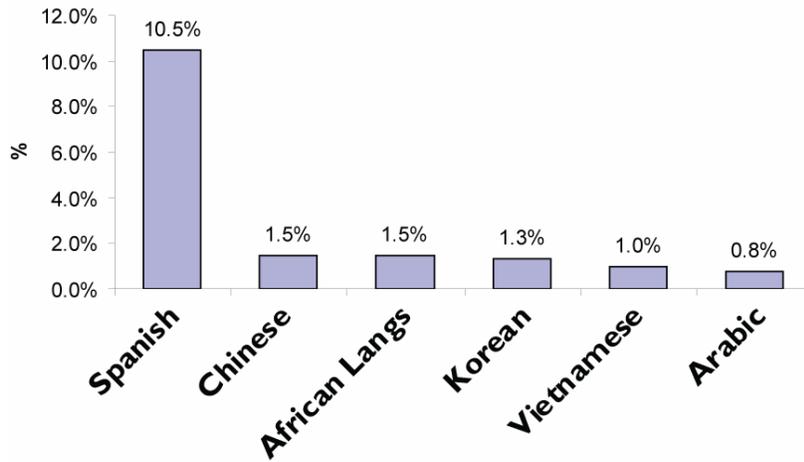


Language Distribution, WMATA Service Area

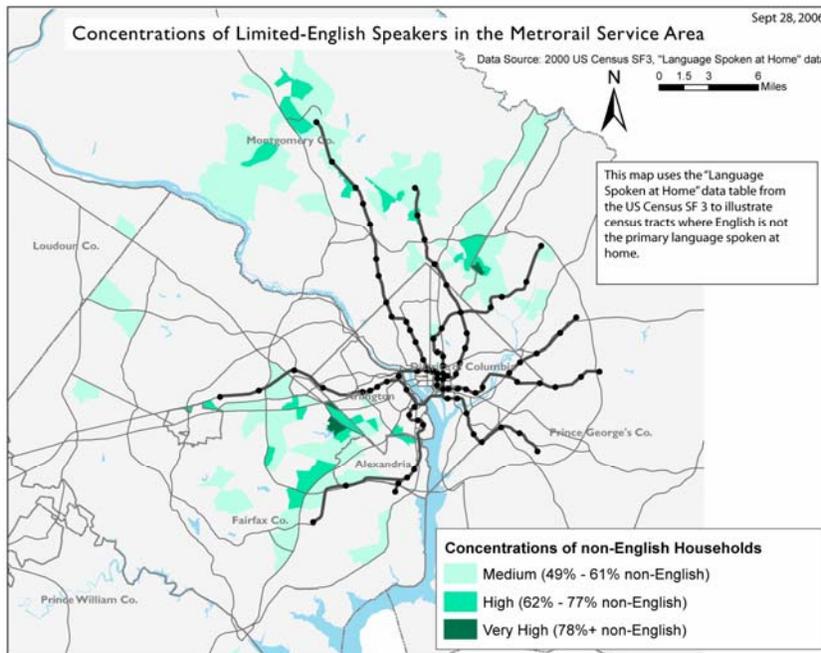
Data Source: 2000 US Census SF3, "Population by Language Spoken At Home"

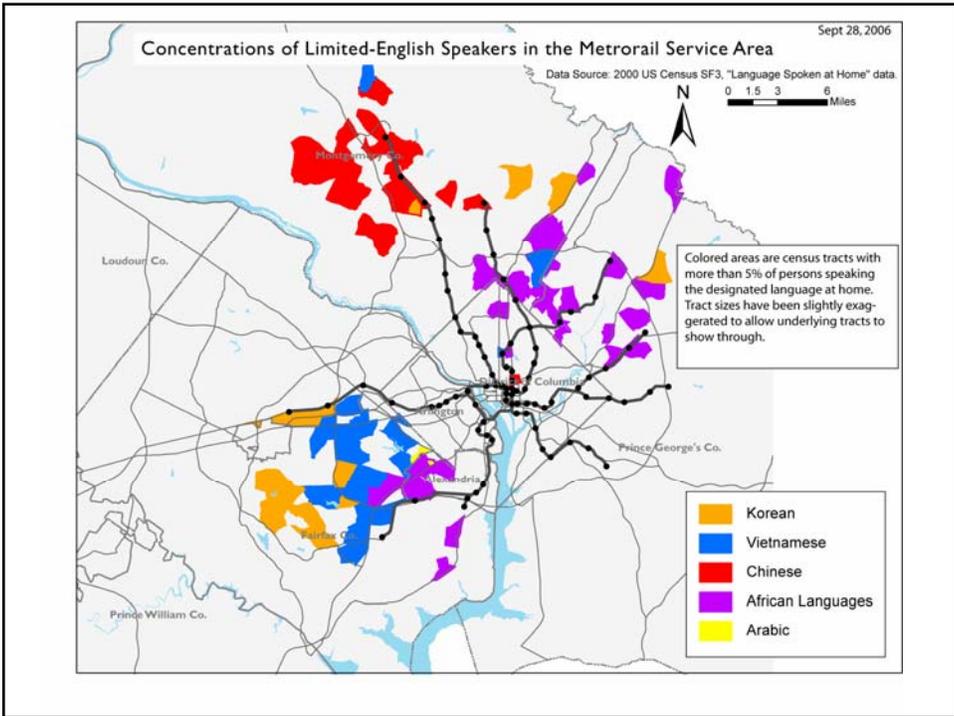
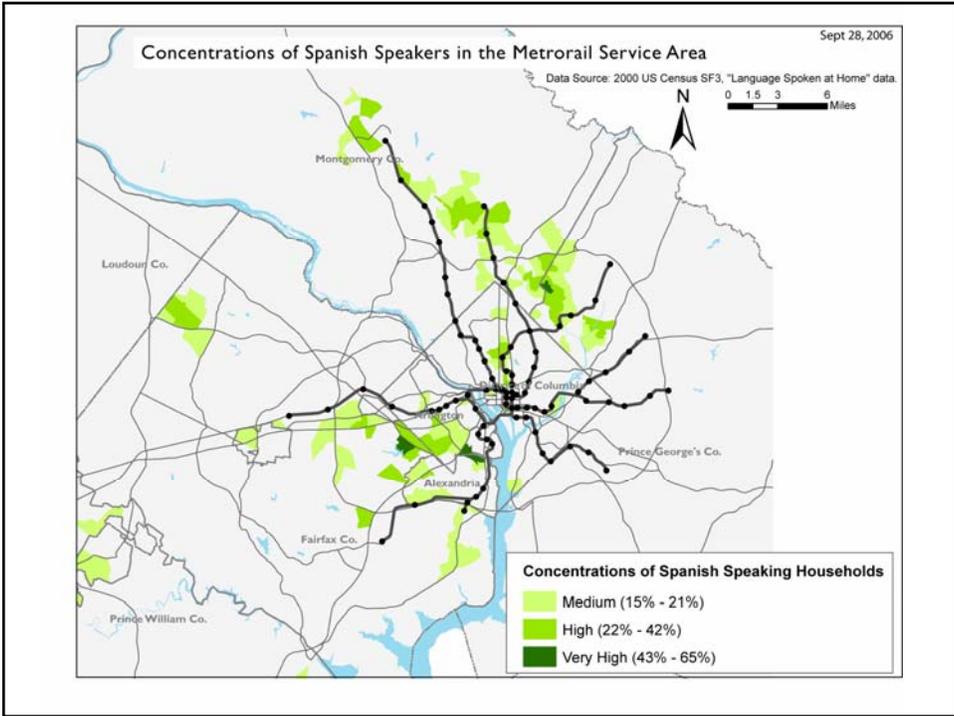


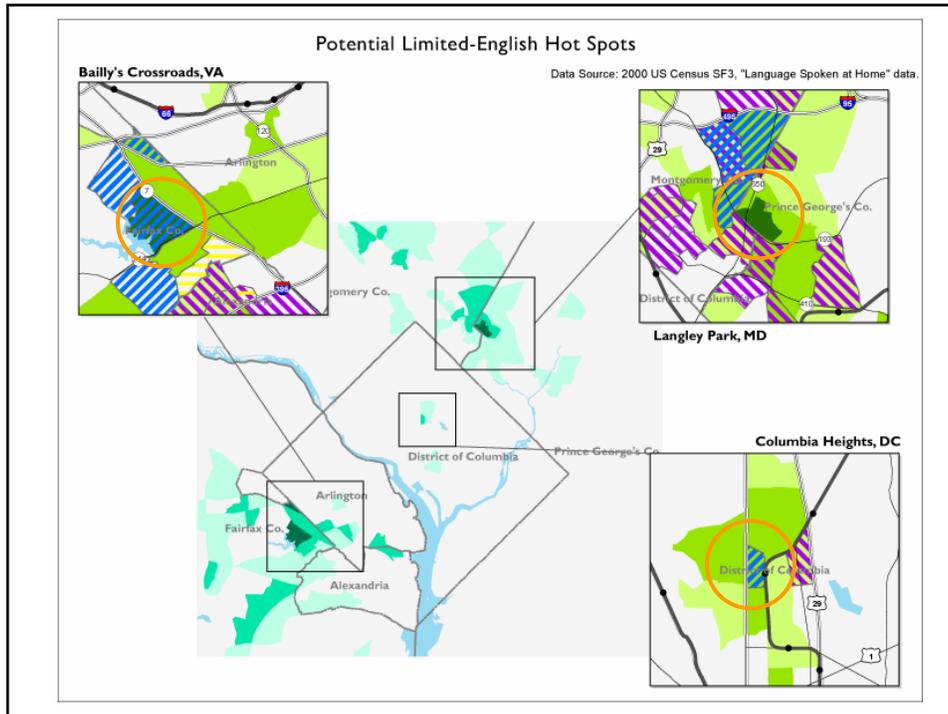
Concentrations of Limited-English Speakers in the Metrorail Service Area

Sept 28, 2006

Data Source: 2000 US Census SF3, "Language Spoken at Home" data







Proposed AFA Recommendations

Commend WMATA for current progress:

- Station Announcements in Spanish
- Bus Transit Language Access Initiative
- Spanish on all Bus Timetables
- Creation of Metro Instructional Videos in Four Languages
- WMATA Site Available in Multiple Languages
 - But not the Trip Planner nor the PDFs
 - Automatic translation is not perfect

Recommendations for Proposed *Hot Spots*:

- Target Information to Multiple Language Groups
 - Schedules and Instructions in locally popular languages
- Recruit Transit Drivers from Local Bilingual Communities
 - Potentially more effective than language training for drivers
- Conduct Community Focus Groups
 - To understand language issues as well as other concerns

System-wide Recommendations

- Post Instructional Videos Online
- Multi-Lingual Online Timetables and Trip Planner
- Explore Universal Design to Replace English on Signs