

# **Language Assistance Plan**

**Washington Metropolitan Area  
Transit Authority**



October 2014 – October 2017

**TABLE OF CONTENTS**

I. Background..... 3

II. Identification of LEP Individuals in WMATA Service Area Who Need Language Assistance ..... 5

III. Frequency of Contact by LEP Persons with WMATA’s Services .... 13

IV. Nature and Importance of Transit ..... 17

V. Available Resources & Costs of Providing Language Assistance Services..... 18

VI. Language Assistance Measures Employed by WMATA..... 18

VII. Language Assistance Initiatives 2011 - 2013..... 22

VIII. Efforts to Identify Additional Language Assistance Needs ..... 39

IX. Language Assistance Initiatives 2014 - 2017..... 42

Appendix A – List of Community Based Organizations

Appendix B – List of Metro’s Vital Documents

Appendix C – Metrobus Bilingual Announcements

Appendix D – Title VI/Language Assistance Training for Metro Transit Police

Appendix E – Topic Guide for CBO Outreach Interviews

Appendix F – Summary of CBO Meetings

Appendix G -- Sample of Translated Materials

## I. Background

Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d et seq., provides that no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity that receives Federal financial assistance. The Supreme Court, in *Lau v. Nichols*, 414 U.S. 563 (1974), interpreted Title VI regulations promulgated by the former Department of Health, Education, and Welfare to hold that Title VI prohibits conduct that has a disproportionate effect on Limited English Proficient (LEP) persons because such conduct constitutes national origin discrimination.

Executive Order 13166, “Improving Access to Services for Persons with Limited English Proficiency,” reprinted at 65 FR 50121, August 16, 2000 directs each Federal agency to examine the services it provides and develop and implement a system by which LEP persons can meaningfully access those services. Federal agencies were instructed to publish guidance for their respective recipients in order to assist them with their obligations to LEP persons under Title VI. The Executive Order states that recipients must take reasonable steps to ensure meaningful access to their programs and activities by LEP persons.

President Bush affirmed his commitment to Executive Order 13166 through a memorandum issued on October 25, 2001 by Assistant Attorney General for Civil Rights, Ralph F. Boyd, Jr. Federal agencies were directed to provide guidance and technical assistance to recipients of Federal funds as to how they can provide meaningful access to Limited English Proficient users of Federal programs.

The U.S. DOT published revised guidance for its recipients on December 14, 2005. This document states that Title VI and its implementing regulations require that DOT grant recipients take responsible steps to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are Limited English Proficient (LEP) and that recipients should use the DOT LEP Guidance to determine how best to comply with statutory and regulatory obligations to provide meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are LEP.

The Federal Transit Administration (FTA) references the DOT LEP guidance in its Circular 4702.1B, “Title VI Requirements and Guidelines for FTA Recipients,” which was published on October 1, 2012. Chapter III part 9 of this Circular reiterates the requirement to take responsible steps to ensure meaningful access to benefits, services, and information for LEP persons and suggests that FTA recipients and subrecipients develop a language implementation plan consistent with the provisions of Section VII of the DOT LEP Guidance.

The DOT LEP Guidance recommends that all recipients, especially those that serve large LEP populations, should develop an implementation plan to address the needs of the LEP populations they serve. The DOT LEP Guidance notes that effective implementation plans

typically include the following five elements: 1) identifying LEP individuals who need language assistance; 2) providing language assistance measures; 3) training staff; 4) providing notice to LEP persons; and 5) monitoring and updating the plan.

Individuals, who have a limited ability to read, write, speak, or understand English are Limited English Proficient, or “LEP.” Transit agencies that provide language assistance to persons with Limited English Proficiency in a competent and effective manner will help ensure that their services are safe, reliable, convenient, and accessible to those persons. These efforts may attract riders who would otherwise be excluded from participating in the service because of language barriers and, ideally, will encourage riders to continue using the system after they are proficient in English and/or have more transportation options. Catering to LEP persons may also help increase and retain ridership among the agency’s broader immigrant communities in two important ways: 1) agencies that reach out to recent immigrant populations in order to conduct a needs assessment and prepare a language implementation plan (pursuant to the DOT LEP Guidance) will send a positive message to these persons that their business is valued; and 2) community outreach designed to identify appropriate language assistance measures can also assist the agency in identifying the transportation needs of immigrant and linguistically isolated populations and ensuring that an agency’s transit routes, hours and days of service, and other service parameters are responsive to the needs of these populations. Additionally, transit agencies that conduct outreach to LEP persons can increase their potential for recruiting bilingual employees to better serve the needs of the community. In summary, serving the needs of LEP persons is not only a good business decision; it fulfills the mission of the transit agency to serve the public.

The Washington Metropolitan Area Transit Authority (WMATA) supports the goals of the DOT LEP Guidance to provide meaningful access to its services by LEP persons. WMATA has devoted significant resources to provide oral and written language assistance services to LEP individuals. WMATA first created its Title VI compliant Language Assistance Plan (LAP) in October 2007, which was approved by the Federal Transit Administration on November 3, 2007. WMATA’s 2011 Language Assistance Plan update was approved by FTA on January 27, 2012. This document provides WMATA’s 2014-2017 Language Assistance Plan and includes:

- I. Identification of LEP Individuals in the WMATA Service Area Who Need Language Assistance (Updated information on the Four Factor Analysis required by FTA)
- II. The Nature and Importance of Transit to LEP Individuals
- III. Available Resources and Costs of Providing Language Assistance Services
- IV. Language assistance measures employed by WMATA
- V. Status of efforts to implement the 2011 LAP
- VI. Language initiatives planned for the next three years

## II. Identification of LEP Individuals in WMATA Service Area Who Need Language Assistance

**DOT Guidance:** *“There should be an assessment of the number or proportion of LEP persons eligible to be served or likely to be encountered and the frequency of encounters pursuant to the first two factors in the four-factor analysis.”*

An assessment of the number or proportion of LEP individuals eligible to be served or encountered by WMATA and the frequency of encounters with WMATA is an important first step, because the Language Assistance Plan should be developed to meet the specific need. The assessment involves four steps:

- Identify the proportion of LEP Persons in WMATA Service Area
- Determine the Frequency of Contact by LEP Persons with WMATA Services
- Determine the Nature and Importance of Transit
- Assess the Current Resources Available and the Costs to Provide Language Assistance Services

### Number and Proportion of LEP Persons in the WMATA Service Area

The U.S. Census’ American Community Survey (2008-2012) (“ACS5”) data release<sup>1</sup> shows that the Washington, D.C. region reports that 1.1 million people or thirty percent of the region’s population, 5 years and older, speaks a language other than English at home. Of these individuals, 422,000 or 39 percent of the overall population speak English less than “very well”. Using ACS5 data, WMATA staff developed the following table, identifying the LEP speakers in the WMATA service area.

Persons that Speak English Less than “Very Well” in the WMATA Service Area	
Language	Number
Spanish or Spanish Creole	211,675
Chinese	31,067
Korean	30,488
Vietnamese	24,043
African Languages	23,865
French (including Patois, Cajun)	11,350
Other Indic Languages	9,539
Tagalog	9,111
Arabic	8,390
Persian	8,292

<sup>1</sup> The long form was eliminated from the 2010 Census. Information on language proficiency and income is now collected through the rolling American Community Survey. Some of the data on language proficiency is not available in the same format as was previously available in the 2000 Census. References to these differences will be made in this document where applicable.

Language	Number
Urdu	6,047
Russian	5,511
Hindi	3,589
Portuguese or Portuguese Creole	3,582
Japanese	3,522
Thai	3,491
Other Indo-European Languages	3,161
French Creole	2,740
German	2,513
Other Pacific Island Languages	1,763
Mon-Khmer, Cambodian	1,722
Italian	1,716
Greek	1,662
Gujarati	1,335
Other Slavic Languages	926
Laotian	877
Armenian	695
Polish	571
Other (all languages below 500 LEP speakers)	2,517
<b>TOTAL</b>	<b>421,516</b>

Source: ACS5 Census Bureau (2008-2012)

Note: This table includes people that speak English “well”, “not well”, and “not at all”, as the ACS5 data is broken out by individual languages into just two categories - those that speak English “very well” and those that speak English less than “very well”. In Metro’s 2007 and 2011 Language Plans, the LEP population was defined as those that speak English “not well” or “not at all”. Maps on the following pages show ‘linguistically isolated households,<sup>2</sup>’ whose definitions are more consistent with the 2007 and 2011 definitions of LEP.

Metro staff looked at the ACS five-year data for 2008-2012. The LEP population as a percent of total population for each of the following jurisdictions served by WMATA is shown on the following chart:

<sup>2</sup> Linguistically isolated households are defined as households where no person over the age of 14 speaks English ‘very well’ or ‘well.’

WMATA LANGUAGE ASSISTANCE PLAN

Jurisdiction	Total	Speak Only English	Non-English Speakers	LEP - Speak English Less than "Very Well"			
				LEP	% of Total Population	% of Non-English Speakers	% of Region LEP in each jurisdiction
DC	571,041	486,147	84,894	25,981	4.5%	30.6%	6.2%
MD - Montgomery Co.	910,751	558,681	352,070	139,391	15.3%	39.6%	33.1%
MD - Prince George's Co.	806,402	642,214	164,188	69,705	8.6%	42.5%	16.5%
VA - Alexandria	130,236	90,185	40,051	15,163	11.6%	37.9%	3.6%
VA - Arlington Co.	197,116	140,363	56,753	17,453	8.9%	30.8%	4.1%
VA - Fairfax City	21,358	14,603	6,755	2,388	11.2%	35.4%	0.6%
VA - Fairfax Co.	1,010,735	634,536	376,199	150,689	14.9%	40.1%	35.7%
VA - Falls Church	11,502	8,506	2,996	746	6.5%	24.9%	0.2%
<b>Region</b>	<b>3,659,141</b>	<b>2,575,235</b>	<b>1,083,906</b>	<b>421,516</b>	<b>11.5%</b>	<b>38.9%</b>	<b>100.0%</b>

Source: ACS5 2008-2012

Note that the percentages of LEP population in each jurisdiction appear to be higher than in the 2011 LAP Plan because the definition of LEP is now “speaks English less than very well”, whereas the previous definition only included “speaks English not well and not at all”.

In addition, WMATA created maps to show the locations of “linguistically isolated” households in the service area. Based on ACS5 2005-2009 data, these maps are presented as Figures 1-4.

- Figure 1 – Linguistically Isolated Households (Total) in WMATA Service Area
- Figure 2 – Linguistically Isolated Households (Spanish Speaking) in the WMATA Service Area
- Figure 3 – Linguistically Isolated Households (Indo-European languages) in the WMATA Service Area
- Figure 4 – Linguistically Isolated Households (Asian-Pacific Islander languages) in the WMATA Service Area

Figure 1 – Map of Linguistically Isolated Households in the WMATA Service Area

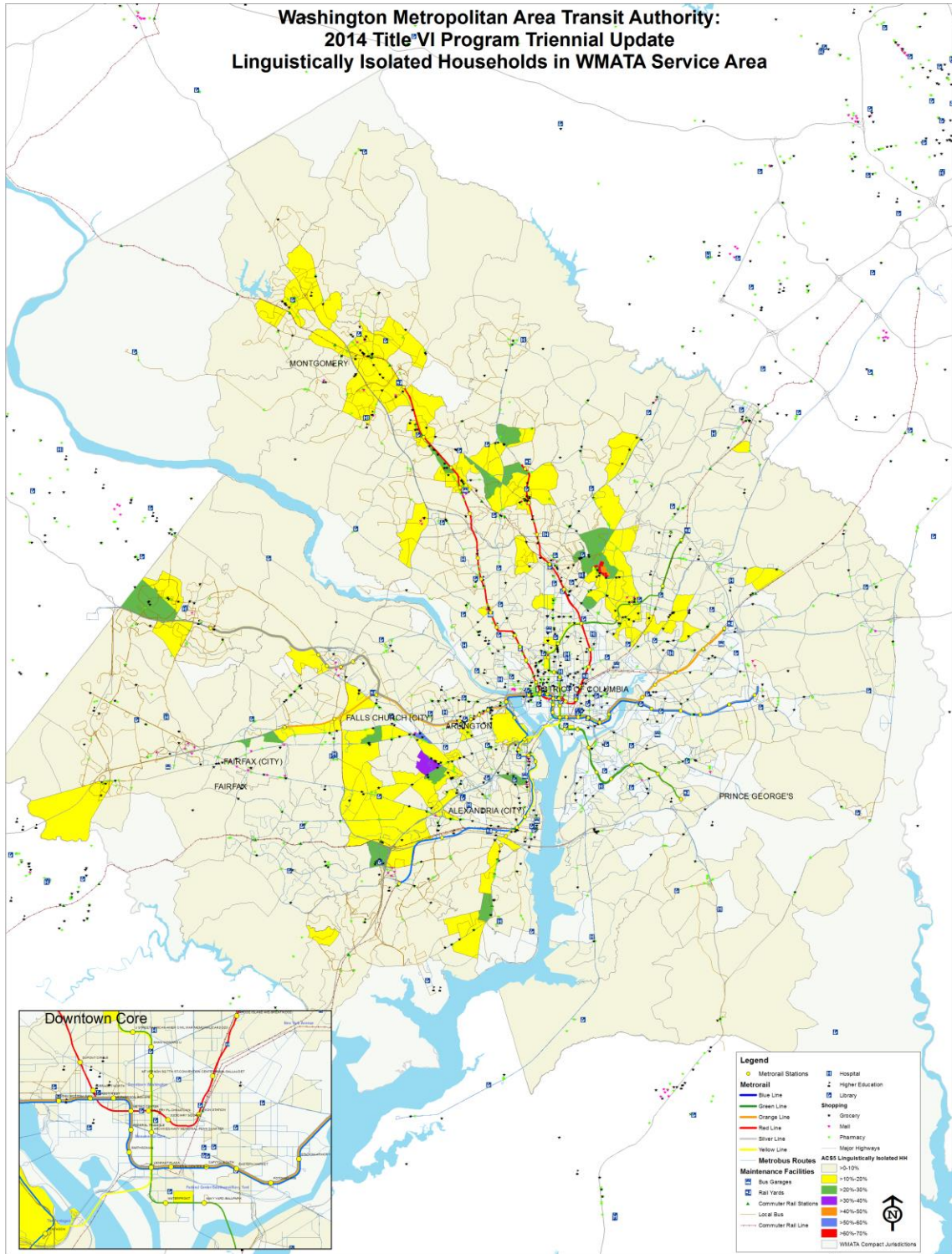




Figure 2 – Map of Linguistically Isolated Households: Spanish in the WMATA Service Area

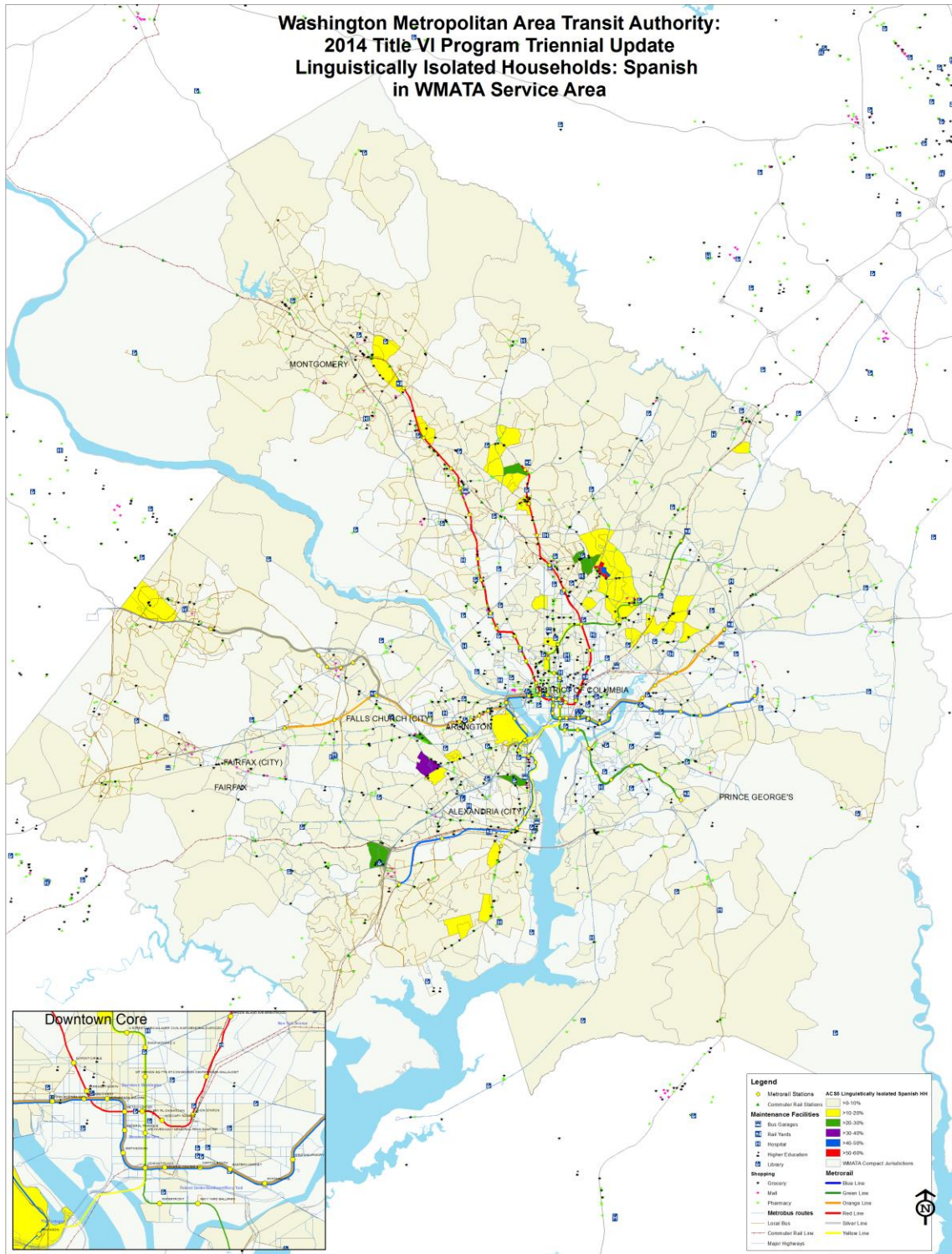
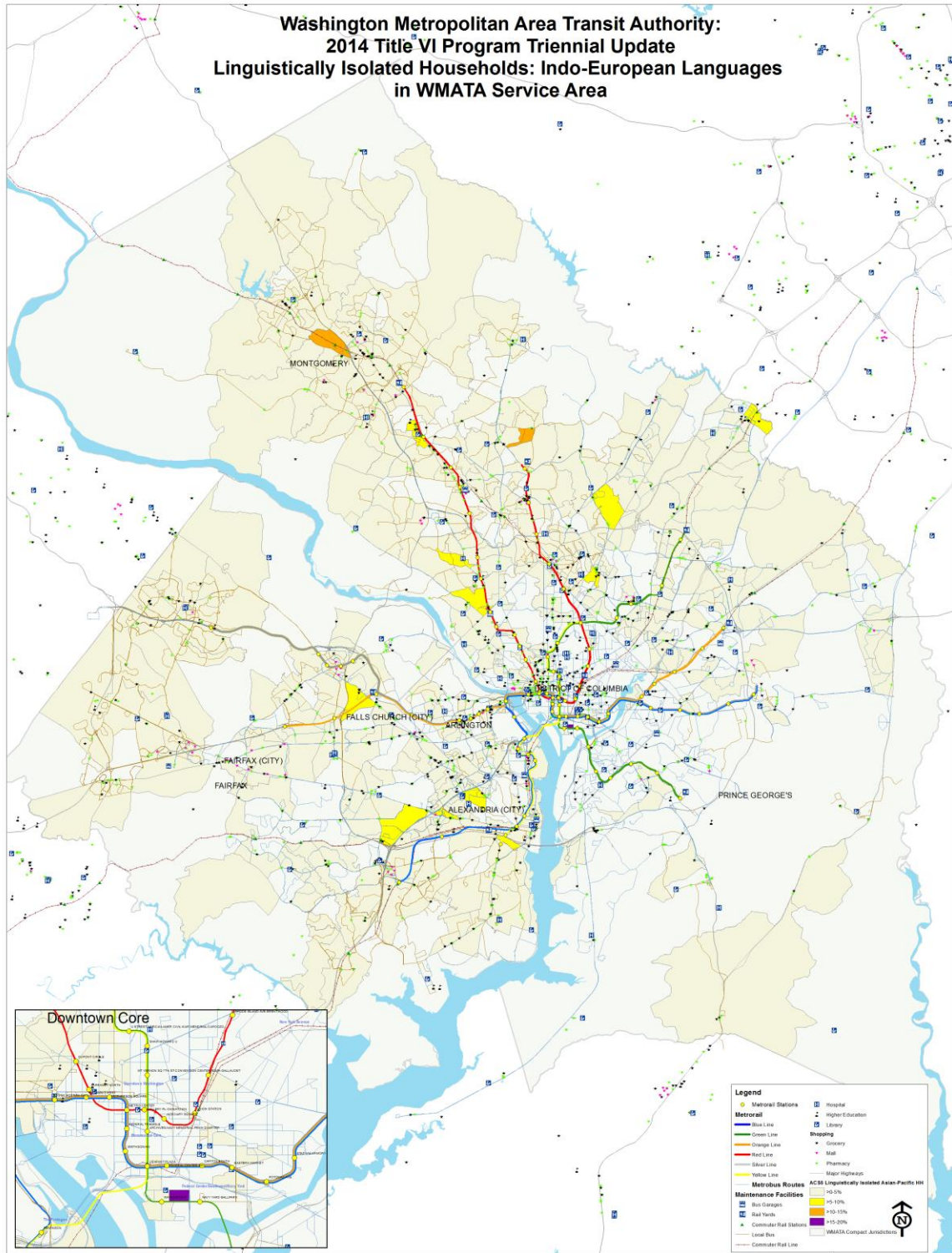
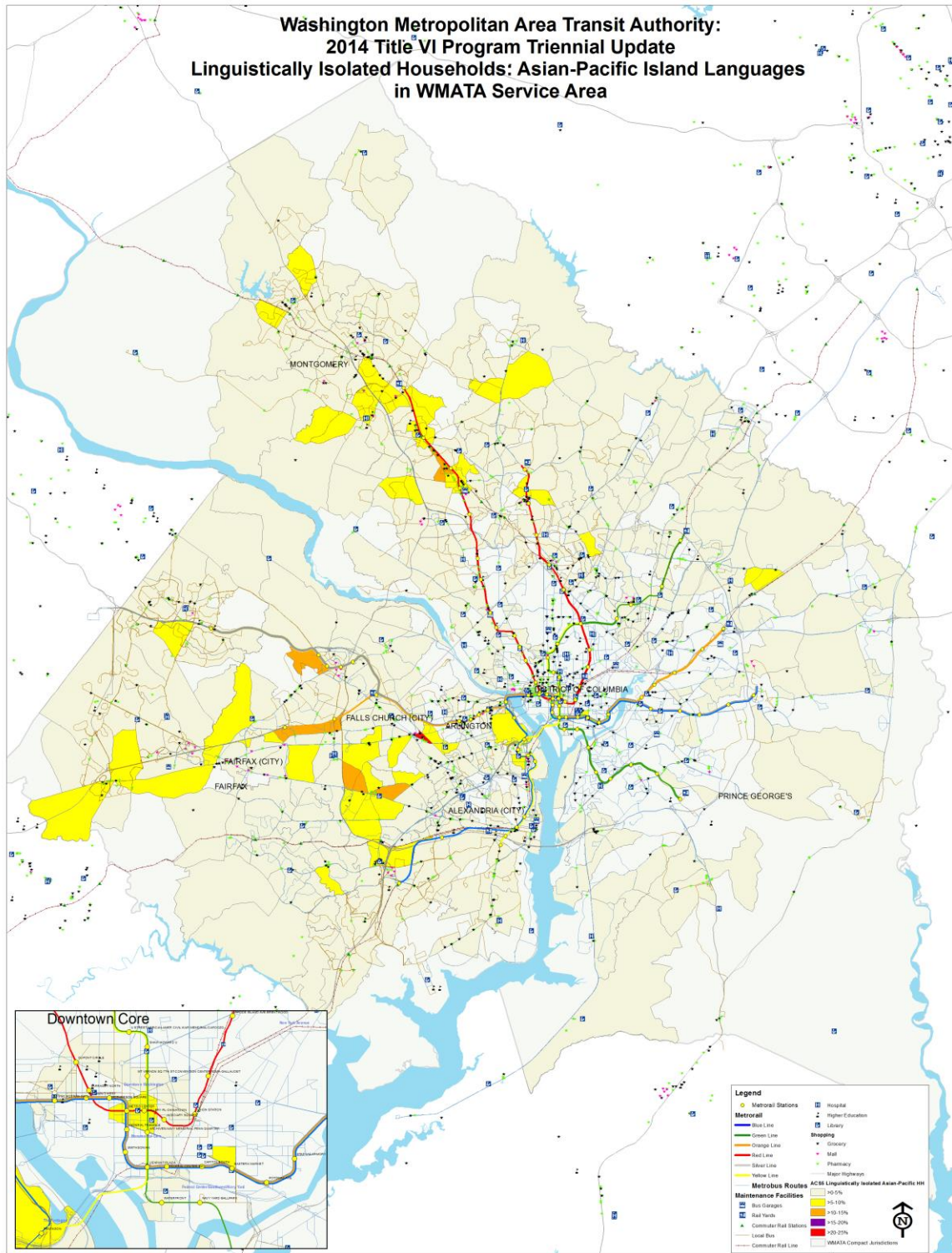


Figure 3 – Map of Linguistically Isolated Households: Indo-European languages in the WMATA Service Area



Note: Due to the much smaller number of households represented in this data, the scale on the legend is at a much lower level.

Figure 4 – Map of Linguistically Isolated Households: Asian-Pacific Islander languages in the WMATA Service Area



Note: Due to the much smaller number of households represented in this data, the scale on the legend is at a much lower level.

The following points summarize the findings of the assessment of the number and proportion of LEP persons in the WMATA Service Area:

- Approximately 968,000 persons, 26 percent of the Washington region’s residents, are foreign born.
- Thirty percent of the region’s population speaks a language other than English at home; thirty-nine percent of which speak English less than “very well”. (Source: ACS5)
- In the WMATA service area, Arlington County, VA; Alexandria VA; Fairfax County, VA; Fairfax City, VA; Falls Church, VA; Montgomery County, MD; and Prince George’s County, MD have LEP populations exceeding five (5%) percent. Only the District of Columbia’s LEP population is less than 5%. Notably Fairfax County, VA and Montgomery County, MD have the highest percentages of persons with limited English proficiency. (Source: ACS5)
- Of the languages other than English spoken by population in the region, the following are most prevalent and appear to be growing: (Source: ACS5)

Language	Percent of Total Population that Speaks the Language	Number Speaking English Less than "Very Well"	Percent of Service Area LEP Population
<b>Spanish</b>	12%	211,675	50%
<b>Chinese</b>	2%	31,067	7%
<b>Korean</b>	2%	30,488	7%
<b>Vietnamese</b>	1%	24,043	6%
<b>African Languages</b>	2%	23,865	6%
<b>French</b>	1%	11,350	3%
<b>Other Indic Languages</b>	1%	9,539	2%
<b>Tagalog</b>	1%	9,111	2%
<b>Arabic</b>	1%	8,390	2%
<b>Persian</b>	1%	8,292	2%

- People that speak English less than “very well” use fifteen additional languages where the number of LEP speakers for each language exceeds 1,000 persons. (Source: ACS5)

### III. Frequency of Contact by LEP Persons with WMATA's Services

***DOT Guidance:** “Recipients should assess, as accurately as possible, the frequency with which they have or should have contact with LEP individuals from different language groups seeking assistance, as the more frequent the contact, the more likely enhanced language services will be needed. The steps that are reasonable for a recipient that serves an LEP person on a one-time basis will be very different than those expected from a recipient that serves LEP persons daily.*

WMATA does not currently collect data from its riders on their level of English proficiency. However, WMATA conducts outreach with community-based organizations (CBOs) to gauge riders' English proficiency. Additional information can be found in Section VIII below. For purposes of this assessment, the following data sources were also used to estimate the frequency of encounters by LEP persons with WMATA services. These sources are:

- WMATA Call Center Data
- WMATA Website Data
- Rail Passenger Survey Data
- Bus Ridership Survey Data
- MetroAccess Monthly Operations Report
- Census Data on Transit Ridership by LEP Persons

**Call Center – Requests for Interpretation** – On average the Call Center receives an average of 146,500 calls per month. Approximately 100 customers per month request a Spanish-speaking customer service representative. WMATA employs bilingual and multilingual customer service representatives in its Call Center. Metro's Office of Customer Information has five bilingual/multilingual representatives on staff. Five speak Spanish and one speaks Portuguese. The Office of Customer Service has three multilingual Consumer Representatives. These representatives speak Spanish, French, Hindi, Urdu, Punjabi, Amharic, Oromigna, and Tigrigna.

Using 2013 as the proxy for use of the language interpretation line, there were approximately 127 calls per month requesting language assistance. Along with the calls requesting a Spanish-speaking representative, the frequency of encounter by the WMATA Call Center of persons that require language assistance (with either the interpretation line or bilingual staff member) is **less than 1 percent of all calls**. Spanish represented over 95% of the requests for interpretation. The next highest language request was for Mandarin Chinese.

**Website Data Translations** – In May 2011, WMATA enhanced its website with human translation of critical pages in five languages. The pages enhanced are those that involve trip planning, fares, and getting around the system. The other less critical pages use machine translations in six languages. During 2011 to 2013, WMATA's website

([www.wmata.com](http://www.wmata.com)) received an average of 3.1 million “hits” or visits per month. Of those, an average of 7,603 pages per month was translated into six other languages. During this period, the translations averaged:

<u>Translation</u>	<u>Monthly Average</u>
Chinese	25,848
Spanish	13,948
Korean	4,219
French	1,439
Vietnamese	92
Japanese	69

Based on the total volume of visits to WMATA’s website, the translation requests amounted to **1.5 percent of all visits**.

**Downloads of the Translated Metrorail Pocket Guide** -- On WMATA’s website customers can obtain copies of the Metrorail Pocket Guide which is available in eleven languages (including English). These documents provide information on Metrorail fares, passes, service hours, parking, and travel tips. The following chart shows the download requests for the guide from January 2011 to December 2013. Approximately **53 percent of the download requests** were for guides in languages other than English:



<u>Language</u>	<u>Number of Downloads</u>	<u>Percent of Downloads</u>
English	242	48.1%
German	154	30.6%
Spanish	55	11.0%
Korean	49	9.7%
Arabic	1	.2%
Portuguese	1	.2%
French	1	.2%

**Rail Passenger Survey** – Utilizing data from Metro’s 2012 Rail Passenger survey, which provides ridership by jurisdiction, estimates of LEP encounters were made by determining rail ridership for the general population in each jurisdiction; and next, applying the percent of LEP population in that jurisdiction to determine the potential LEP persons that would ride Metrorail by jurisdiction. Additionally, according to Census data, LEP persons are *half as* likely as the general population to ride rail transit. The calculations in the table below show that an estimated 16,100 LEP persons are likely to ride Metrorail each day. This represents approximately **4.9% of all persons that ride Metrorail** as shown below:

WMATA LANGUAGE ASSISTANCE PLAN

Jurisdiction	Area Population & Rail Ridership				LEP Rail Riders			
	Census 2010	2012 Survey - All Trips <sup>1</sup>	All Riders <sup>2</sup>	% 2010 Population	LEP % <sup>3</sup>	LEP #	LEP Riders <sup>4</sup>	% All Riders
District of Columbia	601,723	211,822	105,911	17.60%	4.5%	4,819	2,409	2.3%
MD - Montgomery Co.	971,777	134,951	67,476	6.94%	15.3%	10,327	5,164	7.7%
MD - Prince George's Co.	863,420	110,340	55,170	6.39%	8.6%	4,769	2,384	4.3%
VA - Alexandria	139,966	33,480	16,740	11.96%	11.6%	1,949	974	5.8%
VA - Arlington County	207,627	73,855	36,928	17.79%	8.9%	3,270	1,635	4.4%
VA - Fairfax City	22,565	3,090	1,545	6.85%	11.2%	173	86	5.6%
VA - Fairfax County	1,081,726	90,784	45,392	4.20%	14.9%	6,767	3,384	7.5%
VA - Falls Church	12,332	3,625	1,813	14.70%	6.5%	118	59	3.2%
<b>Totals</b>	<b>3,901,136</b>	<b>661,947</b>	<b>330,974</b>	<b>8.48%</b>	<b>11.5%</b>	<b>32,191</b>	<b>16,096</b>	<b>4.9%</b>

Notes: LEP is defined as speaking English less than "very well".

<sup>1</sup>The 2012 Rail Survey captured weekday trips from the AM peak period to the evening.

<sup>2</sup>Riders estimated at half of 2012 Metrorail Survey trips to account for round trips.

<sup>3</sup>The percent of the jurisdiction's population that is LEP was based on ACS 2008-2012 data.

<sup>4</sup>Estimated number of LEP riders based on Census data that the LEP population rides rail at half the rate of the general population.

**Metrobus Survey** - Metrobus ridership from the 2008 passenger survey by area (DC, Montgomery, and Prince George's Counties in Maryland, and Virginia) was utilized as the base data to determine LEP persons that ride Metrobus. During this survey effort, 718 Metrobus passenger surveys were filled out in Spanish, which is estimated to represent about 12,771 passengers. Estimates of LEP encounters were then made by determining bus ridership for the general population in each jurisdiction; and next, applying the percent of LEP population in that jurisdiction to determine the potential LEP persons that would ride Metrobus by jurisdiction. Additionally, according to Census data, LEP persons are *three times* as likely as the general population to ride bus transit. The calculations in the table below show that an estimated 53,500 LEP persons are likely to ride Metrobus each day. This represents approximately **24% of all bus riders**.

Jurisdiction	Area Population & Bus Ridership				LEP Bus Riders			
	Census 2010	2008 Ridership	All Riders <sup>1</sup>	% 2010 Population	LEP % <sup>2</sup>	LEP #	LEP Riders <sup>3</sup>	% All Riders
DC	601,723	223,851	111,926	18.60%	4.50%	5,037	15,110	13.5%
MD - Montgomery Co.	971,777	59,233	29,617	3.05%	15.30%	4,531	13,594	45.9%
MD - Prince George's Co.	863,420	91,582	45,791	5.30%	8.60%	3,938	11,814	25.8%
VA - Alexandria	139,966	13,614	6,807	4.86%	11.60%	790	2,369	34.8%
VA - Arlington County	207,627	24,019	12,010	5.78%	8.90%	1,069	3,207	26.7%
VA - Fairfax City	22,565	892	446	1.98%	11.20%	50	150	33.6%
VA - Fairfax County	1,004,461	32,102	16,051	1.60%	14.90%	2,392	7,175	44.7%
VA - Falls Church	12,332	1,001	501	4.06%	6.50%	33	98	19.5%
<b>Totals</b>	<b>3,901,136</b>	<b>446,295</b>	<b>223,147</b>	<b>5.72%</b>	<b>11.50%</b>	<b>17,839</b>	<b>53,516</b>	<b>24.0%</b>

Notes: LEP is defined as speaking English less than "very well".

<sup>1</sup>Riders estimated at half the 2008 Ridership to account for round trips.

<sup>2</sup>The percent of the jurisdiction's population that is LEP was based on ACS 2008-2012 data.

<sup>3</sup>Estimated number of LEP riders based on Census data that the LEP population rides bus transit at three times the rate of the general population.

**MetroAccess Ridership**

MetroAccess management and staff report that contact with LEP persons is infrequent. To serve the Spanish-speaking public who visit the Accessibility Office, there is one Spanish-speaking representative. In addition, the Accessibility Office relies on members of Metro’s Language Resource Team to serve LEP customers who visit the office.

The jurisdiction of residence of MetroAccess customers in 2014 was used to estimate the number of LEP persons that use MetroAccess. Metro estimated that **11.5% or 444 LEP persons are likely to ride MetroAccess** each day. See the table below.

Jurisdiction	MetroAccess Customers <sup>1</sup>	LEP % <sup>2</sup>	Riders with Limited English Proficiency	LEP Daily Riders (Estimated) <sup>3</sup>
DC	11,273	4.5%	507	72
MD - Montgomery Co.	6,489	15.3%	993	142
MD - Prince George’s Co.	10,770	8.6%	926	132
VA - Alexandria	411	11.6%	48	7
VA - Arlington County	1,536	8.9%	137	20
VA - Fairfax City	92	11.2%	10	1
VA - Fairfax County	3,275	14.9%	488	70
VA - Falls Church	31	6.5%	2	0
<b>Totals</b>	<b>33,877</b>	<b>11.5%</b>	<b>3,111</b>	<b>444</b>

Notes: LEP is defined as speaking English less than "very well".

<sup>1</sup>Count of MetroAccess registrants as of June 30, 2014.

<sup>2</sup>The percent of the jurisdiction's population that is LEP was based on ACS 2008-2012 data.

<sup>3</sup>Estimated daily MetroAccess riders that are LEP by dividing Riders with Limited English Proficiency by seven days. For reference, in June 2014 MetroAccess average weekday ridership was 7,697. Based on an assumption that most riders take one roundtrip per day, average daily riders were estimated at 3,849. Applying the system's LEP percentage of 11.5% to average daily riders provided a similar result as the above estimate.

**Frequency of Contact Estimate**

The following points summarize the findings of the assessment of the frequency of contact by LEP persons with WMATA services:

- Less than 2 percent of all calls to WMATA’s Call Center or visits to WMATA websites involve use of language assistance services.
- Approximately 53 percent of Metrorail Pocket Guide downloads from the website are for languages other than English.



- Utilizing ridership data for Metrorail, Metrobus, and MetroAccess, and applying the proportions of LEP persons in those jurisdictions to the general population riders in each jurisdiction, the following estimates of LEP persons that utilize Metro services are:
  - Metrorail – 16,100 daily LEP riders, approximately 4.9 percent of all riders
  - Metrobus – 53,500 daily LEP riders, or 24 percent of all riders
  - MetroAccess – 444 daily LEP riders, or 11.5 percent of all riders

The areas with the highest concentrations of LEP persons in the WMATA service area are Fairfax County, Virginia and Montgomery County, Maryland. As shown above, the majority of the LEP encounters with WMATA occur on Metrobus. Accordingly, WMATA resources for language assistance are focused more heavily on Metrobus activities.

#### IV. Nature and Importance of Transit

While public transit is not an essential service, as are police, fire, and medical emergency services, public transit is a key means of achieving mobility for many LEP persons. According to the Census, nationally about eleven percent of LEP persons aged 16 years and over reported use of public transit as their primary means of transportation to work, compared with about four percent of English speakers.<sup>3</sup> Recent immigrants to the United States (including those persons who may not be limited English proficient) use public transit at higher rates than native-born adults. However, public transit use among recent immigrants decreases with length of residence in the United States. Many immigrants desire to switch from public transit to automobile use because personal vehicles are a symbol of assimilation and cars can provide greater mobility or access to economic and social opportunities that are beyond a transit system's service area. Recent immigrants might elect to continue using public transit for at least a portion of their trips if their experience with public transit is positive. For transit agencies seeking to increase their "choice riders," it may be easier to retain riders who have past, positive impressions of the system than to attract those persons who have never or rarely use transit. Catering to LEP persons may help to increase and retain ridership among WMATA's immigrant communities.

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<sup>3</sup> U.S. Census Bureau. Commuting in the United States: 2009. Supplemental Table A: Means of Transportation.

## V. Available Resources and Costs of Providing Language Assistance Services

WMATA is committed to assuring that resources are used to reduce the barriers that limit access to its information and services by LEP persons. To date, WMATA has invested significant funds on language services.

Since 2011, Metro estimates that it has spent nearly \$400,000 on language assistance activities, including:

- Human Translation of wmata.com (ongoing maintenance)
- Translation of Vital Documents
- Media Advertising in Alternative Languages
- Staffing in the Office of Equal Employment Opportunity
- Language Interpretation Line
- Training Materials

This estimate does not include the costs associated with recruiting bilingual staff in frontline positions or staff time for translations, acting as interpreter, or review of translated documents. WMATA will continue to expend a reasonable portion of its budgetary dollars to meet compliance goals and fulfill the provisions of the language assistance plan.

## VI. Language Assistance Measures Employed by WMATA

***DOT Guidance:** “An effective LEP plan would likely include information about the ways in which language assistance will be provided.*

The Washington Metropolitan Area Transit Authority (WMATA) supports the goals of the DOT LEP Guidance to provide meaningful access to its services by LEP persons. WMATA currently offers a number of language assistance services, including, but not limited to the following:

### **Oral Translations**

- LEP customers who call the Metro Service Call Center and SmarTrip® Call Center have direct access to bilingual and multilingual customer service representatives and/or can be connected to a telephonic interpretation service with linguists who speak over 200 languages.
- At times, WMATA uses non-certified bilingual employees for language assistance. However, Metro has a Language Resource Team comprised of certified bilingual and multilingual employees. The 11 members of the team are called upon to volunteer their time and act as interpreters for Metro at special events, public

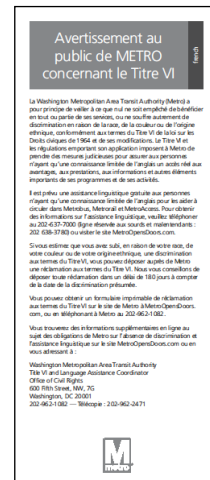
meetings, and public hearings. Additionally, team members assist with the translation of simple documents, the quality checking of documents translated by outside companies, record bilingual public announcements or assist in emergencies where bilingual communication is required.

- Selected Metrorail system-wide announcements are made in English and Spanish. The majority of Metrobus announcements are made in English and Spanish. This is an ongoing activity and a recent list of translated announcements can be found in Appendix D.
- Front line staff uses visual translation cards and other tools to communicate with customers who have limited English proficiency.
- Metro Transit Police Officers have tablets with translation capabilities. Additionally, they have the ability to use the language interpretation line.
- Metrobus operators are supplied with multilingual tear-off sheets, *“For help riding Metrobus and Metrorail in your language, call the number below”* to hand to patrons that provide instructions on how customers can contact the call center for interpretation services. These tear-off sheets are also distributed to the public during outreach events.
- BrowseAloud software was integrated into Metro’s website to address difficulties people with literacy and visual impairments may encounter when attempting to read large amounts of small text on screen. BrowseAloud makes using the Internet easier for people who have low literacy and reading skills, English as a second language, dyslexia, and mild visual impairments.

**Written Translations**

1. Metro provides written notification, in thirteen languages (Spanish, Korean, Vietnamese, Chinese, French, Arabic, Amharic, Urdu, Tagalog, Russian, Farsi, Persian and Portuguese), indicating that language assistance services are available, upon request, free of charge. The Information Brochure describes:
  - a. Discrimination prohibited by Title VI,
  - b. Metro’s Title VI Policy Statement,
  - c. Metro’s Limited English Proficiency Policy Statement, and
  - d. Who may file as well as the process for filing a Title VI complaint.

The brochure is available online at [wmata.com](http://wmata.com). The Take One shown here is a condensed version of the Information Brochure. It is displayed at Metrorail stations in the station manager kiosks and on Metrobus, at sales offices and in WMATA’s headquarters lobby. Along with the Information Brochure, it has been disseminated on several occasions to a listserv of over 100 community based organizations, social service agencies, and other programs that serve the Limited English proficient, low income, and minority populations in the region. Both documents are



disseminated at public outreach events. The brochure and Take One were re-designed in August 2011.

- Metrorail Pocket Guides are available in the following eleven languages: Arabic, Chinese, English, French, German, Italian, Japanese, Korean, Portuguese, Spanish, and Vietnamese. The Guides can be found at Metro offices, rail station kiosks, on Metrobus and can be downloaded from the WMATA website.
- All Metrobus timetables are produced in English/Spanish bilingual versions and are available on the WMATA website and at some bus stops.
- As deemed appropriate, WMATA places bilingual language signage in selected Metrorail and Metrobus locations for specific events and to announce construction or other situations important to customer safety.
- Materials critical for accessing and using WMATA's services and receiving transit benefits are continuously identified and translated.

**Public Outreach and Communications**

WMATA has experienced a rapid increase in the number and scope of public participation activities requiring inclusive participation, especially for LEP patrons. Since October 2012, there were 94 unique public participation events – more than triple the number of events in 2011.

- Metro engages in interdepartmental efforts aimed at securing participation from the LEP community as it relates to proposed service adjustments, fare changes, and other opportunities for public feedback. Metro staff works directly with the ethnic media to provide Metro information to their readers, listeners, and viewers. Metro staff also works with community-based organizations to disseminate information, provide feedback to Metro on transit matters through focus groups, and to provide training about Metro services.
- Metro's Office of Equal Employment Opportunity (OEEO) periodically meets with and solicits feedback on its language initiatives from the LEP community, the National Capital Region Transportation Planning Board (TPB) Access For All (AFA) Committee's Subcommittee on Transit Information for Limited English Proficiency (LEP), and WMATA's Rider's Advisory Council (RAC).
- In an effort to gauge customer satisfaction of its transit services and obtain recommendations from the public on how to improve the quality and delivery of these services, WMATA's Office of Customer Research is tasked with designing surveys and other tools that allow it to analyze customer behavior as well as trends

in the demand and preferences of its customers. The Office of Equal Employment Opportunity (OEEO) works very closely with the Office of Customer Research in ensuring survey methodologies, distribution plans and the survey instruments themselves allow for a representative sampling of the socio-economic, cultural, and linguistic diversity present in its service area.

### **Training Initiatives**

- Metro has an extensive training program for front-line employees covering Title VI, language assistance, and cultural sensitivity. The training has been delivered to all Metrorail station managers, new Metrobus operators, operations supervisors, Bus Office of Central Control (BOCC), Training Instructors in Bus Services, Metro Transit Police Department's Command Staff, Sergeants, and Police Officers as well as all customer service representatives.
- Metro has trained over 300 front line bus and rail staff in transit-based functional (occupational) Spanish using a computer based training (CBT) program.

### **Monitoring**

- OEEO provides ongoing monitoring of LEP services and implements or recommends correction as needed.
- OEEO has worked with various departments to track the number and nature of LEP contacts with Metro.
- Metro solicits ongoing feedback from CBOs, the D.C. Language Access Coalition (DCLAC), Local Government Language Access Coordinators (LGLAC), Transportation Planning Board, Access For All Advisory Committee (AFA) and the Rider's Advisory Committee (RAC) on success of language ventures and potential for new initiatives.
- Metro used a Mystery Rider program to assess the language resources used by our customer service staff, placement of Title VI and Language Assistance Notice on Metrobuses. The same group also tested the accessibility and translation services for setting up trips and learning about fares and fare media on [wmata.com](http://wmata.com) as well as the accuracy of translations on [wmata.com](http://wmata.com).

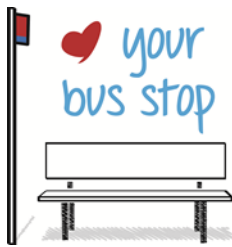
## VII. Language Assistance Initiatives: 2011-2013

***DOT Guidance:*** “An effective LEP plan would likely include information about the ways in which language assistance will be provided.”

The Washington Metropolitan Area Transit Authority created a Title VI compliant Language Assistance Plan in 2011 that was subsequently approved by the Federal Transit Administration on January 27, 2012. Demographic analyses of the WMATA service area conducted at that time indicated that over 862,000 people or 24% of the total population residing within the Washington Metropolitan Area was foreign born and approximately 27% of the total population spoke English less than “very well”. The analyses also identified Spanish, Chinese, Korean, Vietnamese, African Languages (to include Amharic) and French as the top 6 languages utilized by the Limited English Proficient (LEP) population with Spanish being spoken by more than half of the entire LEP population. This information helped tailor the specific type of language assistance WMATA provided its LEP ridership during the reporting period. The following report provides the status of WMATA’s language assistance plan initiatives established to address potential access barriers faced by LEP customers.

Metro sought to ensure meaningful access to programs and activities for those with limited English speaking ability by developing a number of comprehensive interdepartmental initiatives that aimed to engage and recruit participation from the LEP community as it relates to service adjustments and enhancements. Beyond merely translating information into various languages, these initiatives required a specialized and coordinated approach by several departments within WMATA to reach out to these communities to ensure information is effectively communicated and input/participation is received at representative levels. Below is a sample of the types of initiatives spearheaded by WMATA.

### **WMATA Bus Livability Outreach Project (“Love Your Bus Stop”) - Fall 2013**



In 2012, WMATA received a \$1.875 million Bus Livability Grant from the Federal Transit Administration (FTA) to make capital improvements to Metrobus passenger stops. Before deciding how to spend the grant funding, WMATA engaged Metrobus riders and the community at large in order to understand their bus stop amenity preferences. The effort focused on strategies that would allow for greater participation from minority, low-income and LEP populations. WMATA worked with CBOs, other regional transportation providers, and local radio stations to promote the Love Your Bus Stop campaign, as well as print, radio, and digital communications. Dual-language postcards (English and Spanish) promoting the survey was delivered to CBOs that serve low-income, minority, and LEP populations. Love Your Bus Stop homepage ([www.wmata.com/loveyourbusstop](http://www.wmata.com/loveyourbusstop)) was also translated into Spanish and could be accessed directly from the web address [www.paradadeautobus.com](http://www.paradadeautobus.com).

WMATA partnered with CBS Radio Washington and worked directly with two of CBS' stations, WPGC 95.5 (urban rap) and El Zol 107.9 (Spanish). These radio stations were selected because their audience demographics reflected the campaign's targeted minority and LEP populations. Spanish speaking staff was present at all 12 events, and Vietnamese and Amharic speakers were used as needed at specific events. Event staff administered the survey at events using tablet computers that had the survey in seven different languages (Spanish, French, Korean, Mandarin, Vietnamese, English, and Amharic). The campaign used a survey to assess the importance of bus stop amenities and facilities to riders. Available online and administered on tablets at all of the outreach events, the survey was designed to be accessible to those with low literacy levels through the use of pictures and simple phrases, easily understood by those without technical knowledge of bus stop design, and short – taking no more than three to five minutes to complete.

The campaign was successful at reaching the desired target audience, especially Title VI populations. Twenty percent of all respondents self-identified as Hispanic, while 52 percent self-identified as a minority race as defined by Census. Those identifying as Black/African-American comprised the largest minority group with 40 percent of all responses. Twenty-one percent of all respondents self-identified as non-native English speakers. Of the non-native English speakers, 21 percent were LEP. Thirty-five percent of respondents identified as low-income.

**“Love Your Bus Stop” - Banner Activity**



Staff who culturally and linguistically reflected the targeted demographics helped attract participants and guide respondents through the survey. Positive interactions with event staff helped respondents feel their voice was being heard by people who understood their concerns. This reflected positively

on WMATA's image, as many respondents were excited to participate and glad to hear that WMATA wanted to hear their opinions.

**M SILVERLINEUPDATE**  
Metrolink

**Metrolink Service Changes**

- Silver Line:** Will operate between West Falls Church and Largo Town Center stations. Trains will run every six minutes during peak periods and every 10-15 minutes during off-peak and late night.
- Orange Line:** Peak period of 15 minutes between Metro and West Falls Church stations will be reduced because of the expected shift of transfers to the Silver Line. All Orange Line service originating from Metro station will terminate at New Canton station.
- Blue Line:** During peak periods, Blue Line trains will run every 12 minutes to accommodate Silver Line trains through the Rosslyn station. Some light rail trains will provide additional capacity.

**The Silver Line is Key to Dulles Corridor's Continued Success**  
 Northern Virginia's Dulles Corridor is home to several of the region's most dynamic and rapidly growing economic centers, including Tysons Corner, Herndon, Manassas, Dulles International Airport and Reston. Loudoun County Metro's Silver Line will support future development along the corridor to ensure that the region remains economically competitive and prosperous. Coupled with other electronic services, it will provide high quality, high capacity transit service along the Dulles Corridor.

**Bus Service and Changes**

All Silver Line stations will have bus service. Existing bus service will be restructured to provide service to the five new Silver Line stations across Phase 1. Metro has been working with Fairfax County, Loudoun County, Prince William County and other partners to develop an integrated plan that will complement the new Silver Line. This plan will:

- Provide greater customer ease and satisfaction.
- Service new markets.
- Improve reliability and service efficiency.
- Improve the efficient use of the Metrolink fleet.
- Increase transit boarding.
- Encourage the use of the Silver Line.

Currently, there are 60 bus routes (operated by the different carriers) that serve the Silver Line area. Metrobuses will be restructured to serve the four stations in Tysons Corner. Fairfax Connector will provide a majority of the local bus service. In Loudoun County, express buses will serve Tysons Corner station instead of West Falls Church station. In Prince William County express buses will serve Tysons Corner station instead of Metro and West Falls Church stations. Washington Flyer will provide service between Dulles International Airport and Metrolink East station instead of West Falls Church station.

**A Two-Phase Creation**

**Phase 1: Projected to open at the end of 2013**  
 Approximately 11.6 miles. The section will include five stations: Metro Center, Tysons Corner, Greenbelt, Spingylee and Metrolink East. It will provide a transfer free ride to downtown.

**Phase 2: Projected to open in 2018**  
 Approximately 11 miles. The first section includes six stations: Herndon Town Center, Herndon, Innovation Center, Dulles International Airport, Route 608 and Route 772.

For more information about Metro's Silver Line, visit [wmata.com/silverline](http://wmata.com/silverline) or call 202-637-7000 (TTY: 202-638-3760).

**Silver Line Phase 1 Public Involvement - Spring 2013**

Phase 1 of the Silver Line is an 11 mile, 5-station extension of Metrolink service in Virginia. WMATA has rearranged a portion of the rail schedule on its existing Blue, Yellow, and Orange lines to accommodate the new Silver Line service. WMATA staff worked with the five local bus carriers in the affected areas to coordinate comprehensive changes in local bus service and develop

new feeder bus service to the Silver Line. WMATA conducted public outreach activities to educate and inform the public about the opening of the Phase 1 Silver Line rail service – including changes to the current rail operating plan - as well as related service changes to other carriers in the area.

Silver Line outreach focused on educating and informing current and potential Metrorail customers, especially Title VI populations. The Silver Line Phase I terminus (Wiehle Avenue) is in the Herndon-Reston community where there are concentrations of low-income Hispanic and other immigrant populations, many of whom rely heavily on the Fairfax Connector routes that will be affected by the Silver Line changes. There also are concentrations of Hispanic, Asian, and low-income populations in Virginia along the U.S. Route 236/Little River Turnpike corridor; both corridors will be served by the Orange and Silver Lines and the connecting bus networks. Low-income Black/African American and Hispanic populations concentrated in Virginia’s Route 1 corridor in the Mount Vernon Magisterial District of Fairfax County rely heavily on bus services for transit, and their primary Metrorail station is on the Blue Line at Franconia/Springfield. Changes in Blue Line service will affect these residents.

The marketing and communication strategy for the newspaper advertisements, direct mail/flier distribution, and emails sent directly to CBOs serving the target populations. All marketing materials and advertisements encouraged riders to attend one of the open houses to obtain more information about the Silver Line and changes to the rail operating plan and local bus service associated with the Silver Line. Outreach strategies included:

- Advertisements in 18 newspapers, including regional, community, ethnic, and non-English language newspapers (Chinese, Korean, Spanish, and Vietnamese)
- Direct mail to more than 17,500 Tysons Corner, Reston, Arlington, Alexandria, and Capitol Heights, MD residents
- Email blasts to targeted CBOs in Virginia
- Bilingual Project website
- Press releases sent to a number of WMATA’s partners, including churches frequented by targeted audiences in Arlington, Fairfax, and Prince George’s Counties, media in targeted audience’s languages, and regional CBOs serving low income, minority, and LEP populations.
- Partnerships with community organizations to distribute information to members and leaders of the respective communities, including free income tax preparation centers, businesses and stores along several corridors in Virginia, and non-profits and ethnic-based community organizations

Silver Line outreach focused on

**CẬP NHẬT CHO TUYẾN ĐƯỜNG MÀU XÁM**  
 THE SILVER LINE  
 Những Thay Đổi Dịch Vụ Xe Điện Metrorail

**Tuyến Đường Màu Xám (Silver Line)**  
 Sẽ hoạt động giữa các trạm Wiehle-Reston East và Trung Tâm Thành Phố Arlington. Xe lửa sẽ chạy mỗi sáu phút trong giờ cao điểm và mỗi 13-20 phút ngoài giờ cao điểm và đêm khuya.

**Tuyến Đường Màu Cam (Orange Line)**  
 Các chuyến xe trong giờ cao điểm giữa các trạm Vienna và West Falls Church sẽ giảm đi chuyển đi dự kiến của xe khách sang Tuyến Đường Màu Xám. Tất cả các dịch vụ của Tuyến Đường Màu Cam bắt đầu từ trạm Vienna sẽ kết thúc tại trạm New Carrollton.

**Tuyến Đường Màu Xanh Dương (Blue Line)**  
 Trong giờ cao điểm, xe lửa Tuyến Đường Màu Xanh Dương sẽ chạy mỗi 15 phút để phục vụ với xe lửa của Tuyến Đường Màu Xanh Dương đến trạm Rosslyn. Mỗi xe lửa làm việc sẽ cung cấp thêm chỗ ngồi.

**Dịch Vụ Xe Bụi và Những Thay Đổi**  
 Tất cả các trạm của Tuyến Đường Màu Xám đều có dịch vụ xe buýt. Dịch vụ xe buýt hiện tại sẽ được tiếp tục tại các trạm của tuyến này cho đến trạm mới của Tuyến Đường Màu Xám hoạt động theo Giai Đoạn 1. Metro đã phối hợp với Quận Fairfax, Quận Loudoun, Quận Prince William và những hãng chuyển vận khác khai triển chương trình kết hợp và bổ sung cho Tuyến Đường Màu Xám như sau:

- Cho khách hàng thuê xe và xe long wheel hơn.
- Phục vụ những thị trường mới.
- Các biển báo tin cậy và hữu hiệu của dịch vụ.
- Các biển chỉ đường mới của xe buýt và Metro buýt.
- Tăng cường lưu thông chuyển chỗ.
- Khuyến khích sử dụng Tuyến Đường Màu Xám.

**Giai Đoạn 1:**  
 Dự kiến hoạt động vào cuối 2013  
 Dự kiến 11.4 dặm, đoạn này bao gồm năm trạm: McLean, Tysons Corner, Greenlands, Spring Hill và Wiehle-Reston East. Đoạn này sẽ cung cấp lượt đi một chiều vào trung tâm thành phố.

**Giai Đoạn 2:**  
 Dự kiến hoạt động vào 2016  
 Dự kiến 11 dặm, đoạn cuối gồm có sáu trạm: Trung Tâm Thành Phố Reston, Herndon, Trung Tâm Đô Thị, Phi Trường Quốc Tế Dulles, Đường Dịch vụ Đường 752.

Hiện tại, có 60 đường đi cho xe buýt (các năm hàng vận hành phục vụ cho khu vực Tuyến Đường Màu Xám.  
 Xe Metro buýt sẽ được phân định lại để phục vụ bốn trạm tại Tysons Corner. Fairfax Connector sẽ cung cấp dịch vụ đi và về buýt địa phương, bao gồm cả thông bản hoàn toàn miễn phí cho bốn trạm.  
 Tại Quận Loudoun, xe buýt tốc hành sẽ phục vụ trạm Wiehle-Reston East thay vì trạm West Falls Church.  
 Prince William County, xe buýt tốc hành sẽ phục vụ Trạm Tysons Corner thay vì Vienna và Trạm West Falls Church.  
 Washington Flyer sẽ cung cấp dịch vụ giữa Phi Trường Quốc Tế Dulles và trạm Wiehle-Reston East thay vì trạm West Falls Church.

Muốn biết thêm thông tin về Tuyến Đường Màu Xám của Xe Điện ngầm, hãy truy cập [transit.wmata.com/silverline](http://transit.wmata.com/silverline) hoặc gọi số 1-800-671-7001. TTY: 202-615-1730.



- Trifold informational fliers with information about the Silver Line, upcoming open houses, and the project website were distributed to local businesses during “walkabouts” in areas with concentrations of minority, low-income, and LEP populations.



Multilingual WMATA staff and contractors hosted pop-up events at transit, shopping and employment centers serving Title VI, LEP, and low-income populations that would be affected by Silver Line service changes. At these pop-up events, multilingual information was displayed on a table and diverse staff administered the In-Person Comment Card Outreach Survey on tablet computers as well as on paper. Signs were displayed at each pop-up to alert customers to the availability of bilingual and multilingual

language speakers.

WMATA hosted three Silver Line open houses, attracting more than 500 total attendees. The open houses were held at a church in Capitol Heights, MD, a community center in Reston, VA, and at a hotel in Crystal City (Arlington), VA. The open house included presentation boards that provided information about the Silver Line; multilingual staff to speak one-on-one with event attendees; and staff administering the In-Person Comment Card Outreach Survey. Multi-lingual information about the Silver Line was available.

WMATA made formal presentations about the Silver Line operating plans to the Committee for Dulles, the Latino Roundtable in Arlington, and WMATA’s Riders Advisory Council (RAC).

WMATA received more than 9,000 responses from the four separate surveys. The demographic groups reached closely resembled the profile of Metrorail users, though the proportion of minority and low-income individuals reached was lower than is reflected in the systemwide ridership.

**Title VI Definitions: Major Service Change, Disparate Impact, and Disproportionate Burden**

FTA’s Title VI Circular requires WMATA to prepare and submit service and fare equity analyses for major service changes and all fare changes prior to implementing service and/or fare changes. The analyses are to determine whether the planned changes will have a disparate impact on the basis of race, color, or national origin, or if low-income populations will bear a disproportionate burden as a result of the changes. WMATA developed policies for measuring disparate impacts on minority populations and disproportionate burdens on low-income populations. In establishing these policies, WMATA engaged the public in the decision-making process to develop the policies.

In August 2013, staff collected public input on the proposals for all definitions through focus groups with community organizations and a bilingual (English/Spanish) online survey. WMATA staff met with around 100 customers and community organization staff that represented diverse populations. Interpreters were available as needed. In total, nearly 400 survey responses were collected. The majority of survey participants agreed with the proposed Title VI definitions for major service change for Metrorail and Metrobus. Respondents also believed even small differences between impacts on minority and non-minority riders are considered major. Focus groups were held at the following CBOs:

- Emmaus, DC: elderly and low income
- Hispanic Committee of VA: Hispanic
- Montgomery County Refugee Training Center, MD: Varied racial/ethnic populations
- Boat People, VA: Vietnamese
- Central Union Mission, DC: Low income, Hispanic, Minority
- PG Community College Next Step Program: low income, minority
- Women Veterans Interactive (Veterans and disabled veterans)

### **Language Assistance and Technology**

#### ***New Electronic Payment Program (NEPP)***

The NEPP will replace the existing fare systems for rail, bus, and parking with modern technology to improve reliability, functionality and the customer experience. The NEPP scope includes replacement of central data system, new gates, ticket vending machines, and card readers on buses and parking lanes. Customers will have multiple choices of fare media to use in the system. In addition to the current version of the SmartTrip® card, the NEPP system will accept many Government I.D. cards, contactless credit cards, smartphones, and other electronic media as a form of payment from passengers. Most importantly, newly installed fare gates will offer information in English and Spanish with the ability to add other languages. All apps applicable to NEPP will be downloadable in both English and Spanish. The Office of Equal Employment Opportunity worked with engineers developing the NEPP system to ensure language assistance will be available once the new technology is implemented.



#### ***Customer Information Electronics Display Sign Systems (CIEDS)***

The electronic signs will be installed at various bus stops, bus shelters, and bus bays in Maryland, Virginia, and the District of Columbia. The English/Spanish signs will provide up to the minute “next bus” information to the public in an effort to create reliable transit services by providing bus arrival information to the customer at the bus stop.

***SmarTrip® Card Dispensers:***

The new SmarTrip® Card Dispensers are now equipped with Spanish language capability. Consumers can opt to purchase a card following instructions either in English or in Spanish. As part of ADA compliance, the audio portion also provides the information in Spanish.

**Outreach to Community-Based****Organizations**

The staff of the Office of Equal Employment Opportunity, Safety, Customer Service, Communications & Marketing and Access Services have teamed up to offer training to staff of CBOs who serve the LEP, low income, elderly and individuals with disabilities. Staff trains constituents about how to ride Metrobus and Metrorail, fare media and fares, safety, how to purchase and reload SmarTrip® cards, senior discounts, and MetroAccess basics. These sessions were conducted at Boat People SOS in Falls Church, VA, Cardoza High School in Washington, DC and the Department of Neighborhood & Community Services (South County Senior Center) in Alexandria, VA.

**Metro’s Public Participation Plan**

Metro’s Public Participation Plan (PPP) has been prepared to: expand the Washington Metropolitan Area Transit Authority’s (WMATA) outreach; support two-way dialogue with customers; supplement customer research feedback; provide non-customer input into decision-making; and fulfill the obligations under Title VI of the Civil Rights Act of 1964, which states that “no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.”

As part of the process to develop the PPP, WMATA collected 3,513 surveys during its “*Speak Up! It’s Your Ride*” outreach campaign at 18 public outreach events held across the District of Columbia, Maryland, and Virginia and available online at [www.wmata.com/speakup](http://www.wmata.com/speakup) from February 22 to April 30 2014. The 29-question survey was available on three platforms: online at WMATA’s website, electronic tablets at events, and on paper at select events. The survey questions were the same across all platforms.<sup>4</sup> All surveys – whether paper, tablet-based, or online – were available in English, Spanish, Amharic, Vietnamese, Korean, French, Chinese, and Arabic.

Some of the selected findings from the survey as it relates to LEP populations are shown below. More detailed findings can be found in WMATA’s 2014 Public Participation Plan.

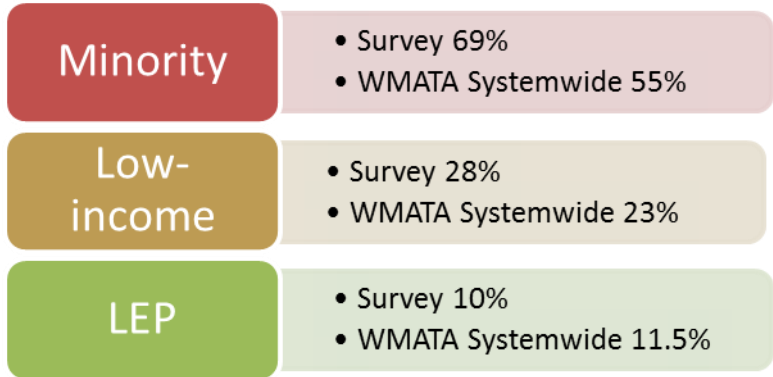
<sup>4</sup> The paper survey was not able to use the skip logic used in the online and tablet versions, however when the paper surveys were added to the survey database the data entry person manually skipped questions that would have been skipped had the survey been taken electronically.

**LEP Survey Respondents by Native Language**

Language	LEP Respondents	Total Respondents	% LEP
Chinese (Mandarin)	160	224	71%
Spanish	106	176	60%
Other	26	104	25%
Vietnamese	23	39	59%
Amharic	16	30	53%
Korean	14	21	67%
French	4	23	17%
Arabic	3	11	27%

**Minority, Low-Income, and LEP Representation**

The “Speak Up! It’s Your Ride” outreach survey successfully reached a representative sample of Title VI populations in WMATA’s service area. The survey’s minority, low-income and limited English proficiency (LEP) respondent percentages are comparable to the overall service area population.



64% of respondents were minority.

28% of respondents were low-income.

More than 50 languages are represented among respondents.

10% of non-native English speaker respondents were Limited English Proficient.

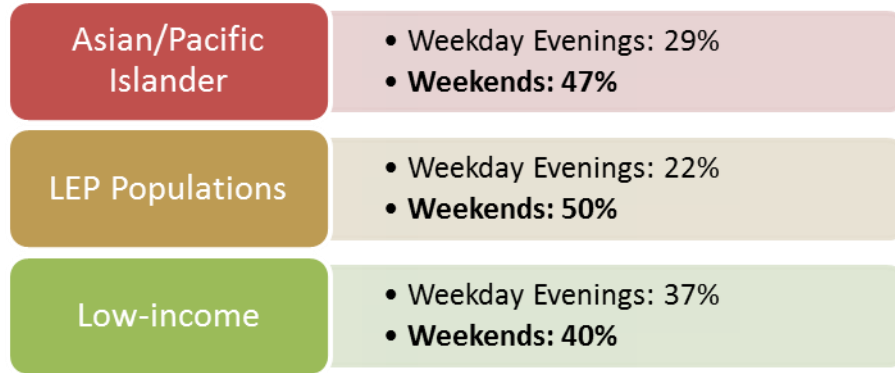
Self-described minorities accounted for 64 percent of all survey respondents;<sup>5</sup> African-Americans accounted for slightly more than half of all minority survey respondents. Non-native English speakers accounted for 22 percent of total respondents, and Limited English Proficient populations accounted for 10 percent of total respondents.<sup>6</sup> Twenty-eight percent of the

respondents self-identified as low-income.<sup>7</sup>

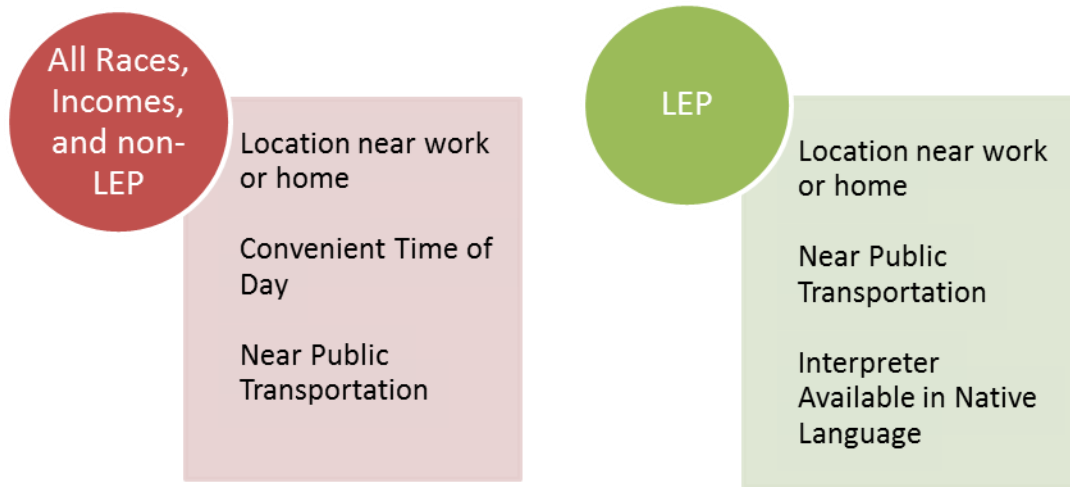
<sup>5</sup> Minority includes all respondents who identified as African American or Black, Asian, American Indian/Alaska Native, Hawaiian/Pacific Islander Hispanic and/or Other.

<sup>6</sup> Stated they speak English “Some” or “Not Well.”

**Survey Respondent Meeting Time Preference – Weekend Preference**



**Survey Respondent Preferred Meeting Amenities**



**How Survey Respondents Hear about Community Events and Services, by English ability**

	LEP	Non-LEP
Newspaper	64%	51%
English Language Radio	8%	26%
Spanish Language Radio	10%	2%
Internet/Online	34%	69%
Television	39%	37%

<sup>7</sup> Indicated an annual household income of \$30,000 or less. This is WMATA’s threshold for low-income populations.

### ***Television Station Preference by Demographic***

Most race/ethnic groups chose NBC, ABC, FOX, CBS, and News Channel 8 as their most frequently watched channels. The most notable difference was among Hispanic respondents who have a strong preference for Spanish language channels. Forty-nine percent of Hispanic respondents chose Telemundo, 41 percent chose Univision, and 29 percent chose and Unimas. There were no significant differences based on age or income level.

### **Outreach to Spanish-speaking Populations**

“Metro Minute” is a joint effort between WMATA and Telemundo’s Washington DC affiliate. During this segment, significant announcements are made in order to inform the Spanish-speaking community of the latest updates regarding the transit system, employment, and other important issues. Most recently, the messaging focused on promoting and informing the Hispanic audience about the Silver Line opening and the new MetroWay bus service in Northern Virginia. Segments have also been dedicated to illustrating how to use the trip planner on WMATA’s website as well as promoting employment opportunities at WMATA.



### **Major Incident Communication**

A major initiative instituted by executive management established a team of representatives from Bus, Bus Central Control, Rail, Rail Central Control, Media Relations, Customer Service, Communications & Marketing, Office of Equal Employment Opportunity, Metro Transit Police, Safety, Emergency Management, and MetroAccess, to create a contingency plan for communication to patrons during an emergency. The group developed several short-term and long-term initiatives to facilitate communication, including the use of bilingual (English/Spanish) staff on site, bilingual announcements/signage, as well as “Tear Offs” that instructs customers to call Customer Service for information in their language of preference.

### **Information on Primary Fare Media**

WMATA has produced a “silent video” to show riders how to buy and add value to the SmarTrip® card. It is closed-captioned and is available for viewing online in English and five other languages: Spanish, Chinese, French, Vietnamese, and Korean.

**Vital Documents**

According to LEP.gov, the Website of the Federal Interagency Working Group on Limited English Proficiency, “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.”

Metro continues to identify and translate materials considered vital to accessing transit services. Below is a sampling of some of the more noteworthy vital documents identified and translated. A list of the vital documents can be found in Appendix C.

*Silver Line*

On July 26, 2014 Metro introduced new rail service to five new stations – McLean, Tysons Corner, Greensboro, Spring Hill and Wiehle-Reston East, Va. Along the way, Silver Line trains connect Fairfax County with popular destinations in Arlington County and Downtown DC, serving a total of 28 stations. To inform the public of the new service, several types of Silver Line brochures were developed and disseminated. The public outreach for the Silver Line is a part of Metro’s 2014 Title VI Plan Update. Brochures were translated into the five top languages spoken in the region – Spanish, Korean, Chinese, French, and Amharic.



As part of the Silver Line outreach preceding the opening of the line, street teams were deployed to strategic locations throughout the region to hand out information about the new service. Street teams hit 34 different Metrorail stations – those stations that had Blue Line

riders that were affected more were visited 3 times. Seventy-three in-station street teams were assigned.

**Silver Line Station Outreach Plan**

STREET TEAMS			POP-UP EVENTS		
Date	Day	Metrorail Station	Date	Day	Metrorail Station
5/27/2014	Tuesday	Federal Center SW	5/27/2014	Tuesday	Rosslyn
5/27/2014	Tuesday	Arlington Cemetery	5/29/2014	Thursday	Farragut West
5/28/2014	Wednesday	Foggy Bottom	6/2/2014	Monday	Crystal City
5/28/2014	Wednesday	Capitol South	5/5/2014	Thursday	King St Old Town
5/28/2014	Wednesday	Pentagon	6/10/2014	Tuesday	Franconia-Springfield
5/29/2014	Thursday	Gallery Place	6/18/2014	Wednesday	West Falls Church
5/29/2014	Thursday	Eastern Market	6/23/2014	Monday	Ballston
5/29/2014	Thursday	Pentagon City	6/26/2014	Thursday	Court House
6/2/2014	Monday	West Falls Church			
6/2/2014	Monday	McPherson Sq			
6/2/2014	Monday	Poloma Ave			
6/3/2014	Tuesday	East Falls Church			
6/3/2014	Tuesday	Metro Center			
6/3/2014	Tuesday	Reagan National Airport			
6/4/2014	Wednesday	Ballston-MU			
6/4/2014	Wednesday	Federal Triangle			
6/4/2014	Wednesday	Braddock Road			
6/5/2014	Thursday	Virginia Sq-GMU			
6/5/2014	Thursday	Smithsonian			
6/5/2014	Thursday	Stadium-Armory			
6/9/2014	Monday	Clarendon			
6/9/2014	Monday	L Enfant Plaza			
6/9/2014	Monday	Van Dorn St			
6/10/2014	Tuesday	Court House			
6/10/2014	Tuesday	Berning Road			
6/11/2014	Wednesday	Rosslyn			
6/11/2014	Wednesday	Capitol Heights			
6/11/2014	Wednesday	Arlington Cemetery			
6/12/2014	Thursday	Foggy Bottom			
6/12/2014	Thursday	Pentagon			
6/12/2014	Thursday	Addison Rd			
6/16/2014	Monday	Farragut West			
6/16/2014	Monday	Morgan Blvd			
6/16/2014	Monday	Pentagon City			
6/17/2014	Tuesday	McPherson Sq			
6/17/2014	Tuesday	Largo Town Center			
6/17/2014	Tuesday	Crystal City			
6/18/2014	Wednesday	Metro Center			

**All outreach is from 3:30-7:30 p.m.**

**STREET TEAMS**  
Street teams will consist of small groups of contractors managed by WMATA Marketing (contracted through Sonje Productions LLC). These street teams will be handing out Silver Line information and giveaways during evening rush hours at a wide variety of stations. All street team members will wear Silver Line t-shirts, will carry a copy of the Silver Line Outreach Authorization Letter (attached), and will be responsible for their own payment in and out of the system. All teams will have at least one Spanish speaker, and some will have other bilingual speakers based on the location. Street team members will wear orange safety vests when in the revenue area, though the majority of the time they will be outside the faregates in the non-revenue area. They are also receiving basic safety training tomorrow, May 21.

To reflect the populations at the stations, English and Spanish materials were distributed, and all street teams had at least one Spanish speaker. Some stations, based on the ridership, also had Chinese, Vietnamese or Amharic speakers. All bilingual team members wore a large button stating the foreign language in which they were fluent. All street teams received training in the Silver Line operations plan,

cultural sensitivity, and safety guidelines.

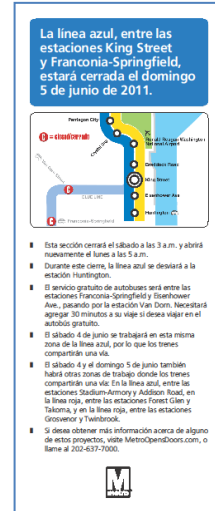
Over 75,000 English materials and 1,000 Spanish materials were distributed during the street team campaign.

*Notification of Major Track Work*

As Metro accelerates its efforts to improve safety and maintain the system for a state of good repair, it has been necessary to conduct major weekend track work that involves temporarily closing individual stations or clusters of stations and substituting buses for rail service. In order to inform Metro’s limited English proficient customers of the impact of the track work on access to service, special notifications are provided to over 100 community-based organizations. Some of the notices are translated into Spanish such as the example shown here.

*The Application for MetroAccess Door-to-door Paratransit Service for People with Disabilities, the Reduced Fare Application, and Customer Guide to Metrobus and Metrorail for People with Disabilities and Senior Citizens*

These documents are considered vital for understanding Metro’s paratransit service and the accessibility features of Metrorail and Metrobus and have been translated into Spanish. MetroAccess also uses the language interpretation line and the language resource team to assist customers who have limited English proficiency.



Amharic, and Chinese.

*Notification of Changes in Metrobus Service*

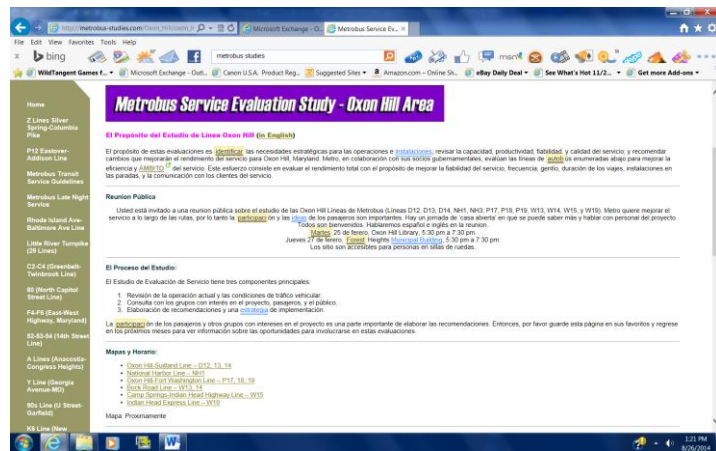
Information on bus route changes is disseminated in Spanish and English. Depending upon the demographics of the impacted service area through which the lines operate, public materials have been also translated into Vietnamese, Korean,

*Metrobus Studies and Evaluations*

Metro has engaged a variety of public transit stakeholders in the jurisdictions it serves within the states of Maryland, Virginia and the District of Columbia to study and make improvements to the region’s most heavily used bus lines. This process is led by the Office of Bus Planning and relies heavily on public input to identify areas of improvement and suggest recommendations to enhance the quality of services provided by Metrobus along the selected routes. The Office of Equal Employment Opportunity is represented on each Project Management Team led by the Office of Bus Planning to ensure comprehensive efforts are undertaken to engage affected limited English proficient, minority and low-income communities in this process. While each study requires a tailored public involvement approach specific to the population served by the particular bus line being



studied, the outreach to the limited English, minority and low-income population affected usually includes the following components: Analysis of bus line surveys and census data to identify languages spoken by the impacted LEP communities; translation of community meeting announcements and related public material in the appropriate languages; partnering with Metro’s network of over 100 community based organization to distribute community meeting announcements and materials; translation of surveys and other tools used to capture public feedback; and provision of oral interpretation services during meetings and related events. To ensure the public is continuously updated on the progress of each of Metro’s bus line studies and evaluations, a website is created that provides a central access point for information concerning each corridor studied. These websites are translated into Spanish, the language spoken by over half the region’s LEP ridership, as shown above.



**Workforce Diversity**

Metro has hired two diversity recruiters who are focused on the sourcing of qualified women, minorities, veterans, and individuals with disabilities. Through their recruitment efforts, it is expected that the frontline staff will become more diverse with bilingual and multilingual capabilities.

**Staff Training and Orientation**

The DOT guidance states that “staff members should know their obligations to provide meaningful access to information and services for LEP persons, and all employees in public contact positions should be properly trained.” WMATA has been conducting Title VI/Language Assistance Plan training for frontline station managers, bus operators, and customer service staff since 2009. The training was expanded during the 2011-2013 plan years to include classes on Title VI and language assistance for Metro Transit Police sergeants, captains, deputy chiefs, and the Chief of Police, ultimately providing instruction to 76 officials within the Metro Transit Police Department. In addition, refresher Title VI training was conducted for the customer service staff. Title VI / Language Assistance Plan training is ongoing and has become a regular part of the curriculum for the frontline staff.

**Title VI and Language Assistance Plan Training for Frontline Staff and Metro’s Police Department**

During the Title VI plan years, the Office of Equal Employment Opportunity developed a mandatory training program for frontline employees and their managers and supervisors. The content of the training includes Metro’s responsibilities under the DOT LEP guidance, a summary of Metro’s language assistance plan, a summary of the number and proportion of LEP persons in WMATA’s service area, the frequency of contact between the LEP

population and WMATA's programs and activities, a description of the type of language assistance that WMATA is currently providing and instructions on how WMATA staff can access these products and services; and a module on cultural sensitivity. The videos "Breaking Down the Language Barrier: Translating Limited English Proficiency into Practice" and "Communicating with LEP Customers: What Frontline Transit Employees Need to Know" are used in the training programs. The latter was created in conjunction with Rutgers University.

The training has been customized for station managers, bus operators, bus central control, customer service, and Metro Transit Police. Metro's station managers underwent recertification training during 2013-2014. A part of the recertification was Title VI and Language Assistance Plan training for 560 station managers. In addition, since 2011 approximately 450 new Metrobus operators have been trained. A copy of the training program for Metro Transit Police is included in Appendix E.

#### Notification of Language Assistance on Metrobus

WMATA developed bus placards publishing the telephone number for customer information in the top seven languages in the region. The customer information center uses Metro's language interpreter service, which enables customer representatives to talk with patrons who speak over 200 languages.

During the 2011-2013 plan years, Bus Services took the notification a step further and posted a smaller version of the placard on the side of the bus near the entry steps so that it could be viewed both inside and outside of the bus.



#### **Monitoring and Benchmarking**

WMATA has developed relationships with organizations to secure information on specific issues related to the regional LEP community such as languages spoken, population trends, what services are most frequently sought by the LEP populations. WMATA also conducts follow up with these organizations to determine whether the written and oral assistance measures developed are effective. Some organizations are useful for benchmarking and trading best practices.

#### The D.C. Language Access Coalition (DCLAC)

DCLAC is an alliance of community-based and civil rights organizations that advocates for language access rights within the District of Columbia. Although Washington Metropolitan Area Transportation Authority (WMATA) does not fall under the scope of the Language Access Act, DCLAC supplies Metro with feedback on its Language Assistance Plan so that it can better achieve access for limited English proficient Metro users.

The DC Office of Human Rights Language Access Program partnered with a multi-stakeholder planning team comprised of DC government agencies and immigrant-serving organizations to host "DC Government Speaks Your Language," a community dialogue on Language Access and a multilingual resource fair for limited-English and non-English proficient residents. The event was part of the District's ongoing commemoration of the 10-year anniversary of the Language Access Act.

WMATA was an exhibitor at the event and provided multilingual Metro materials. Informally, WMATA received favorable feedback from the community and from the DC Office on its language assistance measures.

#### Transportation Planning Board Access for All Advisory Committee

The Access for All (AFA) Advisory Committee advises the Transportation Planning Board (TPB) on transportation issues, programs, policies, and services that are important to low-income communities, minority communities and people with disabilities. The mission of this committee is to identify concerns of low-income and minority populations and persons with disabilities, and to determine whether and how these issues might be addressed within the TPB process.

Since 2001, the Access for All Advisory (AFA) Committee has emphasized the importance of transit information for those with limited English proficiency as a priority and a subcommittee was created on this topic. WMATA has provided status reports to AFA on its language initiatives in 2008 and 2010. Most recently, in January 2014, the AFA Committee was briefed on Metro's language initiatives and accomplishments. Positive feedback was received from the Committee's membership.

#### Monitoring Program

In an effort to break down barriers to WMATA's LEP customers, an assessment of language services was conducted to measure WMATA's level of accessibility to transit information at [www.wmata.com](http://www.wmata.com) for LEP customers. This assessment and its outcomes are key as the nature and services provided through [www.wmata.com](http://www.wmata.com) are vital to WMATA's purpose -- delivery of transportation services.

The compliance assessment was conducted by heritage-speaking employees (*a person with a high level of aural and oral language proficiency because s/he was born in and speaks the host language of a given country; or a person with a high level of aural and oral proficiency because s/he was raised in a home where the given language was spoken*).

Spanish, Vietnamese, French, Korean, and Mandarin-speaking WMATA employees acted as "compliance auditors". Each compliance auditor performed two-four attempts of varying degrees to measure four factors:

- Ease of locating language translation services on [wmata.com](http://wmata.com);
- Experience at setting up several trips on [; and](http://wmata.com</a>;</li><li>• Experience learning about fares (costs) and fare media on <a href=)

- The quality and placement of language translation at [www.wmata.com](http://www.wmata.com).

#### Instructions to Compliance Auditors

Compliance auditors were requested to provide qualitative assessments of their experiences when attempting to measure the four factors. They were asked to utilize their heritage language skills when quantifying their experiences and to provide cultural as well as linguistic observations to better serve LEP and heritage speaking customers of the Korean, Vietnamese, Spanish, French and Chinese languages.

#### Findings of Compliance Auditors

Overall, the compliance auditors found that [www.wmata.com](http://www.wmata.com) was not a tool that LEP customers would find simple to use. Further, they found that in every instance and in every language selected, full language translation was not available to the LEP customer. Still further, where language translation was basic to minimum, the headings used to navigate the website remained in English in every language selected for translation, thereby discouraging an LEP customer from using [www.wmata.com](http://www.wmata.com).

The auditors made many recommendations that would remedy their concerns; however, biggest among them were:

- Use characters, pictures, or flags to identify the language option;
- Move the language options from the bottom of [www.wmata.com](http://www.wmata.com) to the top of the page; and
- Translate the headings or menu options across the [www.wmata.com](http://www.wmata.com) website.

Overall, out of three rankings for LEP usage:

1. simple to retrieve information;
2. difficult to retrieve information;
3. impossible to retrieve information

The auditors' consensus was "difficult to retrieve information."

#### Placement of Title VI Notices on Metrobus

Another audit was conducted to determine the placement of the Title VI Notice to the Public and Language Assistance Notification placards on several bus lines. The notices were sited on the following lines during February, March, and April 2014: D3, D6, Z2, Z6, Z8, Z9, Z11, Z13, J1, J2, J3, 31, F4, S2, V9, 90, and 92.

**STATUS REPORT AT A GLANCE – 2011-2013 WMATA LANGUAGE ASSISTANCE PLAN**

<u>Item</u>	<u>Completed</u>	<u>Comment</u>
<b>Provide written notification of language assistance services</b>	✓●	Written notification in multiple languages provided on bus, rail, and MetroAccess, at public outreach and online. Ongoing dissemination.
<b>Increase the number of bilingual/multilingual employees who provide language assistance.</b>	✓●	Additional employees were identified during plan year, although members of language resource team were lost through attrition.
<b>Recruit and hire bilingual/multilingual front line employees by targeting the populations at recruiting fairs, through advertising.</b>	✓●	Percentage of Hispanics and Asians in workforce increased during 2011-2013.
<b>Expand program for provide public announcements on rail and bus.</b>	✓●	Public announcements revised quarterly, translated, and recorded in English and Spanish.
<b>Utilize bilingual WMATA staff to monitor language assistance measures.</b>	✓●	Conducted audit fourth quarter 2013.
<b>Conduct frontline staff training on Title VI and Language Assistance.</b>	✓○	<ul style="list-style-type: none"> <li>• Trained all station managers during 2014 recertification training</li> <li>• New bus operators since Sept. 2009</li> <li>• All police department in 2014</li> <li>• Customer service personnel</li> </ul>
<b>Identify vital documents.</b>	✓●	Ongoing.
<b>Provide functional Spanish training to front line staff.</b>	✓●	CBT training developed and ongoing; over 300 front line staff trained.
<b>Establish a regular presence in the various ethnic media.</b>	✓●	Metro Minute on Telemundo; advertise public hearings/hearings and other Metro transit in ethnic press.
<b>Train the trainer for CBOs</b>	✓●	Conducted three sessions during 2011-13 and conducted other CBO focus groups
<b>Adopt LEP Standard Operating Procedures and Policy</b>	✓○	Standard procedures discussed in training; SOP has not been developed.

✓ - Initiated   ●-completed   ○-in progress   ○-partially completed   x-not completed

## VIII. Efforts to Identify Additional Language Assistance Needs

In its efforts to identify additional language assistance measures that could reduce the barriers LEP persons face in riding public transit, WMATA staff continues to consult with the TPB AFA Committee's Subcommittee on Transit Information for Limited English Proficiency (LEP) Customers, members of the DC Language Access Coalition<sup>8</sup>, and other community based programs that serve large numbers of limited English proficient clients.

In addition, as part of the update to their language assistance plan, Metro met with a number of community-based organizations (CBOs) that represent LEP, minority and low-income populations. The CBO interviews allowed for one-on-one conversations with the CBO personnel ranging from director level to those who work day-to-day with their constituencies. Metro was able to gather relevant information and discuss the services provided by the agency. Feedback was sought from the organizations on the size of the population it serves, languages spoken, use of language assistance measures, the need for additional language assistance, their constituent's use of Metro and other public transit, challenges to using those services, and demographic trends among the served population. Of particular interest was how Metro can reach out to the LEP communities in a more effective manner. A copy of the topics covered in these interviews is included in Appendix F. The following organizations participated in the interview:

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***Pimmit Hills Center***  
*Northern Virginia Adult ESOL*  
*Program*  
*7510 Lisle Ave.*  
*Falls Church, VA 22043*

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ESOL classes are offered at various levels of proficiency to prepare adults to function in the community using English. Students are ages 18 and older. The program serves 200 people in Alexandria City, Fairfax City, Fairfax County, and Falls Church City. Staff members speak English, Spanish, French, and Korean. Students have emigrated from over 50 countries in Asia, Europe,

South America, and Africa. The student population speaks 22 different languages with the most common being Spanish, French, Arabic, German, and Russian.

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***St. Ann's Center for Children,***  
*Youth & Family*  
*4901 Eastern Avenue*  
*Hyattsville, MD 20782*

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St. Ann's provides transitional housing and childcare services to at risk mothers and their children. The CBO serves approximately 80 young moms. The primary countries of origins for many of the people that the organization serves are Cuba, Trinidad, and Columbia. The majority of the constituents are proficient in

speaking English with 1% that speak English not very well. All of the constituents are able to read/write in their native language at the high school level. Travel destinations are throughout DC with many going to Southeast and Northeast. Clients and staff of the organization have difficulty getting to/from the facility

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<sup>8</sup> The DC Language Access Coalition is an alliance of over 40 organizations and individuals that work to ensure all people can access public and social services in the District of Columbia.

*because the nearest bus stop is over ½ mile away and the nearest Metro station is over one mile away.*

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***Carlos Rosario International  
Public Charter School  
Harvard Street Campus  
1100 Harvard Street, NW  
Washington, DC 20009***

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An adult charter school for immigrant individuals in Washington, D.C., its adult education programs includes English as a Second Language, GED, Citizenship, Technology Essentials, workforce development, and comprehensive support services. The school serves about 2,900 people annually. Students have emigrated from countries in Central and South Americas, Africa, Eastern Europe, and

the Caribbean. The student population speaks 38 different languages and the most common include Spanish, Amharic, and French. An estimated 60% of students are considered as having limited proficiency in English.

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***CARECEN Central American  
Resource  
1460 Columbia Road, NW  
#C-1  
Washington, DC***

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Provides services to roughly 5,000 people in the DC metropolitan area. Roughly, 50% of constituents reside in DC. About 1/3 of people are from Montgomery County and Prince George’s County. In addition, 20% are people are from Arlington County. Almost 80% of CARECEN’s constituents are El Salvadorian. The remaining population immigrated from Guatemala, Nicaragua,

Honduras, and Mexico. CARECEN’s constituents speak Spanish as their first language. At least 90% of constituents have limited proficiency speaking English. An estimated 60% of constituents could fill out forms in their native language, and have reading and writing abilities at the 5th/6th grade level. Older clients are less likely to be able to read and write in their native language.

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***Mary’s Center  
2333 Ontario Road NW  
Washington, DC 20009***

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Provides services to roughly 30,000 people across their five locations. The school at Mary’s Center in Adams Morgan serves roughly 500 people. Services provided included social services, parenting and childhood development courses, ESL courses, family literacy, healthcare, WIC, and

infant/toddler preschool. Mary’s Center’s constituents are mostly from Central America, and include people from El Salvador, Mexico, Honduras, and Guatemala. A smaller population hails from Ethiopia, Bangladesh, and West African countries, such as Benin. Mary’s Center’s constituents who hail from Central America speak Spanish. A smaller amount of their constituents speaks Amharic, Bengali, and French (West African). The majority of constituents at Mary’s Center have limited proficiency speaking English. An estimated 75% of constituents at Mary’s Center could fill out forms in their native language, and have reading and writing abilities at the 5th/6th grade level.

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***Prince George's Community  
College (PGCC)***  
*University Town Center  
6505 Belcrest Road, Suite 200  
Hyattsville, MD 20782*

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The Adult Education Program includes an English for Speakers of other Language (ESL) program and a General Educational Development (GED) program. The ESL program offers classes for adults to improve their skills speaking, understanding, reading, and writing English. Beginning and intermediate classes are free, while advanced classes have a tuition fee. The GED program helps individuals prepare to take the GED Tests. Some students who start in the ESL program eventually move to the GED program. The Adult Education Program serves both native born and foreign-born individuals. Students have primarily emigrated from Hispanic countries, and many are Salvadoran. Ethiopia and Somalia are other common countries of origin for the students, and the program is starting to see an increasing number of students from the Middle East. The languages spoken by the students include Spanish, Amharic, French, Chinese, and African languages. Most students are literate in their native language at the grade school level (estimated 6<sup>th</sup> to 9<sup>th</sup> grade level literacy). Only a small percentage of students are not literate in their native language.

The results of the CBO interviews produced a number of issues that Metro considered in developing its action plan for the next three years. A summary of the results of these interviews can be found in Appendix G.



## IX. Language Assistance Initiatives: 2014-2017

WMATA has demonstrated its commitment to provide meaningful access to programs and activities for those individuals with limited English proficiency. Nevertheless, Metro continues to explore ways to improve and has identified a number of activities needed to complete the implementation of some items planned in 2011 and to initiate new strategies identified for 2014 to 2017. The following initiatives and strategies are planned for the next triennial period.

1. Continue to provide written notification, in thirteen (13) languages (Spanish, Korean, Vietnamese, Chinese, French, Arabic, Urdu, Tagalog, Russian, Farsi, Persian, Portuguese, and Amharic), that language assistance services are available, upon request, free of charge. Language interpretation services can be requested for Board meetings, public hearings, public meetings or for assistance in using Metro’s transit and paratransit services.
2. In 2014, two WMATA employees attended professional training for bilingual/multilingual community interpreters that licensed them to certify bilingual and



multilingual staff at Metro as qualified interpreters and translators. The 40-hour class consisted of several modules including ethics and conduct, the interpreted session, culture and mediation, community services, and standards of practice. With the licensing in place, WMATA will continue to increase Metro’s internal bilingual capabilities by identifying and qualifying additional bilingual/multilingual employees to provide oral

language assistance and written language assistance, as needed. Other members will be added to Metro’s Language Assistance Resource Team and will be called upon to participate as interpreters at Board meetings, public meetings, public hearings, and outreach activities.

3. Continue efforts to recruit and hire bilingual/multilingual front line employees by participating in community job fairs and advertising in publications and media that reach the minority and LEP populations.
4. Expand the program for providing public announcements on Metrorail and Metrobus in LEP languages, principally in Spanish. During emergency situations, announcements to patrons will be made in both English and Spanish.

5. Utilize bilingual Metro staff to monitor language assistance measures by using the website, contacting the call center and by posing as customers to identify continuing barriers faced by LEP persons.
6. Continue to provide mandatory training to front line staff on Title VI, language assistance, and cultural sensitivity. The focus in the next plan years will be on Metro Transit Police frontline staff. Metro has developed a computer based training (CBT) program that will be launched in 2015 to train front line staff on Title VI compliance, inform them of tools available to provide better service to limited English proficient (LEP) patrons as well as a better understanding of today's views on diversity and culture. The CBT will supplement classroom training.
7. Continue to identify documents that are considered "vital" to users of Metrobus, Metrorail, and MetroAccess, translate these materials, and disseminate as appropriate. Enhance the cultural proficiency of written material. Original documents will be created for an LEP audience in the relevant language, using appropriate phrases, context, and language.
8. Provide Functional Spanish training on a voluntary basis to front line staff. The training will make use of transit vocabulary and include transit phrases utilized by Metro front line staff and will be accessible via the Internet. The focus in the upcoming plan year will be developing customized computer based training for Metro Transit police frontline staff.
9. Develop a visual translator tool customized for Metro Transit police that can be used to communicate information to the public who are limited English proficient or hearing impaired using pictures and graphics.
10. Coordinate with Customer Services, Communications, and Marketing to establish a regular presence in the various ethnic media. The focus should be on active participation in radio broadcasts, TV news stories, and forums to facilitate relationships with the ethnic media to promote positive Metro coverage and promote public participation and feedback opportunities for the LEP community.
11. Engage community-based organizations through a train the trainer approach conducting presentations on Metro information and initiatives. These sessions will encourage partnership and help the CBO frontline staff understand programs and services offered by Metro including fares, reduced fare programs, paratransit, how to ride Metro, upcoming public engagement opportunities, as well as employment opportunities. These sessions will also be an opportunity to receive feedback from CBOs on recommended improvements and issues affecting the LEP riding public.
12. Establish a Community-Based Organization Public Outreach Committee to assist WMATA with public outreach.
13. Continue to monitor the strengths and weaknesses of the language assistance plan on an ongoing basis. WMATA will make changes to the language assistance plan as needed,

WMATA LANGUAGE ASSISTANCE PLAN

but at a minimum, the plan will be updated every three years to coincide with WMATA’s Title VI Submittal to the Federal Transit Administration.

A three-year implementation schedule, highlighting the most crucial language assistance measures, is shown below. Several of the measures, such as written notification of language assistance, involve ongoing activity.

	2014	2015	2016	2017
Written notification of language assistance				
Identify and certify add'l Language Resource Team members				
Recruit and hire bilingual & multilingual frontline staff				
Bilingual Public announcements on Metrobus and at rail stations				
Website review for enhancement of language services				
Title VI and Language Assistant Plan training for frontline staff				
Identification & translation of vital documents				
Functional (Occupational) Spanish for Metro Transit Police				
CBO sessions on Metro services				
Establish CBO Outreach Committee				
Continuous monitoring of language measures, adjusting as appropriate				

**CONCLUSION**

In conclusion, the Washington Metropolitan Area Transit Authority (Metro) is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color, or national origin, as provided by Title VI of the Civil Rights Act of 1964. The accomplishments in the 2011-2014 plan years demonstrate that commitment. As an organization, Metro looks forward to achieving higher levels of penetration into all the communities served, most especially those where language barriers exist.

**Appendix A–List of Community Organizations for Public Outreach (including LEP service organizations)**

Organization	Jurisdiction	Services 1
AARP District of Columbia	DC	Senior Comm.
Academy of Hope	DC	Education
Adat Reyim Congregation	Fairfax County	Religious
African Immigrant & Refugee Foundation	DC	African Comm.
African Orthodox Church Africa	Prince George's County	Religious
Agudas Achim Congregation	Alexandria	Religious
Ahmadiyya Mosque	Fairfax County	Religious
Ahmadiyya Muslim Community	Fairfax County	Religious
Akwa Ibom State Assoc.	DC	African Comm.
Alexandria City Public Schools	Alexandria	Government
Alexandria Commission on Persons with Disabilities	Alexandria	Disabilities
Alexandria Community Shelter	Alexandria	Homeless/ Shelters
Alexandria-Olympic Branch of Boys & Girls Clubs of Greater Washington	Alexandria	Youth Org.
Alfred Street Baptist Church	Alexandria	Youth Org.
All Dulles Area Muslim Society	Fairfax County	Religious
All Ngwa Cultural Assoc.	DC	African Comm.
ALS Association	DC	Disabilities
Alzheimer's Family Day Center	Fairfax County	Disabilities
Amanuel Ethiopian Evangel Church	Alexandria	Religious
American Cancer Society - Silver Spring Office	Montgomery County	Medical
American Heart Association of Northern Virginia	Arlington	Medical
American University School of Law - Immigrant Justice Clinic	DC	Legal Resources
American Zen College	Montgomery County	Religious
Anioma Assoc. USA Inc.	Prince George's County	African Comm.
Antioch Baptist Church	Fairfax County	Disabilities
Arabic Baptist Church	DC	Religious
ARC of PG	Prince George's County	Disabilities
Ark of Safety Christian Church	Prince George's County	Women/ Family
Arlington Committee of 100	Arlington	
Arlington County Dept. of Parks and Recreation	Arlington	Government
Arlington County Government	Arlington	Government
Arlington County, Board of Supervisors	Arlington	Government
Arlington DSB	Arlington	Disabilities
Arlington Interfaith Council	Arlington	
Arlington-Alexandria Coalition for the Homeless (AACH).	Arlington	Homeless/ Shelters
Art Museum of the Americas	DC	General

WMATA LANGUAGE ASSISTANCE PLAN

Organization	Jurisdiction	Services 1
Arthritis Foundation	DC	Disabilities
Asian & Pacific Islander Domestic Violence Resource Project	DC	Asian Comm.
Asian & Pacific Islander Senior Center	DC	Asian Comm.
Asian American Justice Center	DC	Asian Comm.
Asian American LEAD (AALEAD)	DC	Asian Comm.
Asian Pacific American Legal Resource Center	DC	Asian Comm.
Assembly of Nigerian Nationals	DC	African Comm.
Asthma (American Lung Association)	DC	Disabilities
Autism Society of Northern Virginia	Fairfax County	Disabilities
Avondale Islamic Center	Prince George's County	Religious
Ayuda	DC	Spanish Comm.
Bait-ur-Rehman Mosque	Montgomery County	Religious
BAPS Shri Swaminarayan Mandir	Prince George's County	Religious
Beis Menachem Chabad Jewish Student Center	Prince George's County	Religious
Beltsville Community Center	Prince George's County	Community Ctrs
Beth Chaverim Reform Congregation	Fairfax County	Religious
Beth El Hebrew Congregation	Alexandria	Religious
Beth Messiah Congregation	Montgomery County	Religious
Beth Shalom Congregational and Talmud Torah	Montgomery County	Religious
Beth Torah Congregation	Prince George's County	Religious
Bethany Presbyterian Church	Montgomery County	Religious
Bethel World Outreach Church	Montgomery County	Comm. Help Org.
Bharat Darshan	Prince George's County	Religious
Bible Way Temple	DC	Youth Org.
B'Nai Shalom	Montgomery County	Religious
Boat People SOS, Inc.	Fairfax County	Asian Comm.
Boys & Girls Club George Ferris Jr. Clubhouse	DC	Youth Org.
Boys & Girls Club Hopkins Branch	DC	Youth Org.
Brain Injury Association of VA	Outside Compact	Disabilities
Brain Injury Services	Fairfax County	Disabilities
Bread for the City	DC	Homeless/ Shelters
Burma-America Buddhist Association	Montgomery County	Religious
Business Development Assistance Group	Fairfax County	Social Services
Business Improvement District	DC	Comm. Help Org.
Calvary Women's Services	DC	Homeless/ Shelters
Capitol Hill Group Ministry (Admin. Offices)	DC	Homeless/ Shelters
Carpenter's Shelter	Alexandria	Homeless/ Shelters
Caribbean Help Center	Montgomery County	Comm. Help Org.
CASA de Maryland	Prince George's County	Spanish Comm.
Catholic Charities Mulumba House	DC	Religious

WMATA LANGUAGE ASSISTANCE PLAN

Organization	Jurisdiction	Services 1
Catholic Charities of the Archdiocese of Washington (Headquarters)	DC	Religious
Central American Resource Center (CARECEN)	DC	Spanish Comm.
Central Union Mission	DC	Homeless/ Shelters
CentroNia - DC	DC	Spanish Comm.
CentroNia - Maryland	Montgomery County	Spanish Comm.
Chabad Lubavitch	Montgomery County	Religious
Chabad Of Olney	Montgomery County	Religious
Chabad Tysons Jewish Center	Fairfax County	Religious
Charles W. Gilchrist Center for Cultural Diversity - Maryland	Montgomery County	Community Ctrs
Chinatown Community Cultural Center	DC	Asian Comm.
Chinese Bible Church of College Park	Prince George's County	Religious
Chinese Bible Church of Fairfax	Fairfax County	Religious
Chinese Bible Church-Montgomery	Montgomery County	Religious
Chinese Christian & Missionary	Arlington	Religious
Chinese Christian Church	Montgomery County	Religious
Chinese Christian Church of Virginia	Fairfax County	Religious
Chinese Cultural and Community Service Center	Montgomery County	Asian Comm.
Christian Relief Services Headquarters	Alexandria	Religious
Church of the Lord's Disciples (The Soul Factory)	Prince George's County	Women/ Family
Church of the Redeemer	Montgomery County	Women/ Family
CitiWide Computer Training Center	DC	Education
City of Alexandria	Alexandria	Government
City of Alexandria - Office of Mgmt. and Budget	Alexandria	Government
City of Fairfax - DPW	City of Fairfax	Government
City of Fairfax - Human Services	City of Fairfax	Government
City of Falls Church	City of Falls Church	Government
City of Falls Church, Housing and Human Services	City of Falls Church	Government
College Park Boys & Girls Club - MD	Prince George's County	Youth Org.
Columbia Heights Shaw Family Support Collaborative	DC	Women/ Family
Community Connections	DC	Disabilities
Community Council for the Homeless at Friendship Place	DC	Homeless/ Shelters
Community Family Life Services	DC	Community Ctrs
Community Ministries of Gaithersburg	Montgomery County	Community Ctrs
Community Ministries of Rockville	Montgomery County	Community Ctrs
Community Support Services	Montgomery County	Community Ctrs
Concerned Black Men	DC	African Comm.
Congregation Beth Emeth Synagogue	Fairfax County	Religious
Congregation Etz Hayim	Arlington	Religious
Congregation Har Tzeon Agudath Achim	Montgomery County	Religious
Congregation Or Chadash	Montgomery County	Religious

WMATA LANGUAGE ASSISTANCE PLAN

Organization	Jurisdiction	Services 1
Corcoran Gallery of Art/College of Art + Design	DC	Education
Council of Ghanaian Organizations - Washington Metro	Prince George's County	African Comm.
County of Fairfax Virginia	Fairfax County	Government
Covenant House Washington	DC	Homeless/ Shelters
Covenant Life	Montgomery County	Women/ Family
D.C Coalition Against Domestic Violence	DC	Comm. Help Org.
D.C. Area Health Education Center	DC	Medical
D.C. Central Kitchen	DC	Homeless/ Shelters
D.C. Voice	DC	Education
Damascus Spanish SDA Church	Montgomery County	Religious
Dar Al-Hijrah	Fairfax County	Religious
DC Department of Transportation	DC	Government
DC Early Childhood Education Center/Foster Care - DC	DC	Education
DC Employment Justice Center (EJC)	DC	Comm. Help Org.
DC Housing Authority	DC	Government
DC Learns	DC	Skills/ Job Training
DC Public Libraries	DC	Government
DC Public Schools	DC	Government
DDOT - Mass Transit Administration	DC	Government
Deanwood Recreation Center	DC	Government
Debre Gen Medhanlem Ethiopian	Prince George's County	Religious
Department of Health - DC	DC	Government
Department of Human Services - DC	DC	Government
Department of Parks and Recreation - DC	DC	Government
Department of Parks and Recreation - Virginia	Alexandria	Government
Department of Public Works & Transportation	Montgomery County	Government
Dept. of Environmental Services - Arlington County DOT	Arlington	Government
Dept. of Mgmt. and Finance	Arlington	Government
Dept. of Public Works & Transportation - PG County	Prince George's County	Government
Dharma Realm Buddhist Association	Montgomery County	Religious
District Alliance for Safe Housing	DC	Comm. Help Org.
Doorways for Women and Families	Arlington	Homeless/ Shelters
Dorothy Day Place for Women	Montgomery County	Homeless/ Shelters
Dr. Oswald Durant Memorial Center - Virginia	Alexandria	Government
Durga Temple	Fairfax County	Religious
Easter Seals	DC	Disabilities
Ebenezer AME	Prince George's County	Education
Edo Association	DC	African Comm.
EFFORTS	DC	Medical

WMATA LANGUAGE ASSISTANCE PLAN

Organization	Jurisdiction	Services 1
Egba-Yewa Descendants Association Washington, DC. U.S.A.	DC	African Comm.
Egyptian-American Community Association	Fairfax County	African Comm.
Ekoji Buddhist Temple	Fairfax County	Religious
Emanuel Spanish Baptist Church	Montgomery County	Religious
Emmaus Asian and Pacific Islander Senior Center	DC	Asian Comm.
Emmaus Services for the Aging	DC	Senior Comm.
Independence Center of Northern Virginia	Arlington	Disabilities
Epilepsy Foundation of the National Capitol Area	Prince George's County	Disabilities
Esan Association	DC	African Comm.
Ethiopian Christian Church	Arlington	Religious
Ethiopian Community Center	DC	Community Ctrs
Ethiopian Community Development Council, Inc.	Arlington	African Comm.
Evangel Temple	Prince George's County	Youth Org.
Even Start Family Literacy at Montgomery Knolls (MCPS & Mont. College)	Montgomery County	Education
Ezher Camii Mosque	City of Fairfax	Religious
Fairfax Area DSB	Fairfax County	Disabilities
Fairfax Community Church	Fairfax County	Women/ Family
Fairfax County CSB-MH	Fairfax County	Disabilities
Fairfax County Health Department	Fairfax County	Disabilities
Fairfax County Library Access Services	Fairfax County	Disabilities
Fairfax County SkillSource Centers	Fairfax County	Disabilities
Fairfax County, Dept. of Transportation	Fairfax County	Government
Fairfax Korean Presbyterian Church	Fairfax County	Religious
Fairfax-Falls Church Community Services Board-Alcohol and Drug Services	City of Fairfax	Disabilities
Fairfax-Falls Church Community Services Board-MH Services	Fairfax County	Disabilities
Faith Christian Center	Prince George's County	Education
Family Medical Counseling Services	DC	Medical
Father McKenna Center	DC	Religious
First Baptist Church of Glenarden	Prince George's County	Education
First Hispanic Church of God	Montgomery County	Religious
First Korean Presbyterian Church	Prince George's County	Religious
First Vietnamese Baptist Church	Prince George's County	Religious
Food & Friends	DC	Kitchens
Four Corners Spanish SDA Church	Montgomery County	Religious
Friends of Guest House	Alexandria	Medical
Friends of Sierra Leone	DC	African Comm.
Friendship Place	DC	Homeless/ Shelters
FTA Washington, DC Metro Office	DC	Government
Full Gospel AME Church	Prince George's County	Youth Org.



WMATA LANGUAGE ASSISTANCE PLAN

Organization	Jurisdiction	Services 1
Gaithersburg Spanish SDA Church	Montgomery County	Religious
Gallaudet	DC	Disabilities
Glenn Dale Baptist Church	Prince George's County	
Global Mission of Greater Washington	Montgomery County	
Grace Christian Church (PCA)	Fairfax County	Religious
Grace Ethiopian Church	Fairfax County	Religious
Great River Ekayana Sangha	Arlington	Religious
Greater Mt. Calvary Holy Church	DC	Legal Resources
Greater Washington Urban League	DC	Comm. Help Org.
Green Door	DC	Disabilities
Habitat for Humanity of Montgomery County	Montgomery County	Homeless/ Shelters
Hahnuri Baptist Church	Montgomery County	Religious
Happy Hands Club/Deaf Senior Citizens	Montgomery County	Disabilities
Harvest Chinese Christian Church	Fairfax County	Religious
Harvest Church International-Integrity Church	Prince George's County	Disabilities
Hearing Loss Association of America	Montgomery County	Disabilities
Hermano Pedro D.C. Catholic Charities	DC	Spanish Comm.
Hispanic Committee of Virginia	Arlington	Spanish Comm.
Hoa Hao Buddhism Congregational Church	Montgomery County	Religious
Holy Cross Korean Episcopal	Fairfax County	Religious
Holy Martyrs of Vietnam Church	Arlington	Religious
Hope Christian Church	Prince George's County	Medical
House of Ruth	DC	Homeless/ Shelters
Howard University Language Institute	Montgomery County	Skills/ Job Training
Huntington Community Center	Alexandria	Community Ctrs
Ibarapa Oyo Pacesetters	DC	African Comm.
Ibibio Community USA Inc.	DC	African Comm.
Idara-e-Jaferia Islamic Center	Montgomery County	Religious
Iglesia Centro Cristiano de Rockville	Montgomery County	Religious
Iglesia de Rockville / Church of Rockville	Montgomery County	Religious
Ijebu Association	DC	African Comm.
Imani Temple	DC	Senior Comm.
Immanuel Bible Church	Fairfax County	Women/ Family
Immanuel's Church	Montgomery County	Spanish Comm.
Impact Silver Spring	Montgomery County	Comm. Help Org.
Institute of Educational Leadership	DC	Education
International Ethiopian Evangelical Church	DC	Women/ Family
International Rescue Committee	Montgomery County	NGO
Iona Senior Center	DC	Social Services
ISKCON of Washington, D.C.	Montgomery County	Religious

WMATA LANGUAGE ASSISTANCE PLAN

Organization	Jurisdiction	Services 1
Islamic Center	Fairfax County	Religious
Islamic Center of Maryland	Montgomery County	Religious
Islamic Community Center of Laurel	Prince George's County	Religious
Islamic Education Center	Montgomery County	Religious
Islamic Heritage Center	Fairfax County	Religious
Islamic Society of the Washington Area	Montgomery County	Religious
Japanese American Citizens League	DC	Asian Comm.
Japanese Americans Care Fund	Fairfax County	Religious
Japanese Christian Community Center	Montgomery County	Religious
Japanese Ministry of First Baptist Church Rockville	Montgomery County	Religious
Jewish Community Center of Greater Washington	Montgomery County	Jewish Comm.
Jewish Council for the Aging	Montgomery County	Senior Comm.
Jewish Foundation for Group Homes	Montgomery County	Homeless/ Shelters
Jobs Have Priority	DC	Comm. Help Org.
John L. Young Center	DC	Homeless/ Shelters
Jonah Korean Presbyterian Church	Prince George's County	Religious
K.I. Services, Inc.	Alexandria	Medical
Kedus Gabriel Ethiopian Orthodox	DC	Religious
Kehilat Shalom	Montgomery County	Religious
Kemp Mill Synagogue	Montgomery County	Religious
Kensington Volunteer Fire Department	Montgomery County	Government
Korean Baptist Church	Montgomery County	Religious
Korean Central Presbyterian Church	Fairfax County	Religious
Korean Church of Vision & Love	Fairfax County	Religious
Korean Presbyterian Church of Rockville	Montgomery County	Religious
Korean Presbyterian Church of Washington	Fairfax County	Religious
Korean United Methodist Church of Greater Washington	Fairfax County	Religious
Kunzang Odsal Palyul Changchub Choling	Montgomery County	Religious
La Clínica del Pueblo	DC	Spanish Comm.
Langley Park Community Center	Prince George's County	Community Ctrs
Latin American Youth Center (LAYC) - DC	DC	Spanish Comm.
Latino Economic Development Corporation (LEDC)	DC	Spanish Comm.
Laurel Senior's Group	Arlington	
Legal Counsel for the Elderly (AARP)	DC	Senior Comm.
Leland Place	DC	Homeless/ Shelters
Liberia Community Association - Washington Metro	Montgomery County	African Comm.
Life Skills Center	DC	Skills/ Job Training
Light Global Mission Church	Fairfax County	Religious
Literacy Council of Northern Virginia	Fairfax County	Comm. Help Org.
Living Wage Adult Education Center	DC	Skills/ Job Training

WMATA LANGUAGE ASSISTANCE PLAN

Organization	Jurisdiction	Services 1
Lomax African Methodist Episcopal Zion Church	Arlington	Religious
Loudoun County	Outside Compact	Government
Low Vision Information Center	Montgomery County	Disabilities
LULAC	Arlington	
Lupus Foundation of Greater Washington, DC	DC	Disabilities
Macular Degeneration Network	DC	Disabilities
Mahamevnawa Monastery	Montgomery County	Religious
Manassas City/Manassas Park DSB	Outside Compact	Disabilities
Manyu Elements Cultural and Development Association, Inc (MECA-DC Inc)	Montgomery County	African Comm.
Marion Street Intergenerational Garden	DC	General
Martha's Table	DC	Comm. Help Org.
Martin Luther King, Jr. Community Center	Arlington	
Maryland Chinese Baptist Mission	Montgomery County	Religious
Maryland Multicultural Youth Centers	Prince George's County	Education
Mary's Center	DC	Spanish Comm.
Mayor's Office on Latino Affairs	DC	Spanish Comm.
Mboho Mkparawa Ibibio (USA), Inc.	DC	African Comm.
McClendon Center	DC	Disabilities
McLean Bible Church	Fairfax County	Disabilities
McLean Islamic Center (MIC)	Fairfax County	Religious
McLean Korean Presbyterian Church	Fairfax County	Religious
MD Department of Transportation	Prince George's County	Government
Messiah Presbyterian Church of Washington	Fairfax County	Religious
Metropolitan Baptist (Progressive National Baptist)	DC	Women/ Family
Metropolitan Police Department DC	DC	Government
Mexican Cultural Institute	DC	Spanish Comm.
Miriam's Kitchen	DC	Homeless/ Shelters
Mishkan Torah Synagogue	Prince George's County	Religious
Montgomery County Health and Human Services	Montgomery County	Government
Montgomery Aquatic Center	Montgomery County	Government
Montgomery Chinese Baptist	Montgomery County	Religious
Montgomery Coalition for Adult English Literacy (MCAEL)	Montgomery County	Skills/ Job Training
Montgomery County Refugee Center (Montgomery College)	Montgomery County	Skills/ Job Training
Montgomery County Transit - RIDE ON	Montgomery County	Government
Montgomery County, Office of Community Affairs	Montgomery County	Government
Montgomery County, Office of Community Partnerships	Montgomery County	Government
Montgomery Village Spanish SDA	Montgomery County	Religious
Moroccan American Community	Fairfax County	African Comm.
Mt. Ennon Baptist Church	Prince George's County	Women/ Family

WMATA LANGUAGE ASSISTANCE PLAN

Organization	Jurisdiction	Services 1
Mt. Pleasant Neighborhood Library	DC	Libraries
Multicultural Community Service	DC	Comm. Help Org.
Murugan Temple of North America	Prince George's County	Religious
Muscular Dystrophy Association., Inc.	DC	Disabilities
Muslim Community Center Mosque	Montgomery County	Religious
Mustafa Center	Fairfax County	Religious
Mustard Seed Chinese Baptist Church	Montgomery County	Religious
N Street Village	DC	Homeless/ Shelters
National Alliance for the Mentally Ill of NV	Arlington	Disabilities
National Archives and Records Administration	DC	Government
National Church of God	Prince George's County	Education
National Coalition for the Homeless	DC	Homeless/ Shelters
National Federation of the Blind of the District of Columbia - DC	DC	Disabilities
National Industries for the Blind	Alexandria	Disabilities
National Kidney Foundation of National Capitol Area	DC	Disabilities
National Law Center on Homelessness & Poverty	DC	Homeless/ Shelters
National Presbyterian Church (Presbyterian Church, USA)	DC	Youth Org.
National Rehabilitation and Rediscovery Foundation	Arlington	Disabilities
National's Children Center	DC	Youth Org.
Ndokwa Assoc. in America	DC	African Comm.
Neighbors Consejo	DC	Spanish Comm.
New Covenant Church	Fairfax County	Religious
New Creation African Methodist Episcopal Church	Prince George's County	Religious
New Endeavors by Women	DC	Homeless/ Shelters
New Hope Housing, Inc.	Alexandria	Homeless/ Shelters
New Hope Korean Church	Montgomery County	Religious
Newcomer Community Service Center	Fairfax County	Comm. Help Org.
Nichiren Shoshu Myosenji Temple	Montgomery County	Religious
Nigerians in Diaspora Organization (NIDO) in the America	DC	African Comm.
Northern Virginia Chinese Alliance Church	Fairfax County	Religious
Northern Virginia Family Service	Fairfax County	
Northern Virginia Hebrew Congregation	Fairfax County	Religious
Northern Virginia Resource Center for the Deaf and Hard of Hearing Persons	Fairfax County	Disabilities
Northern Virginia Transportation Commission	Arlington	NGO
Offender Aid & Restoration of Arlington Co., Inc.	Arlington	
Office of Community Partnerships	Montgomery County	Spanish Comm.
Office of Human Rights DC	DC	Government
Office on African Affairs	DC	African Comm.
Office on Asian and Pacific Islander Affairs	DC	Asian Comm.

WMATA LANGUAGE ASSISTANCE PLAN

Organization	Jurisdiction	Services 1
Office on Latino Affairs	DC	Spanish Comm.
Ohev Sholom Talmud Torah	Montgomery County	Religious
Ohev Yisrael	Fairfax County	Religious
Organization of Chinese Americans	Montgomery County	
Oseh Shalom	Prince George's County	Religious
Our Lady of Vietnam Parish Silver Spring	Montgomery County	Religious
Our Place, D.C.	DC	Comm. Help Org.
Oxon Hill Spanish SDA Church	Montgomery County	Religious
P.G. WIC Office	Prince George's County	Social Services
Paralyzed Veterans of America, Virginia and Mid-Atlantic Chapter	Outside Compact	Disabilities
Parent Educational Advocacy Training Center (PEATC)	City of Falls Church	Disabilities
Parent Encouragement Program (PEP)	Montgomery County	Women/ Family
Parent to Parent, ARC of Virginia	Outside Compact	Disabilities
Pathways to Housing, D.C.	DC	Homeless/ Shelters
PG County Parks and Recreation	Prince George's County	Government
Phyllis Wheatley YWCA	DC	Women/ Family
Potomac Job Corps Center	DC	Education
Prince George's County	Prince George's County	Government
Prince George's County Memorial Library System	Prince George's County	Social Services
Prince Georges Muslim Association	Prince George's County	Religious
Prince William County, Social Services	Outside Compact	Government
Prince William DSB	Outside Compact	Disabilities
PSI Family Services	Montgomery County	Comm. Help Org.
Quality Trust for Individuals with Disabilities	DC	Disabilities
Rachael's Women's Center	DC	Homeless/ Shelters
Rajdhani Mandir	Fairfax County	Religious
Reston Bible Church	Outside Compact	Education
Rhema Christian	DC	Education
Riverdale Baptist Church	Prince George's County	Women/ Family
Riverdale Boys & Girls Club - DC	DC	Community Ctrs
Riverdale Boys & Girls Club - Maryland	Prince George's County	Community Ctrs
Rockville Spanish SDA Church	Montgomery County	Religious
Rockville Volunteer Fire Department	Montgomery County	Government
Salvation Army	DC	Comm. Help Org.
Samaritan Inns	DC	Homeless/ Shelters
Samaritan Ministry	DC	Religious
Seat Pleasant Volunteer Fire Co.	Prince George's County	Government
Service Jewish Center	Montgomery County	Religious
Shaare Tefila Congregation	Montgomery County	Religious

WMATA LANGUAGE ASSISTANCE PLAN

Organization	Jurisdiction	Services 1
Shaare Torah Congregation	Montgomery County	Religious
Shiloh Baptist Church	DC	Homeless/ Shelters
Shirat Hanefesh	Montgomery County	Religious
Shri Mangal Mandir	Montgomery County	Religious
Silver Spring Learning Center	Montgomery County	Education
Sligo Seventh Day Adventist Church	Montgomery County	Youth Org.
So Others Might Eat	DC	Homeless/ Shelters
Spinal Cord Injury Network of Metropolitan Washington	Montgomery County	Disabilities
Sri Venkateswara Lotus Temple	Fairfax County	Religious
St Andrew Kim Catholic Church	Montgomery County	Religious
St. Ann's Center for Children, Youth, and Families	Prince George's County	Youth Org.
St. Columba's Episcopal Church	DC	Comm. Help Org.
St. Luke's Shelter	DC	Homeless/ Shelters
START at Wesminster	DC	Religious
Stronger Together Supervised Visitation & Exchange Program	City of Fairfax	General
Sudanese American Community Development	Fairfax County	African Comm.
Tacoma Park Spanish SDA Church	Montgomery County	Religious
Temple Beth AMI	Montgomery County	Religious
Temple B'Nai Shalom	Fairfax County	Religious
Temple of Praise	DC	Youth Org.
Temple Rodef Shalom	Fairfax County	Religious
Temple Solel	Prince George's County	Religious
Tenants and Workers United	Alexandria	Social Services
The Alliance of Yoruba Organizations and Clubs	DC	African Comm.
The ARC - DC	DC	Disabilities
The Arc Montgomery County - Maryland	Montgomery County	Disabilities
The Campagna Center	Alexandria	Education
The Coalition for the Homeless	DC	Homeless/ Shelters
The Community Partnership for the Prevention of Homelessness	DC	Homeless/ Shelters
The DC Center for Independent Living	DC	Disabilities
The Falls Church Anglican	Fairfax County	Spanish Comm.
The Hindu Temple of Metropolitan Washington	Prince George's County	Religious
The Japan-America Society of Washington DC		Asian Comm.
The Jericho City of Praise	Prince George's County	
The Jewish Community Center of Northern Virginia	Fairfax County	Jewish Comm.
The Legal Aid Society of the District of Columbia	DC	Comm. Help Org.
The Nature Conservancy of Maryland/DC Office	Montgomery County	Government
The Newcomer Community Service Center (NCSC) - Virginia and DC	Fairfax County	Comm. Help Org.
The Next Step Public Charter School	DC	Skills/ Job Training
The Sanctuary	Prince George's County	Women/ Family

WMATA LANGUAGE ASSISTANCE PLAN

Organization	Jurisdiction	Services 1
The Washington Legal Clinic for the Homeless	DC	Homeless/ Shelters
Thrive DC	DC	Homeless/ Shelters
Tikvat Israel Congregation	Montgomery County	Religious
Transit Services and Programs - City of Alexandria	Alexandria	Government
Travelers Aid	DC	Comm. Help Org.
True Buddha Temple Maryland	Montgomery County	Religious
Tsrha Tsion Maheberie Baleweld Inc	Montgomery County	Religious
Tuxedo-Cheverly Fire Department	Prince George's County	Government
U.S. Vets - DC	DC	Homeless/ Shelters
Ugandan No. Amer. Assoc. Washington D.C. Chapter	Fairfax County	African Comm.
Ugbajo Itsekiri USA	DC	African Comm.
Union Temple Baptist Church	DC	
United Cerebral Palsy 202-776-0406	DC	Disabilities
United Korean Presbyterian Church	Montgomery County	Religious
United Planning Organization	DC	Education
Unity Health Care	DC	Medical
Vedanta Center of Greater Washington, DC	Montgomery County	Religious
Victims of Communism Memorial	DC	General
Vienna Spanish Seventh-day Adventist Church	Fairfax County	Religious
Vietnamese Alliance Church	Fairfax County	Religious
Vietnamese American Buddhist	DC	Religious
Vietnamese American Community Service Center (VACSC)	DC	Asian Comm.
Vietnamese Christian Fellowship	Fairfax County	Religious
Vineyard Korean Church	Fairfax County	Religious
Virginia Board for PWD	Outside Compact	Disabilities
Virginia Department for the Deaf and Hard of Hearing	Outside Compact	Disabilities
Volunteers of America Chesapeake	Prince George's County	Comm. Help Org.
Washington Buddhist Temple	Montgomery County	Religious
Washington Ear	Montgomery County	Disabilities
Washington International Japanese Church	Montgomery County	Religious
Washington Japanese Christian	Montgomery County	Religious
Washington Lawyers' Committee for Civil Rights and Urban Affairs	DC	Comm. Help Org.
Washington Pillars Presbyterian Church (워싱턴 기둥교회)	Fairfax County	Religious
Washington Spencerville Korean	Montgomery County	Religious
Wat Thai of Washington D.C.	Montgomery County	Religious
Wat Tummaprteip Washington DC	Prince George's County	Religious
Wheaton Spanish SDA Church	Montgomery County	Religious
Whitman Walker Clinic	DC	Religious
Women Veterans Interactive	Outside Compact	Women/ Family
Woodrow Wilson Library	Fairfax County	Libraries

WMATA LANGUAGE ASSISTANCE PLAN

Organization	Jurisdiction	Services 1
Woodstream Church	Prince George's County	Education
Yamna Rangsee Wat Buddhist Monastery	Fairfax County	Religious
YMCA Arlington - Maryland	Prince George's County	Youth Org.
YMCA Arlington - Virginia	Arlington	Youth Org.
YMCA Calomiris Program Center - DC	DC	Youth Org.
YMCA Calomiris Program Center - Virginia	Arlington	Youth Org.
Young Israel Shomrai Emunah	Montgomery County	Religious
YWCA National Capital Area	DC	Women/ Family
Zion Church	Prince George's County	Youth Org.



**Appendix B – List of Metro’s Vital Documents**

<b>Documents</b>	<b>Languages</b>
Metrobus Announcements	Spanish/English
Metrorail Announcements	Spanish/English
Selected Press Releases	English/Spanish/Korean/Chinese/Vietnamese/French
Bus Cards with Language Line Information	English/Spanish/Korean/Chinese /Vietnamese/French/ Amharic/Arabic
Public Surveys	English/Spanish and other languages as appropriate
Application for Metro Services for People with Disabilities	English/Spanish/French/Korean/Chinese
Web Internet Store Credit Card Agreement	English/Spanish/Chinese/Korean/Vietnamese/French
Metrorail Safety Brochure	English/Spanish/Korean/Vietnamese
Metrobus Safety Brochure	English/Spanish/Korean/Vietnamese
Planning Your /Alternate Route Home	English/Spanish/Korean/Vietnamese
Metro Pocket Guide	English/Spanish/Arabic/Japanese/Vietnamese/French/German/Italian/Portuguese/Chinese/ Korean
Public Hearing Notice	English/Spanish/Vietnamese/Chinese/Korean/ Amharic
Public Meeting Notice	English/Spanish and other languages as appropriate
Metro SmarTrip Video (Jack & Jill)	English/Spanish/Korean/Vietnamese/Chinese/French/Japanese/German/Italian/Portuguese
Title VI Public Involvement Questionnaire	English/Spanish
Title VI Complaint Form	English/Spanish/Korean/Vietnamese/Chinese/French/Amharic
Title VI Brochure	English/Spanish/Korean/Vietnamese/Chinese/French/Amharic
Title VI Take One	English/Spanish/Korean/Vietnamese/Chinese/French/Arabic/Amharic/Urdu/Tagalog/Russian/Farsi/Persian and Portuguese
Visual Translator	English/Spanish/Korean/Vietnamese/Chinese/ Vietnamese/Amharic/Arabic
Bikes and Metro	English/Spanish
What To Do (SmarTrip Tips)	English/Spanish
SmarTrip User Guide (CharmCard)	English/Spanish
Protect Your Property “Theft of Small Electronic Devices”	English/Spanish
See Something/Say Something (Plastic card: report suspicious behavior or object)	English/Spanish
Security Inspection “Help Us Protect You & Metro System”	English/Spanish
It’s Not Okay (Sexual Harassment)	English/Spanish
Don’t Be an Easy Target	English/Spanish
Respect Your Ride	English/Spanish
For Help Riding Metro Bus & Metro Rail in Your Language (gummed tear offs for Bus Operators)	English/Spanish/Arabic/Amharic/French/ Vietnamese/Chinese/Korean
Metrobus Crosswalk Safety	English/Spanish
Metrobus Service Changes	English/Spanish
Proposed information on fare changes	English/Spanish and other languages as appropriate
SmarTrip: 2 taps is all it takes to reload SmarTrip and pay your fare on the bus	English/Spanish

**Appendix C – Metrobus Bilingual Announcements: June 2012**

Description	Text
FT BELVOIR ID CHECK	Customers with valid federal or state-issued identification to enter Fort Belvoir are permitted to stay on Metrobus past Richmond Highway and Old Mill Road. Have your identification ready to show guards at the main gate.
ROUTE ADVISORIES	Get up-to-the-minute Metrobus delay and detour information by text or email. Sign up at <a href="http://wmata.com/metroalerts">wmata.com/metroalerts</a>
EXITING BUSES	Help keep Metrobus moving. Exiting using the rear doors so customers can board in the front.
BUS CROWDING	Please be courteous by moving to the rear of this bus to make room for everyone.
CUSTOMER COMFORT	Priority seating is for seniors and customers with disabilities. Please make the seats available to those who request it.
SECURITY	Cameras record activity aboard this Metrobus for your safety and security.
SECURITY	See something suspicious? Say something. Notify Metro Transit Police at (202) 962-2121, or send a text to M-Y-M-T-P-D.
PLAN YOUR TRIP	Our mobile website offers trip planning, service nearby and NextBus. Visit us at <a href="http://wmata.com">wmata.com</a>
SMART TRIP CARDS	SmarTrip® Auto Reload adds money to your card when the stored value runs low. Sign up for it today at <a href="http://wmata.com/autoreload">wmata.com/autoreload</a>
SMART PHONE SAFETY	Protect your electronics by maintaining awareness around you and holding your device with two hands.
FARE EVASION	Not paying your fare is theft and can result in fines or arrest. Always pay your fare when boarding.

Sign Text	Transcript
XFR RED LINE	Transfer to Red Line
XFR GREEN LINE	Transfer to Green Line
XFR YELLOW LINE	Transfer to Yellow Line
XFR ORANGE LINE	Transfer to Orange Line
XFR BLUE LINE	Transfer to Blue Line
XFR BLUE + YELLOW	Transfer to Blue And Yellow Line
XFR BLUE + ORANGE	Transfer to Blue And Orange Line
XFR GREEN + YELLOW	Transfer to Green And Yellow Line
RED BLUE +ORANGE	Transfer to Red Blue And Orange Line
GRN BL OR YLLOW	Transfer to Green Yellow Blue And Orange Line
RED GREEN YELLOW	Transfer to Red Green And Yellow Line

WMATA LANGUAGE ASSISTANCE PLAN

<b>Sign Text</b>	<b>Transcript</b>
XFER RED + GREEN	Transfer to Red And Green Line
BLU ORNG GRN YEL	Transfer to Blue Orange Green And Yellow Line
DEST IN 10MIN	We will arrive at our destination In approximately 10 minutes.
ID CHECK	Attention please. Only customers with a valid federal or state-issued photo identification card to enter Fort Belvoir are permitted to stay on the bus past Richmond Highway and Old Mill Road. Please have your identification card ready to show the guards at the main gate. Thank you.
G12 TO GREENBELT	Transfer here to G12 for most neighborhoods in Greenbelt east and for Doctors' Community Hospital.
G13-G16 TO GREENBELT	Transfer here to G13, G14, or G16 for Greenbelt Road east, NASA Goddard, and Good Luck Road.
G13-G16 TO NEW CRLTN	Transfer here to G13, G14, or G16 for Beltway Plaza.
G12 TO NEW CAROLTN	Transfer here to G12 for the north end and Capitol Office Park.

Appendix D -- Title VI & Language Assistance Training for Transit Police

### TITLE VI OF THE CIVIL RIGHTS ACT WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY (METRO)



### AGENDA

1. The Law: Title VI of the Civil Rights Act of 1964
2. Metro's Assistance to Limited English patrons
3. Title VI Complaints
4. Internal Tools and Processes



LANGUAGE ASSISTANCE PLAN TRAINING FOR METRO  
TRANSIT POLICE 03/2014 2

### BACKGROUND

**Title VI of the Civil Rights Act of 1964**

- Title VI states that "[n]o person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."

**Omnibus Crime Control & Safe Streets Act**

- May not discriminate on the basis of sex or religion

**Metro's Language Assistance Plan**

LANGUAGE ASSISTANCE PLAN TRAINING FOR METRO  
TRANSIT POLICE 03/2014 3

### TITLE VI OBJECTIVES

- Ensure that the level and quality of transportation service is provided without regard to race, color, or national origin;
- Identify and address disproportionately high and adverse effects on minority populations and low-income populations;
- Promote the full and fair participation of all affected populations in transportation decision making;

LANGUAGE ASSISTANCE PLAN TRAINING FOR METRO  
TRANSIT POLICE 03/2014 4

### TITLE VI OBJECTIVES

- Prevent the denial, reduction, or delay in benefits related to programs and activities that benefit minority populations or low-income populations;
- Ensure meaningful access to programs and activities by persons with limited English proficiency.

LANGUAGE ASSISTANCE PLAN TRAINING FOR METRO  
TRANSIT POLICE 03/2014 5

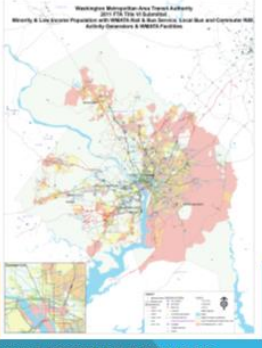
### WHAT QUALIFIES AS A TITLE VI COMPLAINT?

**Discrimination based on:**

- Race
- Color
- National Origin / Persons with Limited English Proficiency (LEP)
- Low Income Persons

LANGUAGE ASSISTANCE PLAN TRAINING FOR METRO  
TRANSIT POLICE 03/2014 6

### REGIONAL DEMOGRAPHIC PROFILE




**Service Area**

- 58% Minority
- 8% Low Income

LANGUAGE ASSISTANCE PLAN TRAINING FOR METRO TRANSIT POLICE 03/2014 7

### WHO IS A LIMITED ENGLISH PROFICIENT (LEP) PERSON?

A person who cannot speak, read, write or understand the English language at a level that permits them to interact with transit providers.



LANGUAGE ASSISTANCE PLAN TRAINING FOR METRO TRANSIT POLICE 03/2014 8

### DEMOGRAPHICS OF LEP POPULATION IN WMATA'S SERVICE AREA

862,000 24% 11% speak less than very well

- More than 968,080 persons (26% of the region) are foreign born
- 30% speak a language other than English at home; 40% do not speak English "Very Well"
- Montgomery Co., Alexandria, Fairfax City, Fairfax Co. – LEP populations exceed 10%

LANGUAGE ASSISTANCE PLAN TRAINING FOR METRO TRANSIT POLICE 03/2014 9

### DEMOGRAPHICS OF LEP POPULATION IN WASHINGTON, DC REGION

Language	# of LEP Speakers	% of Language Population
Spanish	211,675	47%
Chinese	31,067	45%
Korean	30,488	56%
Vietnamese	24,043	56%
"African Languages"	23,865	28%
French	11,350	22%
Other Indic Languages	9,539	33%
Tagalog	9,111	30%
Arabic	8,390	27%
Persian	8,292	35%

LANGUAGE ASSISTANCE PLAN TRAINING FOR METRO TRANSIT POLICE 03/2014 10

### IMMIGRATION & MIGRATION


- To find a better quality of life.
- Opportunities to follow a particular career path.
- Escape political, gender, and religious persecution.
- Natural disasters (tsunamis, earthquakes, floods).
- Family obligations and connections.
- US Government grant asylum.

LANGUAGE ASSISTANCE PLAN TRAINING FOR METRO TRANSIT POLICE 03/2014 11

### CULTURAL SENSITIVITY

Serving Limited English Proficient Customers

**Cultural sensitivity:** valuing and learning from diversity and being willing and quick to adequately respond to differences.



LANGUAGE ASSISTANCE PLAN TRAINING FOR METRO TRANSIT POLICE 03/2014 12

### WHAT DO YOU SEE????

Egaruoc si ton eth ecnesba fo raef,  
tub rehtar eht tnemgduj taht  
gnihemos else si erom tnatropmi  
naht raef.

Sey, reciffo, I did ees eht “deeps  
timil” ngis, I tsuj t’ndid ees uoy!

LANGUAGE ASSISTANCE PLAN TRAINING FOR METRO  
TRANSIT POLICE 03/2014 13

### BREAKING DOWN THE LANGUAGE BARRIER

Translating Limited English  
Proficiency into Practice

Metro Transit Police



LANGUAGE ASSISTANCE PLAN TRAINING FOR METRO  
TRANSIT POLICE 03/2014 14

### BEWARE OF GENERALIZATIONS

Don't practice **Ethnocentrism** – the tendency to look at the world primarily from the perspective of one's own culture! It leads to stereotyping and self-fulfilling prophecies!

*Native Americans are alcoholics.*

*All Latinos are from Mexico.*

*Asians are awesome at math and straight A students.*

*African Americans are athletic and unintelligent.*

*Women are warmer and more nurturing than men.*

LANGUAGE ASSISTANCE PLAN TRAINING FOR METRO  
TRANSIT POLICE 03/2014 15

### LET'S TAKE 3 SECONDS...

**What you say and how you communicate can make all the difference in how people respond to you.**

**Take 3 seconds to think before you speak.**

LANGUAGE ASSISTANCE PLAN TRAINING FOR METRO  
TRANSIT POLICE 03/2014 16

### Service Access Barriers

- > Limited information and knowledge of services
- > Being embarrassed about asking for help outside of family (or church)
- > Lack of English fluency to communicate or understand
- > Lack of bilingual/bicultural front line staff
- > Agency misunderstanding due to lack of cultural awareness of front line staff
- > Misconceptions or anti-immigration sentiments on part of front line staff

LANGUAGE ASSISTANCE PLAN TRAINING FOR METRO  
TRANSIT POLICE 03/2014 17

### Be Culturally Competent

- Positively interact and foster relationships with people of different backgrounds.
- Understand cultural differences in communication styles.
- Show sensitivity toward others' beliefs at all times.
- Demonstrate fairness and respect for different cultures, religions, genders, and ages.
- **A person with Limited English Proficiency** may understand English...but not understand your accent.



LANGUAGE ASSISTANCE PLAN TRAINING FOR METRO  
TRANSIT POLICE 03/2014 18

### Overcoming Service Access Barriers for LEP Persons

- o **Be customer friendly**
  - Show Respect: speak English slowly and clearly and do not raise your voice.
  - Don't assume the Customer understands you: use bilingual co-worker or an interpreter service or other resource.
  - Be warm and personable rather than distant and formal.
  - Be attentive and take time to listen.
- o **Make time to learn about other cultures.**
  - Learn and use a few Spanish words.

LANGUAGE ASSISTANCE PLAN TRAINING FOR METRO TRANSIT POLICE 03/2014

19

### TRUE OR FALSE

**What do you think?**

- A police department develops new policies for assigning foot patrols to different Metrorail stations. The department must assess whether neighborhoods comprised primarily of members of particular racial or national origin groups are served equitably as compared to other neighborhoods and, if not, whether there is a nondiscriminatory reason for any difference in treatment. **T or F**

**True.** This could be a Title VI complaint.  
 1. Policies and practices must not have the effect of discriminating.  
 2. Refer this complaint to the Office of Civil Rights.

LANGUAGE ASSISTANCE PLAN TRAINING FOR METRO TRANSIT POLICE 03/2014

20

### TRUE OR FALSE

**What do you think?**

- It would be a violation for a police officer to suggest or request that a woman, whom he has stopped for disturbing the peace or placed under arrest, provide sexual favors in order to receive preferential treatment. **T or F**

**True.** This could be a violation under the Crime Control Act and Title VII of the CRA.

1. May not harass individuals based on the individual's sex or subject individuals to other forms of discrimination on the basis of sex.
2. Refer this complaint to the Office of Office of Equal Opportunity/Employee Relations.

LANGUAGE ASSISTANCE PLAN TRAINING FOR METRO TRANSIT POLICE 03/2014

21

### TRUE OR FALSE

**What do you think?**

- Ms. Smith should be allowed to wear a hijab (a Muslim headscarf) while on patrol. **T or F**

**False.** Third Circuit Court recently rejected a similar case under CRA of 1964. The request by a police officer to wear religious garb (of any sort) while on patrol violates a concept called religious neutrality.

1. Refer this complaint to the Office of Equal Opportunity/Employee Relations.

LANGUAGE ASSISTANCE PLAN TRAINING FOR METRO TRANSIT POLICE 03/2014

22

### Tools Available to Staff

**Customer call center contact information**

- 202-637-7000 / TTY 202-638-3780



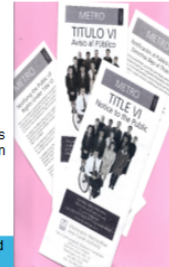
- A tear-away card to provide to customers

LANGUAGE ASSISTANCE PLAN TRAINING FOR METRO TRANSIT POLICE 03/2014

23

### Tools Available Systemwide to Assist LEP Customers

- o Written notification of free language assistance and Title VI Rights in Spanish, Korean, Chinese, Vietnamese, French, Arabic, and Amharic.
  - o Automatic replenishment of Take One's at Sales Offices, Customer Service, Rail Stations, and on Metrobus.
  - o Distributed to community organizations and at outreach events.
- o WMATA website language assistance page
  - o How to Ride Metro Video (Korean, Spanish, and Vietnamese)
  - o English/Spanish Metro Bus Timetables
  - o Metro's Pocket Guide (10 languages)



LANGUAGE ASSISTANCE PLAN TRAINING FOR METRO TRANSIT POLICE 03/2014

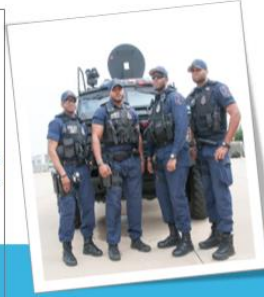
24

### Tools Available Systemwide to Assist LEP Customers

- Translated materials
  - Emergency procedures
- Metro's Website Enhancements
- Language Resource Team
- Metro's Language Coordinator
  - Corinne Rémy [cremy@wmata.com](mailto:cremy@wmata.com)

### Tools Available to Assist Front-Line Staff

- Metro Visual Translator with "I Speak" Identifier
  - *Multilingual Transit Phrases*
- Customer Information (Language Assistance Line): 202.637.7000  
TTY 202.638.3780



### PRACTICE THE PLATINUM RULE

- **Golden Rule:**
  - Treat others the way YOU want to be treated.
- **Platinum Rule:**
  - Treat others the way THEY want to be treated.

QUESTIONS AND ANSWERS  
WMATA'S LANGUAGE ASSISTANCE PLAN

One of the deep secrets of life is that all that is really worth doing is what we do for others.

LEWIS CAROL



**Appendix E: Topic Guide for CBO Outreach Interviews for WMATA’s Language Assistance Plan**

*Topic Guide*

---

**General/ Demographic/Language Questions**

1. How many people does your agency provide services to?
  2. What are the countries of origin from which your population has immigrated?
  3. What are the languages spoken by the population you serve?
  4. What are the most frequently traveled destinations?
  5. Are there locations that the population has expressed difficulty accessing via the public transportation system?
- 

**Use of Public Transit**

1. What obstacles do you believe your constituents face in accessing Metro services? Do these obstacles vary depending on the mode of transportation used?
2. Based on your knowledge and experience, do your constituents use public transportation?

If Yes:

- Are they transit dependent? Or choice riders?
- How often do they use public transportation?
- What kinds of public transportation do they use—Metrorail, Metrobus, MetroAccess, local transit?
- When do they use public transportation? For what purpose?
- How are fares typically paid by their constituents? SmarTrip® Cards/Cash/Passes? How familiar/comfortable do they believe their constituents are with using SmarTrip® cards?
- Do they have any suggestions for how WMATA could improve its services to make it work better? Please be as specific as you can.

If No:

- How do they travel if they have to go somewhere in the metro area?
  - Would they use public transportation if the trains or buses were set up differently? If they understood better how to use them?
    - If Yes:
      - Which transit systems or services would they use?
      - How could WMATA improve to make the services better for them?
-

**Use of WMATA Language Assistance Measures**

1. Which WMATA assistance measures do your constituents use or find beneficial? (have copies to show during the interview)
    - Bilingual or multi-lingual versions of the following written documents
      - Translated information on Metro website
      - Translated Take-Ones
      - Translated pocket guide (where do they get them?)
      - Title VI brochure
      - Complaint forms
    - Oral language assistance
      - Telephone interpreter services (including Metrorail, Metrobus and MetroAccess)
      - Bi-lingual staff to interpret information “as needed” at public meetings
      - Translated “How to Ride Metro” video/DVD (where do they see it? Does the agency have a copy? Where did they get it?)
      - Translated information/announcements on Metrobus (which lines?)
    - Community Outreach
      - Translated versions of public hearing/public meeting announcements (where is most effective?)
      - Bi-lingual staff to interpret information “as needed” at public meetings
      - Radio announcements (where do they hear them?)
      - Translated newspaper ads/announcements (where do they see them)
- 

**Need for Additional Language Assistance**

1. What are the most effective ways that Metro can reach out to and assist your constituents?
  2. How can Metro better engage the LEP community in its planning initiatives and public hearings?
  3. Who would the population trust most in delivering language appropriate messages?
-

## **Appendix F: Summary of Community Based Organization (CBO) Meetings Conducted February 2014**

### General Information

- For most of the limited English-speaking constituents, Metrobus is the preferred mode of transportation because it provides transit to the most frequently accessed destinations. Most constituents are more comfortable using the bus as it is more affordable and easier to use. Some LEP persons are reluctant to use Metrorail because it is underground. Most trips are taken within the core of the region.
- Most frequently spoken languages are Spanish, Amharic, Chinese, French, and Arabic. The majority of CBOs surveyed report that over 60% of their constituents are limited English proficient. Reading and writing levels were reported to be at the 5<sup>th</sup> to 9<sup>th</sup> grade levels.
- Most riders are transit dependent. They do not own automobiles and rely heavily on public transportation.
- Most trips are to commute to work, school, social events, and to medical appointments.
- Many of the respondents indicated that their constituents use passes and the SmarTrip® card and are comfortable with doing so.
- The most helpful language assistance measures employed by WMATA are the multilingual handouts and the telephonic interpretation service.

### Challenges

- Most find Metrorail difficult to use due to the farecard and SmarTrip® card machines. Additionally, the fare charts are not legible and visually confusing to the LEP population.
- Although Metro translates vital information to access the system, there needs to be greater and easier access to the information, especially service interruptions.
- Few constituents have regular access to computers to use WMATA's website.
- A couple of the interviewees expressed concern that the process for getting a refund was difficult, especially for a LEP patron.
- Although there is a high percentage of smartphone ownership, use of apps is limited due to the language barrier.

### Opportunities

- To reach LEP populations, it was suggested by most respondents that the use of ethnic media (TV, newspaper, and radio) would reach large numbers of customers.

- It was suggested that WMATA post Spanish instructions on how to use the farecard machines in the Metrorail station.
- Use less text on public facing documents and more icons and universal symbols.
- Service changes could be branded and displayed at bus stops, bus shelters, and on the interior of the bus.
- Hire more bilingual frontline staff.
- Visit CBOs and provide information in a way that works for the individual CBO, i.e., focus groups, open forums, discussion groups, travel training, etc.
- Shorten surveys and provide to the CBO staff in advance, so they will be prepared to assist constituents who are being asked to respond to the survey.

## Appendix G – Sample of Translated Materials

### *Metrorail Pocket (Arabic, Chinese, English, French, German, Italian, Japanese, Korean, Portuguese, Spanish, and Vietnamese)*

#### Metrorail

All'ingresso e all'uscita, ogni passeggero deve essere munito di biglietto. Possono viaggiare gratuitamente due bambini al di sotto dei cinque anni, accompagnati da un viaggiatore pagante.

Le tariffe variano in base all'orario e alla distanza percorsa. Le tariffe da fermata a fermata sono affisse sulle cabine dei responsabili di stazione e sui distributori di TESSERE/BIGLIETTI. I distributori accettano carte di credito e debito. Se si utilizza denaro contante, munirsi di banconote di piccolo taglio; i distributori forniscono solo un resto massimo di 10 dollari (in monete).

Si può risparmiare utilizzando la carta SmarTrip® anziché un biglietto di carta. SmarTrip® è una tessera plastificata ricaricabile con denaro, riutilizzabile per pagare le tariffe Metrorail e Metrobus e il prezzo del parcheggio nei parcheggi all'aperto gestiti dalla Metro.

Le carte SmarTrip® sono acquistabili presso i distributori presenti nelle stazioni Metrorail. La SmarTrip® si può acquistare anche presso uno degli oltre 200 punti vendita oppure via Internet dal sito [wmata.com](http://wmata.com). È possibile ricaricare il credito sulla carta SmarTrip® presso i distributori di TESSERE/BIGLIETTI nelle stazioni Metrorail, in alcuni punti vendita e sul nostro sito Web. Sul sito è possibile inoltre controllare il credito risultante sulla carta registrata, vedere dove e quando è stata usata l'ultima volta e denunciare lo smarrimento o il furto.

Se si prevedono numerosi tragitti nella stessa giornata, si consiglia l'acquisto della tessera giornaliera (One Day Pass) che dà diritto a un numero illimitato di corse. Si può acquistare presso il distributore di TESSERE/BIGLIETTI nelle stazioni Metro.

#### Orari di servizio

Apertura: ore 05.00 Lun.-Ven. ore 07.00 Sab.-Dom.  
Chiusura: mezzanotte da dom. a giov. ore 03.00 ven. e sab. notte

L'orario dell'ultima corsa varia. Per evitare di perdere l'ultimo treno, controllare i relativi orari affissi nelle stazioni.

#### Tariffe per clienti senior/disabili

Le persone che hanno compiuto almeno 65 anni, i portatori di disabilità e i clienti titolari di carta Medicare possono pagare la metà della tariffa normale. Su Metrorail, utilizzare un biglietto o una carta SmarTrip®

per senior/disabili. Su Metrobus, utilizzare una carta SmarTrip® per senior/disabili o una tessera bus per senior/disabili (caricata sulla carta SmarTrip®), oppure esibire il documento di disabilità Metro o una tessera Medicare valida e un documento di identità con foto, pagando la tariffa per senior/disabili. Per maggiori dettagli sulla possibilità di ottenere il documento di identità Metro e di acquistare biglietti, tessere e carte SmarTrip® per senior/disabili, consultare il sito [wmata.com](http://wmata.com) o chiamare il numero 202-637-7000 (TTY 202-638-3780).

Informazioni gratuite su come utilizzare i servizi offerti da Metrobus e Metrorail sono disponibili per le persone che hanno compiuto almeno 65 anni e i disabili telefonando al numero 202-962-1100 (TTY 202-962-2033).

#### Parcheggio presso le stazioni della Metro

Durante la settimana (fino alle ore 3.00 della notte di venerdì), il parcheggio giornaliero nei piazzali e nei garage Metro è a pagamento. Il parcheggio è gratuito durante i fine settimana e nelle festività nazionali. Non è possibile pagare in contanti, tranne negli spazi con parchimetro. Tutti i piazzali e i garage Metro accettano il pagamento con carta SmarTrip®, e la maggior parte anche con le principali carte di credito. Le tariffe giornaliere dei parcheggi variano secondo la stazione, sono affisse all'ingresso/uscita del parcheggio e sono riportate nel nostro sito Web.

#### Consigli di viaggio

Per evitare file ai distributori di biglietti dopo eventi importanti, accertarsi di avere credito sufficiente per il viaggio di andata e ritorno sulla carta SmarTrip® (o acquistare un biglietto di andata e ritorno) prima di partire.

Le ore di punta dei giorni feriali - prima delle 9.30 e tra le 15.00 e le 19.00 - sono quelle di maggiore affollamento. Se possibile, si consiglia di programmare i propri spostamenti in modo da evitare tali fasce orarie.

In caso di smarrimento di oggetti su un autobus o un treno o in una stazione, si prega di chiamare l'Ufficio Oggetti Smarriti (Lost & Found) al numero 202-962-1195 o consultare il nostro sito Web.

Abbonandosi ai MetroAlerts sul sito [wmata.com](http://wmata.com) si possono ricevere informazioni Metro aggiornate e mirate direttamente sul proprio desktop o dispositivo mobile.

Informazioni soggette a modifiche. 00-532 REV. 6/12



Safety Materials


**We're serious about safety.**

Metro police, safety officers and staff are in the field daily, keeping an eye out for anything unusual.

And you can help. If you witness anything out of the ordinary, tell the train operator, station manager or a Metro police officer. To report an emergency to Metro Transit Police, call 202-962-2121.


YOUR GUIDE TO

## Metrail Safety



- Safety features
- Emergency procedures
- Suspicious packages or activity

For information about on-site presentations, call 202-962-1057.




Metro is committed to safety. It's a top priority in everything we do. But to keep Metro as safe as possible, we need your help. This brochure tells you what you should know about safe Metrorail travel. Read it. Share it with your children. And have a safe ride on Metrorail.


**On escalators**

Metrorail safety begins the minute you reach a station's escalator. If you're not careful, escalators can truly be dangerous. Most accidents result from slips, trips and falls when someone is in a rush. Here are some smart rules to follow:

- Step carefully over the yellow combplate (the point where the steps and platform meet).
- Hold the handrail and face forward.
- Keep clothing and shoes away from the sides where they might be caught.
- Make sure shoelaces are tied and loose clothing doesn't touch the escalator.
- If you need to stop an escalator, look for the emergency stop buttons near the handrail or the floor at the top and bottom of the escalator.



Know where to find emergency stop buttons.



Emergency intercoms are in all stations.

- If you're with children, hold their hand.
- If you're carrying large packages, or have a stroller or bike, take the elevator.
- Don't sit on the steps.

**At the platform**

Stand near the center of the platform. That way, you won't have to rush when the train arrives. Watch for the flashing floor lights near the edge; they tell you when a train is coming.

If you see an unusual, unsafe or emergency situation at the platform, please report it to the station manager via the intercom mounted on the designated pylons.

**On the tracks**


Falls from the platform to the trackbed are rare, but if you find yourself there, don't panic and remember these lifesaving rules:

- If you fall when a train is entering the station, roll beneath the platform edge away from the train and power rail. There is a safety area underneath the platform edge where you will be safe.
- Call out for help but do not touch any part of the train or the track.
- Stay there until help arrives. Wait for instructions from a Metro employee. Do not try to climb onto the platform without assistance from a Metro employee.


**Boarding the train**

- Stand on the red tile (behind the bumpy tile) until the train stops.
- Never run to the train. Be especially careful when it's rained or snowed; wet tile floors can be slippery.

- Allow people to get off the train before you get on the train.
- Step carefully over the gap between the platform and train.
- Don't try to board after you hear the chimes or an announcement that the doors are closing.
- Train doors don't reopen automatically like elevator doors. Never try to hold the doors open. Keep yourself and personal items clear of the closing doors.



If a train is standing, roll under the platform edge.



Never try to hold a train door open.

**On train cars**

Here's what you can do to be safe:

- If you are standing, hold onto the seat-mounted or overhead handrails.
- Never lean against the doors.
- Never open the emergency doors and walk between the cars unless directed to by the train operator or Metro police officer during an emergency.

**Anywhere in the system**

If you see a suspicious package, stay away from it. Report it to a train operator, Metro police officer, station manager or other Metro employee.

**In case of emergency**

You should be aware of the many safety features on a Metro train should an emergency situation arise. These safety features include:

**Intercoms**

To report an unusual situation to the train operator, use the intercom at either end of the car.

- Push and hold the red button and speak into the intercom. To hear responses from the train operator, release the red button.
- Report the rail car number that's on the front of the intercom. Describe the problem clearly and briefly.
- Wait for instructions from the train operator.

**Fire Extinguishers**

All rail cars are equipped with a fire extinguisher in the operator's cab. Some cars have another extinguisher beneath the last left-hand seat at the opposite end of the car.


**Emergency doors**

In most cases, evacuation of a train should be performed under the supervision of the train operator or other Metro employee. Before attempting to open doors, contact the train operator on the intercom at either end of the car and wait for the train to come to a stop. If the situation is life-threatening and an immediate evacuation is needed, take these steps.


1. **Inside tunnels:** Use the emergency door release on the side of the tunnel with lights.
 

**Ground level:** Face the front of the train and use the emergency door release on the right hand side of the train.


**Elevated track:** Look for the raised walkway; use the emergency door release on that side of the train.
2. Lift the emergency door release cover and pull the red handle down.
3. Slide the left door panel open and step down carefully.
4. Once clear of the train, walk down the raised safety walk to the nearest station.
5. If you encounter movable rails, walk on opposite side of high voltage rail (identified by white cover board) until you are clear of them. Do not touch the high voltage rail.



Pull red handle down.



Slide door open.



Stay on the raised safety walk.

Translated into Korean, Spanish and Vietnamese

Many Metrobuses have the onboard cameras, and all buses will be equipped with cameras in the future.

**Railroad grade crossing safety**

Metrobus serves an area which has 23 railroad grade crossings. In a typical week, Metrobuses drive over grade crossings more than 5,200 times.



Metrobus operators stop at all railroad grade crossings.

In accordance with federal safety regulations, Metrobus operators stop at all railroad grade crossings.

To ensure your safety, Metrobus operators have been thoroughly trained in railroad rights-of-way safety practices in cooperation with CSX, the National Transportation Safety Board, the National Safety Council and Operation Lifesaver.

**We're serious about safety.**

Metro police, safety officers and staff are in the field daily, keeping an eye out for anything unusual. And you can help. If you witness anything out of the ordinary, tell the bus driver or Metro police officer. To report an emergency to Metro Transit Police, call 202-962-2121.

**Schedule a safety presentation.**

Metro safety officers are available to speak to community groups, schools and individual companies about Metro safety. To schedule a free safety presentation, please call 202-962-1057.

**YOUR GUIDE TO**

# Metrobus Safety

- Safety features
- Emergency procedures
- Suspicious packages or activity

**M opens doors**  
Information anytime 202-637-5000 TTY 202-638-2780

**Getting on and off the bus**

- Keep a safe distance from the curb as the bus pulls up.
- Don't run for the bus. That's when most accidents happen.
- Watch your step and hold the handrail when getting on and off the bus, especially in wet or icy conditions.
- Stay clear of closing doors.
- Make sure the bus is stopped and the driver sees you before you step in front of the bus to load or unload your bicycle. Never step into traffic to load or unload your bicycle.
- If you have to cross the street after getting off a bus, wait until the bus has pulled away from the bus stop.

**Riding the bus**

- Never lean against the door.
- If you are standing, hold onto the handrails on seats or overhead.
- Do not stand in front of the white line or talk to the driver while the bus is moving; doing so can interfere with the safe operation of the bus.
- Attend to your children at all times.
- Do not hang your arms or hands out of the windows.
- Follow the bus driver's instructions.

**Suspicious packages or activity**

If you see a suspicious package or witness unusual activity at a bus stop or on a bus, inform the bus driver or a police officer.

**In case of emergency**

Listen to and obey the instructions of the Metrobus driver; he or she is highly-trained for emergency situations.

**Emergency escape windows**

You can recognize the emergency escape windows by their label and distinctive red handles. Next to the handle are simple instructions for opening the windows.

**Manual door operation**

You can open the doors by disabling the mechanical opener. The release is next to the door. Use the red hammer to break the glass protecting the door release, then follow the instructions next to the door release.

**Ceiling escape hatches**

If you can't get out through the doors or windows, use the ceiling escape hatches. Each has opening instructions.

**Fire safety**

Metrobus seats and carpets are flame retardant and fire resistant to help eliminate the danger of flash fires.

Compressed natural gas buses are equipped with a fire suppression system which protects against engine fires. In case of a fire, the system puts out the fire and prevents it from restarting.



Use the red handle.



Use the hammer to break the glass and access the manual door opener.



Use the ceiling escape hatch if the doors and windows are blocked.



This system will put out the fire and prevent it from restarting.

**Fire extinguishers**

If there is a fire on a Metrobus, the driver is always the first person responsible for putting it out. But if the driver is unable to, it's a good idea for you to know where they are:

- behind or under the driver's seat.
- inside the front door under the passenger side seat.

**Protective wheel devices**

Metrobuses are equipped with protective wheel devices to sweep people out of harm's way if they fall under the rear wheels of the bus. The guards are attached to the back right wheel. Their curved shape acts like a wing, pushing whatever is caught out of the way by lifting it outward from the path of the bus.

**Video cameras**

Cameras on Metrobuses ensure your safety, and also provide valuable information in case of an accident or criminal investigation.



Fire extinguishers are in the front of the bus.



...usually behind the driver's seat.



Wheel devices push whatever is caught out of the path of the bus.



Cameras record activity on the bus.

*Translated into Korean, Spanish and Vietnamese*

**Title VI Take One Notice**



**Notifying the Public of Rights Under Title VI**

Metro is committed to ensuring that no person is excluded from participation or denied the benefits of its services, or otherwise subjected to discrimination on the basis of race, color or national origin, as provided by Title VI of the Civil Rights Act of 1964, as amended.

Any person who believes they have been aggrieved by an unlawful discriminatory practice under Title VI has a right to file a formal complaint with Metro. Any such complaint must be in writing and filed with Metro Title VI Coordinator.

For more information on Metro's Title VI program, and the procedures to file a complaint, contact 202-962-2582, email [title.vi.complaint@wmata.com](mailto:title.vi.complaint@wmata.com) or visit [www.wmata.com](http://www.wmata.com).

A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, 1200 New Jersey Avenue 5th Floor, SE, Washington, DC 20590.

Free language assistance is provided to people with limited English proficiency to help them ride Metrobus, Metrorail and MetroAccess. For information or language assistance, call 202-637-7000 (TTY 202-638-3780). For Spanish, press 1. For other languages, press 88 and then 5. Or go to [www.wmata.com](http://www.wmata.com) for website translations.

If this information is needed in another language, contact 202-962-2582.

De necesitarse esta información en otro idioma, llame al 202-962-2582.

영어가 아닌 다른 언어로 이 정보가 필요  
하시면 202-962-2582 로 연락해 주십시오.

如果需要用另一種語言提供這一資訊  
請電洽 202-962-2582.

Nếu quý vị cần thông tin này bằng thứ tiếng khác xin liên  
hệ 202-962-2582.

ይህን መረጃ በሌላ ቋንቋ ለማግኘት ከዚህ በ 202-962-2582  
ይደውሉ።



Washington Metropolitan Area Transit Authority  
Title VI Coordinator  
Office of Civil Rights, 7G-061  
600 Fifth Street, NW Washington, DC 20001



**Notification du public de ses droits conformément au Titre VI**

Metro s'engage à s'assurer que personne ne soit exclu de participer ou se voit refuser le bénéfice de ses services, ou ne soit de toute autre manière soumis à une discrimination en raison de sa race, couleur de peau ou origine nationale, conformément aux dispositions du Titre VI de la Loi sur les droits civils de 1964, tel que modifié.

Toute personne estimant avoir été lésée par une pratique discriminatoire illégale en vertu du Titre VI, a le droit de déposer une plainte officielle auprès de Metro. Toute plainte doit être faite par écrit et déposée auprès du coordinateur de Metro pour le Titre VI.

Pour plus de détails sur le programme de Metro relatif au Titre VI et sur les procédures de dépôt de plainte, veuillez appeler le 202-962-2582, envoyer un email à [title.vi.complaint@wmata.com](mailto:title.vi.complaint@wmata.com) ou visiter le site Web [www.wmata.com](http://www.wmata.com).

Les plaignants peuvent déposer une plainte directement auprès de l'Administration fédérale des transports en envoyant leur plainte au Bureau des droits civils, à l'attention du Coordinateur du programme relatif au Titre VI, 1200 New Jersey Avenue 5th Floor, SE, Washington, DC 20590.

Une assistance linguistique est fournie gratuitement aux personnes qui ne maîtrisent pas l'anglais a pour les aider à utiliser Metrobus, Metrorail et MetroAccess. Pour plus de détails ou une assistance linguistique, appelez le 202-637-7000 (TTY 202-638-3780). Pour l'espagnol, appuyez sur le 1. Pour les autres langues, appuyez sur 88, puis sur le 5. Ou bien visitez le site Web [www.wmata.com](http://www.wmata.com) pour consulter les traductions du site.

Si vous avez besoin de ces informations en une autre langue, appelez le 202-962-2582.



Washington Metropolitan Area Transit Authority  
Title VI Coordinator  
Office of Civil Rights, 7G-061  
600 Fifth Street, NW  
Washington, DC 20001

*Translated into Amharic, Chinese, French, Korean, Spanish, and Vietnamese*



**Title VI Brochure**

"Элементарная справедливость требует, чтобы государственные фонды, сформированные из вкладов налогоплательщиков всех рас [цветов кожи и национальностей], ни в коем случае не растрчивались на действия, которые поощряют, укрепляют, субсидируют или приводят к дискриминации на основании расового признака [цвета кожи или национального происхождения]".

Президент Джон Ф. Кеннеди в призыве к утверждению Раздела VI в 1963 г.

If you need this information in another language, contact 202-962-2582.

Si mas información es necesario en otro idioma, por favor de contactar 202-962-2582.

Si vous désirez recevoir ces informations dans une autre langue, contactez le 202-962-2582.

Nếu cần thông tin này bằng một ngôn ngữ khác, xin liên lạc 202-962-2582.

영어 이외의 외국어 설명이 필요하시면, 전화 202-962-2582로 연락주세요.

உயர் மொழி மொழி உதவி 202-962-2582 உதவி

Если вам необходима данная информация на другом языке, свяжитесь с нами по номеру 202-962-2582.



Washington Metropolitan Area Transit Authority

Координатор по вопросам языковой поддержки и Раздела VI  
Title VI and Language Assistance Coordinator  
Office of Civil Rights  
600 Fifth Street, NW, 7G  
Washington, DC 200001  
Тел: 202-962-2582  
Факс: 202-962-2471  
Электронная почта:  
title.vi.complaint@wmata.com  
For general information about Metro,  
please visit [wmata.com](http://wmata.com)  
or call 202-637-7000 (TTY 202-638-3780).

METRO

Russian

**РАЗДЕЛ VI**  
Публичное уведомление



Если вам необходима помощь на родном языке при поездках на Metrobus, Metrorail и MetroAccess, обращайтесь по тел.: 202-637-7000 (TY 202-638-3780) или зайдите на сайт [wmata.com](http://wmata.com).



Washington Metropolitan Area Transit Authority

Washington Metropolitan Area Transit Authority  
Title VI and Language Assistance Coordinator  
Office of Civil Rights  
600 Fifth Street, NW, 7G  
Washington, DC 10001  
Тел : 202-962-2582  
Факс: 202-962-2471

*Spanish, Korean, Vietnamese, Chinese, French, Arabic, Amharic, Urdu, Tagalog, Russian, Farsi, Persian, and Portuguese*

Service Changes translated into appropriate languages depending upon geographic locations



# SILVERLINEUPDATE



**CẬP NHẬT CHO TUYẾN ĐƯỜNG MÀU XÁM**

**Những Thay Đổi Dịch Vụ Xe Điện Metrorail**

**Tuyến đường Màu Xám (Silver Line) Rất Quan Trọng Đối Với Thành Công Liên Tục của Hành Lang Dulles**

Hành Lang Dulles của Bắc Virginia là nơi tập trung các trung tâm năng động và phát triển nhanh chóng mới trong vùng, bao gồm Tysons Corner, Reston, Herndon, Phi Trường Quốc Tế Dulles và Quận Tổng Loudoun. Tuyến Đường Màu Xám của Xe Điện Ngầm (Metro's Silver Line) sẽ hỗ trợ phát triển trong tương lai dọc theo hành lang đã lên kế hoạch và cũng sẽ giúp tránh sẽ kẹt xe và thời gian chờ đợi kết hợp với dịch vụ xe buýt, tuyến đường công cộng và chuyến chở phẩm chất cao, với số lượng lớn dọc theo Hành Lang Dulles.

**Tạo Lập Hai Giai Đoạn**

**Giai Đoạn 1:**  
Dự kiến hoạt động vào cuối 2013  
Đài khoảng 11.4 dặm, đoạn này bao gồm năm trạm: Metroland, Tysons Corner, Greenboro, Spring Hill và Wiehle-Reston East. Đoạn này sẽ cung cấp lượt đi một chỗ ngồi vào trung tâm thành phố.

**Giai Đoạn 2:**  
Dự kiến hoạt động vào 2018  
Đài khoảng 11 dặm, đoạn cuối gồm có sáu trạm: Trung Tâm Thành Phố Reston, Herndon, Trung Tâm Đối Mặt Phi Trường Quốc Tế Dulles, Đường 606 và Đường 772.

Muốn biết thêm thông tin về Tuyến Đường Màu Xám của Xe Điện Ngầm, hãy tham [wmata.com/silverline](http://wmata.com/silverline) hoặc gọi số 202-637-7000 (TTY 202-638-3780).

**Metrorail Service Changes**

● **Silver Line:**  
Will operate between Wiehle-Reston East and Largo Town Center stations. Trains will run every six minutes during peak periods and every 12-20 minutes during off peak and late night.

● **Orange Line:**  
Peak period rail trips between Vienna and West Falls Church stations will be reduced because of the expected shift of travelers to the Silver Line. All Orange Line service originating from Vienna station will terminate at New Carrollton station.

● **Blue Line:**  
During peak periods, Blue Line trains will run every 12 minutes to accommodate Silver Line trains through the Rosslyn tunnel. Some eight-car trains will provide additional capacity.

**Bus Service and Changes**

All Silver Line stations will have bus service. Existing bus service will be restructured to provide service to the five new Silver Line stations opening under Phase 1. Metro has been working with Fairfax County, Loudoun County, Prince William County and other carriers to develop an integrated plan that will complement the new Silver Line. This plan will:

- Provide greater customer ease and satisfaction.
- Serve new markets.
- Improve reliability and service efficiency.
- Improve the efficient use of the Metrobus fleet.
- Increase transit ridership.
- Encourage the use of the Silver Line.

Currently, there are 60 bus routes (operated by five different carriers) that service the Silver Line area:

Metrobuses will be rerouted to serve the four stations in Tysons Corner. Fairfax Connector will provide a majority of the local bus service, including a new circulator system in Tysons Corner that will serve the four stations.

In Loudoun County, express buses will serve Wiehle-Reston East station instead of West Falls Church station.

In Prince William County express buses will serve Tysons Corner station instead of Vienna and West Falls Church stations.

Washington Flyer will provide service between Dulles International Airport and Wiehle-Reston East station instead of West Falls Church station.

For more information about Metro's Silver Line, visit [wmata.com/silverline](http://wmata.com/silverline) or call 202-637-7000 (TTY 202-638-3780).

# Metrobus Schedules

**How to use this timetable**

- Use the map to find the stops closest to where you will get on and off the bus.
- Select the schedule (Weekday, Saturday, Sunday) for when you will travel. Along the top of the schedule, find the stop at or nearest the point where you will get on the bus. Follow that column down to the time you want to leave.
- Use the same method to find the times the bus is scheduled to arrive at the stop where you will get off the bus.
- If the bus stop is not listed, use the time shown for the bus stop before it as the time to wait at the stop.
- The end-of-the-line or last stop is listed in ALL CAPS on the schedule.

**Cómo Usar este Horario**

- Use este mapa para localizar las paradas más cercanas a donde se subirá y bajará del autobús.
- Seleccione el horario (Entre semana, sábado, domingo) de cuando viajará. A lo largo de la parte superior del horario, localice la parada o el punto más cercano a la parada en la que se subirá al autobús. Siga esa columna hacia abajo hasta la hora en la que desea salir.
- Utilice el mismo método para localizar las horas en que el autobús está programado para llegar a la parada en donde desea bajarse del autobús.
- Si la parada del autobús no está listada use la hora que se muestra en la parada anterior como la hora de espera en la parada.
- El final de la ruta o la última parada del autobús aparece en letras MAYÚSCULAS en el horario.

English-Español
Effective 3-24-13

## Q1,Q2,Q4,Q5,Q6

Veirs Mill Road Line



**Serves these locations-**  
**Brinda servicio a estas ubicaciones**

- Shady Grove station (Q1, Q2, Q5, Q6)
- Montgomery College (Rockville campus) (Q2, Q6)
- Rockville station (west side)
- Wheaton station
- Forest Glen station (Q1, Q2, Q4)
- Silver Spring station (Q1, Q2, Q4)



Information Anytime 202-637-7000 TTY 202-636-3786
www.wmata.com


**Washington Metropolitan Area Transit Authority**

A District of Columbia, Maryland and Virginia Transit Partnership

Page 1 of 13

*Translated into Spanish*

## Metrobus Services Changes Brochure

Los horarios se ajustarán y se agregará servicio en algunas rutas para reducir la aglomeración y mejorar la puntualidad. Los pasajeros deben revisar los nuevos horarios disponibles en los autobuses o en línea en [wmata.com/betterbus](http://wmata.com/betterbus).

- En el Distrito de Columbia, el servicio de la **NUEVA** Ruta W1 entre Fort Drum y Congress Heights brindará conexiones mejoradas entre vecindarios, destinos de compras, centros de actividad y Metrorail.
- En Maryland se agregarán viajes a las Rutas F4, K9 y T19 para reducir la aglomeración y prolongar el horario de servicio. El servicio en Laurel se reestructurará para ofrecer un horario más largo por las noches entre semana en la Ruta 89.
- En Virginia se reestructurará el servicio en la Línea Hunting Point-Pentagon (Rutas 10A, 10B, 10E) y en la Línea McLean-Crystal City (Rutas 23A, 23C) para brindar un servicio más directo, mejorar las conexiones y brindar servicio adicional en los tramos de mayor uso de las líneas.

### Distrito de Columbia

#### Ruta 60 - Fort Totten-Potworth

- Un nuevo horario reflejará los ajustes de tiempo a los viajes.
- El tiempo entre un autobús y otro a mediodía entre semana aumentará a cada 45 minutos para mejorar la puntualidad.

#### Ruta 80 - North Capitol Street

- Cada dos viajes que salgan de Fort Totten terminarán en McPherson Square la mayoría de las veces durante el día entre semana.
- Cerca de Potomac Park, los autobuses que van hacia el sur usarán el paso deprimido de Virginia Avenue en 23rd Street y ya no se detendrán en Virginia Avenue en 22nd y 25th streets NW. Se tienen disponibles paradas de autobús alternativas a lo largo de Virginia Avenue NW en 21st y 24th streets NW.

#### Rutas A4, W5 - Anacostia-Fort Drum

- El último viaje de la Ruta W5 hacia el norte va a cambiar para operar como viaje de la Ruta A4.
- Un nuevo horario reflejará los ajustes de tiempo a los viajes.

#### Ruta M2 - Fairfax Village-Naylor Road

- Se eliminará el servicio; habrá servicio alternativo disponible en las rutas 39, F14, M6, V5 y W4.

#### Rutas M8, M9 - Autobús de Congress Heights

- El servicio será eliminado y se reemplazará con la **NUEVA** Ruta W1.
- Se tiene disponible servicio alternativo adicional en las rutas A2, A6, A7, A8, W2, W3 y W4.

#### Ruta U4 - Sheriff Road-River Terrace

- Un nuevo horario reflejará los ajustes de tiempo a los viajes.
- El tiempo entre un autobús y otro a mediodía entre semana aumentará a cada 35 minutos para mejorar la puntualidad.

#### Ruta V5 - Fairfax Village-L'Enfant Plaza

- Un nuevo horario reflejará los ajustes de tiempo a los viajes.
- El tiempo entre un autobús y otro aumentará a cada 15 minutos para reflejar las condiciones del tráfico.

#### Rutas V7, V9 - Minnesota Avenue-M Street

- Un viaje adicional entre semana de la Ruta V7 hacia el oeste saldrá de la estación Minnesota Avenue a las 7:18 de la mañana para reducir la aglomeración.
- El servicio de la Ruta V9 operará entre Benning Heights y la estación Navy Yard-Balpark de Metrorail. Los autobuses de la Ruta V7 seguirán dando servicio al Bureau of Engineering.

#### Ruta W1 - Shipley Terrace-Fort Drum

- Esta **NUEVA** ruta brindará mejores conexiones entre Fort Drum, The Shops at Park Village (Giant Food), THEARC, Southeast Tennis and Learning Center, la estación Congress Heights y la estación Southern Avenue, reemplazando parcialmente el servicio de las Rutas M8 y M9.
- La Ruta W1 operará entre semana entre las 5:45 de la mañana y las 8:15 de la noche.

#### Ruta W4 - Deanwood-Alabama Avenue

- Aumentará el servicio entre semana para reducir la aglomeración.

#### Ruta W9 - limitada de South Capitol Street

- Los horarios de los viajes de la hora pico de la tarde se ajustarán para coordinarse mejor con las salidas del tren expreso de Virginia Railway desde L'Enfant Plaza.

#### Ruta X8 - Maryland Avenue

- Un nuevo horario reflejará los ajustes de tiempo a los viajes.

### Maryland

#### Rutas 87, 88 - Laurel Express

- Ciertos viajes de la Ruta 87 se prolongarán desde Greenbelt hasta New Carrollton para continuar brindando conexiones entre Laurel y la estación New Carrollton de Metrorail.
- Se eliminará el servicio de la Ruta 88 y se reemplazará con un servicio extendido de la Ruta 87.

#### Rutas 89, 89M - Laurel

- El servicio entre semana operará aproximadamente tres horas más tarde, brindando servicio cada hora. El último viaje hacia el norte de la Ruta 89 saldrá desde Greenbelt a las 10:07 de la noche y el último viaje hacia el sur de la Ruta 89 saldrá de Laurel a las 10:56 de la noche.

#### Rutas A11, A12 - Martin Luther King Jr. Highway

- Los autobuses ya no darán servicio al antiguo sitio del Landover Mall.
- Se agregarán viajes adicionales a los horarios del sábado y el domingo para brindar un servicio más temprano por la mañana y un servicio más tarde por la noche.

#### Ruta F4 - New Carrollton-Silver Spring

- Un nuevo horario reflejará los ajustes de tiempo a los viajes.

#### Ruta K9 - Limitada en New Hampshire Avenue-Maryland

- Se han agregado viajes adicionales para dar servicio al complejo FDA-FRC.
- Un nuevo horario reflejará los ajustes de tiempo a los viajes.

#### Ruta T18 - Annapolis Road

- Se han agregado viajes adicionales por la mañana entre semana para reducir la aglomeración.

### Virginia

#### Rutas 7A, 7F - Lincolnia-North Fairlington

- Un nuevo horario reflejará los ajustes de tiempo a los viajes.

#### Ruta 7B - Lincolnia-Park Center-Pentagon

- El punto final de la ruta hacia el sur cambiará de Southern Towers a Northern Virginia Community College-Alexandria en Filmore Avenue.

#### Rutas 9A, 9E - Huntington-Pentagon

- Un nuevo horario reflejará los ajustes de tiempo a los viajes.
- El servicio de la Ruta 9E será eliminado y se reemplazará con la **NUEVA** Ruta 10S.

#### Rutas 10A, 10E, 10R, 10S - Hunting Point-Pentagon

- Un nuevo horario reflejará los ajustes de tiempo a los viajes.
- La **NUEVA** Ruta 10R brindará servicio cada 30 minutos entre Alexandria, Crystal City y Rosslyn durante las horas pico entre semana.
- La **NUEVA** Ruta 10S reemplazará el servicio de la Ruta 9E durante las horas pico entre semana entre Rosslyn y la estación Braddock Road.
- El servicio a Pentagon lo brindarán las Rutas 10A y 10E. Las Rutas 10R y 10S operarán hacia Rosslyn, sin pasar por el Pentágono.
- El servicio de la Ruta 10A en la hora pico entre semana será reemplazado por el servicio de la Ruta 10R hacia el norte por la mañana y hacia el sur por la tarde, ofreciendo una conexión directa y un tiempo de viaje más corto entre Rosslyn, Crystal City y Alexandria.

#### Ruta 10B - Hunting Point-Ballston

- Los autobuses darán servicio a Arma Valley en las paradas de autobús en South Glebe Road y West

Glebe Road. Los autobuses ya no darán servicio en 26th Street, Adams Street, 28th Street y Meade Street.

- Se tiene disponible un servicio alternativo dentro de Arma Valley en el ART Ruta 87.

#### Rutas 13F, 13G, 13Y - National Airport-Pentagon-Washington

- La **NUEVA** ruta 13Y, Arlington-Union Station, reemplazará todo el servicio de las Rutas 13F y 13G.
- El servicio de la Ruta 13Y operará entre el Reagan National Airport y Union Station por Crystal City, Pentagon City, el Pentágono, 14th Street NW y E Street NW en las mañanas de sábados, domingos y días festivos hasta las 7 de la mañana.

#### Rutas 23A, 23B, 23C, 23T, 23W - McLean-Crystal City

- La Ruta 23A brindará servicio entre Tysons Corner Center y Crystal City entre semana durante el horario no pico y todo el día el fin de semana.
- Las **NUEVAS** Rutas 23B y 23T brindarán servicio durante las horas pico entre semana. La Ruta 23B operará cada 24 minutos entre Crystal City y Ballston, y la Ruta 23T operará cada 24 minutos entre Shirlington y Tysons Corner Center. Las Rutas 23B y 23T brindarán un tiempo combinado de 12 minutos entre un autobús y otro entre Ballston y Shirlington.
- La **NUEVA** Ruta 23W, con el autobús Westpark, brindará servicio entre Tysons Corner Center y Tysons-Westpark Transit Station, dando servicio a Tysons Galleria.
- El servicio de la Ruta 23C será eliminado, con un servicio alternativo brindado por las Rutas 15K y 15L en las áreas de McLean y Langley.

English-Español



## Metrobus Service Changes

Changes to some Metrobus routes are happening March 30, 2014.

To stay informed, visit [wmata.com/betterbus](http://wmata.com/betterbus) or call 202-637-7000.

**Cambios al servicio de Metrobus**

El domingo 24 de marzo de 2014 habrá cambios en algunas rutas de Metrobus

Para mantenerse informado, visite [wmata.com/betterbus](http://wmata.com/betterbus) o llame al 202-637-7000.

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**Affected routes (rutas afectadas):**

DC: 60, 80, A4, M2, M8, M9, U4, V5, V7, V9, W4, W5, W9 and X8.

Maryland: 87, 88, 89, 89M, A11, A12, F4, K9 and T18.

Virginia: 7A, 7B, 7F, 9A, 9E, 10A, 10B, 10E, 13F, 13G, 23A and 23C.

REVISAL DATE HERE

