

The following is only an abstract of one of our earlier reports. An email request for a printed or PDF copy of the complete report can be generated by clicking on the **Report Number** of this report in the table of reports on the [Research Studies and Reports](#) page. The PDF copy of the complete report was created by scanning an original, printed copy, and thus is only *partially* searchable and *is not* accessible, but is fully printable.

A printed or PDF copy of our studies and reports may also be requested by mail or phone at:

Department of Motor Vehicles
Research and Development Branch
2570 24th Street, MS H-126
Sacramento, CA 95818-2606
(916) 657-5805

For a request by mail, please include the report number and your name, address, and phone number. Also, please state whether you are requesting a printed copy, a PDF copy, or both. For a PDF copy, please include your email address.

TITLE: Language Survey - Summary Report of a Statewide Field Office Survey Taken to Determine Language Characteristics of Non-English Speaking

DATE: September 1975

AUTHOR(S): Research Staff

REPORT NUMBER: 53

NTIS NUMBER:

FUNDING SOURCE: Departmental Budget

PROTECT OBTECTIVE:

To conduct a survey to determine the number of non-English-speaking persons attempting to utilize services provided at DMV facilities.

SUMMARY:

It is believed that DMV, as a service agency, should be responsive to the needs of the entire driving public. To the extent that some offices are serving persons of varying language backgrounds, staffing such offices with a sufficient number of employees with applicable bilingual skills may be a desirable and valid strategy.

The survey instrument used to record the data was a tally form developed through the combined efforts of the Program Planning, Development, Research and Evaluation Section and the Personnel Management Services Section. The form was distributed to the 147 field offices, travel crews, and DIA service entities.

The survey was administered over a 19-day work period, beginning May 19, 1975 and ending June 13, 1975. All of the DMV's 147 field offices were covered in the survey.

The information obtained from the survey is intended to be used as a decision-making data base for meeting the objectives outlined in the "Level of Service" section of the Department's Long Range Plan.

IMPLEMENTATION STATUS OF FINDINGS AND RECOMMENDATIONS:

Statewide data presented in Table 1 shows that over 31,000, or 3% of the 970,365 persons seeking department services during the survey period had discernible problems in their communication skills. Spanish-speaking customers, 2.82% or slightly over 27,000 of all persons surveyed, were the most predominant group experiencing problems. The next five most commonly encountered language groups having difficulties were: Filipino (.08%), Chinese (.06%), Japanese (.05%), Portuguese (.04%), and Korean (.03%).

The field offices showing the highest incident of serving non-English-speaking customers were Arvin (20.49%), Montebello (19.06%), King City (18.03%), Delano (16.49%), and El Centro (15.82%).

Some of the native languages showing the highest concentrations of difficulty at particular office localities are Armenian, Hindustani, Portuguese, and Russian. Fifty percent of the persons having problems whose native tongue was Armenian were reported at the Montebello office. Likewise for Russian, 50% were reported at the Hollywood office.

SUPPLEMENTARY INFORMATION: None.