

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

Updates below provided by Metro on November 29, 2006

| Recommendation | WMATA | Ride-On Montgomery County | The Bus Prince George's County | Fairfax Connector Fairfax County | ART Arlington County | DASH City of Alexandria |
|--|---|--|---|---|---|-------------------------------|
| <p>Promote and Improve Existing Language Assistance Services</p> <p>Advertise phone information services more widely</p> | <p>Commuter Connections Flyer in 2004</p> <p>Included in Hispanic Media Outreach.</p> | | | | | |
| <p>Add multilingual greetings and options on WMATA's general information line</p> | <p>Spanish option added.</p> <p>Telephone IVR Trip Planning in Spanish being installed.</p> <p>Information phone number offers operators in over 85 languages.</p> | <p>Not applicable (already has multilingual options)</p> | <p>Not applicable</p> | <p>Not applicable (already has multilingual options)</p> | <p>Not applicable</p> | <p>Not applicable</p> |
| <p>Improve existing transit information provided in English by using clear, concise language with pictures, graphics and symbols</p> | <p>SmarTrip brochure printed in Spanish</p> <p>All key messages are translated to Spanish in communications outlets on a case by case basis (signs, "take ones," announcements, etc.)</p> | <p>Senior transportation resource guide will be translated and call-and-ride coupons translated into six languages</p> | <p>One additional bus schedule and call-a-ride and call-a-bus brochures produced in Spanish</p> | | <p>Add more bus schedules in Spanish, half of all schedules are now available in Spanish</p> | |
| <p>Provide written translated materials in Metro stations and bus stops in heavily LEP-populated transit areas</p> | <p>Bus schedules provide information in Spanish</p> <p>Bus maps at some bus shelters include Spanish.</p> <p>Metro pocket guides are available in ten languages at Metro offices, from station managers, and on the</p> | | | <p>Limited materials provided only at certain times (i.e. service change flyers distributed in Spanish)</p> | <p>Bus route information in Spanish provided at high-traffic bus stops for new route (41)</p> | |

Alternative formats of this publication can be made available for persons with disabilities or limited English speakers.

Phone: 202.962.3300 or 202-962.3213 (TDD) Email: accommodations@mwkog.org. For details: www.mwkog.org.

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|--|--|--|--------------------------------------|--|----------------------------|-------------------------------|
| | <p>WMATA web site.</p> <p>An Hispanic Community Outreach Study is planned to determine better communication tools for the Hispanic community.</p> | | | | | |
| <p>Establish a community or citizen advisory group to help transit agencies reach language access goals</p> <p>Change to:</p> <p>Participate in and coordinate with COG-sponsored region-wide community and citizen advisory network to help transit agencies determine and reach language access goals</p> | <p>Working to identify bilingual citizens to fill positions on WMATA Riders' Advisory Council (RAC).</p> | <p>Already have a transit advisory group with Spanish speaking rider(s)</p> | | | | |
| <p>Ensure that Assist LEP individuals can to understand and follow instructions and procedures within a transit system in the event of an emergency</p> | <p>Animated clip on website showing Metrorail evacuation procedures with simple English</p> <p>Hispanic Media Outreach</p> <p>System Announcements translated to Spanish</p> | <p>Investigating emergency procedure signage in Spanish (Priority Seating signage on buses in English and Spanish)</p> | | | | |

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| <p>Provide Additional Language Assistance and Services</p> <p>Provide education, training, and tools for social service providers</p> | <p>Website translation is available in several different languages Conducted a training on disabled fare policies and services for Limited English speakers in October 2003</p> | <p>Outreach on how to use Ride-On to Chinese and Korean community groups</p> | | <p>Provided travel training to a Korean community group.</p> <p>Plans to outreach to ESL groups with a newly converted bus for travel training.</p> | | |
| <p>Produce a video on how to use transit</p> | <p>Completed. Available in 5 languages. Distribution to be based upon recommendations from COG-sponsored community and citizen advisory network.</p> <p>Other videos (i.e. Next Bus translated to Spanish)</p> | | | | | |
| <p>Improve multilingual information at bus stops</p> | <p>Bus detour signs in Spanish. Additional changes to be considered as part of the Title VI Compliance Plan.</p> | | | | | |
| <p>Conduct a survey of riders</p> | <p>Some data is available through existing customer surveys. Additional surveying to be considered as part of the Title VI Compliance Plan.</p> | <p>Every three years</p> | | | | |

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| Use more symbols in signage and in written materials | To be considered as part of the Title VI Compliance Plan. | | | | | |
| Expand Language Assistance Services and Programs Recruit bilingual transit agency employees | Targeting Hispanic and Asian applicants via career fairs, targeted advertising, and community outreach. In addition, functional Spanish training for front-line staff is under development. | Two call center employees are bilingual (half of staff) | | Contractor is offering bus drivers basic Spanish language classes | | |
| Provide cultural sensitivity training to employees | For the past five years, WMATA employees have been required to take diversity awareness training. | | | | | |

Washington Metropolitan Area Transit Authority
TIMELINE FOR TITLE VI AND OTHER LEP ACTIVITIES
November 29, 2006

September 14, 2006 – Comments on FTA Circular 4702.1, “Title VI Program Guidelines for Urban Mass Transit Administration Recipients” submitted.

December 14, 2006 – Final revisions will not be issued any earlier than this date. Until that new circular is finalized, WMATA will follow the “Department of Transportation Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient Persons” (DOT LEP Guidance) issued in 2001 and revised and reissued in December 2005.

December 2006 through May 2007 -- Title VI Implementation Advisory Committee. To ensure that WMATA meets its compliance responsibility, WMATA will work with an experienced Title VI consultancy, The DMP Group, to conduct a comprehensive review of Title VI and other relevant guidelines and regulations (including language assistance to Limited English Proficient persons) to assure that WMATA services and related benefits are provided in an equitable manner and that WMATA meets all applicable requirements. Kick off meeting to be held on December 1, 2006. The work will:

- Review of existing Title VI, Environmental Justice, and LEP laws and regulations
- Identify specific requirements that apply to WMATA, including timelines
- Develop and implement quantifiably-based methodologies to satisfy the requirements
- Develop procedures and timeframes for ongoing assessments, monitoring, documentation and reporting

December 2006 through March 2007 – Hispanic Outreach Initiative. This project will conduct research in the Hispanic community to determine the best communication tools. Future outreach to Spanish-speaking customers and potential customers will use tools identified by the project.

June 28, 2007 -- Implementation plan delivered as part of WMATA's June 2008 Title VI submittal to the Federal Transit Administration.