# MassDOT Four-Factor Analysis Update

In 2011, MassDOT conducted its LEP Four Factor Analysis in compliance with the guidance provided at that time, which defined "Limited English Proficient (LEP) Persons" as "persons for whom English is not their primary language and who have a limited ability to speak, understand, read, or write English. It includes people who reported to the U.S. Census that they do not speak English well or do not speak English at all." [1] In October 2012, the Federal Transit Administration (FTA) updated its Title VI Circular (FTA C 4702.1B) — Title VI Requirements and Guidelines for FTA Recipients. The updates to the circular included a revised definition of "limited English proficient (LEP) persons." While the previous definition was limited to people who reported to the U.S. Census that they do not speak English well or do not speak English at all, the new definition, shown below, includes people who speak English well:

> "Limited English Proficient (LEP) persons refers to 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 U.S. Census that they speak English less than very well, not well, or not at all."

In 2013, FTA provided feedback to MassDOT on the sufficiency of the 2011 Four-Factor Analysis and expressed a concern that it was not conducted according to the methodology outlined in FTA C 4702.1B. More specifically, FTA directed MassDOT to include people who identified themselves as speaking English well in the Factor 1 count of LEP individuals. In addition, FTA required MassDOT to solicit additional input on Factor 3 (the importance to LEP persons of MassDOT programs, activities, and services).

The language access needs assessment, as defined by U.S. DOT, is based on an analysis of four factors. 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. Following U.S. DOT guidelines, MassDOT explored multiple data sources and conducted targeted outreach to develop its Four-Factor Analysis. The data collection and outreach informing the Factor 3 analysis included:

- surveys of MassDOT staff responsible for providing language assistance and/or interacting directly with the public
- outreach to two dozen CBO's serving LEP populations in the areas of highest LEP concentrations in the commonwealth

[1] FTA C 4702.1A: Title VI and Title VI-Dependent Guidelines for Federal Transit Administration Recipients, May 13, 2007.

- a public, online survey of language assistance needs which was publicized through an email blast to 3,223 contacts from MassDOT's outreach distribution database
- analysis of past interactions with LEP individuals including website data and requests for both interpretation and translation by LEP persons

Based on the results of analysis to date, MassDOT will implement a phased schedule for translating vital information. Initially, MassDOT will translate vital information into Spanish, Portuguese, Chinese, Vietnamese, and French (Haitian) Creole (in 2013). In 2014, MassDOT will translate vital information into Russian, Mon Khmer, Arabic, French, and Italian. These languages are consistently identified as meeting the safe-harbor threshold in the Factor 1 analyses, and a number of them were identified by MassDOT staff as having prior contact. MassDOT will offer free translation of vital information in the other languages identified using the FTA-preferred methodology, and will make the decision whether to translate into each of these languages based on whether any translations are requested. The decision to translate non-vital information into other languages will be made on the basis of location and cost. The remainder of this document provides an update to MassDOT's Four-Factor Analysis incorporating the methodology preferred by FTA. The specific instructions provided by FTA on July 25, 2013, are included as Appendix A.

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

One factor in determining what language services MassDOT should provide is the number or proportion of LEP persons eligible to be served or encountered by MassDOT in carrying out its operations. The greater the number or proportion of people who are limited in their English proficiency from a particular language group served by or encountered by MassDOT, the more likely it is that language services are needed for those people. Because MassDOT is a statewide agency, the service area population includes the entire population of Massachusetts.

MassDOT used a combination of the following quantitative and qualitative analyses to estimate the number and proportion of people in the commonwealth who may have limited proficiency in English (by language spoken):

- 2010 American Community Survey (ACS) 5-year Summary File data from the U.S. Census Bureau (in accordance with FTA's preferred methodology)
- 2006–2010 ACS 5% Public Use Microdata Sample (PUMS) data from the U.S. Census Bureau
- Data from a special tabulation of census data prepared for the U.S. Department of Labor (DOL) by the U.S. Census Bureau
- Data from school systems and community organizations
- Data obtained from outreach to CBOs that work with LEP populations

## Quantitative Analysis Techniques

### *ANALYSIS OF 2010 ACS 5-YEAR SUMMARY DATA USING FTA DEFINITION OF LEP*

The 2010 ACS 5-year Summary File data for Massachusetts was used to estimate an upper bound on the number of people that may need language assistance. Analysis of this data identified twenty-four languages and five language groups as potentially meeting the safe-harbor threshold (5% of the population or 1,000 individuals, whichever is less) statewide for limited English proficiency (defined as those who speak English "well," "less than well," or "not at all"). The five language groups (African, Other Indo-European, Other Asian, Other Indic, and Other Slavic) are not useful in providing languages assistance because they are each comprised of numerous different languages, none of which meet the safe-harbor threshold. The margins of error for two of the twenty-four languages (Serbo-Croatian and Laotian) prohibit drawing conclusively that these languages meet the safe-harbor threshold. Therefore, twenty two languages meet the safe-harbor threshold in Massachusetts when including all individuals who identified as speaking English less than very well statewide. The total potential LEP population statewide was estimated as 496,918, which is the sum of the potential LEP populations of all census tracts in the state, including all languages that meet the safe-harbor threshold. This represents 8.1 % of the total statewide population. The largest proportion of these potential LEP persons speaks Spanish and makes up approximately 3 % of the commonwealth's population.

The languages meeting the current FTA definition of LEP "safe harbor" thresholds statewide are:

- Spanish (202,419, 3.31% of the state's population)
- Portuguese (89,201, 1.46% of the state's population)
- Chinese – all dialects (49,773, 0.81%% of the state's population)
- Vietnamese (23,121, 0.38% of the state's population)
- French Creole (22,792, 0.37% of the state's population)
- Russian (17,628, 0.29% of the state's population)
- French (15,423, 0.25% of the state's population)
- Italian (12,559, 0.21% of the state's population)
- Mon-Khmer, Cambodian (12,023, 0.20% of the state's population)
- Arabic (9,045, 0.15% of the state's population)
- Polish (7,956, 0.13% of the state's population)
- Korean (7,225, 0.12% of the state's population)
- Greek (6,896, 0.11% of the state's population)
- Japanese (3,655, 0.06% of the state's population)
- Hindi (2,965, 0.04% of the state's population)
- Gujarati (2,717, 0.04% of the state's population)
- Tagalog (2,504, 0.04% of the state's population)

- Persian (2,010, 0.03% of the state's population)
- German (1,961, 0.03% of the state's population)
- Armenian (1,935, 0.03% of the state's population)
- Urdu (1,586, 0.03% of the state's population)
- Thai (1,524, 0.02% of the state's population)

It should be noted that these statistics include people who self-identified as able to speak English well, and they therefore over represent the true LEP population.

### *ANALYSIS OF 2006–2010 ACS 5% PUBLIC USE MICRODATA SAMPLE USING PRIOR DEFINITION OF LEP*

The 2006–2010 ACS 5% Public Use Microdata Sample (PUMS) dataset allows the language spoken at home (for all languages) to be cross-tabulated with LEP status defined as those who speak English "less than well" or "not at all" statewide, and MassDOT's previous Factor-1 analysis used this dataset to estimate the number of people who speak English less than well. Using this dataset, the total LEP population statewide (defined as those who speak English "less than well" or "not at all") was estimated as 248,221. This represents 4.1 % of the total statewide population, roughly half of that estimated using the "less then very well" threshold for LEP. Table 1 compares the results of the analyses of the census data using the "less than well" and "less than very well" definitions for LEP. In actuality, the number of LEP individuals is probably somewhere between the two. It is impossible to accurately determine the number of people in Massachusetts who may require language assistance from using the census data because the census does not evaluate one's ability to read, write, speak, or understand English; responses to the census question regarding English proficiency are subjective. In reality, some people who selected "speak English well" may require language assistance services while others may not.

The DOT LEP Guidance (Federal Register, Vol. 70, No. 239, December 14, 2005) recognizes the difficulty in using census data to determine English proficiency:

> "The focus of the analysis is on lack of English proficiency, not the ability to speak more than one language. Note that demographic data may indicate the most frequently spoken languages other than English and the percentage of people who speak that language but speak or understand English less than well. People who are also proficient in English may speak some of the most commonly spoken languages other than English."

### *ANALYSIS OF 2000 CENSUS DATA USING U.S. DEPARTMENT OF LABOR SPECIAL TABULATION*

The U.S. Department of Labor (DOL) sponsored a special tabulation of census data LEP populations as a resource to identify languages spoken in states and in Local Workforce Investment Areas (LWIAs). FTA suggests that recipients consider this dataset as a supplement to the census data in efforts to identify locations of LEP populations. While this special tabulation is dated (it uses the 2000 census data), it can be used as an additional source to show the effect of including people who speak English well in the LEP count; as shown in Table 2, the inclusion of people who speak English well roughly doubles the number of people considered as having

limited proficiency in English. In addition, 15 languages or language groups are identified as meeting the safe-harbor threshold when including only those people who speak English less than well, while 29 languages or language groups meet the threshold when including people who speak English well. As stated previously, the language groups are not useful for determining language assistance needs since they are each comprised of numerous different languages.

**TABLE 1**
**Comparison of Results of LEP Analyses**

| Language | Number of People Identified as LEP Using "Less than Very Well" Methodology | % of State Population | Language Rank Using "Less than Very Well" Methodology | Number of People Identified as LEP Using "Less than Well" Methodology | % of State Population | Language Rank Using "Less than Well" Methodology |
|---|---|---|---|---|---|---|
| Spanish | 202,419 | 3.31% | 1 | 113,855 | 1.86% | 1 |
| Portuguese | 89,201 | 1.46% | 2 | 47,460 | 0.78% | 2 |
| Chinese | 49,773 | 0.81% | 3 | 22,187 | 0.36% | 3 |
| Vietnamese | 23,121 | 0.38% | 4 | 13,969 | 0.23% | 4 |
| French Creole | 22,792 | 0.37% | 5 | 9,337 | 0.15% | 5 |
| Russian | 17,628 | 0.29% | 6 | 9,237 | 0.15% | 6 |
| French | 15,423 | 0.25% | 7 | 4,476 | 0.07% | 9 |
| Italian | 12,559 | 0.21% | 8 | 4,994 | 0.08% | 8 |
| Mon Khmer | 12,023 | 0.20% | 9 | 6,553 | 0.11% | 7 |
| Arabic | 9,045 | 0.15% | 10 | 2,806 | 0.05% | 13 |
| Polish | 7,956 | 0.13% | 11 | 3,083 | 0.05% | 10 |
| Korean | 7,225 | 0.12% | 12 | 2,863 | 0.05% | 12 |
| Greek | 6,896 | 0.11% | 13 | 3,017 | 0.05% | 11 |
| Japanese | 3,655 | 0.06% | 14 | 1,355 | 0.02% | 15 |
| Hindi | 2,965 | 0.05% | 15 | N/A | N/A | N/A |
| Gujarati | 2,717 | 0.04% | 16 | 1,139 | 0.02% | 16 |
| Tagalog | 2,504 | 0.04% | 17 | N/A | N/A | N/A |
| Persian | 2,010 | 0.03% | 18 | N/A | N/A | N/A |
| German | 1,961 | 0.03% | 19 | N/A | N/A | N/A |
| Armenian | 1,935 | 0.03% | 20 | N/A | N/A | N/A |
| Urdu | 1,586 | 0.03% | 21 | N/A | N/A | N/A |
| Thai | 1,524 | 0.02% | 22 | N/A | N/A | N/A |
| Albanian | N/A | N/A | N/A | 1,890 | 0.03% | 14 |
| **Total** | **496,918** | **8.13%** | | **248,221** | **4.06%** | |

N/A=No data shown for languages that do not meet the safe harbor thresholds.

**TABLE 2**
**U.S. Department of Labor (DOL) Sponsored Special Tabulation:**
**Massachusetts Statewide Ability to Speak English by Language Spoken at Home**

| | Speak English Less than Very Well | | Speak English Less than Well | |
|---|---|---|---|---|
| **Language Spoken at Home** | **Number** | **Percent** | **Number** | **Percent** |
| Spanish or Spanish Creole | 162,905* | 2.57% | 82,670* | 1.30% |
| Portuguese or Portuguese Creole | 76,660* | 1.21% | 41,615* | 0.66% |
| Chinese | 38,430* | 0.61% | 19,055* | 0.30% |
| Vietnamese | 20,605* | 0.32% | 9,905* | 0.16% |
| French Creole | 20,390* | 0.32% | 7,745* | 0.12% |
| Russian | 18,855* | 0.30% | 9,525* | 0.15% |
| Italian | 18,685* | 0.29% | 6,800* | 0.11% |
| French (incl. Patois, Cajun) | 18,515* | 0.29% | 5,960* | 0.09% |
| Mon-Khmer, Cambodian | 11,710* | 0.18% | 5,790* | 0.09% |
| Polish | 8,680* | 0.14% | 2,955* | 0.05% |
| Greek | 8,455* | 0.13% | 3,180* | 0.05% |
| Arabic | 6,000* | 0.09% | 1,930* | 0.03% |
| Korean | 5,760* | 0.09% | 2,235* | 0.04% |
| Other Indo-European languages | 5,165* | 0.08% | 2,155* | 0.03% |
| Japanese | 4,940* | 0.08% | 1,845* | 0.03% |
| African languages | 3,870* | 0.06% | 715 | 0.01% |
| German | 3,115* | 0.05% | 715 | 0.01% |
| Other Asian languages | 2,970* | 0.05% | 640 | 0.01% |
| Other Indic languages | 2,315* | 0.04% | 750 | 0.01% |
| Armenian | 2,270* | 0.04% | 795 | 0.01% |
| Other Slavic languages | 1,965* | 0.03% | 745 | 0.01% |
| Laotian | 1,900* | 0.03% | 775 | 0.01% |
| Hindi | 1,840* | 0.03% | 500 | 0.01% |
| Gujarati | 1,635* | 0.03% | 665 | 0.01% |
| Serbo-Croatian | 1,585* | 0.02% | 720 | 0.01% |
| Tagalog | 1,480* | 0.02% | 345 | 0.01% |
| Persian | 1,425* | 0.02% | 440 | 0.01% |
| Urdu | 1,290* | 0.02% | 510 | 0.01% |
| Thai | 1,090* | 0.02% | 425 | 0.01% |
| Hebrew | 920 | 0.01% | 195 | 0.00% |
| Scandinavian languages | 654 | 0.01% | 134 | 0.00% |
| Other and unspecified languages | 640 | 0.01% | 265 | 0.00% |
| Other Pacific Island languages | 520 | 0.01% | 100 | 0.00% |
| Miao, Hmong | 515 | 0.01% | 255 | 0.00% |
| Hungarian | 414 | 0.01% | 89 | 0.00% |
| Other West Germanic languages | 405 | 0.01% | 70 | 0.00% |
| Yiddish | 355 | 0.01% | 160 | 0.00% |
| Other Native North American languages | 134 | 0.00% | 29 | 0.00% |
| **Total population speaking languages other than English at home** | **459,062** | **7.23%** | **213,402** | **3.36%** |

*Language meets the safe-harbor threshold of 1,000 individuals or 5% of the population.

Source: The LEP Special Tabulation of Census 2000 Data on Limited English Proficient Adults U.S. Department of Labor Employment & Training Administration

***IDENTIFICATION OF CONCENTRATIONS OF PEOPLE WITH LIMITED ENGLISH PROFICIENCY***

MassDOT also analyzed the 2010 ACS 5-year summary data census data according to the guidance provided by FTA in "Implementing the Department of Transportation's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient Persons: A Handbook for Public Transportation Providers."[2]

> **"Task 1, Step 2D: Identify any concentrations of LEP persons within your service area**
>
> We recommend that agencies use 2000 Census data to identify specific census tracts where the proportion of LEP persons exceeds the proportion of LEP persons in the service area as a whole. This information should help agencies identify if their LEP population is concentrated around specific stations or transit routes. It may also help agencies determine if concentrations of LEP persons speaking different languages are concentrated around different stations or routes.
>
> Agencies can identify LEP concentrations by highlighting those census tracts in their table where the proportion of LEP persons is higher than the service-area average. Agencies with access to Geographic Information System (GIS) mapping software can produce maps showing where the LEP population is concentrated. These maps can also display an agency's routes and facilities over the map highlighting concentrations of LEP persons."

Because MassDOT does not provide transit service and most of the programs and activities that MassDOT provides would correspond to municipal boundaries, MassDOT conducted this analysis using the 2010 ACS 5-year summary data at the municipal level. Additionally, the margin of error on the data at the census tract level is unacceptably large in most instances. The results of this analysis, shown in Tables 3 through 23, have limited value in locating actual concentrations of limited-English-proficient individuals; since the analysis uses the statewide proportion of LEP individuals as the threshold to identify areas of concentration, and in many cases the percent of LEP individuals in the state is low, areas with few LEP individuals are identified as having concentrations of LEP individuals. Also, in many cases, even at the municipal level, the margin of error prohibits any certainty of the actual number of LEP individuals. Tables 3 through 23 show, for each language, any municipality where the 2010 ACS 5-year summary data indicated the presence of LEP individuals speaking that language and speaking English less than very well. The municipalities where the proportion of LEP persons is higher than the Massachusetts average are denoted with an asterisk (*).

In order to identify where specific language assistance may be required, MassDOT analyzed and mapped the 2010 ACS 5-year summary data for people who speak English less than well at the municipal level to provide a geographic representation of concentrations of LEP persons by language spoken at home (see Appendix B). This effort showed that most of the areas with the

[2] At the time this guidance was written, the 2000 census data was the best available source. MassDOT used the more-recent 2010 ACS 5-year summary data.

highest LEP concentrations are in urban areas. MassDOT has separately mapped the LEP populations for each of the languages that met the safe-harbor threshold statewide as determined by the FTA methodology. Some of these languages are spoken primarily in and around Boston, while others are more broadly distributed. Spanish speakers, for example, have a large population in Boston and also in Lawrence, Worcester, and Springfield, while Chinese speakers are more concentrated in and around Boston, Quincy, and Malden. Again, many of these languages have the largest concentrations in the Boston area with the exception of the Mon Khmer family of languages, which has the largest concentration of speakers in Lowell, and Polish, which has the largest concentration in Chicopee. The maps show that the languages which present geographic concentrations at the safe-harbor level are limited to:

- **Spanish**, with concentrations in Boston, Lawrence, Worcester, Springfield, Lynn, Chelsea, Holyoke, Revere, Lowell, New Bedford, Framingham, Everett, Methuen, Waltham, Fitchburg, Chicopee, Brockton, Haverhill, Somerville, Leominster, Salem, Malden, Fall River, Marlborough, Southbridge, and Cambridge
- **Portuguese**, with concentrations in New Bedford, Fall River, Boston, Brockton, Framingham, Everett, Taunton, Somerville, Malden, Lowell, Worcester, Dartmouth, Milford, Peabody, Stoughton, Marlborough, Ludlow, Medford, Barnstable, Revere, and Hudson
- **Chinese**, with concentrations in Boston, Quincy, Malden, Newton, Brookline, Cambridge, and Worcester
- **French Creole**, with concentrations in Boston, Brockton, Everett, Cambridge, Malden, and Randolph
- **Russian**, with concentrations in Boston, Newton, West Springfield, Lynn, and Brookline
- **Vietnamese**, with concentrations in Boston, Worcester, Springfield, Lowell, and Quincy
- **Mon Khmer**, with concentrations in Lowell and Lynn
- **Arabic**, with concentrations in Boston and Revere
- **French**, with concentrations in Boston
- **Polish**, with concentrations in Chicopee

The remaining LEP populations do not present specific concentrations at the safe-harbor level in any particular location in Massachusetts.

**TABLE 3**
**Spanish-Speaking LEP Population by Municipality**

| Municipality | Total Population Age 5 and older | Number of Spanish Speakers who Speak English Less than Very Well | Percent of Spanish-Speaking Population who Speak English Less than Very Well |
|---|---|---|---|
| Lawrence* | 68891 | 24643 | 35.77% |
| Chelsea* | 31003 | 10550 | 34.03% |
| Holyoke* | 37205 | 6367 | 17.11% |
| Lynn* | 83408 | 10734 | 12.87% |
| Revere* | 46830 | 5660 | 12.09% |
| Springfield* | 141271 | 15479 | 10.96% |
| Southbridge* | 15597 | 1500 | 9.62% |
| Worcester* | 168924 | 15563 | 9.21% |
| Everett* | 37976 | 3239 | 8.53% |
| Boston* | 571519 | 41490 | 7.26% |
| Methuen* | 43623 | 2992 | 6.86% |
| Fitchburg* | 37816 | 2356 | 6.23% |
| Framingham* | 62890 | 3477 | 5.53% |
| Waltham* | 56753 | 2989 | 5.27% |
| Lowell* | 96640 | 5062 | 5.24% |
| New Bedford* | 87972 | 4537 | 5.16% |
| Leominster* | 38067 | 1917 | 5.04% |
| Salem* | 38083 | 1916 | 5.03% |
| Great Barrington* | 6994 | 327 | 4.68% |
| Chicopee* | 52388 | 2315 | 4.42% |
| Marlborough* | 35283 | 1540 | 4.36% |
| Haverhill* | 55980 | 2217 | 3.96% |
| Norfolk* | 10458 | 409 | 3.91% |
| Boxborough* | 4671 | 181 | 3.87% |
| Milford* | 25771 | 995 | 3.86% |
| Clinton* | 12594 | 452 | 3.59% |
| Malden* | 54964 | 1892 | 3.44% |
| Stockbridge* | 1557 | 52 | 3.34% |
| Winthrop | 16134 | 517 | 3.20% |
| West Boylston | 7450 | 230 | 3.09% |
| Middleton | 8354 | 248 | 2.97% |
| Somerville | 71922 | 2008 | 2.79% |

**TABLE 3 (continued)**
**Spanish-Speaking LEP Population by Municipality**

| Municipality | Total Population Age 5 and older | Number of Spanish Speakers who Speak English Less than Very Well | Percent of Spanish-Speaking Population who Speak English Less than Very Well |
|---|---|---|---|
| Brockton | 86915 | 2275 | 2.62% |
| Shirley | 6860 | 165 | 2.41% |
| Southampton | 5558 | 131 | 2.36% |
| Heath | 425 | 10 | 2.35% |
| Rehoboth | 10872 | 251 | 2.31% |
| Saugus | 25123 | 536 | 2.13% |
| Fall River | 84133 | 1587 | 1.89% |
| Harvard | 6276 | 111 | 1.77% |
| Attleboro | 40417 | 711 | 1.76% |
| Gardner | 19033 | 306 | 1.61% |
| Westborough | 17205 | 265 | 1.54% |
| Ludlow | 20484 | 313 | 1.53% |
| Lee | 5563 | 82 | 1.47% |
| Peabody | 47852 | 700 | 1.46% |
| Lanesborough | 3008 | 44 | 1.46% |
| Watertown | 29809 | 435 | 1.46% |
| Taunton | 52626 | 760 | 1.44% |
| Bridgewater | 24973 | 360 | 1.44% |
| Brookline | 54774 | 782 | 1.43% |
| Northampton | 27538 | 393 | 1.43% |
| Pittsfield | 42329 | 598 | 1.41% |
| North Reading | 13418 | 178 | 1.33% |
| Montague | 8051 | 106 | 1.32% |
| Woburn | 35123 | 459 | 1.31% |
| West Springfield | 26626 | 344 | 1.29% |
| Hudson | 17374 | 219 | 1.26% |
| Ayer | 6990 | 86 | 1.23% |
| Sheffield | 3225 | 39 | 1.21% |
| Northborough | 13430 | 162 | 1.21% |
| Ashland | 14904 | 179 | 1.20% |
| Stoughton | 25140 | 300 | 1.19% |
| Alford | 423 | 5 | 1.18% |
| Westfield | 38865 | 457 | 1.18% |
| Melrose | 24994 | 291 | 1.16% |

**TABLE 3 (continued)**
**Spanish-Speaking LEP Population by Municipality**

| Municipality | Total Population Age 5 and older | Number of Spanish Speakers who Speak English Less than Very Well | Percent of Spanish-Speaking Population who Speak English Less than Very Well |
|---|---|---|---|
| Millis | 7285 | 84 | 1.15% |
| Concord | 16600 | 188 | 1.13% |
| Avon | 4165 | 47 | 1.13% |
| Greenfield | 16576 | 186 | 1.12% |
| North Adams | 13042 | 143 | 1.10% |
| Cambridge | 98679 | 1070 | 1.08% |
| Charlton | 11783 | 123 | 1.04% |
| Williamsburg | 2518 | 26 | 1.03% |
| Williamstown | 7633 | 78 | 1.02% |
| Athol | 10908 | 110 | 1.01% |
| North Andover | 26350 | 265 | 1.01% |
| Grafton | 15981 | 160 | 1.00% |
| Medford | 52847 | 525 | 0.99% |
| Russell | 1526 | 15 | 0.98% |
| Wendell | 916 | 9 | 0.98% |
| Charlemont | 1154 | 11 | 0.95% |
| Millbury | 12462 | 117 | 0.94% |
| Dedham | 22931 | 214 | 0.93% |
| Lancaster | 7364 | 68 | 0.92% |
| Andover | 30938 | 278 | 0.90% |
| Berkley | 6048 | 54 | 0.89% |
| Amherst | 36594 | 323 | 0.88% |
| Newton | 79655 | 701 | 0.88% |
| Winchendon | 9588 | 82 | 0.86% |
| New Ashford | 234 | 2 | 0.85% |
| West Bridgewater | 6495 | 54 | 0.83% |
| Holbrook | 10175 | 84 | 0.83% |
| Leicester | 10377 | 85 | 0.82% |
| Beverly | 37381 | 306 | 0.82% |
| Wellfleet | 2946 | 23 | 0.78% |
| Mendon | 5515 | 42 | 0.76% |
| Cheshire | 3156 | 24 | 0.76% |
| Barnstable | 43966 | 329 | 0.75% |
| Middlefield | 405 | 3 | 0.74% |

**TABLE 3 (continued)**
**Spanish-Speaking LEP Population by Municipality**

| Municipality | Total Population Age 5 and older | Number of Spanish Speakers who Speak English Less than Very Well | Percent of Spanish-Speaking Population who Speak English Less than Very Well |
|---|---|---|---|
| Natick | 30559 | 224 | 0.73% |
| Lakeville | 9769 | 71 | 0.73% |
| Webster | 15749 | 114 | 0.72% |
| Plymouth | 52561 | 380 | 0.72% |
| Chelmsford | 31574 | 225 | 0.71% |
| Harwich | 11596 | 82 | 0.71% |
| North Attleborough | 26372 | 186 | 0.71% |
| Norwood | 26625 | 186 | 0.70% |
| Palmer | 11420 | 78 | 0.68% |
| Boylston | 4002 | 27 | 0.67% |
| Randolph | 29839 | 198 | 0.66% |
| Billerica | 37103 | 245 | 0.66% |
| Walpole | 22445 | 147 | 0.65% |
| Spencer | 11033 | 71 | 0.64% |
| Danvers | 24723 | 159 | 0.64% |
| Sharon | 16542 | 103 | 0.62% |
| Hadley | 4899 | 30 | 0.61% |
| Gloucester | 27947 | 171 | 0.61% |
| Egremont | 1153 | 7 | 0.61% |
| Dartmouth | 32302 | 193 | 0.60% |
| Brimfield | 3373 | 20 | 0.59% |
| Rockport | 6749 | 40 | 0.59% |
| Orange | 7317 | 43 | 0.59% |
| Townsend | 8169 | 48 | 0.59% |
| Tewksbury | 27025 | 158 | 0.58% |
| Hawley | 349 | 2 | 0.57% |
| Wellesley | 25977 | 148 | 0.57% |
| Raynham | 12119 | 69 | 0.57% |
| Quincy | 86665 | 482 | 0.56% |
| Sunderland | 3600 | 20 | 0.56% |
| Wilbraham | 13445 | 72 | 0.54% |
| Otis | 1136 | 6 | 0.53% |
| Abington | 14687 | 77 | 0.52% |
| Sudbury | 16425 | 86 | 0.52% |

**TABLE 3 (continued)**
**Spanish-Speaking LEP Population by Municipality**

| Municipality | Total Population Age 5 and older | Number of Spanish Speakers who Speak English Less than Very Well | Percent of Spanish-Speaking Population who Speak English Less than Very Well |
|---|---|---|---|
| Phillipston | 1726 | 9 | 0.52% |
| Shutesbury | 1772 | 9 | 0.51% |
| Northbridge | 14059 | 71 | 0.51% |
| Mansfield | 21211 | 105 | 0.50% |
| Oxford | 12774 | 63 | 0.49% |
| Agawam | 27095 | 131 | 0.48% |
| East Bridgewater | 13050 | 63 | 0.48% |
| Sterling | 7298 | 35 | 0.48% |
| Granville | 1466 | 7 | 0.48% |
| Fairhaven | 15181 | 72 | 0.47% |
| Lynnfield | 11061 | 52 | 0.47% |
| Medway | 11757 | 55 | 0.47% |
| Stoneham | 20156 | 94 | 0.47% |
| Holliston | 12800 | 59 | 0.46% |
| Longmeadow | 14807 | 68 | 0.46% |
| Marblehead | 18574 | 85 | 0.46% |
| Rockland | 16408 | 75 | 0.46% |
| Acton | 20166 | 91 | 0.45% |
| Dudley | 10705 | 48 | 0.45% |
| Adams | 8035 | 36 | 0.45% |
| Bellingham | 14884 | 65 | 0.44% |
| Shrewsbury | 32501 | 141 | 0.43% |
| West Tisbury | 2102 | 9 | 0.43% |
| Newburyport | 16279 | 69 | 0.42% |
| Norton | 18045 | 76 | 0.42% |
| North Brookfield | 4521 | 19 | 0.42% |
| Acushnet | 9793 | 41 | 0.42% |
| Sherborn | 3852 | 16 | 0.42% |
| Canton | 19658 | 80 | 0.41% |
| Swampscott | 13334 | 54 | 0.40% |
| Nantucket | 9420 | 38 | 0.40% |
| Burlington | 22636 | 90 | 0.40% |
| Ware | 9252 | 36 | 0.39% |
| Winchester | 19585 | 76 | 0.39% |

**TABLE 3 (continued)**
**Spanish-Speaking LEP Population by Municipality**

| Municipality | Total Population Age 5 and older | Number of Spanish Speakers who Speak English Less than Very Well | Percent of Spanish-Speaking Population who Speak English Less than Very Well |
|---|---|---|---|
| Tyngsborough | 10598 | 41 | 0.39% |
| Ashburnham | 5746 | 22 | 0.38% |
| Cummington | 1054 | 4 | 0.38% |
| Weston | 10816 | 41 | 0.38% |
| Groveland | 5810 | 22 | 0.38% |
| Medfield | 11389 | 43 | 0.38% |
| Groton | 9910 | 37 | 0.37% |
| Hopkinton | 13459 | 50 | 0.37% |
| Richmond | 1667 | 6 | 0.36% |
| Granby | 5913 | 21 | 0.36% |
| Manchester-by-the-Sea | 4899 | 17 | 0.35% |
| Cohasset | 6990 | 24 | 0.34% |
| Yarmouth | 22915 | 77 | 0.34% |
| Marshfield | 23534 | 79 | 0.34% |
| Arlington | 39792 | 132 | 0.33% |
| Salisbury | 7875 | 26 | 0.33% |
| Dighton | 6706 | 22 | 0.33% |
| Nahant | 3370 | 11 | 0.33% |
| Bedford | 12268 | 40 | 0.33% |
| Wenham | 4635 | 15 | 0.32% |
| Ashby | 2820 | 9 | 0.32% |
| Norwell | 9739 | 31 | 0.32% |
| Hatfield | 3145 | 10 | 0.32% |
| Wakefield | 23364 | 74 | 0.32% |
| Franklin | 29055 | 92 | 0.32% |
| Easthampton | 15276 | 48 | 0.31% |
| Wrentham | 10339 | 32 | 0.31% |
| Dunstable | 2922 | 9 | 0.31% |
| Duxbury | 14092 | 43 | 0.31% |
| Buckland | 1993 | 6 | 0.30% |
| Berlin | 2681 | 8 | 0.30% |
| Merrimac | 6047 | 18 | 0.30% |
| Southborough | 9052 | 26 | 0.29% |
| Maynard | 9115 | 26 | 0.29% |

**TABLE 3 (continued)**
**Spanish-Speaking LEP Population by Municipality**

| Municipality | Total Population Age 5 and older | Number of Spanish Speakers who Speak English Less than Very Well | Percent of Spanish-Speaking Population who Speak English Less than Very Well |
|---|---|---|---|
| Uxbridge | 12379 | 35 | 0.28% |
| Wareham | 20514 | 58 | 0.28% |
| West Newbury | 3921 | 11 | 0.28% |
| Weymouth | 50036 | 140 | 0.28% |
| Orleans | 5817 | 16 | 0.28% |
| Braintree | 33208 | 91 | 0.27% |
| Hubbardston | 4061 | 11 | 0.27% |
| Hanson | 9629 | 26 | 0.27% |
| Milton | 24965 | 67 | 0.27% |
| Westwood | 13475 | 36 | 0.27% |
| Rochester | 4940 | 13 | 0.26% |
| Blandford | 1145 | 3 | 0.26% |
| New Marlborough | 1536 | 4 | 0.26% |
| Rowley | 5414 | 14 | 0.26% |
| Swansea | 15342 | 39 | 0.25% |
| Whitman | 13265 | 33 | 0.25% |
| Hamilton | 7245 | 18 | 0.25% |
| Falmouth | 30456 | 75 | 0.25% |
| Belmont | 22918 | 56 | 0.24% |
| Pembroke | 16440 | 40 | 0.24% |
| Georgetown | 7518 | 18 | 0.24% |
| Lexington | 29308 | 70 | 0.24% |
| Sandwich | 19439 | 46 | 0.24% |
| Scituate | 16935 | 40 | 0.24% |
| Needham | 26797 | 63 | 0.24% |
| Holland | 2577 | 6 | 0.23% |
| Easton | 21975 | 50 | 0.23% |
| Dracut | 27447 | 61 | 0.22% |
| Hingham | 20177 | 44 | 0.22% |
| Chesterfield | 977 | 2 | 0.20% |
| Southwick | 8907 | 18 | 0.20% |
| Bolton | 4489 | 9 | 0.20% |
| Bourne | 18456 | 37 | 0.20% |
| Middleborough | 21064 | 42 | 0.20% |

**TABLE 3 (continued)**
**Spanish-Speaking LEP Population by Municipality**

| Municipality | Total Population Age 5 and older | Number of Spanish Speakers who Speak English Less than Very Well | Percent of Spanish-Speaking Population who Speak English Less than Very Well |
|---|---|---|---|
| Belchertown | 13587 | 27 | 0.20% |
| Blackstone | 8590 | 17 | 0.20% |
| Mashpee | 13130 | 25 | 0.19% |
| Upton | 6894 | 13 | 0.19% |
| Brookfield | 3195 | 6 | 0.19% |
| Reading | 22945 | 43 | 0.19% |
| Erving | 1699 | 3 | 0.18% |
| Millville | 2917 | 5 | 0.17% |
| Clarksburg | 1798 | 3 | 0.17% |
| Hanover | 12907 | 20 | 0.15% |
| Lenox | 4735 | 7 | 0.15% |
| Wilmington | 20524 | 30 | 0.15% |
| Monson | 8161 | 11 | 0.13% |
| Whately | 1519 | 2 | 0.13% |
| Chatham | 6134 | 8 | 0.13% |
| Lunenburg | 9261 | 12 | 0.13% |
| Dennis | 13996 | 18 | 0.13% |
| Holden | 16092 | 20 | 0.12% |
| Dalton | 6496 | 8 | 0.12% |
| Westford | 20170 | 24 | 0.12% |
| Wayland | 12278 | 14 | 0.11% |
| East Brookfield | 1898 | 2 | 0.11% |
| Stow | 5958 | 6 | 0.10% |
| Carver | 11038 | 11 | 0.10% |
| Lincoln | 6191 | 6 | 0.10% |
| Newbury | 6361 | 6 | 0.09% |
| Seekonk | 13051 | 12 | 0.09% |
| Amesbury | 15162 | 13 | 0.09% |
| Pepperell | 10835 | 9 | 0.08% |
| Auburn | 15475 | 12 | 0.08% |
| Foxborough | 15724 | 12 | 0.08% |
| Somerset | 17488 | 13 | 0.07% |
| East Longmeadow | 14649 | 10 | 0.07% |
| South Hadley | 16774 | 8 | 0.05% |

**TABLE 4**
**Portuguese-Speaking LEP Population by Municipality**

| Municipality | Total Population Age 5 and older | Number of Portuguese Speakers who Speak English Less than Very Well | Percent of Portuguese-Speaking Population who Speak English Less than Very Well |
|---|---|---|---|
| New Bedford* | 87972 | 9367 | 10.65% |
| Fall River* | 84133 | 8458 | 10.05% |
| Everett* | 37976 | 3414 | 8.99% |
| Framingham* | 62890 | 4770 | 7.58% |
| Milford* | 25771 | 1842 | 7.15% |
| Ludlow* | 20484 | 1354 | 6.61% |
| Hudson* | 17374 | 1073 | 6.18% |
| Brockton* | 86915 | 5365 | 6.17% |
| Dartmouth* | 32302 | 1951 | 6.04% |
| Stoughton* | 25140 | 1473 | 5.86% |
| Westport* | 14684 | 825 | 5.62% |
| Taunton* | 52626 | 2951 | 5.61% |
| Acushnet* | 9793 | 531 | 5.42% |
| Tisbury* | 3739 | 195 | 5.22% |
| Malden* | 54964 | 2646 | 4.81% |
| Oak Bluffs* | 4169 | 173 | 4.15% |
| Marlborough* | 35283 | 1406 | 3.98% |
| Somerville* | 71922 | 2757 | 3.83% |
| Somerset* | 17488 | 649 | 3.71% |
| Peabody* | 47852 | 1655 | 3.46% |
| Norwood* | 26625 | 883 | 3.32% |
| Swansea* | 15342 | 495 | 3.23% |
| Barnstable* | 43966 | 1170 | 2.66% |
| Lowell* | 96640 | 2503 | 2.59% |
| Revere* | 46830 | 1164 | 2.49% |
| Medford* | 52847 | 1265 | 2.39% |
| Seekonk* | 13051 | 309 | 2.37% |
| Holbrook* | 10175 | 234 | 2.30% |
| Hancock* | 675 | 15 | 2.22% |
| Newburyport* | 16279 | 329 | 2.02% |
| Berkley* | 6048 | 122 | 2.02% |
| Rochester* | 4940 | 95 | 1.92% |
| Randolph* | 29839 | 554 | 1.86% |

**TABLE 4 (continued)**
**Portuguese-Speaking LEP Population by Municipality**

| Municipality | Total Population Age 5 and older | Number of Portuguese Speakers who Speak English Less than Very Well | Percent of Portuguese-Speaking Population who Speak English Less than Very Well |
|---|---|---|---|
| Fairhaven* | 15181 | 276 | 1.82% |
| Shrewsbury* | 32501 | 582 | 1.79% |
| Mashpee* | 13130 | 222 | 1.69% |
| Woburn* | 35123 | 581 | 1.65% |
| Truro* | 1831 | 30 | 1.64% |
| Scituate* | 16935 | 271 | 1.60% |
| Millville* | 2917 | 46 | 1.58% |
| Melrose* | 24994 | 379 | 1.52% |
| Savoy* | 741 | 11 | 1.48% |
| Tyringham* | 406 | 6 | 1.48% |
| Leominster* | 38067 | 556 | 1.46% |
| Worcester | 168924 | 2463 | 1.46% |
| Boston | 571519 | 8078 | 1.41% |
| Rowley | 5414 | 76 | 1.40% |
| Dighton | 6706 | 94 | 1.40% |
| Edgartown | 3714 | 52 | 1.40% |
| Abington | 14687 | 200 | 1.36% |
| Mattapoisett | 5965 | 80 | 1.34% |
| Plymouth | 52561 | 704 | 1.34% |
| Gloucester | 27947 | 366 | 1.31% |
| Brimfield | 3373 | 44 | 1.30% |
| Salem | 38083 | 467 | 1.23% |
| Chelsea | 31003 | 371 | 1.20% |
| Watertown | 29809 | 352 | 1.18% |
| Weymouth | 50036 | 572 | 1.14% |
| Attleboro | 40417 | 448 | 1.11% |
| Westborough | 17205 | 187 | 1.09% |
| Ayer | 6990 | 75 | 1.07% |
| Holliston | 12800 | 137 | 1.07% |
| Freetown | 8421 | 90 | 1.07% |
| Yarmouth | 22915 | 244 | 1.06% |
| Stoneham | 20156 | 209 | 1.04% |
| Templeton | 7414 | 75 | 1.01% |

**TABLE 4 (continued)**
**Portuguese-Speaking LEP Population by Municipality**

| Municipality | Total Population Age 5 and older | Number of Portuguese Speakers who Speak English Less than Very Well | Percent of Portuguese-Speaking Population who Speak English Less than Very Well |
|---|---|---|---|
| Quincy | 86665 | 873 | 1.01% |
| Ashland | 14904 | 149 | 1.00% |
| Maynard | 9115 | 91 | 1.00% |
| Northborough | 13430 | 131 | 0.98% |
| Middleborough | 21064 | 205 | 0.97% |
| Dracut | 27447 | 248 | 0.90% |
| Ipswich | 12472 | 103 | 0.83% |
| Hopedale | 5579 | 46 | 0.82% |
| Easton | 21975 | 181 | 0.82% |
| Winthrop | 16134 | 132 | 0.82% |
| Phillipston | 1726 | 14 | 0.81% |
| Lee | 5563 | 41 | 0.74% |
| Manchester-by-the-Sea | 4899 | 35 | 0.71% |
| Chicopee | 52388 | 372 | 0.71% |
| Acton | 20166 | 141 | 0.70% |
| Harwich | 11596 | 81 | 0.70% |
| Bridgewater | 24973 | 172 | 0.69% |
| Falmouth | 30456 | 206 | 0.68% |
| Auburn | 15475 | 100 | 0.65% |
| Raynham | 12119 | 75 | 0.62% |
| Dennis | 13996 | 84 | 0.60% |
| Granby | 5913 | 35 | 0.59% |
| Warren | 4805 | 28 | 0.58% |
| Rockland | 16408 | 92 | 0.56% |
| Marion | 4805 | 26 | 0.54% |
| Saugus | 25123 | 135 | 0.54% |
| Amesbury | 15162 | 81 | 0.53% |
| Worthington | 1128 | 6 | 0.53% |
| Canton | 19658 | 104 | 0.53% |
| Whitman | 13265 | 68 | 0.51% |
| Rehoboth | 10872 | 54 | 0.50% |
| Burlington | 22636 | 111 | 0.49% |
| Cambridge | 98679 | 478 | 0.48% |
| Middleton | 8354 | 40 | 0.48% |

**TABLE 4 (continued)**
**Portuguese-Speaking LEP Population by Municipality**

| Municipality | Total Population Age 5 and older | Number of Portuguese Speakers who Speak English Less than Very Well | Percent of Portuguese-Speaking Population who Speak English Less than Very Well |
|---|---|---|---|
| Athol | 10908 | 50 | 0.46% |
| Lynn | 83408 | 371 | 0.44% |
| Marshfield | 23534 | 104 | 0.44% |
| Medway | 11757 | 49 | 0.42% |
| Billerica | 37103 | 154 | 0.42% |
| Ware | 9252 | 38 | 0.41% |
| Wareham | 20514 | 82 | 0.40% |
| Westhampton | 1533 | 6 | 0.39% |
| Franklin | 29055 | 111 | 0.38% |
| Royalston | 1069 | 4 | 0.37% |
| Lawrence | 68891 | 248 | 0.36% |
| Otis | 1136 | 4 | 0.35% |
| Gardner | 19033 | 66 | 0.35% |
| Oxford | 12774 | 44 | 0.34% |
| Dunstable | 2922 | 10 | 0.34% |
| Clarksburg | 1798 | 6 | 0.33% |
| Southborough | 9052 | 30 | 0.33% |
| Swampscott | 13334 | 43 | 0.32% |
| Tewksbury | 27025 | 87 | 0.32% |
| Plainville | 7648 | 24 | 0.31% |
| Waltham | 56753 | 176 | 0.31% |
| Carver | 11038 | 34 | 0.31% |
| Methuen | 43623 | 134 | 0.31% |
| East Bridgewater | 13050 | 40 | 0.31% |
| Boylston | 4002 | 12 | 0.30% |
| Beverly | 37381 | 107 | 0.29% |
| Hanson | 9629 | 27 | 0.28% |
| Blandford | 1145 | 3 | 0.26% |
| Fitchburg | 37816 | 97 | 0.26% |
| Pelham | 1187 | 3 | 0.25% |
| Grafton | 15981 | 40 | 0.25% |
| Braintree | 33208 | 82 | 0.25% |
| Holyoke | 37205 | 86 | 0.23% |
| Dalton | 6496 | 15 | 0.23% |

**TABLE 4 (continued)**
**Portuguese-Speaking LEP Population by Municipality**

| Municipality | Total Population Age 5 and older | Number of Portuguese Speakers who Speak English Less than Very Well | Percent of Portuguese-Speaking Population who Speak English Less than Very Well |
|---|---|---|---|
| Littleton | 8007 | 18 | 0.22% |
| Nantucket | 9420 | 21 | 0.22% |
| Danvers | 24723 | 55 | 0.22% |
| Wendell | 916 | 2 | 0.22% |
| Stow | 5958 | 13 | 0.22% |
| Reading | 22945 | 50 | 0.22% |
| Natick | 30559 | 66 | 0.22% |
| North Attleborough | 26372 | 54 | 0.20% |
| Amherst | 36594 | 74 | 0.20% |
| Lexington | 29308 | 58 | 0.20% |
| North Andover | 26350 | 50 | 0.19% |
| Mansfield | 21211 | 39 | 0.18% |
| Mendon | 5515 | 10 | 0.18% |
| Wilbraham | 13445 | 24 | 0.18% |
| Leicester | 10377 | 18 | 0.17% |
| Springfield | 141271 | 239 | 0.17% |
| Brewster | 9591 | 16 | 0.17% |
| Belmont | 22918 | 38 | 0.17% |
| Webster | 15749 | 26 | 0.17% |
| Lakeville | 9769 | 16 | 0.16% |
| Millbury | 12462 | 20 | 0.16% |
| Wilmington | 20524 | 32 | 0.16% |
| Gill | 1362 | 2 | 0.15% |
| Kingston | 11614 | 17 | 0.15% |
| Hadley | 4899 | 7 | 0.14% |
| Sudbury | 16425 | 23 | 0.14% |
| Arlington | 39792 | 52 | 0.13% |
| Newton | 79655 | 103 | 0.13% |
| Charlton | 11783 | 15 | 0.13% |
| Dedham | 22931 | 29 | 0.13% |
| Georgetown | 7518 | 9 | 0.12% |
| Hull | 10039 | 12 | 0.12% |
| Bourne | 18456 | 22 | 0.12% |
| Brookline | 54774 | 65 | 0.12% |

**TABLE 4 (continued)**
**Portuguese-Speaking LEP Population by Municipality**

| Municipality | Total Population Age 5 and older | Number of Portuguese Speakers who Speak English Less than Very Well | Percent of Portuguese-Speaking Population who Speak English Less than Very Well |
|---|---|---|---|
| Shirley | 6860 | 8 | 0.12% |
| Pittsfield | 42329 | 49 | 0.12% |
| Harvard | 6276 | 7 | 0.11% |
| Foxborough | 15724 | 17 | 0.11% |
| West Boylston | 7450 | 8 | 0.11% |
| West Springfield | 26626 | 28 | 0.11% |
| Clinton | 12594 | 13 | 0.10% |
| Northampton | 27538 | 27 | 0.10% |
| Walpole | 22445 | 22 | 0.10% |
| Townsend | 8169 | 8 | 0.10% |
| Haverhill | 55980 | 54 | 0.10% |
| Winchendon | 9588 | 9 | 0.09% |
| Hopkinton | 13459 | 12 | 0.09% |
| Holden | 16092 | 14 | 0.09% |
| Norfolk | 10458 | 9 | 0.09% |
| Westford | 20170 | 17 | 0.08% |
| Northbridge | 14059 | 11 | 0.08% |
| Bedford | 12268 | 9 | 0.07% |
| Hingham | 20177 | 14 | 0.07% |
| Norton | 18045 | 12 | 0.07% |
| South Hadley | 16774 | 11 | 0.07% |
| Wellesley | 25977 | 16 | 0.06% |
| Palmer | 11420 | 7 | 0.06% |
| Chelmsford | 31574 | 19 | 0.06% |
| Sharon | 16542 | 9 | 0.05% |
| Needham | 26797 | 14 | 0.05% |
| Milton | 24965 | 13 | 0.05% |
| Greenfield | 16576 | 7 | 0.04% |

**TABLE 5**
**Chinese-Speaking LEP Population by Municipality**

| Municipality | Total Population Age 5 and older | Number of Chinese Speakers who Speak English Less than Very Well | Percent of Chinese-Speaking Population who Speak English Less than Very Well |
|---|---|---|---|
| Quincy* | 86665 | 7393 | 8.53% |
| Malden* | 54964 | 3901 | 7.10% |
| Lexington* | 29308 | 815 | 2.78% |
| Brookline* | 54774 | 1510 | 2.76% |
| Boxborough* | 4671 | 123 | 2.63% |
| Belmont* | 22918 | 587 | 2.56% |
| Newton* | 79655 | 1806 | 2.27% |
| Boston* | 571519 | 12769 | 2.23% |
| Shrewsbury* | 32501 | 722 | 2.22% |
| Westborough* | 17205 | 380 | 2.21% |
| Wayland* | 12278 | 258 | 2.10% |
| Randolph* | 29839 | 620 | 2.08% |
| Weston* | 10816 | 206 | 1.90% |
| Winchester* | 19585 | 368 | 1.88% |
| Amherst* | 36594 | 686 | 1.87% |
| Acton* | 20166 | 371 | 1.84% |
| Northborough* | 13430 | 231 | 1.72% |
| Medford* | 52847 | 888 | 1.68% |
| Sharon* | 16542 | 257 | 1.55% |
| Westford* | 20170 | 312 | 1.55% |
| Waltham* | 56753 | 871 | 1.53% |
| Bedford* | 12268 | 188 | 1.53% |
| Andover* | 30938 | 460 | 1.49% |
| Arlington* | 39792 | 584 | 1.47% |
| Wellesley* | 25977 | 376 | 1.45% |
| Carlisle* | 4609 | 64 | 1.39% |
| Cambridge* | 98679 | 1368 | 1.39% |
| Braintree* | 33208 | 445 | 1.34% |
| Burlington* | 22636 | 303 | 1.34% |
| Sunderland* | 3600 | 43 | 1.19% |
| Canton* | 19658 | 221 | 1.12% |
| Watertown* | 29809 | 314 | 1.05% |
| Chelmsford* | 31574 | 307 | 0.97% |

**TABLE 5 (continued)**
**Chinese-Speaking LEP Population by Municipality**

| Municipality | Total Population Age 5 and older | Number of Chinese Speakers who Speak English Less than Very Well | Percent of Chinese-Speaking Population who Speak English Less than Very Well |
|---|---|---|---|
| Needham* | 26797 | 256 | 0.96% |
| Southborough* | 9052 | 84 | 0.93% |
| Littleton* | 8007 | 73 | 0.91% |
| Somerville* | 71922 | 629 | 0.87% |
| Natick* | 30559 | 264 | 0.86% |
| West Brookfield* | 3555 | 30 | 0.84% |
| East Longmeadow | 14649 | 112 | 0.76% |
| Franklin | 29055 | 221 | 0.76% |
| Hopedale | 5579 | 42 | 0.75% |
| Milton | 24965 | 186 | 0.75% |
| Templeton | 7414 | 55 | 0.74% |
| Lynnfield | 11061 | 79 | 0.71% |
| Newburyport | 16279 | 116 | 0.71% |
| Melrose | 24994 | 172 | 0.69% |
| Stoughton | 25140 | 172 | 0.68% |
| Worcester | 168924 | 1083 | 0.64% |
| North Andover | 26350 | 160 | 0.61% |
| Rutland | 7227 | 43 | 0.59% |
| Sherborn | 3852 | 22 | 0.57% |
| Hudson | 17374 | 95 | 0.55% |
| Hanson | 9629 | 52 | 0.54% |
| Beverly | 37381 | 200 | 0.54% |
| Wakefield | 23364 | 125 | 0.54% |
| Holden | 16092 | 85 | 0.53% |
| Westwood | 13475 | 71 | 0.53% |
| Hanover | 12907 | 67 | 0.52% |
| Harvard | 6276 | 32 | 0.51% |
| Stow | 5958 | 30 | 0.50% |
| Sudbury | 16425 | 82 | 0.50% |
| Ashland | 14904 | 74 | 0.50% |
| Leominster | 38067 | 186 | 0.49% |
| West Springfield | 26626 | 129 | 0.48% |
| Colrain | 1728 | 8 | 0.46% |
| Framingham | 62890 | 286 | 0.45% |

**TABLE 5 (continued)**
**Chinese-Speaking LEP Population by Municipality**

| Municipality | Total Population Age 5 and older | Number of Chinese Speakers who Speak English Less than Very Well | Percent of Chinese-Speaking Population who Speak English Less than Very Well |
|---|---|---|---|
| Woburn | 35123 | 156 | 0.44% |
| Methuen | 43623 | 193 | 0.44% |
| Maynard | 9115 | 40 | 0.44% |
| Marlborough | 35283 | 154 | 0.44% |
| Easthampton | 15276 | 66 | 0.43% |
| Billerica | 37103 | 160 | 0.43% |
| Weymouth | 50036 | 214 | 0.43% |
| Middleton | 8354 | 35 | 0.42% |
| Belchertown | 13587 | 56 | 0.41% |
| Marion | 4805 | 19 | 0.40% |
| Revere | 46830 | 183 | 0.39% |
| Petersham | 1291 | 5 | 0.39% |
| Longmeadow | 14807 | 57 | 0.38% |
| Rochester | 4940 | 18 | 0.36% |
| Montague | 8051 | 28 | 0.35% |
| Saugus | 25123 | 87 | 0.35% |
| Concord | 16600 | 56 | 0.34% |
| Dartmouth | 32302 | 106 | 0.33% |
| Bridgewater | 24973 | 79 | 0.32% |
| Hopkinton | 13459 | 42 | 0.31% |
| Ashfield | 1656 | 5 | 0.30% |
| Southbridge | 15597 | 47 | 0.30% |
| Walpole | 22445 | 67 | 0.30% |
| Hardwick | 2770 | 8 | 0.29% |
| Northampton | 27538 | 79 | 0.29% |
| Lowell | 96640 | 270 | 0.28% |
| Falmouth | 30456 | 85 | 0.28% |
| Norwell | 9739 | 27 | 0.28% |
| Seekonk | 13051 | 34 | 0.26% |
| Everett | 37976 | 97 | 0.26% |
| North Attleborough | 26372 | 67 | 0.25% |
| Millbury | 12462 | 31 | 0.25% |
| Westport | 14684 | 35 | 0.24% |
| Tewksbury | 27025 | 63 | 0.23% |

**TABLE 5 (continued)**
**Chinese-Speaking LEP Population by Municipality**

| Municipality | Total Population Age 5 and older | Number of Chinese Speakers who Speak English Less than Very Well | Percent of Chinese-Speaking Population who Speak English Less than Very Well |
|---|---|---|---|
| Grafton | 15981 | 37 | 0.23% |
| Reading | 22945 | 53 | 0.23% |
| Topsfield | 5766 | 13 | 0.23% |
| Lynn | 83408 | 188 | 0.23% |
| Amesbury | 15162 | 34 | 0.22% |
| Stoneham | 20156 | 45 | 0.22% |
| Norwood | 26625 | 56 | 0.21% |
| Chelsea | 31003 | 64 | 0.21% |
| Dracut | 27447 | 54 | 0.20% |
| Lakeville | 9769 | 19 | 0.19% |
| Tyngsborough | 10598 | 20 | 0.19% |
| Chicopee | 52388 | 98 | 0.19% |
| North Reading | 13418 | 25 | 0.19% |
| Westfield | 38865 | 71 | 0.18% |
| Northbridge | 14059 | 25 | 0.18% |
| Leverett | 1762 | 3 | 0.17% |
| Holbrook | 10175 | 17 | 0.17% |
| Dedham | 22931 | 38 | 0.17% |
| Webster | 15749 | 24 | 0.15% |
| Wilmington | 20524 | 31 | 0.15% |
| Lawrence | 68891 | 103 | 0.15% |
| Attleboro | 40417 | 60 | 0.15% |
| Norton | 18045 | 26 | 0.14% |
| Sandwich | 19439 | 28 | 0.14% |
| Fall River | 84133 | 121 | 0.14% |
| Haverhill | 55980 | 77 | 0.14% |
| Salem | 38083 | 52 | 0.14% |
| Springfield | 141271 | 184 | 0.13% |
| Fitchburg | 37816 | 48 | 0.13% |
| Brockton | 86915 | 110 | 0.13% |
| Oxford | 12774 | 14 | 0.11% |
| Nantucket | 9420 | 10 | 0.11% |
| Eastham | 4954 | 5 | 0.10% |
| Pittsfield | 42329 | 42 | 0.10% |

**TABLE 5 (continued)**
**Chinese-Speaking LEP Population by Municipality**

| Municipality | Total Population Age 5 and older | Number of Chinese Speakers who Speak English Less than Very Well | Percent of Chinese-Speaking Population who Speak English Less than Very Well |
|---|---|---|---|
| Peabody | 47852 | 46 | 0.10% |
| Bourne | 18456 | 16 | 0.09% |
| Medfield | 11389 | 9 | 0.08% |
| Williamstown | 7633 | 6 | 0.08% |
| Norfolk | 10458 | 8 | 0.08% |
| Foxborough | 15724 | 12 | 0.08% |
| Barnstable | 43966 | 31 | 0.07% |
| Taunton | 52626 | 35 | 0.07% |
| Plymouth | 52561 | 29 | 0.06% |
| Marblehead | 18574 | 10 | 0.05% |
| Milford | 25771 | 10 | 0.04% |
| Yarmouth | 22915 | 8 | 0.03% |
| Ipswich | 12472 | 4 | 0.03% |
| Holyoke | 37205 | 7 | 0.02% |
| New Bedford | 87972 | 10 | 0.01% |

**TABLE 6**
**Vietnamese-Speaking LEP Population by Municipality**

| Municipality | Total Population Age 5 and older | Number of Vietnamese Speakers who Speak English Less than Very Well | Percent of Vietnamese-Speaking Population who Speak English Less than Very Well |
|---|---|---|---|
| Randolph* | 29839 | 782 | 2.62% |
| Worcester* | 168924 | 3141 | 1.86% |
| Malden* | 54964 | 955 | 1.74% |
| Chelsea* | 31003 | 426 | 1.37% |
| Quincy* | 86665 | 1133 | 1.31% |
| Lowell* | 96640 | 1216 | 1.26% |
| Revere* | 46830 | 568 | 1.21% |

**TABLE 6 (continued)**
**Vietnamese-Speaking LEP Population by Municipality**

| Municipality | Total Population Age 5 and older | Number of Vietnamese Speakers who Speak English Less than Very Well | Percent of Vietnamese-Speaking Population who Speak English Less than Very Well |
|---|---|---|---|
| Boston* | 571519 | 6417 | 1.12% |
| Springfield* | 141271 | 1448 | 1.02% |
| North Attleborough* | 26372 | 237 | 0.90% |
| Holbrook* | 10175 | 79 | 0.78% |
| Everett* | 37976 | 273 | 0.72% |
| Longmeadow* | 14807 | 96 | 0.65% |
| Medford* | 52847 | 341 | 0.65% |
| Methuen* | 43623 | 259 | 0.59% |
| Canton* | 19658 | 115 | 0.59% |
| Falmouth* | 30456 | 178 | 0.58% |
| Acton* | 20166 | 113 | 0.56% |
| Webster* | 15749 | 88 | 0.56% |
| Milton* | 24965 | 137 | 0.55% |
| Lawrence* | 68891 | 351 | 0.51% |
| Rehoboth* | 10872 | 52 | 0.48% |
| Leicester* | 10377 | 49 | 0.47% |
| Brockton* | 86915 | 385 | 0.44% |
| Haverhill* | 55980 | 235 | 0.42% |
| Lynn* | 83408 | 349 | 0.42% |
| Weymouth* | 50036 | 208 | 0.42% |
| Norton* | 18045 | 74 | 0.41% |
| Colrain* | 1728 | 7 | 0.41% |
| West Springfield* | 26626 | 103 | 0.39% |
| Marlborough* | 35283 | 134 | 0.38% |
| Sudbury | 16425 | 62 | 0.38% |
| Fitchburg | 37816 | 139 | 0.37% |
| Dalton | 6496 | 23 | 0.35% |
| Amherst | 36594 | 128 | 0.35% |
| Braintree | 33208 | 115 | 0.35% |
| Salem | 38083 | 123 | 0.32% |
| Shrewsbury | 32501 | 100 | 0.31% |
| New Bedford | 87972 | 270 | 0.31% |
| Southbridge | 15597 | 47 | 0.30% |
| Abington | 14687 | 44 | 0.30% |

**TABLE 6 (continued)**
**Vietnamese-Speaking LEP Population by Municipality**

| Municipality | Total Population Age 5 and older | Number of Vietnamese Speakers who Speak English Less than Very Well | Percent of Vietnamese-Speaking Population who Speak English Less than Very Well |
|---|---|---|---|
| Uxbridge | 12379 | 35 | 0.28% |
| Brookline | 54774 | 148 | 0.27% |
| Chelmsford | 31574 | 83 | 0.26% |
| Pembroke | 16440 | 43 | 0.26% |
| Framingham | 62890 | 161 | 0.26% |
| Billerica | 37103 | 93 | 0.25% |
| Medway | 11757 | 29 | 0.25% |
| Bedford | 12268 | 30 | 0.24% |
| Lynnfield | 11061 | 25 | 0.23% |
| Lexington | 29308 | 64 | 0.22% |
| Townsend | 8169 | 17 | 0.21% |
| Melrose | 24994 | 49 | 0.20% |
| Newton | 79655 | 152 | 0.19% |
| Mansfield | 21211 | 38 | 0.18% |
| Nantucket | 9420 | 16 | 0.17% |
| Attleboro | 40417 | 66 | 0.16% |
| Peabody | 47852 | 78 | 0.16% |
| Williamstown | 7633 | 12 | 0.16% |
| Reading | 22945 | 36 | 0.16% |
| West Boylston | 7450 | 11 | 0.15% |
| Woburn | 35123 | 51 | 0.15% |
| Tewksbury | 27025 | 39 | 0.14% |
| Greenfield | 16576 | 23 | 0.14% |
| Watertown | 29809 | 39 | 0.13% |
| Natick | 30559 | 39 | 0.13% |
| Franklin | 29055 | 36 | 0.12% |
| Easton | 21975 | 27 | 0.12% |
| Auburn | 15475 | 19 | 0.12% |
| Swansea | 15342 | 18 | 0.12% |
| Burlington | 22636 | 26 | 0.11% |
| Harvard | 6276 | 7 | 0.11% |
| Weston | 10816 | 12 | 0.11% |
| Belmont | 22918 | 23 | 0.10% |
| Dartmouth | 32302 | 31 | 0.10% |

**TABLE 6 (continued)**
**Vietnamese-Speaking LEP Population by Municipality**

| Municipality | Total Population Age 5 and older | Number of Vietnamese Speakers who Speak English Less than Very Well | Percent of Vietnamese-Speaking Population who Speak English Less than Very Well |
|---|---|---|---|
| Middleton | 8354 | 8 | 0.10% |
| Somerville | 71922 | 68 | 0.09% |
| Duxbury | 14092 | 12 | 0.09% |
| Needham | 26797 | 22 | 0.08% |
| Barnstable | 43966 | 36 | 0.08% |
| Cambridge | 98679 | 80 | 0.08% |
| Northampton | 27538 | 22 | 0.08% |
| Southborough | 9052 | 7 | 0.08% |
| Pittsfield | 42329 | 32 | 0.08% |
| Leominster | 38067 | 27 | 0.07% |
| Gardner | 19033 | 13 | 0.07% |
| Easthampton | 15276 | 10 | 0.07% |
| Holliston | 12800 | 8 | 0.06% |
| Walpole | 22445 | 14 | 0.06% |
| Milford | 25771 | 15 | 0.06% |
| North Andover | 26350 | 15 | 0.06% |
| Arlington | 39792 | 22 | 0.06% |
| Dracut | 27447 | 14 | 0.05% |
| Plymouth | 52561 | 26 | 0.05% |
| Norwood | 26625 | 13 | 0.05% |
| Dedham | 22931 | 10 | 0.04% |
| Westford | 20170 | 8 | 0.04% |
| Grafton | 15981 | 6 | 0.04% |
| Waltham | 56753 | 19 | 0.03% |
| Westfield | 38865 | 11 | 0.03% |
| Fall River | 84133 | 20 | 0.02% |
| Stoughton | 25140 | 5 | 0.02% |
| Rockland | 16408 | 2 | 0.01% |

**TABLE 7**
**French (Haitian)-Creole-Speaking LEP Population by Municipality**

| Municipality | Total Population Age 5 and older | Number of French Creole Speakers who Speak English Less than Very Well | Percent of French Creole-Speaking Population who Speak English Less than Very Well |
|---|---|---|---|
| Brockton* | 86915 | 3827 | 4.40% |
| Randolph* | 29839 | 1132 | 3.79% |
| Everett* | 37976 | 1309 | 3.45% |
| Avon* | 4165 | 107 | 2.57% |
| Malden* | 54964 | 1155 | 2.10% |
| Medford* | 52847 | 895 | 1.69% |
| Holbrook* | 10175 | 167 | 1.64% |
| Boston* | 571519 | 8576 | 1.50% |
| Cambridge* | 98679 | 1217 | 1.23% |
| Milton* | 24965 | 217 | 0.87% |
| Stoughton* | 25140 | 204 | 0.81% |
| Chelsea* | 31003 | 204 | 0.66% |
| Dennis* | 13996 | 89 | 0.64% |
| West Stockbridge* | 1489 | 8 | 0.54% |
| Oak Bluffs* | 4169 | 21 | 0.50% |
| New Bedford* | 87972 | 387 | 0.44% |
| Athol* | 10908 | 45 | 0.41% |
| Lynn* | 83408 | 337 | 0.40% |
| Ashburnham* | 5746 | 23 | 0.40% |
| Warren* | 4805 | 19 | 0.40% |
| Clinton* | 12594 | 47 | 0.37% |
| Somerville | 71922 | 255 | 0.35% |
| Rockland | 16408 | 54 | 0.33% |
| Woburn | 35123 | 111 | 0.32% |
| Watertown | 29809 | 92 | 0.31% |
| Norton | 18045 | 54 | 0.30% |
| Fitchburg | 37816 | 110 | 0.29% |
| Abington | 14687 | 42 | 0.29% |
| Freetown | 8421 | 24 | 0.29% |
| Wakefield | 23364 | 66 | 0.28% |
| Waltham | 56753 | 159 | 0.28% |
| Pembroke | 16440 | 46 | 0.28% |
| Walpole | 22445 | 60 | 0.27% |

**TABLE 7 (continued)**
**French (Haitian)-Creole-Speaking LEP Population by Municipality**

| Municipality | Total Population Age 5 and older | Number of French Creole Speakers who Speak English Less than Very Well | Percent of French Creole-Speaking Population who Speak English Less than Very Well |
|---|---|---|---|
| Chatham | 6134 | 15 | 0.24% |
| Rutland | 7227 | 17 | 0.24% |
| Whitman | 13265 | 30 | 0.23% |
| Weston | 10816 | 24 | 0.22% |
| Taunton | 52626 | 115 | 0.22% |
| Lowell | 96640 | 199 | 0.21% |
| Worcester | 168924 | 307 | 0.18% |
| Revere | 46830 | 83 | 0.18% |
| Haverhill | 55980 | 92 | 0.16% |
| Webster | 15749 | 25 | 0.16% |
| Quincy | 86665 | 101 | 0.12% |
| Attleboro | 40417 | 46 | 0.11% |
| Methuen | 43623 | 48 | 0.11% |
| Springfield | 141271 | 139 | 0.10% |
| Peabody | 47852 | 47 | 0.10% |
| Dedham | 22931 | 21 | 0.09% |
| Leominster | 38067 | 34 | 0.09% |
| Billerica | 37103 | 33 | 0.09% |
| Arlington | 39792 | 35 | 0.09% |
| Lawrence | 68891 | 54 | 0.08% |
| Framingham | 62890 | 47 | 0.07% |
| Beverly | 37381 | 26 | 0.07% |
| Dartmouth | 32302 | 21 | 0.07% |
| Southbridge | 15597 | 10 | 0.06% |
| Wrentham | 10339 | 6 | 0.06% |
| Melrose | 24994 | 13 | 0.05% |
| Mansfield | 21211 | 11 | 0.05% |
| Reading | 22945 | 10 | 0.04% |
| Fall River | 84133 | 36 | 0.04% |
| Weymouth | 50036 | 19 | 0.04% |
| Barnstable | 43966 | 15 | 0.03% |
| Plymouth | 52561 | 17 | 0.03% |
| Brookline | 54774 | 13 | 0.02% |
| Holyoke | 37205 | 8 | 0.02% |
| Newton | 79655 | 16 | 0.02% |

**TABLE 8**
**Russian-Speaking LEP Population by Municipality**

| Municipality | Total Population Age 5 and older | Number of Russian Speakers who Speak English Less than Very Well | Percent of Russian-Speaking Population who Speak English Less than Very Well |
|---|---|---|---|
| West Springfield* | 26626 | 1179 | 4.43% |
| Swampscott* | 13334 | 328 | 2.46% |
| Brookline* | 54774 | 1123 | 2.05% |
| Westfield* | 38865 | 707 | 1.82% |
| Southwick* | 8907 | 162 | 1.82% |
| Newton* | 79655 | 1216 | 1.53% |
| Needham* | 26797 | 404 | 1.51% |
| Lynn* | 83408 | 1171 | 1.40% |
| Sharon* | 16542 | 216 | 1.31% |
| Ashland* | 14904 | 189 | 1.27% |
| Agawam* | 27095 | 288 | 1.06% |
| Natick* | 30559 | 307 | 1.00% |
| Framingham* | 62890 | 602 | 0.96% |
| Watertown* | 29809 | 265 | 0.89% |
| Florida* | 739 | 6 | 0.81% |
| Russell* | 1526 | 12 | 0.79% |
| Greenfield* | 16576 | 110 | 0.66% |
| Marblehead* | 18574 | 116 | 0.62% |
| Boston* | 571519 | 3530 | 0.62% |
| Salem* | 38083 | 225 | 0.59% |
| Foxborough* | 15724 | 86 | 0.55% |
| Canton* | 19658 | 105 | 0.53% |
| Woburn* | 35123 | 174 | 0.50% |
| Wellesley* | 25977 | 126 | 0.49% |
| Hopkinton* | 13459 | 65 | 0.48% |
| Huntington* | 2084 | 10 | 0.48% |
| Chicopee* | 52388 | 248 | 0.47% |
| Stoughton* | 25140 | 119 | 0.47% |
| Provincetown* | 3025 | 14 | 0.46% |
| Bedford* | 12268 | 56 | 0.46% |
| Barnstable* | 43966 | 193 | 0.44% |
| Malden* | 54964 | 228 | 0.41% |
| Boxborough* | 4671 | 19 | 0.41% |

**TABLE 8 (continued)**
**Russian-Speaking LEP Population by Municipality**

| Municipality | Total Population Age 5 and older | Number of Russian Speakers who Speak English Less than Very Well | Percent of Russian-Speaking Population who Speak English Less than Very Well |
|---|---|---|---|
| Orange* | 7317 | 29 | 0.40% |
| Middleton* | 8354 | 32 | 0.38% |
| Dedham* | 22931 | 87 | 0.38% |
| Beverly* | 37381 | 139 | 0.37% |
| Melrose* | 24994 | 89 | 0.36% |
| Shrewsbury* | 32501 | 114 | 0.35% |
| Egremont* | 1153 | 4 | 0.35% |
| Townsend* | 8169 | 28 | 0.34% |
| Longmeadow* | 14807 | 50 | 0.34% |
| Westwood* | 13475 | 45 | 0.33% |
| Arlington* | 39792 | 124 | 0.31% |
| Wayland* | 12278 | 38 | 0.31% |
| Nahant* | 3370 | 10 | 0.30% |
| Norwood | 26625 | 74 | 0.28% |
| Andover | 30938 | 84 | 0.27% |
| West Bridgewater | 6495 | 16 | 0.25% |
| Northbridge | 14059 | 34 | 0.24% |
| Winchester | 19585 | 47 | 0.24% |
| Worcester | 168924 | 394 | 0.23% |
| Quincy | 86665 | 198 | 0.23% |
| Wales | 1800 | 4 | 0.22% |
| Ayer | 6990 | 15 | 0.21% |
| Chelmsford | 31574 | 66 | 0.21% |
| Waltham | 56753 | 118 | 0.21% |
| Springfield | 141271 | 290 | 0.21% |
| Westborough | 17205 | 35 | 0.20% |
| Milford | 25771 | 52 | 0.20% |
| Attleboro | 40417 | 80 | 0.20% |
| Belmont | 22918 | 45 | 0.20% |
| Cambridge | 98679 | 193 | 0.20% |
| Harwich | 11596 | 22 | 0.19% |
| Falmouth | 30456 | 57 | 0.19% |
| Seekonk | 13051 | 24 | 0.18% |
| Wilmington | 20524 | 37 | 0.18% |

**TABLE 8 (continued)**
**Russian-Speaking LEP Population by Municipality**

| Municipality | Total Population Age 5 and older | Number of Russian Speakers who Speak English Less than Very Well | Percent of Russian-Speaking Population who Speak English Less than Very Well |
|---|---|---|---|
| Grafton | 15981 | 28 | 0.18% |
| Billerica | 37103 | 65 | 0.18% |
| Nantucket | 9420 | 16 | 0.17% |
| Oakham | 1768 | 3 | 0.17% |
| East Longmeadow | 14649 | 24 | 0.16% |
| Acton | 20166 | 33 | 0.16% |
| Norton | 18045 | 29 | 0.16% |
| Walpole | 22445 | 36 | 0.16% |
| Medfield | 11389 | 18 | 0.16% |
| Peabody | 47852 | 74 | 0.15% |
| Pittsfield | 42329 | 63 | 0.15% |
| Somerville | 71922 | 106 | 0.15% |
| Hudson | 17374 | 25 | 0.14% |
| Ludlow | 20484 | 29 | 0.14% |
| Sudbury | 16425 | 23 | 0.14% |
| Amherst | 36594 | 49 | 0.13% |
| Easthampton | 15276 | 20 | 0.13% |
| Lexington | 29308 | 35 | 0.12% |
| Winthrop | 16134 | 19 | 0.12% |
| Norfolk | 10458 | 12 | 0.11% |
| Weymouth | 50036 | 56 | 0.11% |
| Lawrence | 68891 | 76 | 0.11% |
| Medford | 52847 | 57 | 0.11% |
| Holyoke | 37205 | 39 | 0.10% |
| Braintree | 33208 | 30 | 0.09% |
| Leominster | 38067 | 34 | 0.09% |
| Clinton | 12594 | 11 | 0.09% |
| Dartmouth | 32302 | 28 | 0.09% |
| Revere | 46830 | 40 | 0.09% |
| Somerset | 17488 | 14 | 0.08% |
| Stoneham | 20156 | 13 | 0.06% |
| Franklin | 29055 | 18 | 0.06% |
| Mansfield | 21211 | 13 | 0.06% |
| Plymouth | 52561 | 30 | 0.06% |

**TABLE 8 (continued)**
**Russian-Speaking LEP Population by Municipality**

| Municipality | Total Population Age 5 and older | Number of Russian Speakers who Speak English Less than Very Well | Percent of Russian-Speaking Population who Speak English Less than Very Well |
|---|---|---|---|
| Holden | 16092 | 9 | 0.06% |
| Pembroke | 16440 | 9 | 0.05% |
| North Attleborough | 26372 | 14 | 0.05% |
| Northborough | 13430 | 7 | 0.05% |
| Tewksbury | 27025 | 13 | 0.05% |
| Sandwich | 19439 | 9 | 0.05% |
| North Andover | 26350 | 12 | 0.05% |
| Wakefield | 23364 | 10 | 0.04% |
| Lowell | 96640 | 34 | 0.04% |
| Everett | 37976 | 12 | 0.03% |
| Chelsea | 31003 | 8 | 0.03% |
| Taunton | 52626 | 12 | 0.02% |
| Haverhill | 55980 | 12 | 0.02% |
| Fall River | 84133 | 15 | 0.02% |
| New Bedford | 87972 | 11 | 0.01% |
| Brockton | 86915 | 2 | 0.00% |

**TABLE 9**
**French-Speaking LEP Population by Municipality**

| Municipality | Total Population Age 5 and older | Number of French Speakers who Speak English Less than Very Well | Percent of French-Speaking Population who Speak English Less than Very Well |
|---|---|---|---|
| Gardner* | 19033 | 294 | 1.54% |
| Leominster* | 38067 | 448 | 1.18% |
| Randolph* | 29839 | 313 | 1.05% |
| Millville* | 2917 | 30 | 1.03% |
| Lenox* | 4735 | 44 | 0.93% |
| Washington* | 562 | 5 | 0.89% |
| Spencer* | 11033 | 98 | 0.89% |

**TABLE 9 (continued)**
**French-Speaking LEP Population by Municipality**

| Municipality | Total Population Age 5 and older | Number of French Speakers who Speak English Less than Very Well | Percent of French-Speaking Population who Speak English Less than Very Well |
|---|---|---|---|
| Belmont* | 22918 | 197 | 0.86% |
| Shelburne* | 1987 | 17 | 0.86% |
| Nantucket* | 9420 | 79 | 0.84% |
| Granby* | 5913 | 48 | 0.81% |
| Mattapoisett* | 5965 | 48 | 0.80% |
| Holliston* | 12800 | 99 | 0.77% |
| Pelham* | 1187 | 9 | 0.76% |
| Chicopee* | 52388 | 369 | 0.70% |
| Sturbridge* | 8547 | 58 | 0.68% |
| Easthampton* | 15276 | 99 | 0.65% |
| Shrewsbury* | 32501 | 208 | 0.64% |
| Dracut* | 27447 | 174 | 0.63% |
| Brookfield* | 3195 | 20 | 0.63% |
| Bellingham* | 14884 | 93 | 0.62% |
| Fairhaven* | 15181 | 92 | 0.61% |
| Milton* | 24965 | 148 | 0.59% |
| Belchertown* | 13587 | 78 | 0.57% |
| Boston* | 571519 | 3190 | 0.56% |
| Southborough* | 9052 | 50 | 0.55% |
| Northbridge* | 14059 | 77 | 0.55% |
| New Braintree* | 925 | 5 | 0.54% |
| Rutland* | 7227 | 39 | 0.54% |
| Hampden* | 5009 | 27 | 0.54% |
| Malden* | 54964 | 293 | 0.53% |
| Cohasset* | 6990 | 36 | 0.52% |
| Revere* | 46830 | 241 | 0.51% |
| Sandisfield* | 782 | 4 | 0.51% |
| Aquinnah* | 395 | 2 | 0.51% |
| Plainfield* | 594 | 3 | 0.51% |
| Merrimac* | 6047 | 30 | 0.50% |
| Salem* | 38083 | 188 | 0.49% |
| Swansea* | 15342 | 75 | 0.49% |
| Dennis* | 13996 | 68 | 0.49% |
| Berlin* | 2681 | 13 | 0.48% |

**TABLE 9 (continued)**
**French-Speaking LEP Population by Municipality**

| Municipality | Total Population Age 5 and older | Number of French Speakers who Speak English Less than Very Well | Percent of French-Speaking Population who Speak English Less than Very Well |
|---|---|---|---|
| Sharon* | 16542 | 78 | 0.47% |
| Rockland* | 16408 | 77 | 0.47% |
| Shirley* | 6860 | 32 | 0.47% |
| Ware* | 9252 | 43 | 0.46% |
| Adams* | 8035 | 37 | 0.46% |
| Holbrook* | 10175 | 45 | 0.44% |
| Rehoboth* | 10872 | 48 | 0.44% |
| Waltham* | 56753 | 245 | 0.43% |
| Westminster* | 6956 | 30 | 0.43% |
| Westport* | 14684 | 63 | 0.43% |
| Middleton* | 8354 | 35 | 0.42% |
| Colrain* | 1728 | 7 | 0.41% |
| Sunderland* | 3600 | 14 | 0.39% |
| Wales* | 1800 | 7 | 0.39% |
| Southwick* | 8907 | 34 | 0.38% |
| Southbridge* | 15597 | 59 | 0.38% |
| Sheffield* | 3225 | 12 | 0.37% |
| Brockton* | 86915 | 313 | 0.36% |
| Tyngsborough* | 10598 | 38 | 0.36% |
| Rockport* | 6749 | 24 | 0.36% |
| Lowell* | 96640 | 340 | 0.35% |
| Medway* | 11757 | 41 | 0.35% |
| Danvers* | 24723 | 86 | 0.35% |
| Agawam* | 27095 | 93 | 0.34% |
| Lee* | 5563 | 19 | 0.34% |
| Wendell* | 916 | 3 | 0.33% |
| Hadley* | 4899 | 16 | 0.33% |
| Methuen* | 43623 | 142 | 0.33% |
| Chelsea* | 31003 | 100 | 0.32% |
| Windsor* | 939 | 3 | 0.32% |
| Deerfield* | 4718 | 15 | 0.32% |
| Cambridge* | 98679 | 307 | 0.31% |
| Northampton* | 27538 | 85 | 0.31% |
| Acushnet* | 9793 | 30 | 0.31% |

**TABLE 9 (continued)**
**French-Speaking LEP Population by Municipality**

| Municipality | Total Population Age 5 and older | Number of French Speakers who Speak English Less than Very Well | Percent of French-Speaking Population who Speak English Less than Very Well |
|---|---|---|---|
| Everett* | 37976 | 115 | 0.30% |
| Essex* | 3323 | 10 | 0.30% |
| Chelmsford* | 31574 | 94 | 0.30% |
| Lynn* | 83408 | 247 | 0.30% |
| North Andover* | 26350 | 78 | 0.30% |
| Great Barrington* | 6994 | 20 | 0.29% |
| Medford* | 52847 | 149 | 0.28% |
| Medfield* | 11389 | 32 | 0.28% |
| Williamsburg* | 2518 | 7 | 0.28% |
| Worcester* | 168924 | 467 | 0.28% |
| Granville* | 1466 | 4 | 0.27% |
| Winchendon* | 9588 | 26 | 0.27% |
| Lawrence* | 68891 | 186 | 0.27% |
| Lanesborough* | 3008 | 8 | 0.27% |
| Rochester* | 4940 | 13 | 0.26% |
| West Springfield* | 26626 | 70 | 0.26% |
| Watertown* | 29809 | 78 | 0.26% |
| Freetown* | 8421 | 22 | 0.26% |
| Millis* | 7285 | 19 | 0.26% |
| Egremont* | 1153 | 3 | 0.26% |
| Groveland* | 5810 | 15 | 0.26% |
| Acton* | 20166 | 52 | 0.26% |
| Townsend* | 8169 | 21 | 0.26% |
| Holden* | 16092 | 41 | 0.25% |
| Falmouth* | 30456 | 77 | 0.25% |
| Buckland | 1993 | 5 | 0.25% |
| Grafton | 15981 | 40 | 0.25% |
| Wareham | 20514 | 51 | 0.25% |
| Fitchburg | 37816 | 94 | 0.25% |
| Ashburnham | 5746 | 14 | 0.24% |
| Woburn | 35123 | 84 | 0.24% |
| Seekonk | 13051 | 31 | 0.24% |
| Winthrop | 16134 | 38 | 0.24% |
| Yarmouth | 22915 | 51 | 0.22% |

**TABLE 9 (continued)**
**French-Speaking LEP Population by Municipality**

| Municipality | Total Population Age 5 and older | Number of French Speakers who Speak English Less than Very Well | Percent of French-Speaking Population who Speak English Less than Very Well |
|---|---|---|---|
| Rowley | 5414 | 12 | 0.22% |
| Hanson | 9629 | 21 | 0.22% |
| Somerset | 17488 | 38 | 0.22% |
| Webster | 15749 | 34 | 0.22% |
| Templeton | 7414 | 16 | 0.22% |
| Bedford | 12268 | 26 | 0.21% |
| Dover | 5238 | 11 | 0.21% |
| Plainville | 7648 | 16 | 0.21% |
| Newbury | 6361 | 13 | 0.20% |
| Sudbury | 16425 | 33 | 0.20% |
| Georgetown | 7518 | 15 | 0.20% |
| Concord | 16600 | 33 | 0.20% |
| Whately | 1519 | 3 | 0.20% |
| Russell | 1526 | 3 | 0.20% |
| Natick | 30559 | 60 | 0.20% |
| Westhampton | 1533 | 3 | 0.20% |
| New Bedford | 87972 | 170 | 0.19% |
| Somerville | 71922 | 138 | 0.19% |
| Milford | 25771 | 49 | 0.19% |
| Orleans | 5817 | 11 | 0.19% |
| Dudley | 10705 | 20 | 0.19% |
| Wilbraham | 13445 | 25 | 0.19% |
| Westfield | 38865 | 72 | 0.19% |
| Lunenburg | 9261 | 17 | 0.18% |
| Athol | 10908 | 20 | 0.18% |
| Scituate | 16935 | 31 | 0.18% |
| Ashfield | 1656 | 3 | 0.18% |
| Dighton | 6706 | 12 | 0.18% |
| South Hadley | 16774 | 30 | 0.18% |
| North Brookfield | 4521 | 8 | 0.18% |
| Erving | 1699 | 3 | 0.18% |
| Blackstone | 8590 | 15 | 0.17% |
| Beverly | 37381 | 65 | 0.17% |
| Carlisle | 4609 | 8 | 0.17% |

**TABLE 9 (continued)**
**French-Speaking LEP Population by Municipality**

| Municipality | Total Population Age 5 and older | Number of French Speakers who Speak English Less than Very Well | Percent of French-Speaking Population who Speak English Less than Very Well |
|---|---|---|---|
| Attleboro | 40417 | 70 | 0.17% |
| Haverhill | 55980 | 96 | 0.17% |
| Leverett | 1762 | 3 | 0.17% |
| Springfield | 141271 | 240 | 0.17% |
| Pittsfield | 42329 | 71 | 0.17% |
| Sutton | 8393 | 14 | 0.17% |
| Clinton | 12594 | 21 | 0.17% |
| Foxborough | 15724 | 26 | 0.17% |
| Harwich | 11596 | 19 | 0.16% |
| West Boylston | 7450 | 12 | 0.16% |
| Needham | 26797 | 42 | 0.16% |
| Peabody | 47852 | 75 | 0.16% |
| North Attleborough | 26372 | 41 | 0.16% |
| Westford | 20170 | 31 | 0.15% |
| Holyoke | 37205 | 57 | 0.15% |
| Norfolk | 10458 | 16 | 0.15% |
| Boxford | 7548 | 11 | 0.15% |
| North Adams | 13042 | 19 | 0.15% |
| Newton | 79655 | 115 | 0.14% |
| Dedham | 22931 | 33 | 0.14% |
| Saugus | 25123 | 35 | 0.14% |
| Norwood | 26625 | 37 | 0.14% |
| Stoneham | 20156 | 27 | 0.13% |
| Burlington | 22636 | 30 | 0.13% |
| Groton | 9910 | 13 | 0.13% |
| Fall River | 84133 | 109 | 0.13% |
| Amherst | 36594 | 46 | 0.13% |
| Amesbury | 15162 | 19 | 0.13% |
| Franklin | 29055 | 36 | 0.12% |
| Tewksbury | 27025 | 33 | 0.12% |
| Pembroke | 16440 | 20 | 0.12% |
| Walpole | 22445 | 27 | 0.12% |
| Winchester | 19585 | 23 | 0.12% |
| Palmer | 11420 | 13 | 0.11% |

**TABLE 9 (continued)**
**French-Speaking LEP Population by Municipality**

| Municipality | Total Population Age 5 and older | Number of French Speakers who Speak English Less than Very Well | Percent of French-Speaking Population who Speak English Less than Very Well |
|---|---|---|---|
| North Reading | 13418 | 15 | 0.11% |
| Harvard | 6276 | 7 | 0.11% |
| Gloucester | 27947 | 31 | 0.11% |
| Auburn | 15475 | 17 | 0.11% |
| Hull | 10039 | 11 | 0.11% |
| Conway | 1826 | 2 | 0.11% |
| Marshfield | 23534 | 24 | 0.10% |
| Lynnfield | 11061 | 11 | 0.10% |
| Westborough | 17205 | 16 | 0.09% |
| Newburyport | 16279 | 15 | 0.09% |
| Swampscott | 13334 | 12 | 0.09% |
| East Longmeadow | 14649 | 13 | 0.09% |
| Andover | 30938 | 27 | 0.09% |
| Kingston | 11614 | 10 | 0.09% |
| Brookline | 54774 | 45 | 0.08% |
| Uxbridge | 12379 | 10 | 0.08% |
| Ashland | 14904 | 12 | 0.08% |
| Charlton | 11783 | 9 | 0.08% |
| Reading | 22945 | 17 | 0.07% |
| Ludlow | 20484 | 15 | 0.07% |
| Arlington | 39792 | 29 | 0.07% |
| Millbury | 12462 | 9 | 0.07% |
| Braintree | 33208 | 23 | 0.07% |
| Marlborough | 35283 | 24 | 0.07% |
| Leicester | 10377 | 7 | 0.07% |
| Greenfield | 16576 | 11 | 0.07% |
| Raynham | 12119 | 8 | 0.07% |
| Wakefield | 23364 | 15 | 0.06% |
| Mansfield | 21211 | 13 | 0.06% |
| Taunton | 52626 | 32 | 0.06% |
| Hopkinton | 13459 | 8 | 0.06% |
| Plymouth | 52561 | 30 | 0.06% |
| Barnstable | 43966 | 25 | 0.06% |
| Duxbury | 14092 | 8 | 0.06% |

**TABLE 9 (continued)**
**French-Speaking LEP Population by Municipality**

| Municipality | Total Population Age 5 and older | Number of French Speakers who Speak English Less than Very Well | Percent of French-Speaking Population who Speak English Less than Very Well |
|---|---|---|---|
| Framingham | 62890 | 33 | 0.05% |
| Middleborough | 21064 | 11 | 0.05% |
| Stoughton | 25140 | 13 | 0.05% |
| Quincy | 86665 | 44 | 0.05% |
| Mashpee | 13130 | 6 | 0.05% |
| Hingham | 20177 | 9 | 0.04% |
| Lexington | 29308 | 12 | 0.04% |
| Billerica | 37103 | 14 | 0.04% |
| Dartmouth | 32302 | 8 | 0.02% |
| Wellesley | 25977 | 6 | 0.02% |

**TABLE 10**
**Italian-Speaking LEP Population by Municipality**

| Municipality | Total Population Age 5 and older | Number of Italian Speakers who Speak English Less than Very Well | Percent of Italian-Speaking Population who Speak English Less than Very Well |
|---|---|---|---|
| Medford* | 52847 | 857 | 1.62% |
| Gloucester* | 27947 | 453 | 1.62% |
| Stoneham* | 20156 | 303 | 1.50% |
| Revere* | 46830 | 656 | 1.40% |
| Saugus* | 25123 | 315 | 1.25% |
| Everett* | 37976 | 469 | 1.23% |
| Whitman* | 13265 | 107 | 0.81% |
| Belmont* | 22918 | 154 | 0.67% |
| Malden* | 54964 | 366 | 0.67% |
| Watertown* | 29809 | 198 | 0.66% |
| Waltham* | 56753 | 339 | 0.60% |
| Lenox* | 4735 | 28 | 0.59% |
| Cheshire* | 3156 | 18 | 0.57% |

**TABLE 10 (continued)**
**Italian-Speaking LEP Population by Municipality**

| Municipality | Total Population Age 5 and older | Number of Italian Speakers who Speak English Less than Very Well | Percent of Italian-Speaking Population who Speak English Less than Very Well |
|---|---|---|---|
| Provincetown* | 3025 | 17 | 0.56% |
| Hull* | 10039 | 56 | 0.56% |
| Westwood* | 13475 | 75 | 0.56% |
| Rockland* | 16408 | 91 | 0.55% |
| Winthrop* | 16134 | 88 | 0.55% |
| Methuen* | 43623 | 236 | 0.54% |
| Newton* | 79655 | 418 | 0.52% |
| Dedham* | 22931 | 114 | 0.50% |
| Hamilton* | 7245 | 35 | 0.48% |
| Hinsdale* | 2121 | 10 | 0.47% |
| Arlington* | 39792 | 185 | 0.46% |
| Hampden* | 5009 | 23 | 0.46% |
| Holliston* | 12800 | 56 | 0.44% |
| Paxton* | 4604 | 20 | 0.43% |
| Norwood* | 26625 | 108 | 0.41% |
| Dalton* | 6496 | 26 | 0.40% |
| Lunenburg* | 9261 | 37 | 0.40% |
| Middleton* | 8354 | 32 | 0.38% |
| Wellesley* | 25977 | 99 | 0.38% |
| Millis* | 7285 | 27 | 0.37% |
| Salem* | 38083 | 135 | 0.35% |
| Somerville* | 71922 | 254 | 0.35% |
| Charlemont* | 1154 | 4 | 0.35% |
| Woburn* | 35123 | 121 | 0.34% |
| Lynnfield* | 11061 | 38 | 0.34% |
| North Reading* | 13418 | 46 | 0.34% |
| Burlington* | 22636 | 75 | 0.33% |
| Hingham* | 20177 | 66 | 0.33% |
| Essex* | 3323 | 10 | 0.30% |
| Seekonk* | 13051 | 38 | 0.29% |
| Bridgewater* | 24973 | 72 | 0.29% |
| Avon* | 4165 | 12 | 0.29% |
| Oakham* | 1768 | 5 | 0.28% |
| Reading* | 22945 | 64 | 0.28% |

**TABLE 10 (continued)**
**Italian-Speaking LEP Population by Municipality**

| Municipality | Total Population Age 5 and older | Number of Italian Speakers who Speak English Less than Very Well | Percent of Italian-Speaking Population who Speak English Less than Very Well |
|---|---|---|---|
| Winchester* | 19585 | 54 | 0.28% |
| East Longmeadow* | 14649 | 40 | 0.27% |
| Boston* | 571519 | 1554 | 0.27% |
| Hanson* | 9629 | 26 | 0.27% |
| Webster* | 15749 | 42 | 0.27% |
| Lexington* | 29308 | 78 | 0.27% |
| Agawam* | 27095 | 71 | 0.26% |
| Franklin* | 29055 | 76 | 0.26% |
| Leominster* | 38067 | 99 | 0.26% |
| Westborough* | 17205 | 44 | 0.26% |
| Amesbury* | 15162 | 38 | 0.25% |
| Walpole* | 22445 | 55 | 0.25% |
| Pittsfield* | 42329 | 102 | 0.24% |
| Hanover* | 12907 | 31 | 0.24% |
| Richmond* | 1667 | 4 | 0.24% |
| Harvard* | 6276 | 15 | 0.24% |
| Southbridge* | 15597 | 35 | 0.22% |
| Quincy* | 86665 | 193 | 0.22% |
| Cambridge* | 98679 | 215 | 0.22% |
| West Springfield* | 26626 | 58 | 0.22% |
| Westminster* | 6956 | 15 | 0.22% |
| Peabody* | 47852 | 103 | 0.22% |
| Springfield* | 141271 | 300 | 0.21% |
| Lynn* | 83408 | 173 | 0.21% |
| Braintree | 33208 | 68 | 0.20% |
| Milford | 25771 | 52 | 0.20% |
| Bolton | 4489 | 9 | 0.20% |
| Melrose | 24994 | 49 | 0.20% |
| Natick | 30559 | 59 | 0.19% |
| Longmeadow | 14807 | 28 | 0.19% |
| Worcester | 168924 | 313 | 0.19% |
| Northborough | 13430 | 24 | 0.18% |
| Tewksbury | 27025 | 48 | 0.18% |
| Newbury | 6361 | 11 | 0.17% |

**TABLE 10 (continued)**
**Italian-Speaking LEP Population by Municipality**

| Municipality | Total Population Age 5 and older | Number of Italian Speakers who Speak English Less than Very Well | Percent of Italian-Speaking Population who Speak English Less than Very Well |
|---|---|---|---|
| Westfield | 38865 | 67 | 0.17% |
| Leverett | 1762 | 3 | 0.17% |
| Shutesbury | 1772 | 3 | 0.17% |
| Concord | 16600 | 28 | 0.17% |
| Maynard | 9115 | 15 | 0.16% |
| Randolph | 29839 | 48 | 0.16% |
| Needham | 26797 | 42 | 0.16% |
| Wilmington | 20524 | 32 | 0.16% |
| Norwell | 9739 | 14 | 0.14% |
| Shrewsbury | 32501 | 46 | 0.14% |
| Weymouth | 50036 | 69 | 0.14% |
| Danvers | 24723 | 33 | 0.13% |
| Lanesborough | 3008 | 4 | 0.13% |
| Southborough | 9052 | 12 | 0.13% |
| North Adams | 13042 | 17 | 0.13% |
| Beverly | 37381 | 48 | 0.13% |
| Athol | 10908 | 14 | 0.13% |
| Charlton | 11783 | 15 | 0.13% |
| Clinton | 12594 | 16 | 0.13% |
| Townsend | 8169 | 10 | 0.12% |
| Canton | 19658 | 24 | 0.12% |
| Billerica | 37103 | 45 | 0.12% |
| Lawrence | 68891 | 83 | 0.12% |
| Rehoboth | 10872 | 13 | 0.12% |
| Chelsea | 31003 | 36 | 0.12% |
| Millbury | 12462 | 14 | 0.11% |
| Holden | 16092 | 18 | 0.11% |
| Swampscott | 13334 | 14 | 0.10% |
| Harwich | 11596 | 12 | 0.10% |
| Marlborough | 35283 | 36 | 0.10% |
| Lowell | 96640 | 96 | 0.10% |
| Medfield | 11389 | 11 | 0.10% |
| Milton | 24965 | 24 | 0.10% |
| Kingston | 11614 | 11 | 0.09% |

**TABLE 10 (continued)**
**Italian-Speaking LEP Population by Municipality**

| Municipality | Total Population Age 5 and older | Number of Italian Speakers who Speak English Less than Very Well | Percent of Italian-Speaking Population who Speak English Less than Very Well |
|---|---|---|---|
| Foxborough | 15724 | 14 | 0.09% |
| Ashland | 14904 | 13 | 0.09% |
| Greenfield | 16576 | 14 | 0.08% |
| Acton | 20166 | 17 | 0.08% |
| Sandwich | 19439 | 15 | 0.08% |
| Dracut | 27447 | 21 | 0.08% |
| Easton | 21975 | 16 | 0.07% |
| Wakefield | 23364 | 17 | 0.07% |
| Framingham | 62890 | 43 | 0.07% |
| Stow | 5958 | 4 | 0.07% |
| New Bedford | 87972 | 55 | 0.06% |
| Brockton | 86915 | 53 | 0.06% |
| Marblehead | 18574 | 11 | 0.06% |
| Falmouth | 30456 | 18 | 0.06% |
| Gardner | 19033 | 11 | 0.06% |
| Mansfield | 21211 | 12 | 0.06% |
| Sudbury | 16425 | 9 | 0.05% |
| Somerset | 17488 | 9 | 0.05% |
| Plymouth | 52561 | 27 | 0.05% |
| Chelmsford | 31574 | 16 | 0.05% |
| Haverhill | 55980 | 28 | 0.05% |
| Westford | 20170 | 10 | 0.05% |
| Stoughton | 25140 | 12 | 0.05% |
| Chicopee | 52388 | 23 | 0.04% |
| Brookline | 54774 | 23 | 0.04% |
| Fitchburg | 37816 | 15 | 0.04% |
| Northampton | 27538 | 9 | 0.03% |
| North Andover | 26350 | 8 | 0.03% |
| Holyoke | 37205 | 11 | 0.03% |
| Attleboro | 40417 | 7 | 0.02% |
| Taunton | 52626 | 7 | 0.01% |

**TABLE 11**
**Mon-Khmer-Speaking LEP Population by Municipality**

| Municipality | Total Population Age 5 and older | Number of Italian Speakers who Speak Mon Khmer Less than Very Well | Percent of Mon Khmer-Speaking Population who Speak English Less than Very Well |
|---|---|---|---|
| Leverett* | 1762 | 119 | 6.75% |
| Lowell* | 96640 | 6127 | 6.34% |
| Lynn* | 83408 | 1316 | 1.58% |
| Attleboro* | 40417 | 594 | 1.47% |
| Revere* | 46830 | 467 | 1.00% |
| Lawrence* | 68891 | 627 | 0.91% |
| Easthampton* | 15276 | 124 | 0.81% |
| Tyngsborough* | 10598 | 80 | 0.75% |
| Lanesborough* | 3008 | 19 | 0.63% |
| Sunderland* | 3600 | 21 | 0.58% |
| Fall River* | 84133 | 435 | 0.52% |
| Peru* | 783 | 4 | 0.51% |
| Holyoke* | 37205 | 182 | 0.49% |
| West Springfield* | 26626 | 125 | 0.47% |
| Chelsea* | 31003 | 124 | 0.40% |
| Williamstown* | 7633 | 25 | 0.33% |
| Southwick* | 8907 | 28 | 0.31% |
| East Longmeadow* | 14649 | 46 | 0.31% |
| Northbridge* | 14059 | 42 | 0.30% |
| Hadley* | 4899 | 14 | 0.29% |
| Holland* | 2577 | 7 | 0.27% |
| Holliston* | 12800 | 29 | 0.23% |
| Wareham | 20514 | 37 | 0.18% |
| Tewksbury | 27025 | 47 | 0.17% |
| Billerica | 37103 | 60 | 0.16% |
| Springfield | 141271 | 194 | 0.14% |
| Lancaster | 7364 | 10 | 0.14% |
| Ashland | 14904 | 19 | 0.13% |
| Harwich | 11596 | 14 | 0.12% |
| North Andover | 26350 | 31 | 0.12% |
| Bellingham | 14884 | 16 | 0.11% |
| Randolph | 29839 | 31 | 0.10% |
| Methuen | 43623 | 45 | 0.10% |
| Natick | 30559 | 31 | 0.10% |

**TABLE 11 (continued)**
**Mon-Khmer-Speaking LEP Population by Municipality**

| Municipality | Total Population Age 5 and older | Number of Italian Speakers who Speak Mon Khmer Less than Very Well | Percent of Mon Khmer-Speaking Population who Speak English Less than Very Well |
|---|---|---|---|
| Ipswich | 12472 | 12 | 0.10% |
| Worcester | 168924 | 158 | 0.09% |
| Lexington | 29308 | 27 | 0.09% |
| Greenfield | 16576 | 15 | 0.09% |
| Brockton | 86915 | 78 | 0.09% |
| Middleton | 8354 | 7 | 0.08% |
| Plymouth | 52561 | 41 | 0.08% |
| Fitchburg | 37816 | 29 | 0.08% |
| Amherst | 36594 | 28 | 0.08% |
| Norfolk | 10458 | 8 | 0.08% |
| Somerville | 71922 | 54 | 0.08% |
| Beverly | 37381 | 28 | 0.07% |
| Dedham | 22931 | 17 | 0.07% |
| Rockland | 16408 | 12 | 0.07% |
| Dracut | 27447 | 17 | 0.06% |
| East Bridgewater | 13050 | 8 | 0.06% |
| Peabody | 47852 | 29 | 0.06% |
| Chelmsford | 31574 | 17 | 0.05% |
| Northampton | 27538 | 13 | 0.05% |
| Barnstable | 43966 | 20 | 0.05% |
| Milton | 24965 | 11 | 0.04% |
| Saugus | 25123 | 11 | 0.04% |
| Woburn | 35123 | 14 | 0.04% |
| Falmouth | 30456 | 10 | 0.03% |
| Westfield | 38865 | 12 | 0.03% |
| Boston | 571519 | 175 | 0.03% |
| Taunton | 52626 | 14 | 0.03% |
| Waltham | 56753 | 15 | 0.03% |
| Cambridge | 98679 | 23 | 0.02% |
| Malden | 54964 | 12 | 0.02% |
| Framingham | 62890 | 11 | 0.02% |
| Brookline | 54774 | 7 | 0.01% |

**TABLE 12**
**Arabic-Speaking LEP Population by Municipality**

| Municipality | Total Population Age 5 and older | Number of Arabic Speakers who Speak English Less than Very Well | Percent of Arabic-Speaking Population who Speak English Less than Very Well |
|---|---|---|---|
| Revere* | 46830 | 1099 | 2.35% |
| Winthrop* | 16134 | 192 | 1.19% |
| Norwood* | 26625 | 249 | 0.94% |
| Chelsea* | 31003 | 282 | 0.91% |
| Carver* | 11038 | 92 | 0.83% |
| Malden* | 54964 | 448 | 0.82% |
| Blackstone* | 8590 | 55 | 0.64% |
| Medford* | 52847 | 313 | 0.59% |
| Everett* | 37976 | 208 | 0.55% |
| Watertown* | 29809 | 159 | 0.53% |
| West Springfield* | 26626 | 132 | 0.50% |
| Haverhill* | 55980 | 248 | 0.44% |
| Quincy* | 86665 | 360 | 0.42% |
| Auburn* | 15475 | 64 | 0.41% |
| Fall River* | 84133 | 343 | 0.41% |
| Upton* | 6894 | 28 | 0.41% |
| Worcester* | 168924 | 621 | 0.37% |
| Melrose* | 24994 | 88 | 0.35% |
| North Attleborough* | 26372 | 85 | 0.32% |
| Millbury* | 12462 | 40 | 0.32% |
| Methuen* | 43623 | 140 | 0.32% |
| Holden* | 16092 | 45 | 0.28% |
| Ludlow* | 20484 | 57 | 0.28% |
| Dedham* | 22931 | 59 | 0.26% |
| Acton* | 20166 | 50 | 0.25% |
| Cambridge* | 98679 | 241 | 0.24% |
| Sutton* | 8393 | 20 | 0.24% |
| Palmer* | 11420 | 27 | 0.24% |
| Milford* | 25771 | 60 | 0.23% |
| Amesbury* | 15162 | 34 | 0.22% |
| Waltham* | 56753 | 127 | 0.22% |
| Shirley* | 6860 | 15 | 0.22% |
| Boston* | 571519 | 1243 | 0.22% |
| Belmont* | 22918 | 49 | 0.21% |

**TABLE 12 (continued)**
**Arabic-Speaking LEP Population by Municipality**

| Municipality | Total Population Age 5 and older | Number of Arabic Speakers who Speak English Less than Very Well | Percent of Arabic-Speaking Population who Speak English Less than Very Well |
|---|---|---|---|
| Wakefield* | 23364 | 47 | 0.20% |
| Ashland* | 14904 | 29 | 0.19% |
| Natick* | 30559 | 59 | 0.19% |
| Attleboro* | 40417 | 76 | 0.19% |
| Lawrence* | 68891 | 125 | 0.18% |
| Springfield* | 141271 | 253 | 0.18% |
| Westwood* | 13475 | 24 | 0.18% |
| Woburn* | 35123 | 62 | 0.18% |
| Franklin* | 29055 | 49 | 0.17% |
| Hadley* | 4899 | 8 | 0.16% |
| Shrewsbury* | 32501 | 51 | 0.16% |
| Milton* | 24965 | 38 | 0.15% |
| Arlington* | 39792 | 60 | 0.15% |
| Medfield* | 11389 | 17 | 0.15% |
| Braintree | 33208 | 48 | 0.14% |
| Agawam | 27095 | 39 | 0.14% |
| Bellingham | 14884 | 21 | 0.14% |
| Plymouth | 52561 | 73 | 0.14% |
| Framingham | 62890 | 66 | 0.10% |
| Lynn | 83408 | 87 | 0.10% |
| Brewster | 9591 | 10 | 0.10% |
| Pembroke | 16440 | 16 | 0.10% |
| Rockland | 16408 | 15 | 0.09% |
| Sharon | 16542 | 15 | 0.09% |
| Adams | 8035 | 7 | 0.09% |
| Saugus | 25123 | 20 | 0.08% |
| Somerville | 71922 | 56 | 0.08% |
| Foxborough | 15724 | 12 | 0.08% |
| Weymouth | 50036 | 36 | 0.07% |
| Westborough | 17205 | 12 | 0.07% |
| Stoughton | 25140 | 16 | 0.06% |
| Abington | 14687 | 9 | 0.06% |
| Newton | 79655 | 46 | 0.06% |
| Grafton | 15981 | 9 | 0.06% |

**TABLE 12 (continued)**
**Arabic-Speaking LEP Population by Municipality**

| Municipality | Total Population Age 5 and older | Number of Arabic Speakers who Speak English Less than Very Well | Percent of Arabic-Speaking Population who Speak English Less than Very Well |
|---|---|---|---|
| Walpole | 22445 | 12 | 0.05% |
| New Bedford | 87972 | 47 | 0.05% |
| Reading | 22945 | 12 | 0.05% |
| Sudbury | 16425 | 8 | 0.05% |
| Fitchburg | 37816 | 18 | 0.05% |
| Somerset | 17488 | 8 | 0.05% |
| Northborough | 13430 | 6 | 0.04% |
| Lowell | 96640 | 42 | 0.04% |
| South Hadley | 16774 | 7 | 0.04% |
| Canton | 19658 | 8 | 0.04% |
| Chelmsford | 31574 | 11 | 0.03% |
| Middleborough | 21064 | 7 | 0.03% |
| Westfield | 38865 | 12 | 0.03% |
| Marlborough | 35283 | 10 | 0.03% |
| Wellesley | 25977 | 7 | 0.03% |
| Leominster | 38067 | 10 | 0.03% |
| Beverly | 37381 | 9 | 0.02% |
| Billerica | 37103 | 8 | 0.02% |
| Pittsfield | 42329 | 9 | 0.02% |
| Chicopee | 52388 | 4 | 0.01% |
| Brockton | 86915 | 6 | 0.01% |

**TABLE 13**
**Polish-Speaking LEP Population by Municipality**

| Municipality | Total Population Age 5 and older | Number of Polish Speakers who Speak English Less than Very Well | Percent of Polish-Speaking Population who Speak English Less than Very Well |
|---|---|---|---|
| Dudley* | 10705 | 415 | 3.88% |
| Southampton* | 5558 | 177 | 3.18% |
| Warren* | 4805 | 115 | 2.39% |

**TABLE 13 (continued)**
**Polish-Speaking LEP Population by Municipality**

| Municipality | Total Population Age 5 and older | Number of Polish Speakers who Speak English Less than Very Well | Percent of Polish-Speaking Population who Speak English Less than Very Well |
|---|---|---|---|
| Chicopee* | 52388 | 1151 | 2.20% |
| Ware* | 9252 | 147 | 1.59% |
| Wilbraham* | 13445 | 204 | 1.52% |
| Hampden* | 5009 | 76 | 1.52% |
| Webster* | 15749 | 157 | 1.00% |
| Hadley* | 4899 | 47 | 0.96% |
| Holyoke* | 37205 | 272 | 0.73% |
| Auburn* | 15475 | 103 | 0.67% |
| Oxford* | 12774 | 78 | 0.61% |
| Ludlow* | 20484 | 122 | 0.60% |
| East Longmeadow* | 14649 | 85 | 0.58% |
| Palmer* | 11420 | 66 | 0.58% |
| Worcester* | 168924 | 918 | 0.54% |
| Rehoboth* | 10872 | 58 | 0.53% |
| Easthampton* | 15276 | 79 | 0.52% |
| Florida* | 739 | 3 | 0.41% |
| Norton* | 18045 | 71 | 0.39% |
| Essex* | 3323 | 13 | 0.39% |
| Wrentham* | 10339 | 40 | 0.39% |
| Randolph* | 29839 | 105 | 0.35% |
| Peabody* | 47852 | 166 | 0.35% |
| Wales* | 1800 | 6 | 0.33% |
| Springfield* | 141271 | 465 | 0.33% |
| Holden* | 16092 | 52 | 0.32% |
| Southwick* | 8907 | 27 | 0.30% |
| Boylston* | 4002 | 12 | 0.30% |
| Mashpee* | 13130 | 37 | 0.28% |
| Spencer* | 11033 | 28 | 0.25% |
| Braintree* | 33208 | 83 | 0.25% |
| Adams* | 8035 | 20 | 0.25% |
| Richmond* | 1667 | 4 | 0.24% |
| Agawam* | 27095 | 65 | 0.24% |
| Danvers* | 24723 | 59 | 0.24% |
| Williamsburg* | 2518 | 6 | 0.24% |

**TABLE 13 (continued)**
**Polish-Speaking LEP Population by Municipality**

| Municipality | Total Population Age 5 and older | Number of Polish Speakers who Speak English Less than Very Well | Percent of Polish-Speaking Population who Speak English Less than Very Well |
|---|---|---|---|
| Seekonk* | 13051 | 29 | 0.22% |
| West Bridgewater* | 6495 | 14 | 0.22% |
| Gardner* | 19033 | 40 | 0.21% |
| Rutland* | 7227 | 14 | 0.19% |
| Mansfield* | 21211 | 41 | 0.19% |
| Montague* | 8051 | 15 | 0.19% |
| Southbridge* | 15597 | 29 | 0.19% |
| Dartmouth* | 32302 | 60 | 0.19% |
| Longmeadow* | 14807 | 27 | 0.18% |
| Sharon* | 16542 | 30 | 0.18% |
| Hull* | 10039 | 18 | 0.18% |
| Dighton* | 6706 | 12 | 0.18% |
| Natick* | 30559 | 54 | 0.18% |
| Wenham* | 4635 | 8 | 0.17% |
| Middleton* | 8354 | 14 | 0.17% |
| Sutton* | 8393 | 14 | 0.17% |
| Quincy* | 86665 | 143 | 0.17% |
| Millbury* | 12462 | 19 | 0.15% |
| Wellesley* | 25977 | 39 | 0.15% |
| Northampton* | 27538 | 41 | 0.15% |
| Chelsea* | 31003 | 45 | 0.15% |
| Acushnet* | 9793 | 14 | 0.14% |
| Pittsfield* | 42329 | 57 | 0.13% |
| Westfield* | 38865 | 52 | 0.13% |
| Lowell | 96640 | 116 | 0.12% |
| Uxbridge | 12379 | 14 | 0.11% |
| Attleboro | 40417 | 45 | 0.11% |
| Charlton | 11783 | 13 | 0.11% |
| Somerset | 17488 | 19 | 0.11% |
| Boston | 571519 | 570 | 0.10% |
| Wayland | 12278 | 12 | 0.10% |
| Methuen | 43623 | 41 | 0.09% |
| Barnstable | 43966 | 41 | 0.09% |
| Cambridge | 98679 | 90 | 0.09% |

**TABLE 13 (continued)**
**Polish-Speaking LEP Population by Municipality**

| Municipality | Total Population Age 5 and older | Number of Polish Speakers who Speak English Less than Very Well | Percent of Polish-Speaking Population who Speak English Less than Very Well |
|---|---|---|---|
| Westport | 14684 | 13 | 0.09% |
| Beverly | 37381 | 32 | 0.09% |
| Tewksbury | 27025 | 23 | 0.09% |
| Raynham | 12119 | 10 | 0.08% |
| Medford | 52847 | 43 | 0.08% |
| Lexington | 29308 | 23 | 0.08% |
| Needham | 26797 | 21 | 0.08% |
| Leicester | 10377 | 8 | 0.08% |
| Bourne | 18456 | 14 | 0.08% |
| Saugus | 25123 | 19 | 0.08% |
| Billerica | 37103 | 28 | 0.08% |
| Hanover | 12907 | 9 | 0.07% |
| Wareham | 20514 | 13 | 0.06% |
| Falmouth | 30456 | 18 | 0.06% |
| Waltham | 56753 | 31 | 0.05% |
| Acton | 20166 | 11 | 0.05% |
| Milford | 25771 | 14 | 0.05% |
| Brockton | 86915 | 47 | 0.05% |
| Revere | 46830 | 25 | 0.05% |
| Amesbury | 15162 | 8 | 0.05% |
| Grafton | 15981 | 8 | 0.05% |
| Belmont | 22918 | 11 | 0.05% |
| Malden | 54964 | 25 | 0.05% |
| Shrewsbury | 32501 | 14 | 0.04% |
| Somerville | 71922 | 30 | 0.04% |
| Franklin | 29055 | 12 | 0.04% |
| Yarmouth | 22915 | 9 | 0.04% |
| North Andover | 26350 | 10 | 0.04% |
| West Springfield | 26626 | 10 | 0.04% |
| Brookline | 54774 | 17 | 0.03% |
| Norwood | 26625 | 7 | 0.03% |
| Marlborough | 35283 | 8 | 0.02% |
| Amherst | 36594 | 8 | 0.02% |
| Lynn | 83408 | 18 | 0.02% |

**TABLE 13 (continued)**
**Polish-Speaking LEP Population by Municipality**

| Municipality | Total Population Age 5 and older | Number of Polish Speakers who Speak English Less than Very Well | Percent of Polish-Speaking Population who Speak English Less than Very Well |
|---|---|---|---|
| Fall River | 84133 | 11 | 0.01% |
| Lawrence | 68891 | 8 | 0.01% |
| New Bedford | 87972 | 10 | 0.01% |
| Newton | 79655 | 8 | 0.01% |

**TABLE 14**
**Korean-Speaking LEP Population by Municipality**

| Municipality | Total Population Age 5 and older | Number of Korean Speakers who Speak English Less than Very Well | Percent of Korean-Speaking Population who Speak English Less than Very Well |
|---|---|---|---|
| Hamilton* | 7245 | 268 | 3.70% |
| Acton* | 20166 | 396 | 1.96% |
| Tyngsborough* | 10598 | 113 | 1.07% |
| Lexington* | 29308 | 311 | 1.06% |
| Boylston* | 4002 | 42 | 1.05% |
| Belmont* | 22918 | 191 | 0.83% |
| Brookline* | 54774 | 439 | 0.80% |
| Harvard* | 6276 | 50 | 0.80% |
| Bedford* | 12268 | 92 | 0.75% |
| Alford* | 423 | 3 | 0.71% |
| Newton* | 79655 | 487 | 0.61% |
| Wellesley* | 25977 | 155 | 0.60% |
| Sheffield* | 3225 | 19 | 0.59% |
| Amherst* | 36594 | 195 | 0.53% |
| North Andover* | 26350 | 137 | 0.52% |
| Leominster* | 38067 | 190 | 0.50% |
| Lunenburg* | 9261 | 43 | 0.46% |
| Cambridge* | 98679 | 413 | 0.42% |
| Wilbraham* | 13445 | 56 | 0.42% |
| Waltham* | 56753 | 226 | 0.40% |

**TABLE 14 (continued)**
**Korean-Speaking LEP Population by Municipality**

| Municipality | Total Population Age 5 and older | Number of Korean Speakers who Speak English Less than Very Well | Percent of Korean-Speaking Population who Speak English Less than Very Well |
|---|---|---|---|
| Andover* | 30938 | 117 | 0.38% |
| Boxford* | 7548 | 27 | 0.36% |
| New Salem* | 906 | 3 | 0.33% |
| Carlisle* | 4609 | 15 | 0.33% |
| Lynnfield* | 11061 | 33 | 0.30% |
| Falmouth* | 30456 | 90 | 0.30% |
| Northborough* | 13430 | 39 | 0.29% |
| Lawrence* | 68891 | 198 | 0.29% |
| Holden* | 16092 | 46 | 0.29% |
| Ashby* | 2820 | 8 | 0.28% |
| Danvers* | 24723 | 62 | 0.25% |
| Wilmington* | 20524 | 49 | 0.24% |
| Northampton* | 27538 | 65 | 0.24% |
| Stow* | 5958 | 14 | 0.23% |
| Orange* | 7317 | 16 | 0.22% |
| Montague* | 8051 | 16 | 0.20% |
| Natick* | 30559 | 59 | 0.19% |
| Westfield* | 38865 | 75 | 0.19% |
| Ayer* | 6990 | 13 | 0.19% |
| Tewksbury* | 27025 | 49 | 0.18% |
| Arlington* | 39792 | 69 | 0.17% |
| Boston* | 571519 | 991 | 0.17% |
| Sudbury* | 16425 | 26 | 0.16% |
| Revere* | 46830 | 70 | 0.15% |
| Leicester* | 10377 | 15 | 0.14% |
| Needham* | 26797 | 38 | 0.14% |
| Braintree* | 33208 | 47 | 0.14% |
| Ashland* | 14904 | 21 | 0.14% |
| Burlington* | 22636 | 29 | 0.13% |
| Clinton* | 12594 | 16 | 0.13% |
| Somerville* | 71922 | 88 | 0.12% |
| Malden | 54964 | 65 | 0.12% |
| Lowell | 96640 | 114 | 0.12% |
| Holbrook | 10175 | 12 | 0.12% |

**TABLE 14 (continued)**
**Korean-Speaking LEP Population by Municipality**

| Municipality | Total Population Age 5 and older | Number of Korean Speakers who Speak English Less than Very Well | Percent of Korean-Speaking Population who Speak English Less than Very Well |
|---|---|---|---|
| Gardner | 19033 | 22 | 0.12% |
| Westford | 20170 | 22 | 0.11% |
| Norton | 18045 | 19 | 0.11% |
| Raynham | 12119 | 12 | 0.10% |
| Woburn | 35123 | 34 | 0.10% |
| Methuen | 43623 | 42 | 0.10% |
| Framingham | 62890 | 55 | 0.09% |
| Melrose | 24994 | 21 | 0.08% |
| Millbury | 12462 | 10 | 0.08% |
| Ipswich | 12472 | 10 | 0.08% |
| Peabody | 47852 | 37 | 0.08% |
| Medford | 52847 | 38 | 0.07% |
| Dartmouth | 32302 | 22 | 0.07% |
| Amesbury | 15162 | 10 | 0.07% |
| Easthampton | 15276 | 10 | 0.07% |
| Shrewsbury | 32501 | 20 | 0.06% |
| Greenfield | 16576 | 10 | 0.06% |
| Medway | 11757 | 7 | 0.06% |
| Shirley | 6860 | 4 | 0.06% |
| Worcester | 168924 | 97 | 0.06% |
| Agawam | 27095 | 15 | 0.06% |
| Stoneham | 20156 | 11 | 0.05% |
| Concord | 16600 | 9 | 0.05% |
| Sharon | 16542 | 8 | 0.05% |
| Yarmouth | 22915 | 11 | 0.05% |
| Quincy | 86665 | 41 | 0.05% |
| Fitchburg | 37816 | 17 | 0.04% |
| Attleboro | 40417 | 18 | 0.04% |
| New Bedford | 87972 | 37 | 0.04% |
| Watertown | 29809 | 11 | 0.04% |
| Randolph | 29839 | 11 | 0.04% |
| Springfield | 141271 | 48 | 0.03% |
| Taunton | 52626 | 17 | 0.03% |
| Gloucester | 27947 | 9 | 0.03% |

**TABLE 14 (continued)**
**Korean-Speaking LEP Population by Municipality**

| Municipality | Total Population Age 5 and older | Number of Korean Speakers who Speak English Less than Very Well | Percent of Korean-Speaking Population who Speak English Less than Very Well |
|---|---|---|---|
| Canton | 19658 | 6 | 0.03% |
| Norwood | 26625 | 8 | 0.03% |
| Haverhill | 55980 | 9 | 0.02% |
| Holyoke | 37205 | 2 | 0.01% |
| Westborough | 17205 | 14 | 0.08% |

**TABLE 15**
**Greek-Speaking LEP Population by Municipality**

| Municipality | Total Population Age 5 and older | Number of Greek Speakers who Speak English Less than Very Well | Percent of Greek-Speaking Population who Speak English Less than Very Well |
|---|---|---|---|
| West Boylston* | 7450 | 96 | 1.29% |
| Watertown* | 29809 | 249 | 0.84% |
| Dedham* | 22931 | 149 | 0.65% |
| Peabody* | 47852 | 302 | 0.63% |
| Hardwick* | 2770 | 17 | 0.61% |
| Leicester* | 10377 | 61 | 0.59% |
| Arlington* | 39792 | 233 | 0.59% |
| Lynn* | 83408 | 479 | 0.57% |
| Stow* | 5958 | 32 | 0.54% |
| Tyringham* | 406 | 2 | 0.49% |
| Canton* | 19658 | 88 | 0.45% |
| Carlisle* | 4609 | 20 | 0.43% |
| Lowell* | 96640 | 418 | 0.43% |
| Webster* | 15749 | 68 | 0.43% |
| Haverhill* | 55980 | 241 | 0.43% |
| Salem* | 38083 | 154 | 0.40% |
| Norwell* | 9739 | 35 | 0.36% |
| Lynnfield* | 11061 | 39 | 0.35% |

**TABLE 15 (continued)**
**Greek-Speaking LEP Population by Municipality**

| Municipality | Total Population Age 5 and older | Number of Greek Speakers who Speak English Less than Very Well | Percent of Greek-Speaking Population who Speak English Less than Very Well |
|---|---|---|---|
| Belmont* | 22918 | 80 | 0.35% |
| Plainville* | 7648 | 25 | 0.33% |
| Medway* | 11757 | 37 | 0.31% |
| Harwich* | 11596 | 35 | 0.30% |
| Natick* | 30559 | 80 | 0.26% |
| Medford* | 52847 | 138 | 0.26% |
| Sherborn* | 3852 | 10 | 0.26% |
| Newburyport* | 16279 | 41 | 0.25% |
| Milton* | 24965 | 62 | 0.25% |
| Somerville* | 71922 | 176 | 0.24% |
| Brookline* | 54774 | 133 | 0.24% |
| Avon* | 4165 | 10 | 0.24% |
| Worcester* | 168924 | 397 | 0.24% |
| Weston* | 10816 | 25 | 0.23% |
| Kingston* | 11614 | 26 | 0.22% |
| Athol* | 10908 | 24 | 0.22% |
| Agawam* | 27095 | 56 | 0.21% |
| Bourne* | 18456 | 37 | 0.20% |
| Georgetown* | 7518 | 15 | 0.20% |
| Clinton* | 12594 | 25 | 0.20% |
| Ludlow* | 20484 | 37 | 0.18% |
| Fitchburg* | 37816 | 68 | 0.18% |
| Hampden* | 5009 | 9 | 0.18% |
| Erving* | 1699 | 3 | 0.18% |
| Quincy* | 86665 | 148 | 0.17% |
| Hanover* | 12907 | 22 | 0.17% |
| Dalton* | 6496 | 11 | 0.17% |
| Beverly* | 37381 | 63 | 0.17% |
| Holbrook* | 10175 | 17 | 0.17% |
| Chelmsford* | 31574 | 52 | 0.16% |
| Waltham* | 56753 | 88 | 0.16% |
| Andover* | 30938 | 46 | 0.15% |
| Woburn* | 35123 | 52 | 0.15% |
| Chatham* | 6134 | 9 | 0.15% |

**TABLE 15 (continued)**
**Greek-Speaking LEP Population by Municipality**

| Municipality | Total Population Age 5 and older | Number of Greek Speakers who Speak English Less than Very Well | Percent of Greek-Speaking Population who Speak English Less than Very Well |
|---|---|---|---|
| Sandwich* | 19439 | 28 | 0.14% |
| Saugus* | 25123 | 36 | 0.14% |
| Walpole* | 22445 | 32 | 0.14% |
| Dudley* | 10705 | 15 | 0.14% |
| Franklin* | 29055 | 39 | 0.13% |
| Falmouth* | 30456 | 38 | 0.12% |
| Boston* | 571519 | 693 | 0.12% |
| Norwood* | 26625 | 32 | 0.12% |
| Burlington* | 22636 | 27 | 0.12% |
| Amesbury* | 15162 | 18 | 0.12% |
| Marblehead* | 18574 | 22 | 0.12% |
| Yarmouth* | 22915 | 27 | 0.12% |
| Wilmington* | 20524 | 24 | 0.12% |
| Rockland* | 16408 | 19 | 0.12% |
| Brewster* | 9591 | 11 | 0.11% |
| Mashpee* | 13130 | 15 | 0.11% |
| Grafton | 15981 | 18 | 0.11% |
| Tewksbury | 27025 | 30 | 0.11% |
| Cambridge | 98679 | 109 | 0.11% |
| North Reading | 13418 | 14 | 0.10% |
| Newton | 79655 | 81 | 0.10% |
| Framingham | 62890 | 62 | 0.10% |
| Springfield | 141271 | 139 | 0.10% |
| Mansfield | 21211 | 20 | 0.09% |
| Brockton | 86915 | 81 | 0.09% |
| Easton | 21975 | 20 | 0.09% |
| Swampscott | 13334 | 12 | 0.09% |
| Braintree | 33208 | 28 | 0.08% |
| North Attleborough | 26372 | 22 | 0.08% |
| Westport | 14684 | 12 | 0.08% |
| Wakefield | 23364 | 19 | 0.08% |
| Leominster | 38067 | 29 | 0.08% |
| Holden | 16092 | 12 | 0.07% |
| Barnstable | 43966 | 32 | 0.07% |

**TABLE 15 (continued)**
**Greek-Speaking LEP Population by Municipality**

| Municipality | Total Population Age 5 and older | Number of Greek Speakers who Speak English Less than Very Well | Percent of Greek-Speaking Population who Speak English Less than Very Well |
|---|---|---|---|
| Lexington | 29308 | 21 | 0.07% |
| Randolph | 29839 | 21 | 0.07% |
| Stoneham | 20156 | 14 | 0.07% |
| Westford | 20170 | 14 | 0.07% |
| Concord | 16600 | 11 | 0.07% |
| Taunton | 52626 | 34 | 0.06% |
| Needham | 26797 | 17 | 0.06% |
| Dracut | 27447 | 17 | 0.06% |
| Methuen | 43623 | 27 | 0.06% |
| Winchester | 19585 | 11 | 0.06% |
| Winthrop | 16134 | 8 | 0.05% |
| Hingham | 20177 | 10 | 0.05% |
| Marlborough | 35283 | 16 | 0.05% |
| Everett | 37976 | 16 | 0.04% |
| Milford | 25771 | 9 | 0.03% |
| New Bedford | 87972 | 29 | 0.03% |
| Dartmouth | 32302 | 9 | 0.03% |
| Revere | 46830 | 12 | 0.03% |
| Danvers | 24723 | 6 | 0.02% |
| Weymouth | 50036 | 12 | 0.02% |
| Fall River | 84133 | 17 | 0.02% |

**TABLE 16**
**Japanese-Speaking LEP Population by Municipality**

| Municipality | Total Population Age 5 and older | Number of Japanese Speakers who Speak English Less than Very Well | Percent of Japanese-Speaking Population who Speak English Less than Very Well |
|---|---|---|---|
| Brookline* | 54774 | 474 | 0.87% |
| Burlington* | 22636 | 97 | 0.43% |

**TABLE 16 (continued)**
**Japanese-Speaking LEP Population by Municipality**

| Municipality | Total Population Age 5 and older | Number of Japanese Speakers who Speak English Less than Very Well | Percent of Japanese-Speaking Population who Speak English Less than Very Well |
|---|---|---|---|
| Amherst* | 36594 | 154 | 0.42% |
| Winchendon* | 9588 | 40 | 0.42% |
| Erving* | 1699 | 6 | 0.35% |
| Shelburne* | 1987 | 7 | 0.35% |
| Belmont* | 22918 | 80 | 0.35% |
| Randolph* | 29839 | 100 | 0.34% |
| Hull* | 10039 | 29 | 0.29% |
| Cambridge* | 98679 | 268 | 0.27% |
| Acton* | 20166 | 53 | 0.26% |
| Adams* | 8035 | 19 | 0.24% |
| Belchertown* | 13587 | 32 | 0.24% |
| Salem* | 38083 | 89 | 0.23% |
| Berlin* | 2681 | 6 | 0.22% |
| Waltham* | 56753 | 126 | 0.22% |
| Medfield* | 11389 | 25 | 0.22% |
| Peabody* | 47852 | 97 | 0.20% |
| Natick* | 30559 | 53 | 0.17% |
| Quincy* | 86665 | 145 | 0.17% |
| Wilbraham* | 13445 | 21 | 0.16% |
| Stow* | 5958 | 9 | 0.15% |
| Tyngsborough* | 10598 | 16 | 0.15% |
| Northampton* | 27538 | 40 | 0.15% |
| Boston* | 571519 | 813 | 0.14% |
| Wayland* | 12278 | 17 | 0.14% |
| Framingham* | 62890 | 82 | 0.13% |
| Weston* | 10816 | 14 | 0.13% |
| Athol* | 10908 | 14 | 0.13% |
| Arlington* | 39792 | 51 | 0.13% |
| Westborough* | 17205 | 22 | 0.13% |
| Tewksbury* | 27025 | 34 | 0.13% |
| Concord* | 16600 | 19 | 0.11% |
| Weymouth* | 50036 | 57 | 0.11% |
| Mansfield* | 21211 | 22 | 0.10% |
| Townsend* | 8169 | 8 | 0.10% |

**TABLE 16 (continued)**
**Japanese-Speaking LEP Population by Municipality**

| Municipality | Total Population Age 5 and older | Number of Japanese Speakers who Speak English Less than Very Well | Percent of Japanese-Speaking Population who Speak English Less than Very Well |
|---|---|---|---|
| Whitman* | 13265 | 12 | 0.09% |
| Lexington* | 29308 | 26 | 0.09% |
| Holden* | 16092 | 14 | 0.09% |
| Hudson* | 17374 | 15 | 0.09% |
| Andover* | 30938 | 25 | 0.08% |
| Sharon* | 16542 | 13 | 0.08% |
| Malden* | 54964 | 42 | 0.08% |
| Somerville* | 71922 | 49 | 0.07% |
| Chicopee* | 52388 | 35 | 0.07% |
| Newburyport* | 16279 | 10 | 0.06% |
| Yarmouth* | 22915 | 14 | 0.06% |
| Bridgewater* | 24973 | 15 | 0.06% |
| Newton | 79655 | 43 | 0.05% |
| Fall River | 84133 | 45 | 0.05% |
| Reading | 22945 | 12 | 0.05% |
| Falmouth | 30456 | 15 | 0.05% |
| Fairhaven | 15181 | 7 | 0.05% |
| Shrewsbury | 32501 | 14 | 0.04% |
| Wellesley | 25977 | 10 | 0.04% |
| Woburn | 35123 | 12 | 0.03% |
| Haverhill | 55980 | 15 | 0.03% |
| Lawrence | 68891 | 15 | 0.02% |
| Revere | 46830 | 8 | 0.02% |
| Lynn | 83408 | 14 | 0.02% |
| Springfield | 141271 | 17 | 0.01% |
| New Bedford | 87972 | 8 | 0.01% |
| Worcester | 168924 | 11 | 0.01% |

**TABLE 17**
**Hindi-Speaking LEP Population by Municipality**

| Municipality | Total Population Age 5 and older | Number of Hindi Speakers who Speak English Less than Very Well | Percent of Hindi-Speaking Population who Speak English Less than Very Well |
|---|---|---|---|
| Norwood* | 26625 | 208 | 0.78% |
| Waltham* | 56753 | 354 | 0.62% |
| Harvard* | 6276 | 32 | 0.51% |
| Burlington* | 22636 | 111 | 0.49% |
| Westborough* | 17205 | 77 | 0.45% |
| Malden* | 54964 | 197 | 0.36% |
| Shrewsbury* | 32501 | 105 | 0.32% |
| Natick* | 30559 | 94 | 0.31% |
| Grafton* | 15981 | 43 | 0.27% |
| Acton* | 20166 | 48 | 0.24% |
| Lunenburg* | 9261 | 22 | 0.24% |
| Hudson* | 17374 | 41 | 0.24% |
| Webster* | 15749 | 35 | 0.22% |
| Billerica* | 37103 | 79 | 0.21% |
| North Andover* | 26350 | 43 | 0.16% |
| Wayland* | 12278 | 18 | 0.15% |
| Williamstown* | 7633 | 11 | 0.14% |
| Randolph* | 29839 | 42 | 0.14% |
| Greenfield* | 16576 | 22 | 0.13% |
| Southborough* | 9052 | 11 | 0.12% |
| Chelmsford* | 31574 | 38 | 0.12% |
| Amherst* | 36594 | 44 | 0.12% |
| Watertown* | 29809 | 32 | 0.11% |
| Lowell* | 96640 | 92 | 0.10% |
| Pittsfield* | 42329 | 38 | 0.09% |
| Attleboro* | 40417 | 35 | 0.09% |
| Somerville* | 71922 | 61 | 0.08% |
| Wellesley* | 25977 | 21 | 0.08% |
| Sharon* | 16542 | 13 | 0.08% |
| Worcester* | 168924 | 132 | 0.08% |
| Peabody* | 47852 | 37 | 0.08% |
| Woburn* | 35123 | 27 | 0.08% |
| Chicopee* | 52388 | 39 | 0.07% |
| Stoneham* | 20156 | 15 | 0.07% |

**TABLE 17 (continued)**
**Hindi-Speaking LEP Population by Municipality**

| Municipality | Total Population Age 5 and older | Number of Hindi Speakers who Speak English Less than Very Well | Percent of Hindi-Speaking Population who Speak English Less than Very Well |
|---|---|---|---|
| Longmeadow* | 14807 | 11 | 0.07% |
| Sudbury* | 16425 | 12 | 0.07% |
| Newton* | 79655 | 52 | 0.07% |
| Wilmington* | 20524 | 13 | 0.06% |
| Brookline* | 54774 | 34 | 0.06% |
| Winchester* | 19585 | 12 | 0.06% |
| Brockton* | 86915 | 52 | 0.06% |
| Boston* | 571519 | 321 | 0.06% |
| Quincy* | 86665 | 48 | 0.06% |
| Methuen* | 43623 | 23 | 0.05% |
| Cambridge* | 98679 | 50 | 0.05% |
| Westfield | 38865 | 14 | 0.04% |
| Leominster | 38067 | 13 | 0.03% |
| Medford | 52847 | 16 | 0.03% |
| Framingham | 62890 | 19 | 0.03% |
| Revere | 46830 | 14 | 0.03% |
| Westford | 20170 | 6 | 0.03% |
| New Bedford | 87972 | 23 | 0.03% |
| Chelsea | 31003 | 3 | 0.01% |
| Springfield | 141271 | 12 | 0.01% |

**TABLE 18**
**Gujarati-Speaking LEP Population by Municipality**

| Municipality | Total Population Age 5 and older | Number of Gujarati Speakers who Speak English Less than Very Well | Percent of Gujarati-Speaking Population who Speak English Less than Very Well |
|---|---|---|---|
| Burlington* | 22636 | 327 | 1.44% |
| Waltham* | 56753 | 329 | 0.58% |
| Shrewsbury* | 32501 | 179 | 0.55% |

**TABLE 18 (continued)**
**Gujarati-Speaking LEP Population by Municipality**

| Municipality | Total Population Age 5 and older | Number of Gujarati Speakers who Speak English Less than Very Well | Percent of Gujarati-Speaking Population who Speak English Less than Very Well |
|---|---|---|---|
| Kingston* | 11614 | 60 | 0.52% |
| Dunstable* | 2922 | 15 | 0.51% |
| Randolph* | 29839 | 137 | 0.46% |
| Billerica* | 37103 | 115 | 0.31% |
| Woburn* | 35123 | 106 | 0.30% |
| Harwich* | 11596 | 34 | 0.29% |
| Lowell* | 96640 | 265 | 0.27% |
| North Andover* | 26350 | 54 | 0.20% |
| Wilmington* | 20524 | 35 | 0.17% |
| Westford* | 20170 | 31 | 0.15% |
| Concord* | 16600 | 24 | 0.14% |
| Bridgewater* | 24973 | 35 | 0.14% |
| Easton* | 21975 | 30 | 0.14% |
| Weymouth* | 50036 | 65 | 0.13% |
| Malden* | 54964 | 71 | 0.13% |
| Belmont* | 22918 | 26 | 0.11% |
| Quincy* | 86665 | 97 | 0.11% |
| Dracut* | 27447 | 30 | 0.11% |
| North Reading* | 13418 | 13 | 0.10% |
| Easthampton* | 15276 | 14 | 0.09% |
| Cambridge* | 98679 | 80 | 0.08% |
| Chelsea* | 31003 | 23 | 0.07% |
| Sharon* | 16542 | 12 | 0.07% |
| Newton* | 79655 | 56 | 0.07% |
| Methuen* | 43623 | 30 | 0.07% |
| Leominster* | 38067 | 26 | 0.07% |
| Dudley* | 10705 | 7 | 0.07% |
| Tewksbury* | 27025 | 17 | 0.06% |
| Andover* | 30938 | 16 | 0.05% |
| Taunton | 52626 | 23 | 0.04% |
| Medford | 52847 | 23 | 0.04% |
| Framingham | 62890 | 27 | 0.04% |
| Milford | 25771 | 11 | 0.04% |
| Braintree | 33208 | 14 | 0.04% |

**TABLE 18 (continued)**
**Gujarati-Speaking LEP Population by Municipality**

| Municipality | Total Population Age 5 and older | Number of Gujarati Speakers who Speak English Less than Very Well | Percent of Gujarati-Speaking Population who Speak English Less than Very Well |
|---|---|---|---|
| Marlborough | 35283 | 14 | 0.04% |
| Norwood | 26625 | 10 | 0.04% |
| Revere | 46830 | 13 | 0.03% |
| Attleboro | 40417 | 11 | 0.03% |
| Boston | 571519 | 150 | 0.03% |
| Somerville | 71922 | 15 | 0.02% |
| Springfield | 141271 | 20 | 0.01% |
| Worcester | 168924 | 21 | 0.01% |
| Fall River | 84133 | 6 | 0.01% |

**TABLE 19**
**Tagalog-Speaking LEP Population by Municipality**

| Municipality | Total Population Age 5 and older | Number of Tagalog Speakers who Speak English Less than Very Well | Percent of Tagalog-Speaking Population who Speak English Less than Very Well |
|---|---|---|---|
| Great Barrington* | 6994 | 84 | 1.20% |
| Warwick* | 540 | 6 | 1.11% |
| Wellfleet* | 2946 | 19 | 0.64% |
| Salem* | 38083 | 161 | 0.42% |
| Hinsdale* | 2121 | 7 | 0.33% |
| Sheffield* | 3225 | 10 | 0.31% |
| Waltham* | 56753 | 173 | 0.30% |
| Hopedale* | 5579 | 16 | 0.29% |
| Dartmouth* | 32302 | 89 | 0.28% |
| Fitchburg* | 37816 | 99 | 0.26% |
| Brockton* | 86915 | 206 | 0.24% |
| Lancaster* | 7364 | 16 | 0.22% |
| Adams* | 8035 | 17 | 0.21% |

**TABLE 19 (continued)**
**Tagalog-Speaking LEP Population by Municipality**

| Municipality | Total Population Age 5 and older | Number of Tagalog Speakers who Speak English Less than Very Well | Percent of Tagalog-Speaking Population who Speak English Less than Very Well |
|---|---|---|---|
| Somerset* | 17488 | 37 | 0.21% |
| Belchertown* | 13587 | 26 | 0.19% |
| Dighton* | 6706 | 12 | 0.18% |
| Avon* | 4165 | 7 | 0.17% |
| Southbridge* | 15597 | 26 | 0.17% |
| Lexington* | 29308 | 44 | 0.15% |
| West Springfield* | 26626 | 38 | 0.14% |
| Everett* | 37976 | 52 | 0.14% |
| Easthampton* | 15276 | 20 | 0.13% |
| Braintree* | 33208 | 42 | 0.13% |
| Bedford* | 12268 | 15 | 0.12% |
| Wilmington* | 20524 | 25 | 0.12% |
| Quincy* | 86665 | 100 | 0.12% |
| Fall River* | 84133 | 92 | 0.11% |
| Leominster* | 38067 | 38 | 0.10% |
| Malden* | 54964 | 54 | 0.10% |
| Norfolk* | 10458 | 9 | 0.09% |
| Melrose* | 24994 | 21 | 0.08% |
| Burlington* | 22636 | 19 | 0.08% |
| Lowell* | 96640 | 79 | 0.08% |
| Dracut* | 27447 | 21 | 0.08% |
| Westfield* | 38865 | 28 | 0.07% |
| Cambridge* | 98679 | 68 | 0.07% |
| Amherst* | 36594 | 23 | 0.06% |
| Weymouth* | 50036 | 31 | 0.06% |
| Boston* | 571519 | 349 | 0.06% |
| New Bedford* | 87972 | 50 | 0.06% |
| Peabody* | 47852 | 26 | 0.05% |
| Randolph* | 29839 | 16 | 0.05% |
| Arlington* | 39792 | 21 | 0.05% |
| Chelmsford* | 31574 | 13 | 0.04% |
| Barnstable | 43966 | 16 | 0.04% |
| Worcester | 168924 | 55 | 0.03% |
| Attleboro | 40417 | 13 | 0.03% |

**TABLE 19 (continued)**
**Tagalog-Speaking LEP Population by Municipality**

| Municipality | Total Population Age 5 and older | Number of Tagalog Speakers who Speak English Less than Very Well | Percent of Tagalog-Speaking Population who Speak English Less than Very Well |
|---|---|---|---|
| Newton | 79655 | 22 | 0.03% |
| Framingham | 62890 | 17 | 0.03% |
| Lawrence | 68891 | 17 | 0.02% |
| Springfield | 141271 | 32 | 0.02% |
| Somerville | 71922 | 13 | 0.02% |
| Needham | 26797 | 3 | 0.01% |
| Lynn | 83408 | 7 | 0.01% |
| Chicopee | 52388 | 4 | 0.01% |

**TABLE 20**
**Persian-Speaking LEP Population by Municipality**

| Municipality | Total Population Age 5 and older | Number of Persian Speakers who Speak English Less than Very Well | Percent of Persian-Speaking Population who Speak English Less than Very Well |
|---|---|---|---|
| Malden* | 54964 | 234 | 0.43% |
| Eastham* | 4954 | 15 | 0.30% |
| Harvard* | 6276 | 17 | 0.27% |
| Worcester* | 168924 | 369 | 0.22% |
| Winchester* | 19585 | 42 | 0.21% |
| Newton* | 79655 | 161 | 0.20% |
| Templeton* | 7414 | 14 | 0.19% |
| Shrewsbury* | 32501 | 59 | 0.18% |
| Marlborough* | 35283 | 61 | 0.17% |
| Lynnfield* | 11061 | 19 | 0.17% |
| Newburyport* | 16279 | 26 | 0.16% |
| Weston* | 10816 | 17 | 0.16% |
| Waltham* | 56753 | 85 | 0.15% |
| Brookline* | 54774 | 76 | 0.14% |

**TABLE 20 (continued)**
**Persian-Speaking LEP Population by Municipality**

| Municipality | Total Population Age 5 and older | Number of Persian Speakers who Speak English Less than Very Well | Percent of Persian-Speaking Population who Speak English Less than Very Well |
|---|---|---|---|
| Watertown* | 29809 | 41 | 0.14% |
| Montague* | 8051 | 11 | 0.14% |
| Granville* | 1466 | 2 | 0.14% |
| Sudbury* | 16425 | 21 | 0.13% |
| Wilbraham* | 13445 | 16 | 0.12% |
| Peabody* | 47852 | 56 | 0.12% |
| Wayland* | 12278 | 14 | 0.11% |
| Franklin* | 29055 | 31 | 0.11% |
| Natick* | 30559 | 32 | 0.10% |
| Westwood* | 13475 | 14 | 0.10% |
| Wellesley* | 25977 | 24 | 0.09% |
| Lynn* | 83408 | 73 | 0.09% |
| Chelmsford* | 31574 | 25 | 0.08% |
| Belmont* | 22918 | 16 | 0.07% |
| Somerville* | 71922 | 47 | 0.07% |
| Cambridge* | 98679 | 52 | 0.05% |
| West Springfield* | 26626 | 14 | 0.05% |
| Mansfield* | 21211 | 11 | 0.05% |
| Auburn* | 15475 | 8 | 0.05% |
| Everett* | 37976 | 19 | 0.05% |
| Northbridge* | 14059 | 7 | 0.05% |
| Westfield* | 38865 | 19 | 0.05% |
| Andover* | 30938 | 13 | 0.04% |
| North Andover | 26350 | 9 | 0.03% |
| Falmouth | 30456 | 10 | 0.03% |
| Lexington | 29308 | 9 | 0.03% |
| Springfield | 141271 | 41 | 0.03% |
| Barnstable | 43966 | 12 | 0.03% |
| Taunton | 52626 | 12 | 0.02% |
| Braintree | 33208 | 7 | 0.02% |
| Boston | 571519 | 116 | 0.02% |
| Framingham | 62890 | 11 | 0.02% |
| Quincy | 86665 | 14 | 0.02% |
| New Bedford | 87972 | 8 | 0.01% |

**TABLE 21**
**German-Speaking LEP Population by Municipality**

| Municipality | Total Population Age 5 and older | Number of German Speakers who Speak English Less than Very Well | Percent of German-Speaking Population who Speak English Less than Very Well |
|---|---|---|---|
| Topsfield* | 5766 | 39 | 0.68% |
| Sandisfield* | 782 | 4 | 0.51% |
| West Newbury* | 3921 | 20 | 0.51% |
| Plainfield* | 594 | 3 | 0.51% |
| Wayland* | 12278 | 50 | 0.41% |
| Egremont* | 1153 | 4 | 0.35% |
| Harvard* | 6276 | 19 | 0.30% |
| Princeton* | 3294 | 9 | 0.27% |
| Marion* | 4805 | 13 | 0.27% |
| Ashfield* | 1656 | 4 | 0.24% |
| Carlisle* | 4609 | 10 | 0.22% |
| Granby* | 5913 | 12 | 0.20% |
| Andover* | 30938 | 62 | 0.20% |
| Whitman* | 13265 | 26 | 0.20% |
| North Adams* | 13042 | 25 | 0.19% |
| Salisbury* | 7875 | 15 | 0.19% |
| Hudson* | 17374 | 32 | 0.18% |
| Middleton* | 8354 | 15 | 0.18% |
| Orange* | 7317 | 13 | 0.18% |
| Great Barrington* | 6994 | 12 | 0.17% |
| Clarksburg* | 1798 | 3 | 0.17% |
| Conway* | 1826 | 3 | 0.16% |
| Adams* | 8035 | 13 | 0.16% |
| Wellesley* | 25977 | 41 | 0.16% |
| Saugus* | 25123 | 38 | 0.15% |
| Waltham* | 56753 | 81 | 0.14% |
| Bedford* | 12268 | 17 | 0.14% |
| Bridgewater* | 24973 | 34 | 0.14% |
| Whately* | 1519 | 2 | 0.13% |
| Acton* | 20166 | 26 | 0.13% |
| Freetown* | 8421 | 10 | 0.12% |
| Belchertown* | 13587 | 16 | 0.12% |
| East Bridgewater* | 13050 | 15 | 0.11% |
| Pepperell* | 10835 | 12 | 0.11% |
| Yarmouth* | 22915 | 25 | 0.11% |

**TABLE 21 (continued)**
**German-Speaking LEP Population by Municipality**

| Municipality | Total Population Age 5 and older | Number of German Speakers who Speak English Less than Very Well | Percent of German-Speaking Population who Speak English Less than Very Well |
|---|---|---|---|
| Watertown* | 29809 | 31 | 0.10% |
| Cambridge* | 98679 | 98 | 0.10% |
| Peabody* | 47852 | 47 | 0.10% |
| Wrentham* | 10339 | 10 | 0.10% |
| Palmer* | 11420 | 11 | 0.10% |
| Hinsdale* | 2121 | 2 | 0.09% |
| Hanson* | 9629 | 9 | 0.09% |
| Sandwich* | 19439 | 18 | 0.09% |
| Easton* | 21975 | 20 | 0.09% |
| Holbrook* | 10175 | 9 | 0.09% |
| Concord* | 16600 | 14 | 0.08% |
| Salem* | 38083 | 31 | 0.08% |
| Easthampton* | 15276 | 12 | 0.08% |
| Charlton* | 11783 | 9 | 0.08% |
| North Andover* | 26350 | 20 | 0.08% |
| Framingham* | 62890 | 46 | 0.07% |
| Foxborough* | 15724 | 11 | 0.07% |
| Pittsfield* | 42329 | 29 | 0.07% |
| Newburyport* | 16279 | 11 | 0.07% |
| Chelmsford* | 31574 | 21 | 0.07% |
| Auburn* | 15475 | 10 | 0.06% |
| Brockton* | 86915 | 56 | 0.06% |
| Dennis* | 13996 | 9 | 0.06% |
| Walpole* | 22445 | 14 | 0.06% |
| Reading* | 22945 | 14 | 0.06% |
| Burlington* | 22636 | 13 | 0.06% |
| Northampton* | 27538 | 15 | 0.05% |
| Attleboro* | 40417 | 22 | 0.05% |
| Ashland* | 14904 | 8 | 0.05% |
| Brookline* | 54774 | 29 | 0.05% |
| Belmont* | 22918 | 12 | 0.05% |
| Southbridge* | 15597 | 8 | 0.05% |
| Amherst* | 36594 | 18 | 0.05% |
| Milford* | 25771 | 12 | 0.05% |
| Holyoke* | 37205 | 17 | 0.05% |

**TABLE 21 (continued)**
**German-Speaking LEP Population by Municipality**

| Municipality | Total Population Age 5 and older | Number of German Speakers who Speak English Less than Very Well | Percent of German-Speaking Population who Speak English Less than Very Well |
|---|---|---|---|
| Stoneham* | 20156 | 9 | 0.04% |
| Westford* | 20170 | 9 | 0.04% |
| Newton* | 79655 | 35 | 0.04% |
| Somerville* | 71922 | 29 | 0.04% |
| Leominster* | 38067 | 15 | 0.04% |
| Springfield* | 141271 | 53 | 0.04% |
| Westfield* | 38865 | 14 | 0.04% |
| Norwood* | 26625 | 9 | 0.03% |
| Arlington* | 39792 | 13 | 0.03% |
| Boston | 571519 | 179 | 0.03% |
| Canton | 19658 | 6 | 0.03% |
| Ludlow | 20484 | 6 | 0.03% |
| Chicopee | 52388 | 15 | 0.03% |
| Billerica | 37103 | 10 | 0.03% |
| Barnstable | 43966 | 11 | 0.03% |
| Fitchburg | 37816 | 9 | 0.02% |
| Medford | 52847 | 12 | 0.02% |
| Methuen | 43623 | 9 | 0.02% |
| Fall River | 84133 | 16 | 0.02% |
| Quincy | 86665 | 16 | 0.02% |
| Weymouth | 50036 | 9 | 0.02% |
| Lowell | 96640 | 16 | 0.02% |
| Lynn | 83408 | 8 | 0.01% |
| Worcester | 168924 | 13 | 0.01% |
| New Bedford | 87972 | 1 | 0.00% |

**TABLE 22**
**Armenian-Speaking LEP Population by Municipality**

| Municipality | Total Population Age 5 and older | Number of Armenian Speakers who Speak English Less than Very Well | Percent of Armenian-Speaking Population who Speak English Less than Very Well |
|---|---|---|---|
| Watertown* | 29809 | 719 | 2.41% |
| Tisbury* | 3739 | 30 | 0.80% |
| Belmont* | 22918 | 180 | 0.79% |
| Medway* | 11757 | 58 | 0.49% |
| Waltham* | 56753 | 186 | 0.33% |
| Brewster* | 9591 | 28 | 0.29% |
| Sherborn* | 3852 | 10 | 0.26% |
| Chelsea* | 31003 | 63 | 0.20% |
| Lexington* | 29308 | 47 | 0.16% |
| Westwood* | 13475 | 20 | 0.15% |
| Ashland* | 14904 | 21 | 0.14% |
| Millis* | 7285 | 9 | 0.12% |
| Seekonk* | 13051 | 14 | 0.11% |
| Peabody* | 47852 | 49 | 0.10% |
| Marlborough* | 35283 | 36 | 0.10% |
| Cambridge* | 98679 | 75 | 0.08% |
| Grafton* | 15981 | 12 | 0.08% |
| Andover* | 30938 | 23 | 0.07% |
| Amherst* | 36594 | 27 | 0.07% |
| Mashpee* | 13130 | 9 | 0.07% |
| Burlington* | 22636 | 14 | 0.06% |
| Wellesley* | 25977 | 14 | 0.05% |
| Shrewsbury* | 32501 | 16 | 0.05% |
| Barnstable* | 43966 | 21 | 0.05% |
| Falmouth* | 30456 | 14 | 0.05% |
| Gloucester* | 27947 | 11 | 0.04% |
| Newton* | 79655 | 28 | 0.04% |
| Worcester | 168924 | 45 | 0.03% |
| Weymouth | 50036 | 10 | 0.02% |
| Boston | 571519 | 108 | 0.02% |
| Brockton | 86915 | 12 | 0.01% |
| Lowell | 96640 | 12 | 0.01% |
| Springfield | 141271 | 14 | 0.01% |

**TABLE 23**
**Urdu-Speaking LEP Population by Municipality**

| Municipality | Total Population Age 5 and older | Number of Urdu Speakers who Speak English Less than Very Well | Percent of Urdu-Speaking Population who Speak English Less than Very Well |
|---|---|---|---|
| Swansea* | 15342 | 85 | 0.55% |
| Wenham* | 4635 | 20 | 0.43% |
| Northampton* | 27538 | 92 | 0.33% |
| Danvers* | 24723 | 68 | 0.28% |
| Watertown* | 29809 | 80 | 0.27% |
| Raynham* | 12119 | 30 | 0.25% |
| Southbridge* | 15597 | 36 | 0.23% |
| Shrewsbury* | 32501 | 70 | 0.22% |
| Sturbridge* | 8547 | 18 | 0.21% |
| West Springfield* | 26626 | 52 | 0.20% |
| North Attleborough* | 26372 | 49 | 0.19% |
| Woburn* | 35123 | 57 | 0.16% |
| Medford* | 52847 | 83 | 0.16% |
| Barnstable* | 43966 | 63 | 0.14% |
| Westborough* | 17205 | 24 | 0.14% |
| Attleboro* | 40417 | 50 | 0.12% |
| Everett* | 37976 | 44 | 0.12% |
| Sharon* | 16542 | 19 | 0.11% |
| Framingham* | 62890 | 50 | 0.08% |
| Haverhill* | 55980 | 43 | 0.08% |
| Chicopee* | 52388 | 38 | 0.07% |
| Franklin* | 29055 | 19 | 0.07% |
| Dedham* | 22931 | 14 | 0.06% |
| Weymouth* | 50036 | 30 | 0.06% |
| Newton* | 79655 | 39 | 0.05% |
| Falmouth* | 30456 | 14 | 0.05% |
| Sudbury* | 16425 | 7 | 0.04% |
| Cambridge* | 98679 | 42 | 0.04% |
| Burlington* | 22636 | 8 | 0.04% |
| Arlington* | 39792 | 14 | 0.04% |
| Billerica* | 37103 | 13 | 0.04% |
| Quincy* | 86665 | 30 | 0.03% |
| Boston* | 571519 | 179 | 0.03% |
| Natick* | 30559 | 9 | 0.03% |
| Springfield* | 141271 | 39 | 0.03% |

**TABLE 23 (continued)**
**Urdu-Speaking LEP Population by Municipality**

| Municipality | Total Population Age 5 and older | Number of Urdu Speakers who Speak English Less than Very Well | Percent of Urdu-Speaking Population who Speak English Less than Very Well |
|---|---|---|---|
| Brockton* | 86915 | 23 | 0.03% |
| Lowell | 96640 | 24 | 0.02% |
| Malden | 54964 | 11 | 0.02% |

***ANALYSIS OF MASSACHUSETTS DEPARTMENT OF EDUCATION DATA***

MassDOT also obtained data for 2011 from the Massachusetts Department of Education that indicates the number of LEP students enrolled in the public schools, by language, for each municipality in the commonwealth. Although the school population does not have a one-to-one correlation with the overall population of a municipality, the languages that students speak can give additional insight into language composition and proficiency and the areas where assistance is likely to be needed. Tables 24 and 25 show the numbers of LEP students by language and the percentages they make up of the total school population for the neighborhoods of Boston (Table 24) and for all other Massachusetts municipalities (Table 25). The tables include all languages that meet the safe harbor threshold of 1,000 individuals or 5% (based on total enrollment in the neighborhood or municipality). This data supports the census data patterns in terms of the general distribution of LEP populations and languages spoken.

**TABLE 24**
**Number and Percentage of LEP Students, by Language and by Boston Neighborhood**

| Boston Neighborhood | Language | Number of LEP Students | LEP % of Total Neighborhood Enrollment |
|---|---|---|---|
| Allston | Spanish | 214 | 17.54% |
| Boston* | Chinese | 465 | 6.81% |
| Boston* | Spanish | 582 | 8.52% |
| Brighton | Spanish | 465 | 14.25% |
| Charlestown | Chinese | 326 | 13.59% |
| Charlestown | Spanish | 240 | 10.01% |
| Dorchester | Spanish | 1,232 | 9.70% |
| East Boston | Spanish | 1,897 | 46.34% |
| Hyde Park | Haitian Creole | 261 | 8.63% |
| Hyde Park | Spanish | 171 | 5.66% |
| Jamaica Plain | Spanish | 1,140 | 31.68% |
| Mattapan | Haitian Creole | 353 | 12.88% |
| Mattapan | Spanish | 168 | 6.13% |
| Roslindale | Spanish | 323 | 15.24% |
| Roxbury | Cape Verdean | 392 | 5.42% |
| Roxbury | Spanish | 1,276 | 17.65% |
| South Boston | Spanish | 168 | 5.45% |
| South Boston | Vietnamese | 170 | 5.51% |
| West Roxbury | Spanish | 272 | 8.61% |

*Includes schools in Boston Proper and the Fenway and Longwood areas.

**TABLE 25**
**Number and Percentage of LEP Students, by Language, by Municipality (Outside of Boston), and by MPO**

| Municipality | Language | Number of LEP Students | LEP % of Total Municipal Enrollment | Metropolitan Planning Organization (MPO) |
|---|---|---|---|---|
| Amherst | Spanish | 65 | 5.20% | Boston Region MPO |
| Brockton | Cape Verdean | 1,607 | 10.10% | Boston Region MPO |
| Chelsea | Spanish | 837 | 15.00% | Boston Region MPO |
| Fitchburg | Spanish | 500 | 10.30% | Montachusett MPO |
| Framingham | Spanish | 608 | 7.40% | Boston Region MPO |
| Framingham | Portuguese | 593 | 7.20% | Boston Region MPO |
| Holyoke | Spanish | 1,513 | 27.00% | Pioneer Valley MPO |
| Lawrence | Spanish | 2,961 | 23.30% | Merrimack Valley MPO |
| Lowell | Khmer | 1,713 | 12.80% | Northern Middlesex MPO |
| Lowell | Spanish | 1,626 | 12.10% | Northern Middlesex MPO |
| Lynn | Spanish | 2,272 | 16.20% | Boston Region MPO |
| Marlborough | Spanish | 260 | 5.70% | Boston Region MPO |
| Marlborough | Portuguese | 229 | 5.00% | Boston Region MPO |
| Salem | Spanish | 449 | 9.90% | Boston Region MPO |
| Somerville | Spanish | 424 | 8.80% | Boston Region MPO |
| Springfield | Spanish | 3,179 | 12.50% | Pioneer Valley MPO |
| Waltham | Spanish | 342 | 7.30% | Boston Region MPO |
| Worcester | Spanish | 4,519 | 18.60% | Central Massachusetts MPO |

***MASSDOT SUBRECIPIENTS: MPOS***

To assist the MPOs in their efforts to provide meaningful access to FTA-funded programs, services, and activities for LEP individuals in their regions, MassDOT used two datasets. First, as shown in Tables 24 and 25 above, MassDOT used the Department of Education data to identify the number and percentage of LEP students by language, municipality, and MPO. In Table 24, all Boston neighborhoods are in the Boston Region MPO area. Table 25 indicates to which MPO each of the municipalities outside of Boston belongs. As discussed above, both tables include only languages that meet the safe harbor threshold of 1,000 individuals or 5% of the population of a given area, based on the total enrollment by neighborhood or municipality.

Second, using the 2006–2010 ACS data, MassDOT determined the number of individuals who identified as speaking English less than very well by language for those languages that exceed the LEP safe harbor threshold of 1,000 speakers or 5% for the geographic area covered by each MPO. Table 26 shows that only one MPO (BRMPO) reaches the safe-harbor threshold for all five of the top LEP languages.

**TABLE 26**
**Number of LEP Individuals Speaking the Top Five LEP Languages at Home, by MPO***

| Metropolitan Planning Organizations | Spanish | Portuguese | Chinese | French Creole | Vietnamese |
|---|---|---|---|---|---|
| **Berkshire Metropolitan Planning Organization (BRMPO) | 1,471 | N/A | N/A | N/A | N/A |
| Cape Cod Metropolitan Planning Organization (CCMPO) | N/A | 2,075 | N/A | N/A | N/A |
| Central Massachusetts Metropolitan Planning Organization (CMMPO) | 18,919 | 3,801 | 2,802 | N/A | 3,496 |
| Boston Region Metropolitan Planning Organization (BRMPO) | 99,513 | 41,225 | 41,633 | 16,717 | 13,676 |
| Montachusett Metropolitan Planning Organization (MMPO) | 5,836 | N/A | N/A | N/A | N/A |
| Merrimack Valley Metropolitan Planning Organization (MVMPO) | 30,592 | N/A | 1,143 | N/A | N/A |
| Northern Middlesex Metropolitan Planning Organization (NMMPO) | 5,834 | 3,038 | 1,186 | N/A | 1,453 |
| Old Colony Planning Metropolitan Planning Organization (OCMPO) | 3,705 | 8,247 | N/A | 4,273 | N/A |
| Pioneer Valley Metropolitan Planning Organization (PVMPO) | 26,776 | 2,364 | 1,545 | N/A | 1,818 |
| Southeastern Massachusetts Metropolitan Planning Organization (SMMPO) | 8,923 | 27,362 | N/A | N/A | N/A |

* Only languages that meet the "safe harbor" threshold are listed for each MPO
** Does not have identified LEP population

Table 27 shows the number of LEP individuals in each MPO region by language for each language other than the top five that meets the safe-harbor threshold. As shown in Table 27, few languages meet the safe-harbor threshold at the MPO level outside the Boston region.

**TABLE 27**
**Number of LEP Individuals Speaking Safe-Harbor Languages Other than the Top Five LEP Languages at Home, by MPO***

| | CMMPO | BRMPO | MMPO | NMMPO | PVMPO | SMMPO |
|---|---|---|---|---|---|---|
| Russian | N/A | 12,632 | N/A | N/A | 3,111 | N/A |
| French | 1,326 | 8,108 | 1,053 | N/A | 1,509 | 1,001 |
| Mon Khmer | N/A | 2,506 | N/A | 6,348 | N/A | 1,080 |
| Italian | N/A | 9,721 | N/A | N/A | N/A | N/A |
| Polish | 2,011 | 1,853 | N/A | N/A | 3,133 | N/A |
| Arabic | N/A | 6,132 | N/A | N/A | N/A | N/A |
| Korean | N/A | 4,982 | N/A | N/A | N/A | N/A |
| Greek | N/A | 4,344 | N/A | N/A | N/A | N/A |
| Japanese | N/A | 2,942 | N/A | N/A | N/A | N/A |
| Hindi | N/A | 1,942 | N/A | N/A | N/A | N/A |
| Gujarati | N/A | 1,678 | N/A | N/A | N/A | N/A |
| Armenian | N/A | 1,658 | N/A | N/A | N/A | N/A |
| Persian | N/A | 1,292 | N/A | N/A | N/A | N/A |
| Tagalog | N/A | 1,288 | N/A | N/A | N/A | N/A |
| German | N/A | 1,073 | N/A | N/A | N/A | N/A |
| Serbo-Croatian | N/A | 1,006 | N/A | N/A | N/A | N/A |

Finally, the MPOs can refer to the LEP maps provided in Appendix B and the summary provided on page 7 of this document of the languages that meet the safe-harbor threshold by municipality to identify specific locations of concentrations of LEP populations.

### *MASSDOT SUBRECIPIENTS FUNDED UNDER §5310, §5311, §5316, AND §5317*[3]

MassDOT also used the Massachusetts Department of Education data to look at the languages most commonly spoken in the service areas for the three rural RTAs, which are subrecipients of §5311 funding through MassDOT: Franklin (FRTA), Martha's Vineyard (VTA) and Nantucket (NRTA). None of the municipalities served by any of these RTAs has a sufficient LEP population to meet the safe harbor thresholds for any language. In addition, if the LEP populations are summed by language across all municipalities in each of the RTAs, none of the languages meets the LEP safe harbor threshold for the respective RTA service areas.

MassDOT has analyzed the census data by municipality to assess the language needs at the municipal level of geography. In doing so, 10 languages were identified as meeting the safe-harbor threshold. Table 28 lists these languages and the number of municipalities that have LEP

[3] Under MAP 21, the §5317 New Freedom program is consolidated into the larger §5310 program and the §5316 Job Access and Reverse Commute program is consolidated into the urban §5307 and rural §5311 formula fund programs.

populations meeting the safe-harbor threshold. All of these languages are among the top LEP languages statewide.

**TABLE 28**
**Number of Municipalities Meeting the Safe-Harbor Threshold, by Language**

| Language | Number of Municipalities Meeting the Safe-Harbor Threshold |
|---|---|
| Spanish | 26 |
| Portuguese | 21 |
| Chinese | 7 |
| French Creole | 6 |
| Russian | 5 |
| Vietnamese | 5 |
| Mon Khmer | 2 |
| Arabic | 2 |
| French | 1 |
| Polish | 1 |

MassDOT is currently developing a Web application that will facilitate the identification of LEP populations at various levels of geography, from the census tract up to statewide. This web application will be particularly useful for evaluating language assistance needs associated with the geography for a particular MassDOT program or activity or a subrecipient's service area.

## Qualitative Analysis Techniques

In addition to the quantitative analyses discussed above, MassDOT continues to refine its understanding of the locations of LEP populations through qualitative analyses. To do so, MassDOT is working with community-based organizations (CBOs), as well as state legislators and other government entities and interested parties, to identify LEP populations that may need translation services for specific programs or activities. MassDOT continues to conduct outreach to CBOs that work with LEP populations, such as neighborhood community service centers, community development corporations, and ethnic/cultural organizations. These organizations have proven helpful in providing information that is not included in the census or state and local resources, such as the existence of pockets of the LEP populations relative to specific projects or public participation efforts, population trends, and what services are most frequently sought by the LEP population. This outreach has been conducted through surveys and individual interviews. For example, MassDOT has reached out to the community outreach staff of mayor's offices in areas of high LEP concentrations to discuss language needs regularly encountered in those locales. MassDOT uses this type of outreach to request that these organizations take MassDOT's online language survey and forward it to additional individuals and organizations that may be interested in completing the survey. MassDOT has recently learned that Community Development Corporations throughout the Commonwealth are currently conducting localized surveys regarding language needs which include specific inquiries into language needs related to transportation. The results of these surveys should be available

before the end of 2013, and MassDOT has requested access to the data. The results will be incorporated into MassDOT's Four Factor Analysis, as applicable. It should be noted that individuals interviewed from the CBOs have stated that the LEP individuals they represent are focused on addressing daily life issues and do not have the time to participate in MassDOT's programs and activities. MassDOT acknowledges that it cannot guarantee robust and diverse participation in its programs, services, and activities due, in part, to such sentiments. However, MassDOT is committed to removing barriers to and encouraging participation, consistent with Title VI principles.

MassDOT has used a comprehensive list of 3,223 stakeholders, CBOs, and other organizations to solicit input concerning language assistance needs. Members of this list were sent an email requesting that they complete a survey to help identify which programs and activities are most important to people with limited proficiency in English. Figure 1 shows the text of the email as distributed in February 2013, which includes a link to the language needs survey.

**FIGURE 1**
**Email Sent to Request Recipient to Complete Language Assistance Needs Survey**

**MassDOT**
**Title VI and Nondiscrimination Program**
**A Call for Public Review and Comment**

Title VI of the Civil Rights Acts of 1964 and related nondiscrimination provisions prohibit discrimination based on race, color, national origin, age, disability, income or gender in any program, service or activity benefiting from federal financial assistance.

MassDOT needs your assistance. Please review and comment on our public participation plan and language access plan to help the public get involved and share thoughts and ideas on transportation issues and projects across Massachusetts.

Please view our Title VI programs, including our language assistance and public participation plans, and provide comments. We welcome your input.

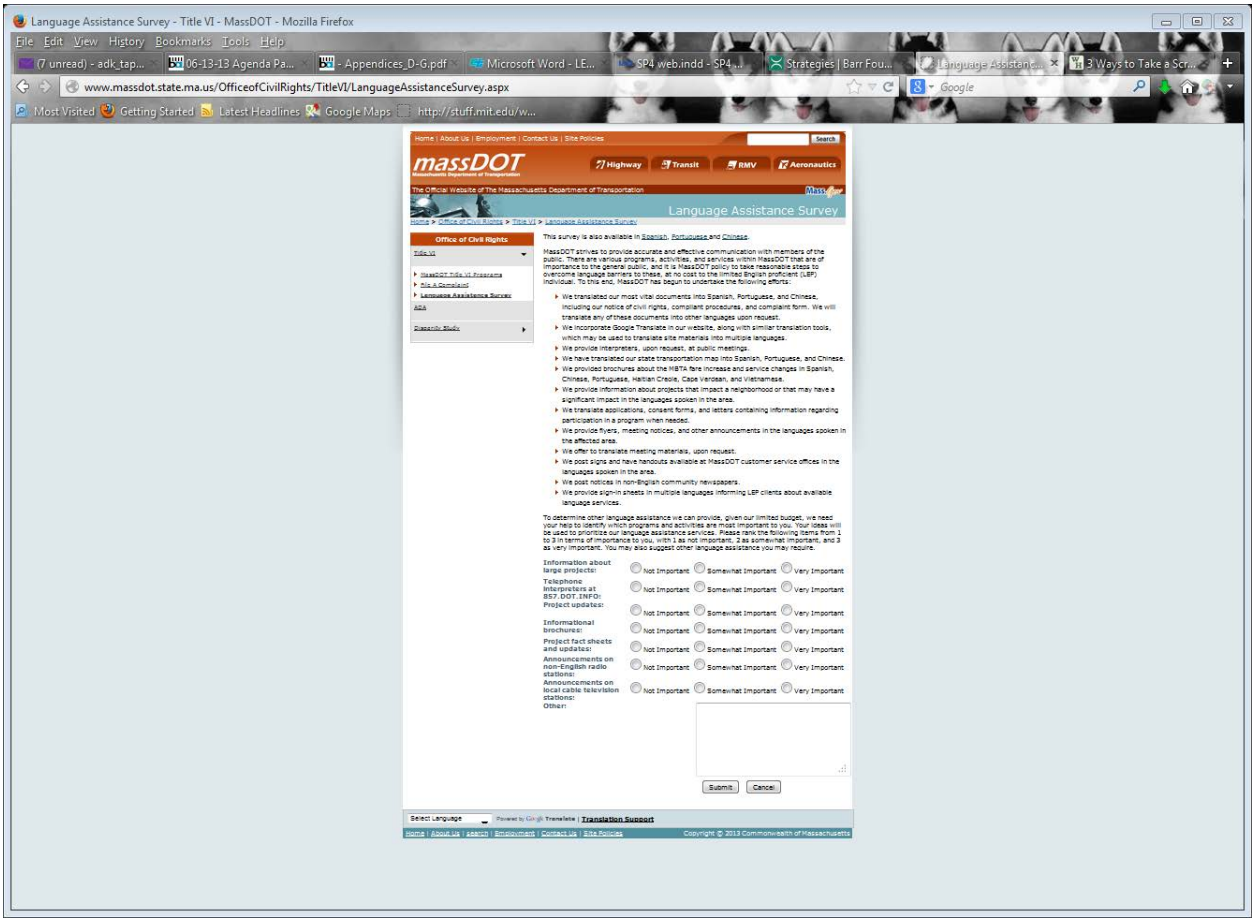
**You are receiving this email because you expressed interest in receiving information from MassDOT in the past. For questions or concerns, please contact MassDOT's Office of Civil Rights.**

This communication is one of MassDOT's many efforts to ensure nondiscrimination in our programs, services and activities.

MassDOT's Office of Diversity and Civil Rights oversees these programs, and provides guidance to staff and the public to meet this obligation.

Figure 2 is a screen shot of the MassDOT webpage containing the survey, which can be seen at http://www.massdot.state.ma.us/OfficeofCivilRights/TitleVI/LanguageAssistanceSurvey.aspx. The results of this outreach effort are summarized under Factor 3: The Importance to LEP Persons of MassDOT Programs, Activities, and Services.

**FIGURE 2**
**Screenshot of MassDOT Language Assistance Needs Survey**




The Title VI Specialist is prioritizing the stakeholder list for the purposes of further LEP outreach and will contact relevant organizations to explain MassDOT's objectives and request information about the population they serve. This information will include feedback from the organization on the size of the population it serves; the needs of the population with respect to MassDOT's mission; which programs, activities, and services are most beneficial; whether they are aware of the types of language assistance MassDOT provides; what, if any, additional language assistance measures would be most beneficial; any demographic trends within the population; and techniques to effectively engage the population.

## Prior Experiences with LEP Individuals

The relevant benefits, services, and information provided by MassDOT as a recipient of FTA funding are statewide planning and Rail and Transit Division programs where public outreach or public involvement is central to the mission, and activities provided by the Office of Civil Rights,

the Legal Department, and the Legislative and Community Affairs Division. In order to determine the extent to which LEP persons have come into contact with these functions, MassDOT surveyed staff, kept track of translations of the MassDOT website and requests for interpreters at public meetings, and collected anecdotal reports of attendance by people with limited English proficiency at public meetings from community outreach staff. Since its 2011 LEP Four Factor Analysis, MassDOT has not received any requests for foreign language services (translations or interpreters) related to FTA-funded programs, services, or activities, including in relation to SFY 2014 discretionary grant program documents and training sessions. During this period, MassDOT's Legislative and Community Affairs Division (which is also responsible for some MBTA-related public outreach) proactively provided translated documents and interpreters in the Boston area in Spanish, Portuguese, Russian and Chinese in the neighborhoods of Chelsea, East Boston, South End, and Alston/Brighton at MBTA public meetings, though meeting attendees did not utilize these resources. Since 2011, there have been no foreign language service requests made at any of the three subrecipient RTAs (Martha's Vineyard, Nantucket, and Franklin) though Martha's Vineyard staff informed MassDOT of a single instance of foreign language need that arose in 2013 between RTA staff and a French speaking tourist. Real-time electronic translation technology ("Google translate" via a smartphone) was used by the RTA staff to engage the individual and satisfactorily provide the information they sought.

MassDOT conducted an agency-wide survey of its employees, to assess the level of contact with LEP individuals. The results of the survey showed that the majority of respondents (70%) had no contact with people with limited English proficiency, and 13% had contact with LEP individuals most days. The survey and its results are detailed under Factor 2. Most of the respondents who had contact with LEP individuals were from MassDOT's Operations and Maintenance divisions, which are not funded by FTA. Respondents from the Rail and Transit Division and the Office of Transportation Planning reported no contact with people with limited English proficiency.

## Conclusions from Factor 1 Analysis

Through the analysis of the 2010 ACS 5-Year Summary dataset, the 2010 ACS 5-Year PUMS dataset, the Department of Labor Special Tabulation of the 2000 U.S. Census dataset, and the Massachusetts Department of Education datasets, the factor 1 analysis shows that anywhere between 10 and 22 languages meet the safe-harbor threshold statewide. The languages identified as having the largest LEP populations statewide were mostly consistent across the top 10 or so languages, and 9 of the ten languages identified at the municipal level were among the top languages identified statewide. Additionally the top languages for MassDOT's subrecipients are consistent with those identified statewide. The maps provided in Appendix B show that some of the languages that meet the safe-harbor threshold when using the statewide census data are widely distributed, with no true concentration in any particular area. In addition, MassDOT staff have had limited contact with LEP individuals.

FTA's LEP Guidance to MassDOT from July 25, 2013, states that "vital documents should be translated into the languages the recipient has the most contact with, this can be determined through MassDOT's 2$^{nd}$ and 3$^{rd}$ factors of the four-factor analysis." Further, DOJ's LEP guidance states:

> "As has been emphasized elsewhere, the Recipient LEP Guidance is not intended to provide a definitive answer governing the translation of written documents for all recipients applicable in all cases. Rather, in drafting the safe harbor and vital documents provisions of the Recipient LEP Guidance, the Department sought to provide one, but not necessarily the only, point of reference for when a recipient should consider translations of documents (or the implementation of alternatives to such documents) in light of its particular program or activity, the document or information in question, and the potential LEP populations served. In furtherance of this purpose, the safe harbor and vital document provisions of the Recipient LEP Guidance have been revised to clarify the elements of the flexible translation standard, and to acknowledge that distinctions can and should be made between frequently-encountered and less commonly-encountered languages when identifying languages for translation."[4]

MassDOT will use the information provided by Factors 2 and 3 in concert with the various Factor 1 analyses in determining how the agency will address language assistance needs, both proactively and upon request.

## Factor 2: The Frequency of Contact

The greater the frequency with which LEP individuals from different language groups come into contact with MassDOT programs, activities, or services, the more likely it is that enhanced language services will be needed. Because MassDOT is not a transit service provider, its contact with the public is limited; there are many FTA-funded activities within MassDOT that the public, in general, and LEP individuals in particular, would have a low likelihood of encountering. LEP individuals are most likely to encounter statewide planning and Rail and Transit Division programs where public outreach or public involvement is central to the mission, and activities provided by the Office of Civil Rights, the Legal Department, and the Legislative and Community Affairs Division.

### Analysis Methods Used for Frequency of Contact

#### *MASSDOT STATEWIDE*

MassDOT conducted an agency-wide survey of its employees, to determine the frequency of their contacts with LEP individuals. Two separate surveys were developed: one for functional area heads and another for front-line employees.[5] The survey instruments can be found in Appendix C.

---

[4] 41456 Federal Register/ Vol. 67, No. 117 / Tuesday, June 18, 2002 / Notices
http://www.gpo.gov/fdsys/pkg/FR-2002-06-18/pdf/02-15207.pdf

[5] Most of the functional areas surveyed are within the Highway Division; however, the Rail and Transit Division, the Office of Transportation Planning, the Office of Civil Rights, the Legal Department, and the Legislative and Community Affairs Division were also surveyed. The data on the frequency of contact in Table 29 represent all surveys returned to date, including those from employees in the Highway Division.

Through the surveys, MassDOT identified the following:

- The number of employees (by job function) who regularly come into contact with LEP individuals
- The frequency with which contact occurs
- The languages encountered (if identifiable)
- How employees currently communicate with LEP individuals
- Suggested steps that MassDOT could take to facilitate communication with LEP persons
- Vital documents that may need to be translated

Survey results regarding the frequency of contact for MassDOT employees agency-wide are summarized in Table 29, below. The surveys for front-line employees listed Spanish, Portuguese, Chinese, Haitian Creole, and "All other languages" specifically, and provided spaces for employees to write in other languages. For each language option, employees were asked to check the frequency of contact options listed in Table 29. The languages identified in the survey results are consistent with the findings for the first factor in the four-factor analysis.

**TABLE 29**
**Frequency of Contact of MassDOT Employees with LEP Individuals**

| | Most Days | Weekly | Monthly | Yearly | Total | Never |
|---|---|---|---|---|---|---|
| Spanish | 63 | 14 | 11 | 26 | 114 | 70 |
| Portuguese | 30 | 16 | 6 | 18 | 70 | 114 |
| Chinese | 33 | 13 | 11 | 24 | 81 | 103 |
| Haitian Creole | 23 | 10 | 9 | 14 | 56 | 128 |
| *All Other Languages | 9 | 5 | 3 | 12 | 29 | 155 |
| **Write-in Languages | 7 | 3 | 9 | 12 | 31 | 337 |
| **Total** | 165 | 61 | 49 | 106 | 381 | 907 |

*This includes all responses to an "all other languages" option on the survey.
**The survey provided spaces for other languages to be identified individually. The data in this row of the table report the sum of the 16 languages that were reported.

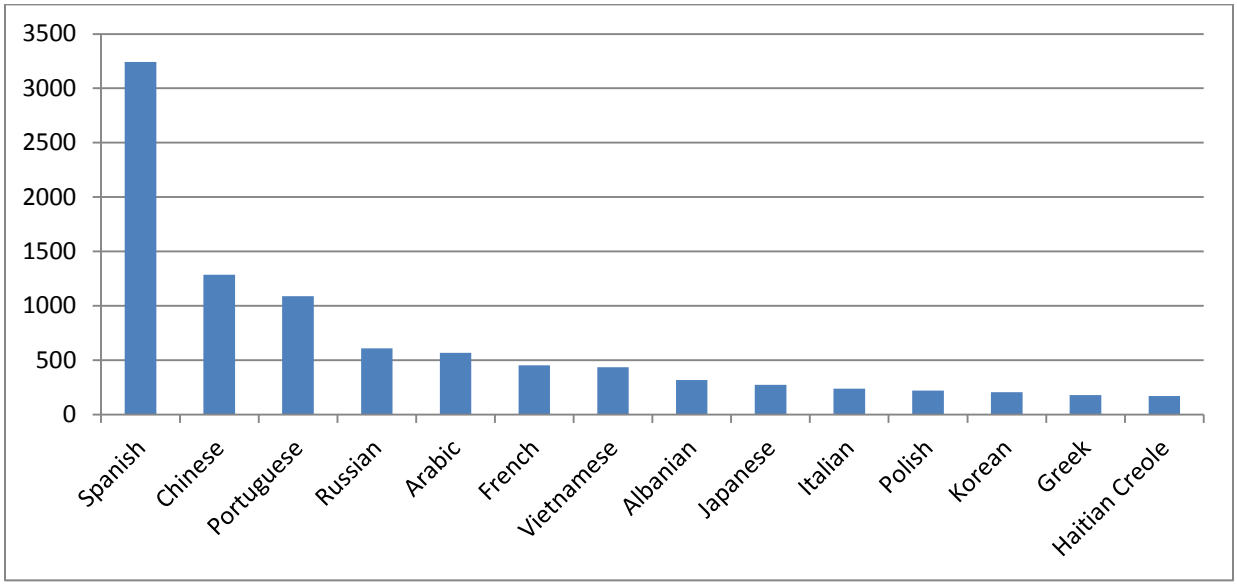
Appendix C also includes summaries of the responses to the survey questions relating to how MassDOT employees currently communicate with LEP individuals and suggested steps that MassDOT could take to facilitate communication with LEP persons. These summaries provide valuable information that can be used by the Title VI Specialist when evaluating language assistance measures to implement.

In order to increase accessibility to its programs and activities, MassDOT uses Google Translate to provide instant translations of information provided on its website. The MassDOT website was translated 9,275 times during the period January 1, 2013, through August 31, 2013. MassDOT analyzed the number of times the website was translated by language for this period. The results of this analysis are shown in Table 30 and graphically in Figure 3.

**TABLE 30**
**Frequency of Website Translations by Language**

| Language | Number of MassDOT Website Translations |
|---|---|
| Spanish | 3,243 |
| Chinese | 1,284 |
| Portuguese | 1,088 |
| Russian | 607 |
| Arabic | 568 |
| French | 452 |
| Vietnamese | 435 |
| Albanian | 316 |
| Japanese | 273 |
| Italian | 237 |
| Polish | 219 |
| Korean | 204 |
| Greek | 179 |
| Haitian Creole | 170 |

**FIGURE 3**
**MassDOT Website Translations by Language**
**January 1, 2013 to August 31, 2013**




As can be seen when comparing the languages used for the website translations with the results of the Factor 1 analysis, the most frequently utilized languages for website translations

represent the top LEP languages identified by the Factor 1 analysis, and the frequency of the website translations is mostly consistent with the size of the LEP population for each of the top 6 languages. Spanish is by far the most frequently selected. It is interesting to note that Haitian Creole, although one of the top languages identified by the factor 1 analysis, was the least requested translation of the website.

### *MASSDOT SUBRECIPIENTS: MPOS*

Each MPO is responsible for developing its own LAP. However, the MassDOT Title VI Specialist is working with the MPOs to ensure that they are taking steps to determine the frequency of contact of MPO employees with LEP individuals, and that they are developing and implementing plans for meeting all LEP requirements under Title VI. In August 2013, MassDOT completed a comprehensive review of two years' worth of Title VI annual reports from all thirteen MPOs across the Commonwealth. This included an analysis of MPO Language Access Plans and protocols. From the review, it is clear that each MPO is aware of language access obligations. Some regions have chosen to independently develop full Language Access Plans with others choosing to adopt (and modify, as needed) MassDOT's language access protocols and strategies. Individualized Title VI corrective action work plans have been created for each region through this review process. The work plans are designed to address any deficiencies among the regions regarding nondiscrimination obligations, including the provision of language assistance to LEP individuals. MassDOT will facilitate successful accomplishment of all work plans tasks by providing trainings and technical assistance workshops with the MPOs.

### *MASSDOT SUBRECIPIENTS FUNDED UNDER §5310, §5311, §5316, AND §5317*

Surveys were conducted for the three rural RTAs, which are subrecipients of §5311 funding through MassDOT. Two separate surveys were also developed for the RTAs: one for RTA administrators and another for RTA bus operators (both surveys are in Appendix D). These surveys were developed to determine which employees regularly come into contact with LEP individuals, the frequency with which the contact occurs, the languages encountered (if identifiable), suggested steps that the RTA could take to facilitate communication with LEP persons, and vital documents that may need to be translated.

The results of the RTA bus-operator surveys for FRTA and VTA are summarized in Table 31, below. These surveys differed somewhat from the MassDOT-employee surveys, as respondents were asked to indicate the frequency of contact with LEP individuals across all languages and then to list the languages that they could identify. Because NRTA provides service only in the summer, surveys could not be completed in time to include the results. Therefore, the NRTA Administrator completed the survey for the bus operators to the best of her ability.

**TABLE 31**
**Frequency of Contact,**
**by FRTA and VTA Bus Operators with LEP Individuals***

| | Most Days | Weekly | Monthly | Yearly | Never |
|---|---|---|---|---|---|
| FRTA | 1 | 4 | 4 | 3 | 5 |
| VTA | 13 | 12 | 5 | 2 | 0 |
| **Total** | 14 | 16 | 9 | 5 | 5 |

* Out of 25 FRTA bus operators, 17 completed the survey, and out of 87 VTA bus operators, 17 completed the survey.

For FRTA, Spanish and Russian were the first and second most frequently encountered languages, respectively. For VTA, Portuguese and Spanish were the first and second most frequently encountered languages, respectively. NRTA identified Spanish and Portuguese as the two most frequently encountered languages.

Appendix D also includes summaries of the responses to the survey questions relating to how RTA bus operators currently communicate with LEP individuals and suggested steps that the RTAs could take to facilitate communication with LEP persons. These summaries provide valuable information that the MassDOT Title VI Specialist will share with the RTAs to provide guidance on possible steps they could take to better serve LEP populations.

***FREQUENCY OF CONTACT – CONCLUSIONS***

Based on the frequency of contact analyses of MassDOT and its subrecipients, the most commonly encountered languages spoken by LEP individuals who come into contact with MassDOT and its subrecipients are Spanish, Portuguese, Chinese, and Haitian Creole, and Spanish is by far the most frequently encountered. Although Vietnamese is one of the top five LEP languages statewide, it has not been identified through the employee surveys as having a high incidence of contact. This may be because Vietnamese was not one of the languages specifically listed on the survey form or because the employees surveyed may not be able to distinguish Vietnamese from other Asian languages. In general, the incidence of contact varies by program and by location.

Based on the results of analysis to date, MassDOT will implement a phased schedule for translating vital information. Initially, MassDOT will translate vital information into Spanish, Portuguese, Chinese, Vietnamese, and French (Haitian) Creole (in 2013). In 2014, MassDOT will translate vital information into Russian, Mon Khmer, Arabic, French, and Italian. These languages are consistently identified as meeting the safe-harbor threshold in the Factor 1 analyses, and a number of them were identified by MassDOT staff as having prior contact. MassDOT will offer free translation of vital information in the other languages identified using the FTA-preferred methodology, and will make the decision whether to translate into each of these languages based on whether any translations are requested. The decision to translate non-vital information into other languages will be made on the basis of location and cost.

Because none of the three rural RTAs have LEP populations that meet the safe harbor threshold, they are not required to create Language Access Plans. However, MassDOT is assisting them regarding strategies that they could implement to provide language assistance.

## Factor 3: The Importance to LEP Persons of MassDOT Programs, Activities, and Services

The more important the activity, information, service, or program, or the greater the possible consequences of the contact with the LEP individuals, the more likely it is that language services are needed. Importance is based on whether denial or delay of access to services or information could have serious or even life-threatening implications for the LEP individual.

### Identifying Programs, Activities, and Services

#### *MASSDOT PROGRAMS, ACTIVITIES, AND SERVICES*

Within MassDOT, there are various programs, activities, and services that are of importance to LEP individuals. Although there are many activities within MassDOT that the public, in general, and LEP individuals in particular, would have a low likelihood of encountering, others are of critical importance. With regard to transit services, the programs with the highest importance at MassDOT for LEP individuals are statewide planning and the programs administered by the Rail and Transit Division. However, activities in many other areas of MassDOT are also important for LEP individuals. These include programs, services, and activities provided by the Office of Civil Rights, the Legal Department, and the Legislative and Community Affairs Division.

MassDOT is using the results of the survey for functional area heads as a first step toward identifying documents that may need to be translated. MassDOT used this list to identify which documents are vital and to prioritize vital (and any identified non-vital) documents for translation. Because the number of documents is large and resources are limited, MassDOT has developed a phased schedule for implementing translations that first focuses on the most vital documents in the most frequently encountered languages.

MassDOT has identified the following documents as vital, and has begun a phased program for having them translated:

- Notice of Civil Rights
- Complaint Procedures
- Complaint Form
- Notices regarding the availability of free language assistance services for LEP individuals
- Statements about the services available and the right to free language assistance services in brochures, booklets, outreach and recruitment information, and other materials routinely disseminated to the public
- Notices of proposed public hearings regarding proposed transportation plans, projects, or changes
- Notices of reduction, denial, or termination of services or benefits
- Signs in reception areas and other points of initial entry

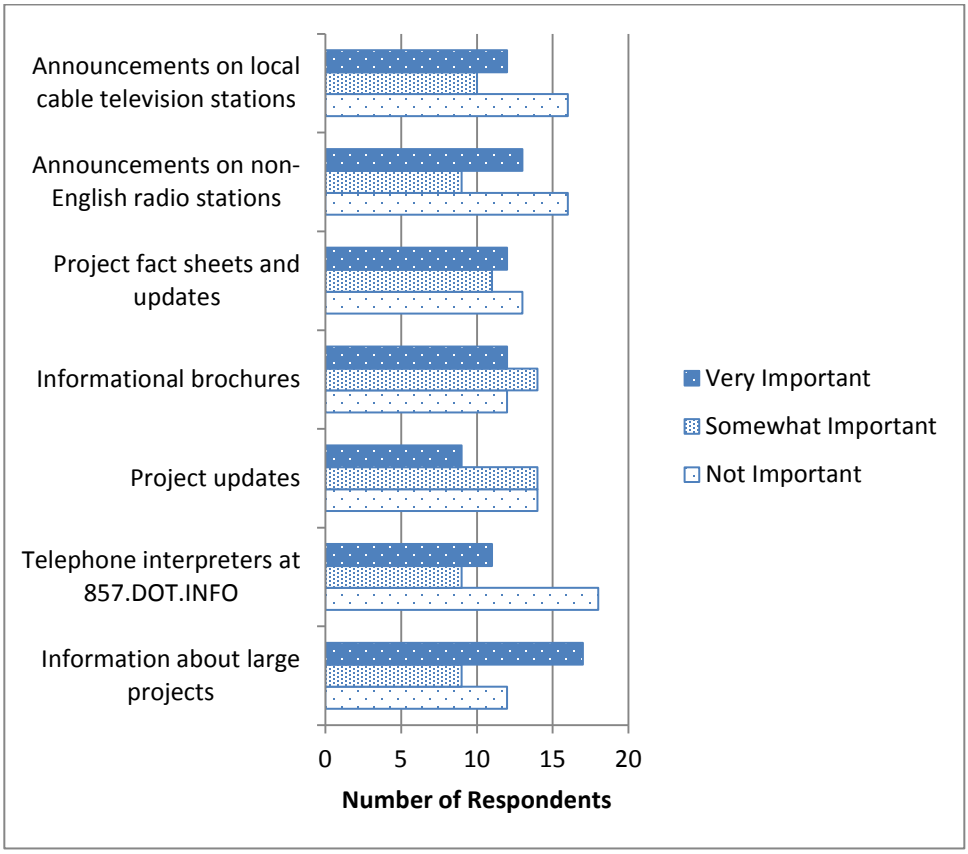
- Applications or instructions on how to participate in a program or activity or to receive benefits or services
- Consent forms

MassDOT has also conducted a public survey concerning language assistance needs and requesting individuals to identify the importance of its programs, services, and activities. The survey was posted on the Title VI web page of the MassDOT website in February 2013. As mentioned previously, Figure 2 is a screen shot of the MassDOT webpage containing the survey. In addition to the website posting, MassDOT sent an email to a list of 3,223 stakeholders, CBOs, and other organizations to solicit input. The email can be seen in Figure 1, above. Members of this list were requested to complete the on-line survey to help identify which programs and activities are most important to people with limited proficiency in English. The results of this outreach effort are summarized in Table 32 and graphically in Figure 4. There were 39 respondents to the survey and, as shown, the largest number of respondents selected "information about large projects" as very important and "telephone interpreters at 857.DOT.INFO," MassDOT's customer information line, as not important. Opinions varied as to the importance of each program or service, and the least number of people found project updates very important. MassDOT will provide language assistance in each of these areas when it is either determined appropriate based on the likelihood that such assistance will be required or on an as-requested basis.

**TABLE 32**
**Importance of MassDOT Programs and Services to LEP Individuals**

| | Not Important | | Somewhat Important | | Very Important | |
|---|---|---|---|---|---|---|
| | Number of Responses | Percent of Responses | Number of Responses | Percent of Responses | Number of Responses | Percent of Responses |
| Information about large projects | 12 | 32% | 10 | 24% | 17 | 44% |
| Telephone interpreters at 857.DOT.INFO | 18 | 47% | 10 | 24% | 11 | 28% |
| Project updates | 14 | 38% | 14 | 38% | 10 | 26% |
| Informational brochures | 12 | 32% | 14 | 37% | 13 | 33% |
| Project fact sheets and updates | 13 | 36% | 11 | 31% | 13 | 35% |
| Announcements on non-English radio stations | 16 | 42% | 9 | 24% | 14 | 36% |
| Announcements on local cable television stations | 16 | 42% | 10 | 26% | 13 | 33% |

**FIGURE 4**
**Results of MassDOT Language Assistance Needs Survey**




MassDOT will continue to identify documents and evaluate the importance of each MassDOT program, activity, and service in terms of whether or not language assistance is necessary. MassDOT will continue to solicit input from people with limited English proficiency and from organizations which represent people with limited English proficiency concerning the importance of the programs and activities it offers in order to assess the level of language assistance required. MassDOT will evaluate documents for translation according to the guidance provided by the Department of Justice:

> "It is important to ensure that written materials routinely provided in English also are provided in regularly encountered languages other than English. It is particularly important to ensure that vital documents are translated into the non-English language of each regularly encountered LEP group eligible to be served or likely to be affected by the program or activity. A document will be considered vital if it contains information that is critical for obtaining federal services and/or benefits, or is required by law. Vital documents include, for example: applications, consent and complaint forms; notices of rights and disciplinary action; notices advising LEP persons of the availability of free language assistance; prison rulebooks; written tests that do not assess English

language competency, but rather competency for a particular license, job, or skill for which English competency is not required; and letters or notices that require a response from the beneficiary or client. For instance, if a complaint form is necessary in order to file a claim with an agency, that complaint form would be vital. Non-vital information includes documents that are not critical to access such benefits and services. Advertisements of federal agency tours and copies of testimony presented to Congress that are available for information purposes would be considered non-vital information.

Vital documents must be translated when a significant number or percentage of the population eligible to be served, or likely to be directly affected by the program/activity, needs services or information in a language other than English to communicate effectively. For many larger documents, translation of vital information contained within the document will suffice and the documents need not be translated in their entirety.

It may sometimes be difficult to draw a distinction between vital and non-vital documents, particularly when considering outreach or other documents designed to raise awareness of rights or services. Though meaningful access to a program requires an awareness of the program's existence, we recognize that it would be impossible, from a practical and cost-based perspective, to translate every piece of outreach material into every language. Title VI does not require this of recipients of federal financial assistance, and EO 13166 does not require it of federal agencies. Nevertheless, because in some circumstances lack of awareness of the existence of a particular program may effectively deny LEP individuals meaningful access, it is important for federal agencies to continually survey/assess the needs of eligible service populations in order to determine whether certain critical outreach materials should be translated into other languages."

For all public participation efforts, MassDOT will look at the results of Factors 1 and 2 above to help determine the areas where public outreach should be targeted and the languages into which flyers, other announcements, and meeting materials should be translated. Factors 1 and 2 will also be used to determine the meeting locations at which language interpreters may be needed and for what languages.

## MassDOT Subrecipient Programs, Activities, and Services: MPOs

MassDOT's August 2013 comprehensive review of MPO Language Access Plans and protocols showed that a number of the MPOs work with community-based organizations to identify the importance of their programs, activities, and services to people with limited proficiency in English.

Each MPO is required to produce three documents: the Long-Range Transportation Plan (LRTP), the Transportation Improvement Program (TIP), and the Unified Planning Work Program (UPWP). The LRTP defines the vision of the transportation system in the region for 20 years into

the future, identifies needed transportation programs and projects, and allocates projected revenue to those needs. The LRTP also guides development of the TIP, which is the short-range program of transportation improvements expected to be funded and implemented over a four-year period. The UPWP describes all of the regionally significant surface-transportation planning projects expected to be undertaken in the region in a federal fiscal year and lists the funding source or sources (federal, state, and/or local) for each planning project.

As each of these documents is produced, MPOs conduct extensive public outreach to determine which meeting notices and materials need to have a written translation. In addition, oral translation services are sometimes needed at meetings. MPOs are required to report annually on these activities to MassDOT in their Title VI reports.

### MassDOT Subrecipient Programs, Activities, and Services Funded Under §5310, §5311, §5316, and §5317

Although none of the three rural RTAs that are subrecipients of MassDOT serve LEP populations that meet the safe harbor thresholds, the surveys of bus operators indicated that LEP individuals sometimes use bus service. As the survey responses in Appendix D show, the translation of simple signage into Spanish and perhaps Portuguese and international symbols could be beneficial.

#### *CONCLUSIONS REGARDING THE IMPORTANCE OF PROGRAMS, ACTIVITIES, AND SERVICES*

In general, the documents considered vital are those related to the explanation of civil rights and associated complaint procedures and certain legal correspondence. Also considered vital are public process activities, which makes it important to translate related materials such as meeting notices and materials, project updates, and informational brochures. Website information is also an important avenue for obtaining general and specific information about transportation decision making. For subrecipients such as RTAs, signage that informs the public regarding how to use the service is considered important.

## Factor 4: The Resources Available to MassDOT and the Costs of Providing Language Assistance

The level of resources and the costs imposed by providing language assistance may have an impact on the extent to which meaningful access can be provided for LEP persons.

#### *RESOURCES AVAILABLE*

Since MassDOT's 2011 Four-Factor Analysis, the Title VI Specialist surveyed the staff of five (5) of the organization's most public-facing units – the Office of Transportation Planning, the Right of Way Bureau, Highway Design, Environmental Services, and the Office of Real Estate and Asset Development. The survey was designed to determine the presence of in-house foreign language capabilities and the willingness of staff members to assist in incidental instances of foreign-language assistance need. The survey indicated in-house language capabilities across 14 languages with staff in each unit willing to provide language assistance. Of the 60 respondents, 20 staff members indicated that they would be willing to briefly communicate with someone who does not speak English to assess whether or not an official interpreter is required, covering

12 languages including 7 of the top 10 LEP languages in the commonwealth. In addition, 14 respondents, covering 11 languages including 7 of the top 10 LEP languages in the commonwealth, indicated that they would be willing to translate brief informational documents. Finally, 17 respondents, covering 11 languages including 7 of the top 10 LEP languages in the commonwealth, indicated that they would you be willing to interpret for someone who does not speak English well. A database was created to house this information and, on August 12, 2013, was distributed to the leadership and front-line staff of these five units with instructions on its use. For formal written translations, MassDOT currently utilizes the professional language services of the UMass Translation Center. For oral translations, MassDOT hires interpreters and is currently finalizing a contract with Language Line for real-time telephonic interpretive services.

MassDOT has incorporated Google Translate in its website, and provides links to WorldLingo and Yahoo!® Babel Fish; each of these applications provides translations of the information on webpages into various languages. Documents are posted on the website in a format that can be automatically translated using these applications. In recognition that no machine translation system is perfect or intended to replace human, MassDOT is translating vital documents and will continue to post the translated versions on the website. As a means to spread out the costs of providing language assistance, MassDOT has developed a schedule which focuses on translating the most vital documents and information into the most frequently encountered languages. Currently, the Notice of Civil Rights includes Spanish, Portuguese, and Chinese text offering translation, and full versions of the complaint procedures and complaint form are posted in Spanish, Portuguese, and Chinese. MassDOT will have the Notice, complaint procedures and complaint form translated and posted in the top five languages by the end of the year. Each year, MassDOT will continue to add language services as resources permit. Figure 5 shows MassDOT's schedule for implementing language access services.

### *COSTS*

The Title VI Specialist has gathered information about the state's procurement process for engaging the services of translation services with which the state currently has contracts. The state's procurement website provides contact information for each vendor and links to the website for each so that employees can determine the types of services offered and the associated costs.

In addition, MassDOT has a longstanding relationship with the UMass Amherst Translation Center. Appendix E lists the types of translation services UMass provides and the cost of each. This information is included as an example of the possible expenses associated with translation services; however, the services and costs vary by vendor.

### *CONCLUSIONS REGARDING COSTS*

Because translating all of the potentially vital documents listed above into even one language will be relatively expensive, MassDOT is employing a phased approach to implementation. Documents with broad applicability across languages and geography, such as the notice to beneficiaries of their civil rights and complaint procedures and forms that should be available to everyone, have been prioritized for immediate translation into at least the top five LEP

languages statewide. These documents will be translated into more languages each year, as required by the four-factor analysis, feedback from the LEP community, and requests for translations. The Title VI Specialist will work with the various departments to prioritize other vital documents and the number and order of languages into which each may be translated.

For specific transportation projects, a line item is included in the budget to allocate funds for language services for public outreach efforts. If additional resources are needed for unexpected or unanticipated translations, project managers are encouraged to contact their department managers to make a request through the MassDOT's Budget Office to secure state or federal funds, as needed. For shared services or internal operations, where there may not be a project number, the Chief Administrative Officer of MassDOT should be apprised of the need to budget the funding for language services.

### *CONCLUSIONS FROM THE FOUR-FACTOR ANALYSIS*

MassDOT analyzed numerous sources of data and information, both quantitative and qualitative, in conducting its Four-Factor Analysis. Because it is impossible to accurately determine the number of people in Massachusetts who may require language assistance from using the census data alone (because the census does not evaluate one's ability to read, write, speak, or understand English; responses to the census question regarding English proficiency are subjective), MassDOT used various other sources of information including data from the Massachusetts Department of Education, MassDOT staff surveys, a public survey of language assistance needs, feedback from community-based organizations, and experience with and knowledge of ethnic communities across the state.

Based on the results of analysis to date, MassDOT will implement a phased schedule for translating vital information. Initially, MassDOT will translate vital information into Spanish, Portuguese, Chinese, Vietnamese, and French (Haitian) Creole (in 2013). In 2014, MassDOT will translate vital information into Russian, Mon Khmer, Arabic, French, and Italian. These languages are consistently identified as meeting the safe-harbor threshold in the Factor 1 analyses, and a number of them were identified by MassDOT staff as having prior contact. MassDOT will offer free translation of vital information in the other languages identified using the FTA-preferred methodology, and will make the decision whether to translate into each of these languages based on whether any translations are requested.

MassDOT is committed to providing access to its programs, services, and activities to people with limited proficiency in English and will continue to assess language assistance needs. MassDOT will update its language assistance plan based on experience with and feedback from representatives of LEP populations as well as any new data reflecting changing needs (e.g., changes in the number of LEP individuals in a particular language group).

### *LANGUAGE ASSISTANCE MEASURES*

In keeping with the findings of the four-factor analysis, MassDOT has developed a language access implementation schedule. This schedule, shown in Figure 5, includes the measures MassDOT will employ to remove any language-based barriers to participation in MassDOT programs, services, and activities.

MassDOT has begun providing translated materials and interpreters. Specific documents that MassDOT has translated include the following:

- MassDOT's Notice of Civil Rights includes Spanish, Portuguese, and Chinese text offering translation
- MassDOT's Notice of Right to Language Assistance has been incorporated in notices and documents
- MassDOT's complaint form has been translated into Spanish, Portuguese, and Chinese
- Meeting flyers, meeting notices, press releases, and other announcements in the languages spoken in the affected area when determined important based on the four-factor analysis
- Notices in non-English community newspapers
- Outreach documents, when determined important based on the Four-Factor analysis
- MassDOT's state transportation map
- Meeting materials, when determined important based on the Four-Factor analysis. (for an example of this , go to http://www.massdot.state.ma.us/Portals/31/Docs/SL_Gateway_June_19_SPN%20Accessible.pdf
- Project information, when determined important based on the Four-Factor Analysis

In addition, MassDOT is beginning to have other important documents translated, such as application forms, consent forms, comment sheets, and signs and handouts at customer service locations. Several examples of translated documents are included in Appendix F.

MassDOT provides interpreters at public meetings when indicated by the Four-Factor Analysis and interactions with community-based organizations. This measure was particularly important during the MBTA fare and service change meetings and the Silverline Gateway public meetings. MassDOT will continue to provide interpreters at public meetings based on the Four-Factor Analysis and feedback from community-based organizations that serve LEP persons as well as LEP individuals.

As discussed previously, MassDOT has incorporated Google Translate in its website, and provides links to WorldLingo and Yahoo!® Babel Fish.

MassDOT is currently finalizing a contract with Language Line to provide real-time telephonic interpretive services. Relatedly, with the rollout of MassDOT's new "VOIP" phone system, MassDOT is exploring options for incorporating translated menus and instructions.

MassDOT assists its subrecipients with the provision of language assistance and is working on developing "best practices" materials to be included in the subrecipient training. MassDOT has initiated the conversation concerning language assistance requirements and upcoming training with its subrecipients. Most of MassDOT's subrecipients have incorporated a translation service in their websites and some have fully developed and implemented their language access plans,

offering translation and interpretation as determined appropriate based on the Four-Factor Analysis.

MassDOT will share with its subrecipients any materials developed in languages other than English (for example, comment forms, notices of language assistance, and informational brochures). To facilitate this sharing of documents/information, MassDOT has developed a SharePoint webpage to which the MPO Title VI staff members have permission to access and can now obtain these materials.

**Figure 5**
**Update of MassDOT Language Access Implementation Schedule**

| Activity/Task | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | Status/Notes/Cost |
|---|---|---|---|---|---|---|---|
| ***1 Factor 1 Update: Identification of LEP Individuals Who Need Language Assistance*** | | | | | | | |
| A. Update the number and proportion of LEP Persons using FTA-preferred method for analysis of U.S. Census data | X | | | X | | | Complete. Will update Factor 1 when new data are available. |
| B. Update prior experience with LEP individuals | X | | | X | | | Ongoing data collection of experience with LEP individuals will be used to update Factor 1 of the Four-Factor Analysis. |
| C. Update inventory/information from community-based organizations | X | | | X | | | Ongoing data collection pertaining to CBO's will be used to update Factor 1 of the Four-Factor Analysis. |
| ***2 Factor 3 Update: The Importance of MassDOT's Programs, Activities and Services to LEP Individuals*** | | | | | | | |
| A. Update with feedback from the general public, CBOs,and MPOs | X | | | X | | | Ongoing data collection of feedback from LEP individuals will be used to update Factor 3 of the Four-Factor Analysis. |
| ***3 Provision of Language Assistance Measures*** | | | | | | | |
| A. **Translate Notice of Civil Rights** | | | | | | | |
| i. Spanish, Portuguese, Chinese, Vietnamese, Haitian Creole | √ | | | | | | Completed translation of rider from English version to Chinese, Spanish and Portuguese at a cost of $75; translation of Vietnamese and Creole riders are on order and full translations of Notice into all five languages to be completed and uploaded by November 2013. Included abbreviated Notice in GreenDOT Implementation Plan in English and Spanish with riders in Portuguese and Chinese at a cost of $75. |
| ii. Russian, Mon Khmer, Arabic, French, Italian | | √ | | | | | Translation of riders and Notice to be completed by November 2014. |
| iii. Other languages based on requests for language assistance | | | √ | | | | Title VI Specialist will monitor requests from FTA-funded MassDOT departments and subrecipients to detect any recurrent requests or languages to determine need. |
| B. **Include Notice of Right to Language Assistance in Notices and Documents** | | | | | | | |
| i. Spanish, Portuguese, Chinese, Vietnamese, Haitian Creole | √ | | | | | | Completed rider to English version in Chinese, Spanish and Portuguese; Vietnamese and Creole on order and full translations to be completed and uploaded by December 2013. Included in GreenDOT Implementation Plan in English and Spanish with riders in Portuguese and Chinese. Included in outreach materials as appropriate. |
| ii. Russian, Mon Khmer, Arabic, French, Italian | | √ | | | | | Translation of notice to be completed by November 2014. |
| iii. Other languages based on requests for language assistance | | | * | * | * | * | Title VI Specialist will monitor requests from FTA-funded MassDOT departments and subrecipients to detect any recurrent requests or languages to determine need. |

**Figure 5**
**Update of MassDOT Language Access Implementation Schedule**

| Activity/Task | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | Status/Notes/Cost |
|---|---|---|---|---|---|---|---|
| C. **Translate Complaint Form** | | | | | | | |
| i. Spanish, Portuguese, Chinese, Vietnamese, Haitian Creole | C | | | | | | Completed translation of complaint form from English version to Chinese, Spanish and Portuguese at a cost of $427.84; pending final approval between FTA and FHWA on unified complaint form, Vietnamese and Haitian Creole to be placed on order, and Chinese, Spanish and Portuguese versiions to be revised, with all translations to be completed and uploaded by December 2013. |
| ii. Russian, Mon Khmer, Arabic, French, Italian | | √ | | | | | Translation of Complaint form to be completed by December 2014. |
| iii. Other languages based on requests for language assistance | | | * | * | * | * | Title VI Specialist will monitor complaints concerning FTA funded MassDOT departments and subrecipients to detect any requests or specific languages to determine need, and provide Language Line based translations on interim basis. |
| D. **Translate Complaint Procedures** | | | | | | | |
| i. Spanish, Portuguese, Chinese, Vietnamese, Haitian Creole | √ | | | | | | Translation of complaint procedures to all languages pending final approval between FTA and FHWA on unified complaint procedure. All translations to be completed and uploaded by December 2013, pending FTA and FHWA concurrence. Interim use of Google translate and Language Line support to be utilized to provide langauge assistance to complainants in this interim. Riders to be used on existing English complaint procedure in this interim. |
| ii. Russian, Mon Khmer, Arabic, French, Italian | | √ | | | | | Translations to be completed by December 2014. |
| iii. Other languages based on requests for language assistance | | | * | * | * | * | Title VI Specialist will monitor complaints concerning FTA funded MassDOT departments and subrecipients to detect any requests or specific languages to determine need, and provide links to Google Translate and Language Line based translations on interim basis. |
| C. **Offer Translations on MassDOT Website** | | | | | | | |
| i. Offer Google Translate on MassDOT Website | X | | | | | | |
| ii. Offer translated vital documents on MassDOT website | X | | | | | | |
| iii. Post professionally-translated information when appropriate as determined by the four-factor analysis | ongoing | | | | | | |
| D. Offer Translation Assistance for the Statewide Transportation Information Telephone Number, 857.DOT.INFO | | √ | | | | | Currently finalizing a contract with Language Line to provide real-time telephonic interpretive services. Exploring options for incorporating translated menus and instructions in MassDOT's new "VOIP" phone system. |
| E. Offer Translation Assistance for Emergency Transportation Information | | | | | | | Currently finalizing a contract with Language Line to provide real-time telephonic interpretive services. Exploring options for incorporating translated menus and instructions in MassDOT's new "VOIP" phone system. |
| F. Translate State Transportation Map (Spanish, Portuguese, and Chinese) | X | | | | | | MassDOT translated the state transportation map into Spanish, Portuguese, and Chinese at a cost of $1,897.50. MassDOT Office of Transportation Planning, Customer Service and ODCR to have discussions on utilization of maps in light of on-line and GPS alternatives to determine whether more language-translated maps are cost effective. |

**Figure 5**
**Update of MassDOT Language Access Implementation Schedule**

| Activity/Task | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | Status/Notes/Cost |
|---|---|---|---|---|---|---|---|
| G. Post translated signs in reception areas and other points of initial entry | * | * | * | * | * | * | Subrecipients that encounter the public are advised during certification reviews and as part of on-going review of Title VI reporting of notice obligations; ODCR to place |
| H. Translate notices of reduction, denial, or termination of services or benefits | * | * | * | * | * | * | Subrecipients that encounter the public are advised during certification reviews and as part of on-going review of Title VI reporting of notice obligations. FTA funded |
| I. Translate applications or instructions on how to participate in a program or activity or to receive benefits or services | * | * | * | * | * | * | Subrecipients that encounter the public are advised during certification reviews and as part of on-going review of Title VI reporting of notice obligations. FTA funded |
| J. Translate consent forms | * | * | * | * | * | * | Subrecipients that encounter the public are advised during certification reviews and as part of on-going review of Title VI reporting of notice obligations. FTA funded |
| K. Translate notices of proposed public hearings regarding proposed transportation plans, projects, or changes | * | * | * | * | * | * | Subrecipients that encounter the public are advised during certification reviews and as part of on-going review of Title VI reporting of notice obligations. FTA funded |
| ***4. Public Participation in the Decision-Making Process*** | | | | | | | |
| A. Translate meeting notices and press releases when appropriate as determined by the four-factor analysis | * | * | * | * | * | * | Meeting notices and press release are translated when determined appropriate on the basis of the Four-Factor Analysis. MassDOT's Office of Transportation Planning has spent $3,996 for translations of meeting notices and materials during 2013. |
| B. Provide interpreters at public meetings when appropriate as determined by the four-factor analysis | * | * | * | * | * | * | Interpreters are provided when determined appropriate on the basis of the Four-Factor Analysis. |
| C. Translate outreach documents such as project fact sheets when appropriate as determined by the four-factor analysis | * | * | * | * | * | * | Outreach documents are translated when determined appropriate on the basis of the Four-Factor Analysis. |
| ***5. Training Staff*** | | | | | | | |
| A. Identify resources for communicating with LEP persons | * | * | * | * | * | * | |
| B. Design LEP training for staff | √ | | | | | | Language assistance plan has been developed; Civil rights protocols for public language assistance have been drafted and pending approval from FHWA, training modules for all meeting plannners and individuals who engage the public shall be provided. |
| C. Implement LEP training | √ | √ | √ | √ | | | Three year plan for providing on-going training to be established. Training with Office of Transportation Planning on Title VI obligations has included language assistance obligation, which will be base for expanding training. |
| ***6. Monitoring and Updating the LEP Plan*** | | | | | | | |
| A. Establish a process to obtain feedback on language assistance measures | | √ | | | | | ODCR oversight of MAssDOT department compliance and reporting on Title VI activities and review of annual reports from subrecipients are used to determine status of current language assistance measures and need for modification or improvement. |
| B. Obtain feedback from community-based organizations and agency staff | * | * | * | * | * | * | ODCR is engaging community based organizations through expanded outreach initiative among MPOs, as well as through phone , on-line and cortification review based discussion with CBOs. |
| C. Assessment of LEP Activitiies | * | * | * | * | * | * | MassDOT will identify gaps in serivce, complaints, reports from departments and subrecipients to determine the effectiveness of language assistance efforts on an annual basis, and provide feedback to all affected parties on an on-going basis. |
| D. Update language assistance plan based on feedback and assessment | * | | | | | | |

X = Completed
√ = Target Completion
* = Ongoing