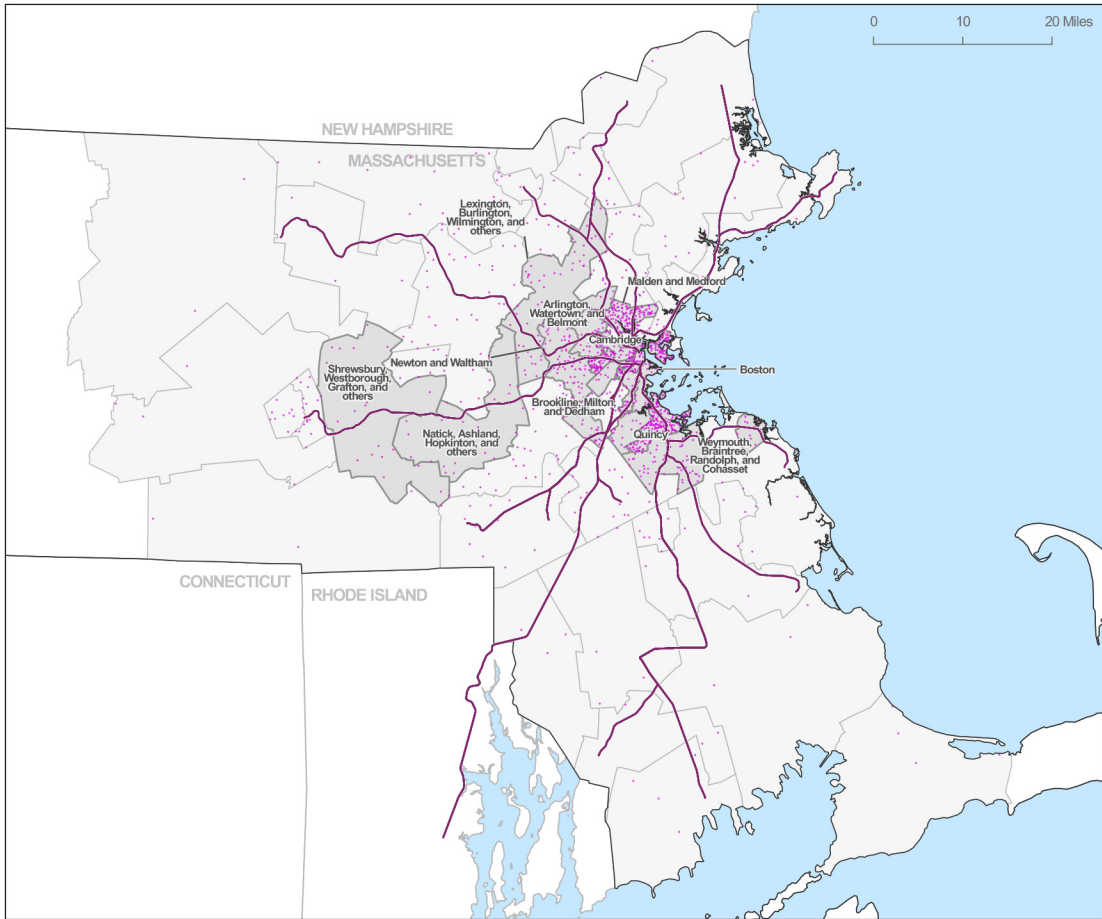
Residents with limited English proficiency are defined for Title VI purposes as persons aged five and older whose ability to speak English was self-identified as less than "very well" in the 2023 American Community Survey five-year Public Use Microdata Samples.

This map shows where the LEP population is more than five percent of the total population of a PUMA and where the Portuguese-speaking population is either more than 1,000 individuals or more than 25 percent of the PUMA's LEP population.

Public Use Microdata Areas (PUMAs) are non-overlapping geographic areas defined by the US Census Bureau that contain no fewer than 100,000 people. PUMAs where at least 10 percent of the geographic area of the PUMA is within the MBTA's 65-municipality core service area contribute to LEP summaries for the core service area.

Dots are placed randomly within PUMAs to indicate the number of people with limited English proficiency.

The percentage of people with limited English proficiency in the MBTA's core service area is 11.3 percent.



**FIGURE 4-A
MBTA Language Assistance Plan**

Chinese-speaking People with Limited English Proficiency in the MBTA Commuter Rail Service Area

- Chinese speakers who speak English "less than very well" (1 dot = 50 speakers)
- Significant Chinese-speaking populations

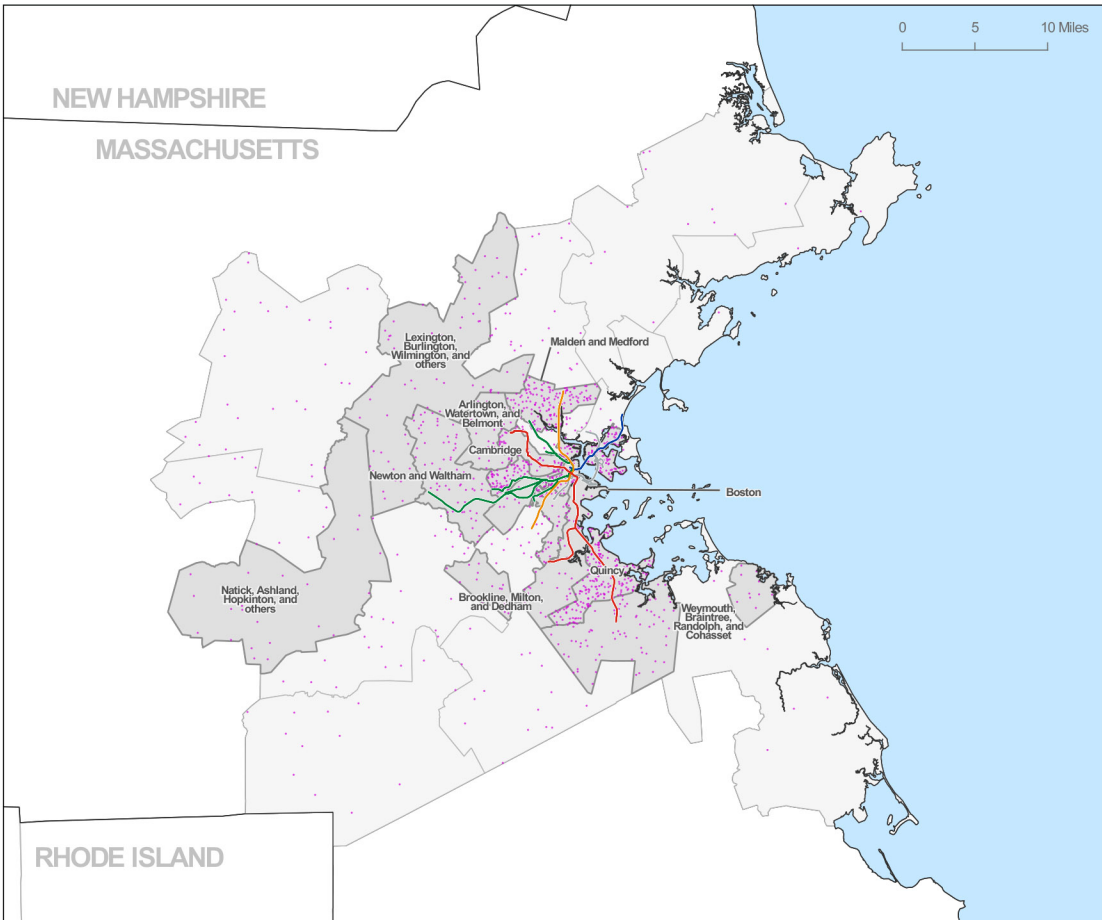
Residents with limited English proficiency are defined for Title VI purposes as persons aged five and older whose ability to speak English was self-identified as less than "very well" in the 2023 American Community Survey five-year Public Use Microdata Samples.

This map shows where the LEP population is more than five percent of the total population of a PUMA and where the Chinese-speaking population is either more than 1,000 individuals or more than 25 percent of the PUMA's LEP population.

Public Use Microdata Areas (PUMAs) are non-overlapping geographic areas defined by the US Census Bureau that contain no fewer than 100,000 people. PUMAs with any geographic overlap with the MBTA's 178-municipality commuter rail service area contribute to LEP summaries for the extended service area.

Dots are placed randomly within PUMAs to indicate the number of people with limited English proficiency.

The percentage of people with limited English proficiency in the MBTA's commuter rail service area is 10.2 percent.



**FIGURE 4-B
MBTA Language Assistance Plan**

Chinese-speaking People with Limited English Proficiency in the MBTA Core Service Area

- Chinese speakers who speak English "less than very well" (1 dot = 50 speakers)
- Significant Chinese-speaking populations

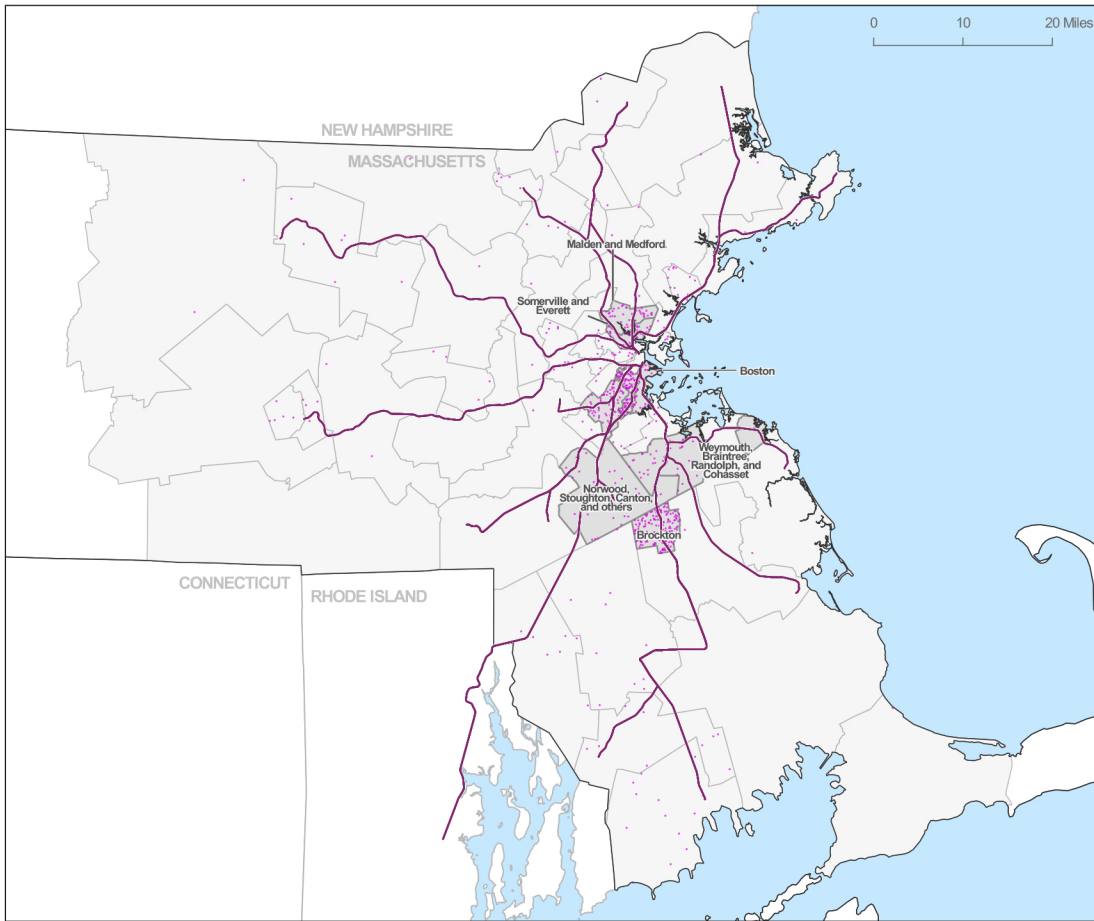
Residents with limited English proficiency are defined for Title VI purposes as persons aged five and older whose ability to speak English was self-identified as less than "very well" in the 2023 American Community Survey five-year Public Use Microdata Samples.

This map shows where the LEP population is more than five percent of the total population of a PUMA and where the Chinese-speaking population is either more than 1,000 individuals or more than 25 percent of the PUMA's LEP population.

Public Use Microdata Areas (PUMAs) are non-overlapping geographic areas defined by the US Census Bureau that contain no fewer than 100,000 people. PUMAs where at least 10 percent of the geographic area of the PUMA is within the MBTA's 65-municipality core service area contribute to LEP summaries for the core service area.

Dots are placed randomly within PUMAs to indicate the number of people with limited English proficiency.

The percentage of people with limited English proficiency in the MBTA's core service area is 11.3 percent.



**FIGURE 5-A
MBTA Language Assistance Plan**

Haitian-speaking People with Limited English Proficiency in the MBTA Commuter Rail Service Area

- Haitian speakers who speak English "less than very well" (1 dot = 50 speakers)
- Significant Haitian-speaking populations

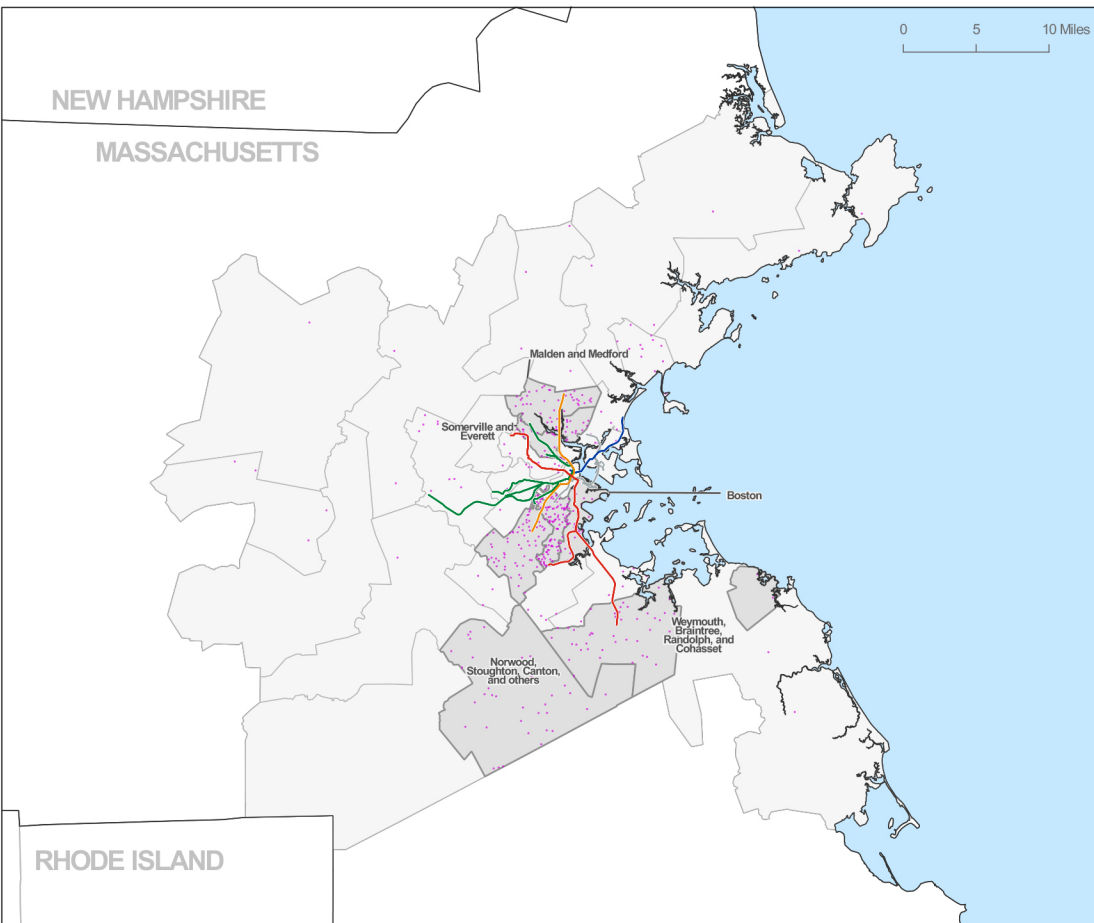
Residents with limited English proficiency are defined for Title VI purposes as persons aged five and older whose ability to speak English was self-identified as less than "very well" in the 2023 American Community Survey five-year Public Use Microdata Samples.

This map shows where the LEP population is more than five percent of the total population of a PUMA and where the Haitian-speaking population is either more than 1,000 individuals or more than 25 percent of the PUMA's LEP population.

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Dots are placed randomly within PUMAs to indicate the number of people with limited English proficiency.

The percentage of people with limited English proficiency in the MBTA's commuter rail service area is 10.2 percent.



**FIGURE 5-B
MBTA Language Assistance Plan**

Haitian-speaking People with Limited English Proficiency in the MBTA Core Service Area

- Haitian speakers who speak English "less than very well" (1 dot = 50 speakers)
- Significant Haitian-speaking populations

Residents with limited English proficiency are defined for Title VI purposes as persons aged five and older whose ability to speak English was self-identified as less than "very well" in the 2023 American Community Survey five-year Public Use Microdata Samples.

This map shows where the LEP population is more than five percent of the total population of a PUMA and where the Haitian-speaking population is either more than 1,000 individuals or more than 25 percent of the PUMA's LEP population.

Public Use Microdata Areas (PUMAs) are non-overlapping geographic areas defined by the US Census Bureau that contain no fewer than 100,000 people. PUMAs where at least 10 percent of the geographic area of the PUMA is within the MBTA's 65-municipality core service area contribute to LEP summaries for the core service area.

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The percentage of people with limited English proficiency in the MBTA's core service area is 11.3 percent.

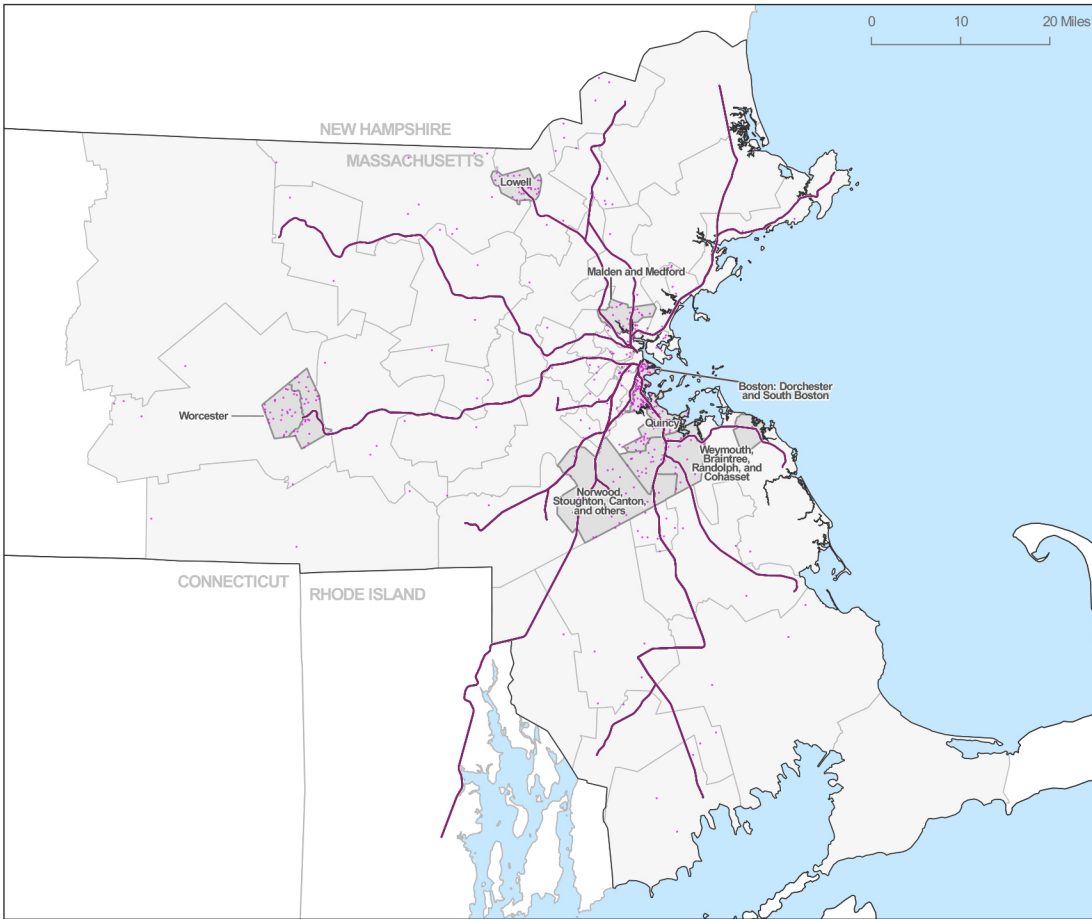




FIGURE 6-A
MBTA Language
Assistance Plan

Vietnamese-speaking People with Limited English Proficiency in the MBTA Commuter Rail Service Area

-  Vietnamese speakers who speak English "less than very well" (1 dot = 50 speakers)
-  Significant Vietnamese-speaking populations

Residents with limited English proficiency are defined for Title VI purposes as persons aged five and older whose ability to speak English was self-identified as less than "very well" in the 2023 American Community Survey five-year Public Use Microdata Samples.

This map shows where the LEP population is more than five percent of the total population of a PUMA and where the Vietnamese-speaking population is either more than 1,000 individuals or more than 25 percent of the PUMA's LEP population.

Public Use Microdata Areas (PUMAs) are non-overlapping geographic areas defined by the US Census Bureau that contain no fewer than 100,000 people. PUMAs with any geographic overlap with the MBTA's 178-municipality commuter rail service area contribute to LEP summaries for the extended service area.

Dots are placed randomly within PUMAs to indicate the number of people with limited English proficiency.

The percentage of people with limited English proficiency in the MBTA's commuter rail service area is 10.2 percent.

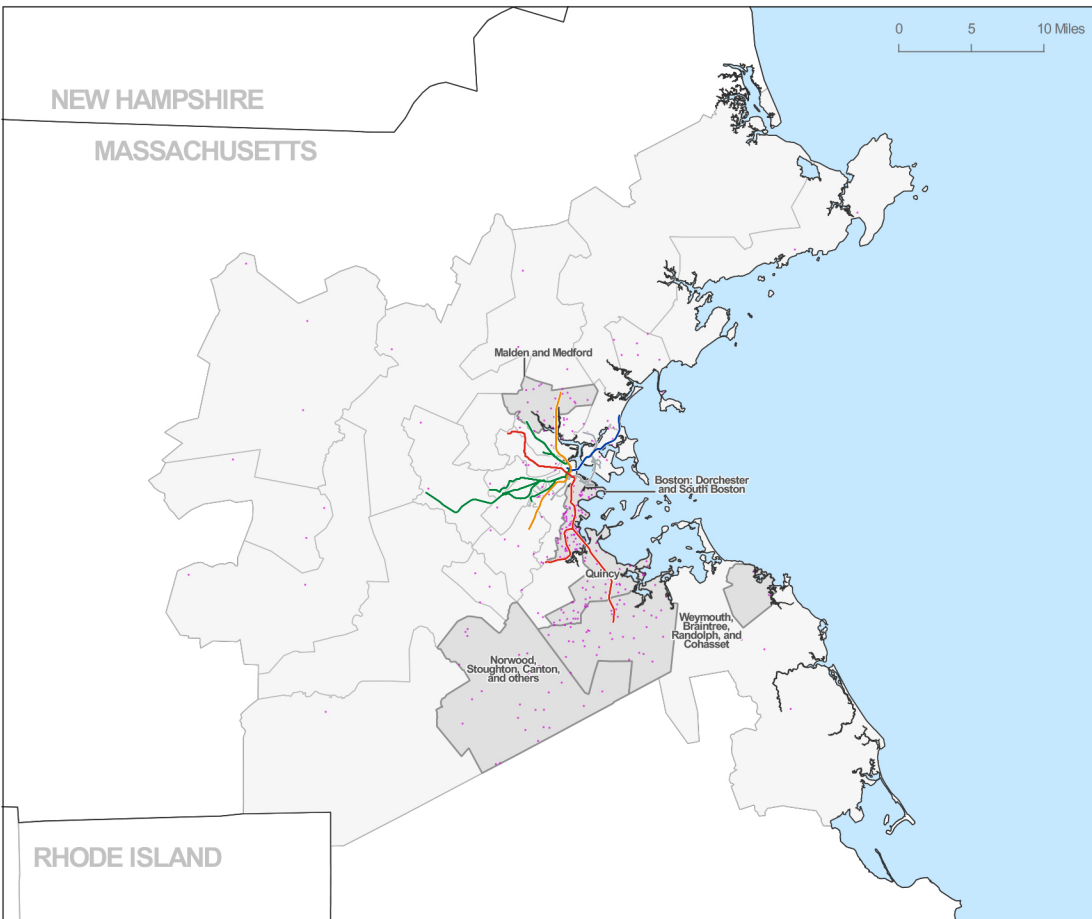




FIGURE 6-B
MBTA Language
Assistance Plan

Vietnamese-speaking People with Limited English Proficiency in the MBTA Core Service Area

-  Vietnamese speakers who speak English "less than very well" (1 dot = 50 speakers)
-  Significant Vietnamese-speaking populations

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Dots are placed randomly within PUMAs to indicate the number of people with limited English proficiency.

The percentage of people with limited English proficiency in the MBTA's core service area is 11.3 percent.

Spanish

The Spanish-speaking population is the largest LEP population in the MBTA's service areas. The largest numbers of Spanish-speaking people with limited English proficiency are in Lawrence, Andover, Revere, Chelsea, Winthrop, Lynn, Nahant, Boston, Haverhill, and Methuen.

Table 3
Spanish-speaking LEP Populations

PUMA	PUMA Name	Service Area	2023 Spanish-speaking LEP Population	Spanish-speaking LEP Population — Percentage of Total Population	Spanish-speaking LEP Population — Percentage of LEP Population
702	Lawrence and Andover	Full	30,671	26.5%	92.1%
806	Revere, Chelsea, and Winthrop	Core	25,927	23.4%	75.6%
705	Lynn and Nahant	Core	18,361	18.9%	73.6%
802	Boston: Back Bay, Beacon Hill, Charlestown, East Boston, Central, and South End	Core	15,673	10.4%	58.2%
804	Boston: Mattapan and Roxbury	Core	13,995	10.8%	53.4%
701	Haverhill and Methuen	Full	11,554	10.1%	80.9%
505	Worcester: West	Full	8,829	9.5%	51.8%
805	Boston: Hyde Park, Jamaica Plain, Roslindale, and West Roxbury	Core	7,459	5.9%	47.8%
1004	New Bedford and others	Full	7,319	4.7%	43.0%
610	Somerville and Everett	Core	7,118	5.8%	31.9%
504	Worcester: East	Full	7,118	7.0%	43.0%
605	Framingham and Marlborough	Core	6,779	6.4%	36.9%
602	Lowell	Full	6,304	5.8%	29.8%
806	Revere, Chelsea, and Winthrop	Core	2,808	2.5%	8.2%
905	Norwood, Stoughton, Canton, and others	Core	2,603	2.3%	23.2%
606	Natick, Ashland, Hopkinton, and others	Core	2,513	2.5%	34.6%
704	Peabody, Saugus, Danvers, and others	Core	2,452	1.5%	23.8%
504	Worcester: East	Full	2,197	2.2%	13.3%
706	Salem, Beverly, Gloucester, and others	Core	1,522	1.0%	16.7%
1101	Brockton	Full	1,479	1.5%	7.3%
505	Worcester: West	Full	1,447	1.6%	8.5%
705	Lynn and Nahant	Core	1,282	1.3%	5.1%

LEP = Limited English Proficiency. PUMA = Public Use Microdata Area.
Source: 2016–20 American Community Survey Five-year Public Use Microdata Sample.

Portuguese

The Portuguese-speaking population is the second-largest LEP population in the MBTA's full service area and the third-largest in the core service area. The largest numbers of Portuguese-speaking people with limited English proficiency are in Fall River, Framingham, Marlborough, Somerville, Everett, and New Bedford.

Table 4
Portuguese-speaking LEP Populations

PUMA	PUMA Name	Service Area	2023 Portuguese-speaking LEP Population	Portuguese-speaking LEP Population — Percentage of Total Population	Portuguese-speaking LEP Population — Percentage of LEP Population
1003	Fall River and others	Full	9,377	7.5%	61.2%
605	Framingham and Marlborough	Core	8,012	7.6%	43.6%
610	Somerville and Everett	Core	7,699	6.2%	34.5%
1004	New Bedford and others	Full	6,693	4.3%	39.3%
609	Malden and Medford	Core	4,027	3.4%	18.1%
503	Shrewsbury, Westborough, Grafton, and others	Full	3,236	2.2%	28.2%
602	Lowell	Full	3,225	3.0%	15.3%
806	Revere, Chelsea, and Winthrop	Core	2,808	2.5%	8.2%
905	Norwood, Stoughton, Canton, and others	Core	2,603	2.3%	23.2%
606	Natick, Ashland, Hopkinton, and others	Core	2,513	2.5%	34.6%
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705	Lynn and Nahant	Core	1,282	1.3%	5.1%

LEP = Limited English Proficiency. PUMA = Public Use Microdata Area.
Source: 2016–20 American Community Survey Five-year Public Use Microdata Sample.

Chinese

The Chinese-speaking population is the third-largest LEP population in the MBTA's full service area and the second-largest in the core service area.³ The largest numbers of Chinese-speaking people with limited English proficiency are in Boston, Quincy, and the Malden and Medford area.

Table 5
Chinese-speaking LEP Populations

PUMA	PUMA Name	Service Area	2023 Spanish-speaking LEP Population	Spanish-speaking LEP Population — Percentage of Total Population	Spanish-speaking LEP Population — Percentage of LEP Population
702	Lawrence and Andover	Full	30,671	26.5%	92.1%
806	Revere, Chelsea, and Winthrop	Core	25,927	23.4%	75.6%
705	Lynn and Nahant	Core	18,361	18.9%	73.6%
802	Boston: Back Bay, Beacon Hill, Charlestown, East Boston, Central, and South End	Core	15,673	10.4%	58.2%
804	Boston: Mattapan and Roxbury	Core	13,995	10.8%	53.4%
701	Haverhill and Methuen	Full	11,554	10.1%	80.9%
505	Worcester: West	Full	8,829	9.5%	51.8%
805	Boston: Hyde Park, Jamaica Plain, Roslindale, and West Roxbury	Core	7,459	5.9%	47.8%
1004	New Bedford and others	Full	7,319	4.7%	43.0%
610	Somerville and Everett	Core	7,118	5.8%	31.9%
504	Worcester: East	Full	7,118	7.0%	43.0%
605	Framingham and Marlborough	Core	6,779	6.4%	36.9%
602	Lowell	Full	6,304	5.8%	29.8%
806	Revere, Chelsea, and Winthrop	Core	2,808	2.5%	8.2%
905	Norwood, Stoughton, Canton, and others	Core	2,603	2.3%	23.2%
606	Natick, Ashland, Hopkinton, and others	Core	2,513	2.5%	34.6%
704	Peabody, Saugus, Danvers, and others	Core	2,452	1.5%	23.8%
504	Worcester: East	Full	2,197	2.2%	13.3%
706	Salem, Beverly, Gloucester, and others	Core	1,522	1.0%	16.7%
1101	Brockton	Full	1,479	1.5%	7.3%
505	Worcester: West	Full	1,447	1.6%	8.5%
705	Lynn and Nahant	Core	1,282	1.3%	5.1%

LEP = Limited English Proficiency. PUMA = Public Use Microdata Area.
Source: 2016–20 American Community Survey Five-year Public Use Microdata Sample.

³ The data on Chinese speakers includes speakers of Mandarin, Cantonese, and Min Nan Chinese.

Haitian

The Haitian-speaking population is the fourth-largest LEP population in the MBTA's service areas.³ The largest numbers of Haitian-speaking people with limited English proficiency are in Boston and Brockton.

Table 6
Haitian-speaking LEP Populations

PUMA	PUMA Name	Service Area	2023 Haitian-speaking LEP Population	Haitian-speaking LEP Population — Percentage of Total Population	Haitian-speaking LEP Population — Percentage of LEP Population
1101	Brockton	Full	9,179	9.3%	45.1%
804	Boston: Mattapan and Roxbury	Core	5,219	4.0%	19.9%
805	Boston: Hyde Park, Jamaica Plain, Roslindale, and West Roxbury	Core	2,949	2.3%	18.9%
609	Malden and Medford	Core	2,354	2.0%	10.6%
904	Weymouth, Braintree, Randolph, and Cohasset	Core	2,237	1.7%	17.2%
905	Norwood, Stoughton, Canton, and others	Core	1,799	1.6%	16.1%
610	Somerville and Everett	Core	1,583	1.3%	7.1%
803	Boston: Dorchester and South Boston	Core	1,451	1.2%	9.1%

LEP = Limited English Proficiency. PUMA = Public Use Microdata Area.
Source: 2016–20 American Community Survey Five-year Public Use Microdata Sample.

³ Haitian is also known as Haitian Creole or French Creole.

Vietnamese

The Vietnamese-speaking population is the fifth-largest LEP population in the MBTA's service areas. The largest numbers of Vietnamese-speaking people with limited English proficiency are in Boston, Worcester, Weymouth, and Quincy.

Table 7
Vietnamese-speaking LEP Populations

PUMA	PUMA Name	Service Area	2023 Vietnamese-speaking LEP Population	Vietnamese-speaking LEP Population — Percentage of Total Population	Vietnamese-speaking LEP Population — Percentage of LEP Population
803	Boston: Dorchester and South Boston	Core	4,958	4.2%	31.1%
903	Quincy	Core	2,631	2.7%	14.0%
904	Weymouth, Braintree, Randolph, and Cohasset	Core	2,080	1.6%	16.0%
504	Worcester: East	Full	1,495	1.5%	9.0%
602	Lowell	Full	1,399	1.3%	6.6%
505	Worcester: West	Full	1,309	1.4%	7.7%
905	Norwood, Stoughton, Canton, and others	Core	1,261	1.1%	11.3%
609	Malden and Medford	Core	1,142	1.0%	5.1%

LEP = Limited English Proficiency. PUMA = Public Use Microdata Area.
Source: 2016–20 American Community Survey Five-year Public Use Microdata Sample.

Table 8
LEP Populations Speaking Other Languages

PUMA	PUMA Name	Service Area	2023 LEP Population Speaking Other Languages	LEP Population Speaking Other Languages — Percentage of Total Population	LEP Population Speaking Other Languages — Percentage of LEP Population
602	Lowell	Full	9,601	8.9%	45.4%
613	Newton and Waltham	Core	5,034	3.5%	39.7%
804	Boston: Mattapan and Roxbury	Core	4,871	3.8%	18.6%
609	Malden and Medford	Core	4,863	4.1%	21.9%
505	Worcester: West	Full	4,741	5.1%	27.8%
607	Lexington, Burlington, Wilmington, and others	Core	4,699	3.5%	49.6%
1101	Brockton	Full	4,649	4.7%	22.8%
504	Worcester: East	Full	4,541	4.5%	27.5%
806	Revere, Chelsea, and Winthrop	Core	4,473	4.0%	13.0%
610	Somerville and Everett	Core	4,450	3.6%	19.9%
801	Boston: Allston, Brighton, and Fenway	Core	4,425	4.0%	34.3%
611	Cambridge	Core	4,272	3.8%	45.0%
705	Lynn and Nahant	Core	4,259	4.4%	17.1%

LEP = Limited English Proficiency. PUMA = Public Use Microdata Area.
Source: 2016–20 American Community Survey Five-year Public Use Microdata Sample.

Table 8 Continued
LEP Populations Speaking Other Languages

PUMA	PUMA Name	Service Area	2023 LEP Population Speaking Other Languages	LEP Population Speaking Other Languages — Percentage of Total Population	LEP Population Speaking Other Languages — Percentage of LEP Population
612	Arlington, Watertown, and Belmont	Core	3,927	3.8%	59.0%
503	Shrewsbury, Westborough, Grafton, and others	Full	3,835	2.7%	33.4%
805	Boston: Hyde Park, Jamaica Plain, Roslindale, and West Roxbury	Core	3,702	2.9%	23.7%
903	Quincy	Core	3,560	3.7%	18.9%
905	Norwood, Stoughton, Canton, and others	Core	3,313	2.9%	29.6%
803	Boston: Dorchester and South Boston	Core	3,292	2.8%	20.7%
706	Salem, Beverly, Gloucester, and others	Core	2,988	1.9%	32.7%
704	Peabody, Saugus, Danvers, and others	Core	2,848	1.8%	27.6%
904	Weymouth, Braintree, Randolph, and Cohasset	Core	2,699	2.0%	20.7%
902	Brookline, Milton, and Dedham	Core	2,683	2.4%	35.3%
802	Boston: Back Bay, Beacon Hill, Charlestown, East Boston, Central, and South End	Core	2,611	1.7%	9.7%
605	Framingham and Marlborough	Core	2,443	2.3%	13.3%
606	Natick, Ashland, Hopkinton, and others	Core	2,158	2.1%	29.7%
1004	New Bedford and others	Full	2,024	1.3%	11.9%
701	Haverhill and Methuen	Full	1,692	1.5%	11.8%
502	Leominster, Fitchburg, Lunenburg, and others	Full	1,434	1.3%	16.9%
1003	Fall River and others	Full	1,253	1.0%	8.2%
702	Lawrence and Andover	Full	1,157	1.0%	3.5%

LEP = Limited English Proficiency. PUMA = Public Use Microdata Area.
Source: 2016–20 American Community Survey Five-year Public Use Microdata Sample.

Table 9 shows all languages spoken by at least 1,000 people with limited English proficiency in the full service area.

Table 9
Languages Spoken by LEP Populations

Language	2023 LEP Speakers	Percentage of Population of Full Service Area	Percentage of LEP Population in Full Service Area
Spanish	233,360	4.07%	39.84%
Portuguese	86,313	1.50%	14.74%
Chinese	67,846	1.18%	11.58%
Haitian	35,334	0.62%	6.03%
Vietnamese	24,053	0.42%	4.11%
Arabic	13,831	0.24%	2.36%
Russian	11,673	0.20%	1.99%
Khmer	11,374	0.20%	1.94%
Kabuverdianu	10,258	0.18%	1.75%
French	7,862	0.14%	1.34%
Korean	6,256	0.11%	1.07%
Albanian	5,960	0.10%	1.02%
Italian	5,815	0.10%	0.99%
Greek	5,033	0.09%	0.86%
Hindi	4,841	0.08%	0.83%
Gujarati	3,786	0.07%	0.65%
Polish	2,749	0.05%	0.47%
Farsi	2,695	0.05%	0.46%
Bengali	2,630	0.05%	0.45%
Telugu	2,555	0.04%	0.44%
Nepali	2,365	0.04%	0.40%
Japanese	2,153	0.04%	0.37%
Akan (including Twi)	2,096	0.04%	0.36%
Lao	1,622	0.03%	0.28%
Tamil	1,581	0.03%	0.27%
Armenian	1,470	0.03%	0.25%
Amharic	1,437	0.03%	0.25%
Swahili	1,417	0.02%	0.24%
Urdu	1,385	0.02%	0.24%
Thai	1,356	0.02%	0.23%
Punjabi	1,353	0.02%	0.23%
Hebrew	1,029	0.02%	0.18%
Tagalog	1,019	0.02%	0.17%
German	1,009	0.02%	0.17%
Ukrainian	1,002	0.02%	0.17%

LEP = Limited English Proficiency. PUMA = Public Use Microdata Area.
Source: 2016–20 American Community Survey Five-year Public Use Microdata Sample.

Languages by Line and Mode

Table 10 shows the top five languages spoken by people with limited English proficiency who have access to various MBTA lines and modes and how many people speak each of those languages. The data were calculated for each line and mode by drawing a quarter-mile buffer around all stations, intersecting the buffer with PUMAs, and counting the number of people with limited English proficiency who speak each language in the intersecting PUMAs.

Table 10
LEP Populations Speaking Other Languages

Mode	Route or Line	Spanish	Chinese	Portuguese	Haitian	Vietnamese	Arabic	Russian	Kabu-verdia-nu	Khmer
Bus	All routes	127,709	59,332	36,176	31,278	16,667	--	--	--	--
RT	Blue Line	41,600	7,812	3,404	--	734	2,089	--	--	--
RT	Green Line	56,307	33,932	15,325	14,297	--	--	4,711	--	--
RT	Orange Line	52,615	25,952	16,286	13,438	--	3,788	--	--	--
RT	Red Line and Mattapan Line	49,742	36,663	11,870	12,592	12,173	--	--	--	--
CR	Fairmount	41,719	10,713	--	9,853	6,054	--	--	3,188	--
CR	Fall River-New Bedford	41,738	25,509	28,041	17,051	12,891	--	--	--	--
CR	Fitchburg	36,741	20,916	12,487	3,443	--	3,609	--	--	--
CR	Framingham-Worcester	53,667	22,368	20,156	--	9,175	--	4,997	--	--
CR	Franklin-Foxboro	48,400	20,871	6,593	12,539	8,204	--	--	--	--
CR	Greenbush	23,147	23,567	3,097	4,386	10,312	--	--	--	--
CR	Haverhill	64,364	21,926	9,027	3,714	--	3,333	--	--	--
CR	Kingston	22,757	23,591	3,566	4,355	10,313	--	--	--	--
CR	Lowell	29,511	21,930	12,157	3,935	--	--	--	--	6,631
CR	Needham	44,917	16,850	--	10,222	6,460	--	--	3,282	--
CR	Newburyport-Rockport	78,236	11,972	17,230	3,661	--	4,068	--	--	--
CR	Providence-Stoughton	50,941	20,619	10,009	13,399	8,461	--	--	--	--
Ferry	All routes	48,297	13,348	5,155	4,368	7,923	--	--	--	--

CR = Commuter rail. RT = Rapid transit. LEP = Limited English Proficiency.
Source: 2016–20 American Community Survey Five-year Public Use Microdata Sample.

Table 11 shows the top five languages spoken by people with limited English proficiency and the percentage of those people who have access to each line who speak each of the top five languages. The data were calculated for each line or mode by drawing a quarter-mile buffer around all stations on that line or mode, intersecting the buffer with PUMAs, counting people with limited English proficiency speaking each language in the intersecting PUMAs, and dividing by the total number of those people in the intersecting PUMAs.

Table 11
Languages by Line and Mode, Percentage of LEP Population

Mode	Route or Line	Spanish	Chinese	Portuguese	Haitian	Vietnamese	Arabic	Russian	Kabu-verdia-nu	Khmer
Bus	All routes	35%	16%	10%	9%	5%	--	--	--	--
RT	Blue Line	68%	13%	6%	--	1%	3%	--	--	--
RT	Green Line	34%	21%	9%	9%	--	--	3%	--	--
RT	Orange Line	37%	18%	11%	9%	--	3%	--	--	--
RT	Red Line and Mattapan Line	31%	23%	7%	8%	8%	--	--	--	--
CR	Fairmount	49%	13%	--	12%	7%	--	--	4%	--
CR	Fall River-New Bedford	27%	17%	18%	11%	8%	--	--	--	--
CR	Fitchburg	35%	20%	12%	3%	--	3%	--	--	--
	Framing-ham-Worcester	37%	16%	14%	--	6%	--	3%	--	--
CR	Franklin-Foxboro	39%	17%	5%	10%	7%	--	--	--	--
CR	Greenbush	30%	30%	4%	6%	13%	--	--	--	--
CR	Haverhill	52%	18%	7%	3%	--	3%	--	--	--
CR	Kingston	29%	30%	5%	6%	13%	--	--	--	--
CR	Lowell	29%	22%	12%	4%	--	--	--	--	7%
CR	Needham	44%	17%	--	10%	6%	--	--	3%	--
CR	New-buryport-Rockport	56%	9%	12%	3%	--	3%	--	--	--
CR	Providence-Stoughton	38%	15%	7%	10%	6%	--	--	--	--
Ferry	All routes	52%	14%	6%	5%	9%	--	--	--	--

CR = Commuter rail. RT = Rapid transit. LEP = Limited English Proficiency.
Source: 2016–20 American Community Survey Five-year Public Use Microdata Sample.

Factor 2: The Frequency of Contact

The MBTA uses the following data and analysis methods to evaluate the frequency with which LEP individuals come into contact with the MBTA:

- Evaluation of Call Center metrics
- Evaluation of customer website browser primary language preferences and visits to the MBTA website
- Passenger Survey Data
- Analysis of paratransit records

Call Center

In 2024 the MBTA made the decision to no longer use a private vendor to handle Call Center Operations. The new Call Center opened July 2024 with full-time MBTA employees. The call center has several staff members who are fluent in Spanish and provides telephone translation service in all languages via a language assistance line.

The MBTA has compiled Call Center data on the use of Language Line for calendar years 2023-2025. This data is shown in Table 12.

The data shows a clear and consistent upward trend in overall language service demand, with significant monthly and seasonal patterns. Total requests increased from 1,273 in 2023 to 3,801 in 2024 and 5,245 in 2025. This reflects not only general growth in service usage but also increasing linguistic diversity within the service area. While Spanish remains the predominant language requested across all three years—representing more than 92% of all annual requests—non Spanish languages have grown both in volume and variability, particularly in 2024 and 2025.

Spanish language demand demonstrates predictable year round consistency but shows marked surges during the fall months, especially September and October in both 2024 and 2025. In 2025, additional increases occurred earlier in the year, with January through May experiencing notably higher totals than in prior years.

Non Spanish language usage, while a smaller share of total requests, has expanded substantially. Non Spanish requests increased from 101 in 2023 to 142 in 2024 and reached 239 in 2025—an overall increase of more than 130% over three years. The most significant growth occurred in Mandarin, which increased from 13 requests in 2024 to 96 in 2025, making it the fastest growing non Spanish language. Cantonese also rose sharply in 2025 after minimal activity in prior years. Haitian Creole, Portuguese, Russian, and Vietnamese continue to represent steady and recurrent needs and together constitute a meaningful portion of non Spanish service usage.

Overall, the shows that while Spanish access remains the most critical component of the MBTA's language access plan, evolving needs—particularly growth in Mandarin, Cantonese, and other non Spanish languages—require planning for broader linguistic coverage.

**Table 12
Call Center Referrals to Language Line**

Language	2023	2024	2025	Total
Spanish	1172	3659	5006	9837
Albanian	3	0	0	3
Amharic	0	0	1	1
Arabic	2	7	2	11
Bengali	0	2	0	2
Bosnian	0	0	1	1
Cantonese	3	0	33	36
Cape Verde Creole	1	0	1	2
Chinese	0	0	1	1
French	7	3	6	16
French Creole	4	0	0	4
Gujarati	0	1	0	1
Haitian Creole	16	38	40	94
Italian	1	0	0	1
Korean	1	0	1	2
Mandarin	8	13	96	117
Pashto	0	0	1	1
Portuguese	37	59	25	121
Russian	13	9	17	39
Swahili	0	0	1	1
Somali	1	0	0	1
Thai	0	0	1	1
Turkish	1	4	2	7
Vietnamese	3	6	10	19
Total	1,273	3,801	5,245	10,319

Website Analytics and Digital Tools

The MBTA can distinguish between categories of visitors to its website by the language that an individual's Web browser identifies as its primary language.

Data from the MBTA website analytics for calendar years 2023-2025 indicate that most visits (82.89%) to the MBTA's website are on browsers that are set to English as the primary language, down from 97.47% in the last reporting cycle. The next two most commonly set alternative languages are Spanish (0.73% of all visits) and Chinese (0.42% of all visits), followed by French, Portuguese, German, Japanese, and Korean.

The number of visitors reveals a greater statistical representation of LEP persons using technology than is shown in the population data from the ACS for the MBTA service area. One reason for this difference is that website data reveal the preferences of people living outside of

the MBTA’s service area, including visitors to the region who are interested in using public transit.

Within Table 13, below, the MBTA has outlined data on the number of visits to the MBTA website based on preference language for the last three full calendar years, 2023, 2024, and 2025.

There are a significant number of other visits, of greater than 27 million across all three years, among the “Other Languages” grouping, reflecting a significant number of potentially other smaller language groups. Recurring visits are evident among the other language groups. It is noteworthy that the MBTA has not received complaints about the information obtained from the web among foreign language users.

This data compels the conclusion that among many safe harbor communities, there is both consistent and recurring use of the MBTA website among LEP individuals, whether in Massachusetts or abroad. This reality does not speak to the quality of the translations of the MBTA website, although our research indicates that the efforts by Google and other machine translation service providers to improve translation accuracy have improved significantly in recent years. While this is not a preferred method for communication, the lack of complaints and evidence of use of this resource indicate that customers are in fact using the MBTA website and finding good results, even if the translations are not completely accurate

**Table 13
Number and Percentage of Visits by the Browser Setting for Preferred Language
(2023-2025)**

Language	Number of Visits	Percentage of Visits
English	153,349,205	82.89%
(other)	27,834,116	15.05%
Spanish	1,346,761	0.73%
Chinese	774,722	0.42%
French	452,258	0.24%
Portuguese	272,989	0.15%
German	198,936	0.11%
Japanese	188,242	0.10%
Korean	122,676	0.07%
Italian	91,787	0.05%
Russian	71,808	0.04%
Dutch	35,975	0.02%
Turkish	25,862	0.01%
Vietnamese	25,812	0.01%
Ukrainian	20,867	0.01%
Polish	19,872	0.01%
Swedish	19,525	0.01%
Hebrew	13,854	0.01%
Danish	12,755	0.01%
Greek	11,397	0.01%
Thai	11,105	0.01%
Arabic	9,468	0.01%
Czech	8,458	0.00%
Norwegian Bokmål	8,343	0.00%
Catalan	7,795	0.00%
Finnish	7,608	0.00%

Table 13 Continued
Number and Percentage of Visits by the Browser Setting for Preferred Language
(2023-2025)

Language	Number of Visits	Percentage of Visits
Hungarian	5,256	0.00%
Slovak	5,162	0.00%
Indonesian	4,429	0.00%
Irish	3,861	0.00%
Croatian	3,494	0.00%
Romanian	2,818	0.00%
Albanian	2,494	0.00%
Faroese	1,513	0.00%
Afrikaans	1,261	0.00%
Bulgarian	1,242	0.00%
Amharic	1,222	0.00%
Swahili	1,136	0.00%
Bosnian	1,106	0.00%
Welsh	1,091	0.00%
Serbian	1,072	0.00%
Ganda	1,060	0.00%
Lithuanian	949	0.00%
Icelandic	942	0.00%
Igbo	862	0.00%
Persian	835	0.00%
Latvian	822	0.00%
Slovenian	819	0.00%
Hindi	803	0.00%
Esperanto	790	0.00%
Tamil	744	0.00%
Yiddish	629	0.00%
Nepali	626	0.00%
Armenian	606	0.00%
Estonian	563	0.00%
Belarusian	432	0.00%
Haitian	430	0.00%
Central Khmer	424	0.00%
Azerbaijani	314	0.00%
Galician	299	0.00%
Yoruba	282	0.00%
Tigrinya	273	0.00%
Burmese	261	0.00%
Bengali	259	0.00%
Georgian	250	0.00%
Basque	214	0.00%

Table 13 Continued
Number and Percentage of Visits by the Browser Setting for Preferred Language
(2023-2025)

Language	Number of Visits	Percentage of Visits
Lao	213	0.00%
Swati	207	0.00%
Shona	204	0.00%
Javanese	202	0.00%
Kazakh	184	0.00%
Tibetan	183	0.00%
Lingala	173	0.00%
Uzbek	173	0.00%
Telugu	143	0.00%
Malay	142	0.00%
Kikuyu	136	0.00%
Gaelic	133	0.00%
Panjabi	113	0.00%
Corsican	104	0.00%
Marathi	94	0.00%
Akan	89	0.00%
Kannada	89	0.00%
Maori	85	0.00%
Gujarati	71	0.00%
Kinyarwanda	71	0.00%
Samoan	71	0.00%
Macedonian	67	0.00%

For the first time, we pulled data on the use of the translation widget available at the top of the MBTA website, see table 14. The languages most frequently selected closely align with those identified across our other language access datasets, which suggests a consistent pattern of user needs. While we acknowledge that machine translation is neither the preferred nor the ideal method for providing language access, the repeated and sustained use of the widget indicates that it is functioning sufficiently for riders and potential riders to obtain the general information they are seeking. This usage pattern provides helpful insight as we continue to evaluate and improve our language access resources.

Table 14
MBTA Website Translation Widget Use by Language

Language	Total Events	Percentage of Events	Total Users
Afrikaans	56	0.00%	19
Akan	6	0.00%	3
Albanian	1,376	0.08%	107
Amharic	333	0.02%	23
Arabic	8,781	0.51%	1,342
Armenian	83	0.00%	19
Assamese	9	0.00%	3
Aymara	12	0.00%	5
Azerbaijani	33	0.00%	17
Basque	31	0.00%	12
Belarusian	176	0.01%	44
Bengali	103	0.01%	27
Bhojpuri	2	0.00%	1
Bosnian	31	0.00%	13
Bulgarian	305	0.02%	38
Burmese	47	0.00%	21
Catalan	319	0.02%	39
Cebuano	160	0.01%	12
Chichewa	34	0.00%	15
Chinese	171,603	10.03%	14,924
Corsican	32	0.00%	16
Croatian	201	0.01%	35
Czech	545	0.03%	108
Danish	191	0.01%	40
Dutch	1,918	0.11%	243
English	57,634	3.37%	4,167
Esperanto	47	0.00%	15
Estonian	31	0.00%	12
Finnish	110	0.01%	27
French	117,084	6.85%	8,420
Galician	65	0.00%	16
Georgian	213	0.01%	42
German	23,818	1.39%	1,961
Gujarati	54	0.00%	14
Haitian	6,903	0.40%	966
Hausa	5	0.00%	2

Table 14 Continued
MBTA Website Translation Widget Use by Language

Language	Total Events	Percentage of Events	Total Users
Hawaiian	45	0.00%	17
Hebrew	1,106	0.06%	159
Hindi	247	0.01%	94
Hmong	16	0.00%	8
Hungarian	1,256	0.07%	46
Icelandic	8	0.00%	3
Igbo	20	0.00%	10
Indonesian	595	0.03%	193
Irish	46	0.00%	11
Italian	9,865	0.58%	1,204
Japanese	29,216	1.71%	3,256
Kannada	60	0.00%	17
Kazakh	15	0.00%	7
Khmer	683	0.04%	221
Kirghiz	11	0.00%	6
Korean	13,147	0.77%	1,833
Kurdish	23	0.00%	7
Lao	99	0.01%	28
Latin	60	0.00%	14
Latvian	42	0.00%	18
Lithuanian	200	0.01%	21
Luxembourgish	113	0.01%	14
Macedonian	76	0.00%	16
Malagasy	23	0.00%	11
Malay (macrolanguage)	32	0.00%	16
Malayalam	446	0.03%	15
Maltese	26	0.00%	10
Maori	4	0.00%	2
Marathi	51	0.00%	20
Modern Greek (1453-)	293	0.02%	81
Mongolian	7	0.00%	4
Nepali (macrolanguage)	40	0.00%	9
Norwegian	60	0.00%	22
Other	528,596	30.91%	65,341
Panjabi	52	0.00%	16
Persian	825	0.05%	128
Polish	3,738	0.22%	451
Portuguese	111,488	6.52%	9,752
Pushto	35	0.00%	13
Romanian	565	0.03%	47
Russian	20,708	1.21%	1,727
Samoan	20	0.00%	10
Scottish Gaelic	61	0.00%	14

Table 14 Continued
MBTA Website Translation Widget Use by Language

Language	Total Events	Percentage of Events	Total Users
Serbian	90	0.01%	16
Shona	11	0.00%	7
Sindhi	26	0.00%	12
Sinhala	12	0.00%	5
Slovak	52	0.00%	19
Slovenian	136	0.01%	36
Somali	8	0.00%	3
Southern Sotho	57	0.00%	19
Spanish	573,773	33.55%	52,031
Sundanese	17	0.00%	6
Swahili (macrolanguage)	44	0.00%	7
Swedish	787	0.05%	62
Tagalog	164	0.01%	34
Tajik	34	0.00%	13
Tamil	38	0.00%	18
Telugu	56	0.00%	21
Thai	2,642	0.15%	267
Tigrinya	2	0.00%	1
Turkish	3,832	0.22%	457
Ukrainian	3,363	0.20%	251
Urdu	54	0.00%	5
Uzbek	51	0.00%	18
Vietnamese	8,462	0.49%	1064
Welsh	26	0.00%	10
Western Frisian	10	0.00%	5
Xhosa	14	0.00%	5
Yiddish	10	0.00%	5
Yoruba	24	0.00%	11
Zulu	30	0.00%	15
Total	1710195	100%	172083

MBTA Survey Languages and Preferred Languages for Information

The MBTA passenger survey form was available in 11 languages in addition to English. The majority of returned surveys (97.3 percent) were the English version. The Spanish version accounted for 2.3 percent, the Portuguese version accounted for 0.2 percent, and the Simplified Chinese and French versions each accounted for 0.1 percent. The Haitian Creole, Russian, Traditional Chinese, Vietnamese, Arabic, Italian, and Cape Verdean Creole versions each accounted for less than 0.1 percent.

Table 15 shows the percentage of surveys returned by language and minority status. As shown in the table, most of the non-English surveys were completed by minority riders.

Table 15
Surveys Returned by Language and Minority Status

Survey Language	Minority	Nonminority
English	96.9%	99.8%
Spanish	2.5%	0.1%
Portuguese	0.3%	0.1%
Simplified Chinese	0.1%	< 0.1%
French	0.1%	< 0.1%
Haitian Creole	< 0.1%	0%

Source: MBTA System-Wide Passenger Survey.

All versions of the survey form asked respondents whether they speak a language other than English at home or at work. Aside from English, the most common languages spoken at home or work were Spanish (16.8 percent) and Chinese (3.5 percent). Arabic, French, Haitian Creole, Hindi, Portuguese, and Vietnamese were each spoken by fewer than 2 percent of respondents, and 1.3 percent reported speaking two or more languages at home or work.

Paratransit (THE RIDE) Data for LEP Individuals

To ensure language access for LEP populations eligible for paratransit service through The RIDE, the MBTA informs potential customers of the availability of this service in multiple languages. Key publications meant to inform the public about this service, such as the “RIDE Guide,” include instructions in multiple languages on how to secure language assistance in seeking The RIDE service.

The RIDE paper application is available in Arabic, Cape Verdean, Chinese simplified, Haitian Creole, Portuguese, Russian, Spanish, and Vietnamese; and the electronic application is available in French, Chinese, Spanish, German, Norwegian, Catalan, Icelandic, Swedish, and Vietnamese. If an applicant requests another language not already translated, the Mobility Center offers to either send a translated application in 3-5 business days (the time it takes to translate) or have the customer complete the application during their appointment with an interpreter present.

Additionally, a one-page brochure disseminated by the Mobility Center, has been translated into Arabic, Chinese, English, French, Haitian Creole, Italian, Khmer, Portuguese, Russian, and Spanish. Though we also translate on request. LEP individuals interested in The RIDE service are directed to contact The RIDE via phone with real-time interpretation and verbal document translation provided by Language Line.

The MBTA tracks the use of this service. When reviewing call records over a 12-month period from January 1, 2025 - December 31, 2025, The RIDE had greater than 40,000 minutes in calls

with LEP customers. (see table 16). Although some of these calls may be repeat calls to finalize eligibility from the same LEP individuals, the consistent averages provide a sense that LEP individuals are effectively making contact with and transacting business with the RIDE to seek out this important service and are receiving the assistance they need.

Table 16
The RIDE Reservation Line and Call Center calls by Language and Total Minutes

Language	Total Minutes
Albanian	26
Amharic	134
Arabic	145
Armenian	14
Bengali	15
Bosnian	11
Cape Verde Creole	18
Chinese Cantonese	427
Chinese Mandarin	431
Croatian	2
Farsi	45
French	39
Greek	359
Haitian Creole	1,791
Italian	23
Japanese	1
Korean	233
Krio	2
Luganda	44
Nepali	13
Portuguese (Brazil)	2,815
Portuguese Creole	19
Portuguese-European	4
Russian	1,587
Somali	24
Spanish	31,287
Swedish	4
Thai	12
Turkish	17
Vietnamese	998
Grand Total	40,540

In addition, a three-month sample of in person appointments from December 13, 2025 – March 13, 2026 (see table 17), indicates that 130 interviews were conducted in a requested language other than English, including American Sign Language.

Table 17
The RIDE 3-Month Sample of Interviews in languages other than English

Language spoken:	Count
Arabic	5
ASL	2
Cantonese	1
Cape Verdean	3
Chinese (Mandarin)	3
English	1
Farsi	5
French	2
Haitian Creole	21
Italian	1
Lithuanian	1
Persian	2
Portuguese	2
Punjab	1
Russian	16
Spanish	55
Vietnamese	8
Yoruba	1
Total:	130

The MBTA will continue to monitor LEP participation in The Ride service from applications for eligibility through service-related data to demonstrate LEP utilization. Ultimately, current language access efforts and data tracking sources suggest that LEP individuals are effectively reaching out to and communicating with The RIDE.

Factor 3: The Importance to LEP Persons of the Program, Activity, or Service

In the past, the MBTA has sought feedback from internal and external stakeholders to identify issues that LEP customers encountered while riding on the MBTA. This showed the services that were deemed the most critical to LEP persons: fares and tickets, routes and schedules, and safety and security. These areas were chosen because language barriers could limit a person’s ability to fully benefit from MBTA services or, in some cases, they could place a person in physical danger.

LEP customers experience frustrations similar to those of other MBTA riders, but are at risk of experiencing specific difficulties if they are unable to find assistance from MBTA staff (the data from Factor 2 suggests that MBTA staff do not often have difficulty assisting LEP customers). LEP customers in particular are susceptible to having problems when something unusual happens or when a service is changed to respond to an incident, and only an operator’s audio announcement is made. Examples of this are when a bus or train switches to express service or drop-off only, or when a bus replacement service is deployed. LEP customers could potentially

become endangered or lost if they are unable to understand emergency announcements.

The last several language assistance plans were focused on implementing language assistance strategies that met these needs. To confirm, and or update, these priorities the MBTA is actively pursuing the potential of hosting a series of staff focus groups from various operating areas within the organization. This approach will offer the opportunity to engage in more detailed conversations with front line staff on their interactions with LEP riders.

Factor 4: The Resources Available to the MBTA

The fourth and final factor looks at associated costs and resources available to the MBTA to provide language assistance services. The MBTA has demonstrated its ability to allocate the necessary resources for successfully implementing a multi-year Language Access Plan (LAP). Under this plan, the MBTA has been able to translate and disseminate vital documents across program areas and still allocate sufficient resources to respond to individual language assistance requests beyond the commitments made in the LAP. The MBTA continues to follow a decentralized approach to allocating resource to this task, meaning each department (especially those with public facing responsibilities) has an annual budget line item dedicated to covering the costs of language services.

This decentralized approach to budgeting for language assistance allows the MBTA to adapt to new developments and effectively communicate with LEP customers in the event of an emergency or unexpected scenario.

Concluding Remarks

The MBTA continues to rely on the qualitative and quantitative analyses that inform the Authority's "four factor analysis." The results of this analysis inform the MBTA's current, multi-faceted, approach to addressing written and verbal multi-lingual communication needs of customers. Key features of this approach include disseminating vital information for accessing MBTA services in all safe-harbor languages as well as providing additional key information in top LEP languages. These written communication strategies are further enhanced by flexible verbal communication resources, such as real-time telephonic interpretation and the provision of interpreters. Informal language strategies, like machine translation, are not relied upon for communicating vital information to the public, but usage statistics indicate that customers are consistently and successfully accessing information through these mechanisms. And lastly, the MBTA continues to train project managers to provide localized language supports to LEP populations impacted by capital projects. The MBTA continues to rely on community partnerships to assist in disseminating vital information to LEP populations and for providing feedback on the effectiveness of various language access strategies. While current funding strategies appear to be sustainable to support this approach to language access, the MBTA will continue to monitor these resources and consider adjustments and/or efficiencies if presented.

The remainder of this document describes:

- Methods and measures the MBTA uses to communicate with customers with limited proficiency in English.
- Training programs for educating staff about the Authority's Title VI obligations, including providing accessible service to customers who are not proficient in English.
- Methods the Authority uses to provide notice to the public of the Authority's Title VI obligations, including providing language assistance to customers who are not proficient in English.
- MBTA's plans for monitoring and updating the Language Assistance Plan.

Language Assistance Measures

Language assistance and staffing support available at the MBTA to minimize barriers for transit service access to customers with limited proficiency in English include the following:

Customer Support and Real-Time Interpretation

- Call Center staff training on use of Language Line real-time telephonic interpretation in 200+ languages, including all safe-harbor languages in the MBTA service area.
- MBTA Customer Service Attendants, some of whom are multilingual, directly engage with customers, and have access to the Call Center and Language Line in real time.
- The MBTA Transit Police has contracted with vendor, Language Line to provide interpreter services. All officers, including Transit Police dispatchers, have 24-hour access to the service, which provides immediate translation service in more than 200 languages
- Deployment of privately contracted Transit Ambassadors, some of whom are multilingual, to provide customer assistance at key transit stations. These contractors, and in-house customer service assistants, are equipped with computer tablets that can access the MBTA website, have “I speak” cards that can be used with customers and can contact the Call Center to access Language Line real time assistance for limited English proficient customers.

A number of Transit Ambassadors speak a second language, including Arabic, Cape Verdean Creole, French, French Creole, German, Haitian Creole, Kriollo, Patois, Polish, Portuguese and Spanish. These contracted employees are strategically deployed, as resources and scheduling permits, so that their location will provide linkages to the LEP communities the MBTA services.

Translation and Interpretation Services

- Translation and interpretation services are available for meetings, written materials, and events based on timely requests and project needs.
- Interpretation and translated materials are provided at public meetings. Public meetings covering topics with systemwide impacts proactively offer ASL, Chinese, and Spanish interpretation services, and additional languages are available upon request. Contact information for requesting language and accessibility accommodations are part of all public meeting notices.
- MBTA departments have been advised of the responsibility of obtaining work orders with private vendors that provide translation services, when needed.

Translated Materials, Forms, and Applications

- The Senior applications are available electronically in Portuguese, Simplified Chinese, Traditional Chinese, and Spanish.
- The Transit Access Pass Applications are available electronically in Portuguese, Simplified Chinese, and Spanish.
- The paper application for the Transit Access Pass is available in Spanish, French, Haitian Creole, Portuguese, Simplified Chinese, Traditional Chinese, and Vietnamese.
- Notices of Title VI rights, complaint forms, and complaint procedures are translated in Arabic, Chinese (simplified and traditional), French, Haitian Creole, Italian, Khmer, Portuguese, Russian, Spanish, and Vietnamese, and are available on the MBTA website. Additional languages are available upon request. A condensed version of the Notice is posted across the MBTA service area, subject to current space limitations.
- A newly implemented electronic Title VI Complaint Form is available online in Arabic, Chinese (simplified and traditional), French, Haitian Creole, Italian, Khmer, Portuguese, Russian, Spanish, and Vietnamese.

- Major-service- and fare-change information that has systemwide impacts is distributed in multiple languages, including Spanish, Portuguese, Chinese, Haitian Creole, and Vietnamese. For major service and fare change information that impacts a segment of the service area, translations are determined based on the presence of LEP populations in the impacted area.
- THE RIDE acceptance letter is translated based on the language needs of the applicant which are determined during the in person in take process.
- The RIDE paper application is available in Arabic, Cape Verdean, Simplified Chinese simplified, Haitian Creole, Portuguese, Russian, Spanish, Vietnamese, and other languages upon request.
- The RIDE electronic application is available in French, Chinese, Spanish, German, Norwegian, Catalan, Icelandic, Swedish, and Vietnamese.
- “MBTA Basics” flyer – services, fares, hours of operation, emergencies, reduced fare programs, paratransit, etc. The flyer has been translated into forty-four safe harbor languages.

Community Engagement and Outreach

- The MBTA provides outreach, including notice and press information using local media. Publications are selected based on the impacted area and include media publications serving minority and non-English speaking communities.
- Sustained communications and ongoing relationships with a number of community organizations that directly serve LEP populations and have working knowledge of neighborhood conditions and specific needs. These can be important resources in communicating with LEP individuals and engaging minority and low-income groups in MBTA policy-making and planning initiatives.

Website and Digital Tools

- Machine-translated content for the MBTA’s [website](#) via Google Translate and highlighted on the MBTA home page. Google’s machine-based translation provides translations for the top 13 non-English languages in the MBTA’s service area.
- The MBTA has created a dedicated webpage for customers to understand how we provide language assistance. This webpage can be accessed directly from the MBTA homepage.
- MBTA GO and MyCharlie are available in 7 non-English languages including Simplified and Traditional Chinese, French, Haitian Creole, Portuguese (Brazilian), Spanish and Vietnamese.

In Station and On-vehicle Communication

- Blue Line station announcements provide service and courtesy information in Spanish aurally and visually via LED signs.
- Safety and security information, including wayfinding, is provided at stations using universal symbols.
- Automated fare collection kiosks provide fare media and information in Spanish and Chinese, in addition to English.
- Service diversion notices are posted in those languages indicated by a four-factor analysis of local impacts of the change.

Staff Training and Internal Support

- MBTA employee training programs for new hires and existing employees, which include modules on Title VI and language access.
- The Office of Diversity and Civil Rights (ODCR) actively provides technical assistance and guidance to all departments on Title VI issues, including assistance in serving LEP customers.

MBTA Vital Materials for Translation

This guidance is designed to help MBTA staff determine what materials require translation, when translations are needed, and which languages should be used. The goal is to ensure that customers with limited English proficiency (LEP) have meaningful access to MBTA programs, services, and activities, consistent with Title VI requirements.

Vital materials are defined as information or documents that are critical for accessing MBTA programs, services, and activities, and they are prioritized for translation and distribution. Additional materials considered non-vital may be translated by MBTA departments upon request. The MBTA has prioritized documents and other communications for translation across the following three tiers:

Tier 1—Safety, Security, and Civil Rights Information

Tier 1 includes information that is essential for customer safety, legal protections, and civil rights. These materials must be translated because they allow customers to understand emergency instructions and exercise their rights.

Tier 1 materials include:

- Emergency instructions, announcements, and posted notices
- Title VI Notice to the Public
- Title VI Complaint Procedures
- Title VI Complaint Forms

Languages Required: These Title VI materials are already translated into: Spanish, Portuguese, Haitian Creole, French, Simplified Chinese, Traditional Chinese, Vietnamese, Russian, Arabic, Italian, and Khmer.

Emergency Situations: During emergencies or unplanned disruptions, translations (audio or printed) are provided based on the LEP populations affected in the impacted area. Staff should reference the LEP analysis by line and mode when determining which languages to include.

Tier 2—Information Critical to Customer Access

Tier 2 includes materials customers need to use the MBTA's services, understand fare options, and access paratransit services. These materials directly affect a customer's ability to navigate the system.

Tier 2 materials and translation requirements:

The MBTA has defined the following materials as providing system access information:

- “MBTA Basics” flyer (services, fares, hours of operation, emergencies, reduced fare programs, paratransit, etc.)
 - o Translation Requirement: Translated into 44 safe harbor languages
- Major service and fare change materials:
 - o Translation Requirement: For major service and fare changes, documents and meeting materials are translated based into the LEP populations impacted by the changes. For systemwide changes (service or fare), translations are provided in the top five LEP languages including Spanish, Portuguese, Haitian Creole, Chinese, and Vietnamese.
 - In all cases, additional translations are provided upon request, and public meeting notifications include instructions for requesting additional language assistance.

- Paratransit and Reduced Fare Applications (Transit Access Pass, Blind Access, Income Eligible, and The RIDE)³
 - o Translation Requirements: An application should be available in at least the top five languages systemwide (Spanish, Chinese, Portuguese, Haitian Creole, and Vietnamese).
- Paratransit Materials (Acceptance Letter and informational brochure)
 - o Translation Requirements:
 - Informational brochure should be available in at least the top five languages systemwide (Spanish, Chinese, Portuguese, Haitian Creole, and Vietnamese)
 - The Acceptance Letter should be translated based on the language needs of the applicant which are determined during the in person in take process.
- Notification of planned disruptions
 - o Translation Requirements: translated into languages based on the presence of LEP populations in the impacted service area. To assist in the identification of LEP populations an analysis of LEP population data by line and mode has been performed and is available for reference.

Tier 3—General Information for Customer Involvement

Tier 3 includes materials that help customers participate in decision-making and voice their concerns or feedback on MBTA projects, programs, and policies.

Tier 3 Materials:

- Project outreach flyers and notifications
- Surveys
- Meeting Announcements
- Engagement materials for planning, construction, or policy initiatives

Translation Requirements:

- For projects affecting a specific corridor or community:
 - o Translate materials into the languages spoken by the LEP populations in the impacted area.
- For systemwide projects:
 - o Translate materials into at least the top five LEP languages (Spanish, Portuguese, Haitian Creole, Chinese, Vietnamese).

How Staff Should Use This Guidance

Step 1: Identify the type of material.

- Safety/civil rights → Tier 1
- System access or trip planning → Tier 2
- Outreach or engagement → Tier 3

³ These translation requirements do not require the MBTA to provide both paper and electronic versions of every document in all required languages. In some cases, technical or system limitations may result in different sets of languages being available in each format. Every effort should be made to minimize these instances, and vital documents must be available in the required languages in at least one accessible format.

Step 2: Determine the languages needed.

- Use required Tier language lists above
- For location specific materials, consult the LEP population analysis by line and mode
- Provide additional languages upon request

Step 3: Coordinate with Translation Services.

Training Programs for MBTA Personnel

The MBTA's Title VI training strategy is to fit the specific needs of each department to ensure the message is delivered and internalized by staff and subsequently applied in a meaningful way as they carry out their daily job functions.

The following section provides a summary outline of the training programs that the MBTA has in place. Training is facilitated with the overall goal of informing, supporting, and providing the necessary information, tools, and guidance in understanding and appreciating the Title VI requirements.

Language Access Onboarding Training

Beginning in early 2026, the MBTA started offering all new staff onboarding training focused on language access. This training provides an overview of the MBTA's state and federal language access obligations, including requirements to ensure that customers with limited English proficiency (LEP) can fully access programs, services, and activities. Staff will learn about the MBTA's language access strategies such as the translation of vital documents, the use of interpretation services, and the tiered system for determining translation priorities. The training also introduces the tools and resources available to support staff in real time, including how to access interpreter services, request document translation, use the LEP population data by line and mode, and identify customer needs. By the end of the training, staff will understand their responsibilities and have practical guidance for providing meaningful language access in daily operations.

The MBTA is also working towards requiring current staff to complete this training. As part of this effort, all bus operators will be required to complete language access training on a rolling basis. Updated training modules for existing employees will include a short survey to collect information about staff experiences interacting with riders or members of the public with limited English proficiency (LEP). The data gathered through this process will help the MBTA better understand operational needs and will directly inform future Four Factor Analyses and language access planning.

Anti-Discrimination and Harassment Prevention (ADHP)

The MBTA's ADHP training focuses on civil rights and MBTA policies. One goal of the training is to have employees gain an understanding of supervisors' responsibilities, employees' rights and responsibilities, and customers' rights under the laws and MBTA policies. Another goal is to develop skills and best practices for focusing on legitimate reasons for all employment decisions, and accountability regarding the same; to review best practices for maintaining excellence in customer service; and to learn when to seek assistance and/or partner with ODCR and/or other appropriate representatives at the MBTA.

This mandatory training is offered in separate sessions for supervisors and non-supervisory employees. Managers and supervisors are required to take the training every two years; all frontline employees must complete the one-day training every three years. The training includes a discussion of workplace scenarios, including interactions with customers who are unable to speak English.

Training of Customer Service Representatives

The MBTA trains Call Center Representatives about their nondiscrimination responsibilities and the tools and protocols in place to assist passengers with limited English proficiency. The Call Center has access to Language Line, which offers real-time interpretation in over 200 languages to help customers who are LEP.

The objective of this training is to help raise Call Center Representatives' awareness of the policies and procedures regarding Title VI requirements.

This training provides practical tips and tools for supervisors to develop best-practice skills in areas of Title VI language access, anti-discrimination, and harassment prevention regulations. Participants gain hands-on experience in how to recognize and handle caution areas, the rules for maintaining a discrimination-free workplace, and an awareness of the LEP customer environment.

This training provides Call Center Representatives with the necessary awareness and best-practice skills for providing excellent customer service. Representatives learn the LEP policies and procedures for working with customers with limited English language skills. Employees are also taught how to identify Title VI concerns and make appropriate referrals to connect customers with ODCR. In addition, this training raises their understanding and sensitivity to their responsibilities in helping to provide meaningful access to information and services to all customers.

MBTA Title VI Training for Transit Ambassadors

Transit Ambassadors play a vital role to help transform the customer experience by using technology and other resources to assist riders with fare products, scheduling, and navigating the system. However, before being deployed into stations, Transit Ambassadors participate in a robust training curriculum that involves a comprehensive presentation on preventing discrimination and assisting persons with limited English proficiency.

The Title VI training module concentrates on two core areas that Transit Ambassadors are likely to encounter in the train station. The first is an introduction to Title VI and handling discrimination complaint situations, where they are given instructions on routing discrimination complaints from the public to the Office of Diversity and Civil Rights. The second core area focuses on assisting LEP customers using the tools they have available to communicate with customers who speak a different language.

Providing Notice to LEP Persons

The MBTA relies on a variety of methods and media in communicating its notice and the availability of language assistance to customers and the general public. These include:

- Public meetings and hearing notices;
- Postings on www.mbta.com;
- Multilingual content on www.mbta.com;
- MBTA's language assistance services webpage at www.mbta.com/language-services
- Major publications, including but not limited to the Capital Investment Plan, Public Engagement Plan, and Service and Fare Equity Analyses;
- Station and stop postings;
- Schedules and system maps;
- Distribution through community-based neighborhood organizations including those serving or representing minority and low-income groups;

- Call Center phone line;
- Transit Police dispatch phone line; and
- Press releases, including distribution to outlets serving minority and low-income neighborhoods.

Monitoring and Updating the Language Assistance Plan

On an ongoing basis, the MBTA reviews the effectiveness of the Language Assistance Plan using strategies that may include, but are not limited to the following:

- Solicit direct feedback from CBOs and other stakeholders by distributing a questionnaire or holding focus group sessions on communicating with LEP individuals;
- Assess the demographic composition of the MBTA service area using the most current census data or data collected from community organizations;
- Measure the actual frequency of contact by LEP persons by collecting information from the Customer Care Call Center, the MBTA website translation, and frontline operations staff interviews;
- Monitor complaints related to language access to identify patterns, address issues, and ensure compliance with Title VI requirements;
- Monitor requests for language access supports to understand which services are being used, identify emerging needs, and ensure appropriate resources are available;
- Partnering with other Boston-region organizations and participation in regional forums and events focused on issues of diversity and social equity.; and
- Changes by the MBTA to this Language Assistance Plan as needed; at a minimum every three years. The three-year update will coincide with the MBTA's Title VI Program submittal to the FTA.