

Status of AFA Recommendations on Improving Transit Information for Limited English Speakers
 DRAFT July 2005

Recommendation	WMATA	Ride-On Montgomery County	The Bus Prince George's County	Fairfax Connector Fairfax County	ART Arlington County	DASH City of Alexandria
Promote and Improve Existing Language Assistance Services Advertise phone information services more widely	Commuter Connections Flyer 2004					
Add multilingual greetings and options on WMATA's general information line	Spanish option added	Not applicable (already has multilingual options)	Not applicable	Not applicable (already has multilingual options)	Not applicable	Not applicable
Improve existing transit information provided in English by using clear, concise language with pictures, graphics and symbols	Smartrip brochure printed in Spanish	Senior transportation resource guide will be translated and call-and-ride coupons translated into six languages	One additional bus schedule and call-a-ride and call-a-bus brochures produced in Spanish		Add more bus schedules in Spanish, half of all schedules are now available in Spanish	
Provide written translated materials in Metro stations and bus stops in heavily LEP-populated transit areas				Limited materials provided only at certain times (i.e. service change flyers distributed in Spanish)	Bus route information in Spanish provided at high-traffic bus stops for new route (41)	
Establish a community or citizen advisory group to help transit agencies reach language access goals		Already have a transit advisory group with Spanish speaking rider(s)				

Recommendation	WMATA	Ride-On	The Bus	Fairfax Connector	ART	DASH
Ensure that LEP individuals can understand and follow instructions and procedures within a transit system in the event of an emergency	Animated clip on website showing Metrorail evacuation procedures with simple English	Investigating emergency procedure signage in Spanish (Priority Seating signage on buses in English and Spanish)				
Provide Additional Language Assistance and Services Provide education, training, and tools for social service providers	Website translation is available in several different languages Conducted a training on disabled fare policies and services for Limited English speakers in October 20003	Outreach on how to use Ride-On to Chinese and Korean community groups		Provided travel training to a Korean community group. Plans to outreach to ESL groups with a newly converted bus for travel training.		
Produce a video on how to use transit	Completed					
Improve multilingual information at bus stops	Bus detour signs in Spanish					
Conduct a survey of riders		Every three years				
Use more symbols in signage and in written materials						
Expand Language Assistance Services and Programs Recruit bilingual transit agency employees		Two call center employees are bilingual (half of staff)		Contractor is offering bus drivers basic Spanish language classes		
Provide cultural sensitivity training to employees						