

# LIMITED ENGLISH PROFICIENCY PLAN 2014

For the Metropolitan Council, MetroTransit, Metro Mobility, Transit Link

## Contents

I. About the Council.....	3
II. Background Information .....	4
Purpose.....	4
Authority .....	4
Responsibilities .....	5
III. Identification of Limited English Proficient Individuals in the MetroTransit, Metro Mobility, and Transit Link Service Area .....	6
1. The Number and Proportion of LEP Persons in MetroTransit’s Service Area.....	6
Table of LEP Speakers in the MetroTransit Service Area.....	8
Figure 1. Distribution of all Limited English Proficient Speakers.....	9
Figure 2. Distribution of Spanish Speakers who are Limited English Proficient .....	10
Figure 3. Distribution of Hmong Speakers.....	11
Figure 4. Distribution of Somali Speakers who are Limited English Proficient .....	12
2. The Frequency of Contact Between LEP Individuals and the Council’s Transportation Services .....	13
Critical Services .....	13
Interactions with LEP Populations.....	14
Transit Link Call Center Information.....	18
Metro Mobility Ridership.....	18
3. Nature and Importance of MetroTransit Services for LEP Customers.....	18
4. The Resources Available and the Costs of Providing Language Assistance Services .....	19
Additional Services .....	19
IV. Current Language Assistance Measures .....	20
V. Current LEP Outreach .....	21
VI. Future Strategies to Better Serve LEP Customers.....	22
VII. Staff Training .....	24
VIII. Monitoring and Updating the Language Assistance Plan .....	24
IX. Tentative Implementation Timeline .....	25
X. Executive Summary.....	25
Background .....	25
Demographic Data.....	26
MetroTransit Data.....	27
Current Language Assistance Measures .....	28
Future Strategies to Better Serve LEP Customers.....	28
Monitoring and Updating the Language Assistance Plan .....	29
XI. Attachments.....	29
Attachment 1 – Sample Bus Operator Survey .....	29
Attachment 2 – MetroTransit Community Advocate Flyer .....	31
Attachment 3 – MetroTransit Community Advocate Partners.....	32
Attachment 4 – Article on MetroTransit Community Advocates .....	34
Attachment 5 – Multi-Lingual Go-To Card Information .....	36
Attachment 6 – Multi-Lingual Fare Information Card.....	38

## I. About the Council

The Metropolitan Council was established by the Minnesota Legislature in 1967 and is the metropolitan planning organization (MPO) for the Twin Cities seven-county metropolitan area. It also provides many essential services and infrastructure that support communities and businesses and ensure a high quality of life for residents of the region. The Council's mission is to foster efficient and economic growth for a prosperous metropolitan region. Its priorities include:

- Creating a financially sustainable 21st century transportation system
- Promoting dynamic housing opportunities for all
- Leveraging investments that drive regional economic development

The Council's essential services enhance the region's quality of life and economic competitiveness. The services and responsibilities of the Council include:

- [Operating MetroTransit](#), the largest public transit operator in the region, serving 81 million bus and rail passengers in 2012 with award-winning, energy-efficient fleets. The Council's strategic investments support a growing [network of bus and rail transit ways](#), and [transit-oriented development](#).
- [Collecting and treating wastewater](#) at rates 40% lower than peer regions, while winning national awards for excellence.
- [Working to ensure adequate clean water](#) for the future, through [water supply planning](#) and [lake and river monitoring programs](#).
- [Planning for future growth](#) in partnership with communities and the public.
- Planning, acquiring, and developing a world-class [regional parks and trails system](#).
- [Providing affordable housing](#) for qualifying low-income residents.

The Council's [17-member policy board](#) has guided and coordinated the strategic growth of the metro area and achieved regional goals for nearly 50 years. Elected officials and citizens share their expertise with the Council by serving on [key advisory committees](#), including the Community Development Committee, Environment Committee, Management Committee, Transportation Committee, Litigation Review Committees, in addition to many other additional committees, work groups, and task forces.

## II. Background Information

### *Purpose*

The following document serves as the plan for the Council's MetroTransit, Metro Mobility, and Transit Link services to meet the legal obligation of the language access requirements in compliance with Title VI of the Civil Rights Act of 1964; Executive order 13166 and Federal Transit Administration (FTA) references in Circular 4702.1B.

This document also serves as a model to show the Council's commitment to provide meaningful access to all individuals accessing the Council's services. Internally this plan is intended for department managers and supervisors, and for staff who interact directly or indirectly with Limited English Proficiency (LEP) individuals. LEP legal requirements also apply to sub-recipients, subcontractors and vendors who do business with the Council. LEP community members and advocates can refer to this plan to learn about the Council's commitment to equal access. Dissemination of the Limited English Proficiency Plan is to occur via many routes. Any internal or external individual will be able to access the plan via the Internet. LEP individuals can obtain copies/translations upon request.

Further questions regarding this plan may contact:

Wanda Kirkpatrick  
Director, Equal Opportunity  
390 Robert Street North  
St. Paul, MN 55101  
651-602-1085  
[Wanda.kirkpatrick@metc.state.mn.us](mailto:Wanda.kirkpatrick@metc.state.mn.us)

### *Authority*

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 (Appendix A), 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 (Appendix B). This document states that Title VI and its implementing regulations require that DOT 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 Federal Transit Administration 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 sub-recipients 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
5. Monitoring and updating the plan

## *Responsibilities*

The following Divisions were among those interviewed to obtain input on the contents of the Councils LEP Plan:

- > Office of Diversity and Equal Opportunity, Director
- > Communications, Director
- > Customer Services, Director & Transit Information Manager & Marketing
- > Transit Service, Director
- > Development, Transit/GIS Planner
- > Research, Manager

- Metro Mobility, Contracted Services Assistant Director

The Council Regional Administrator has designated the director of the Office of Equal Opportunity (OEO) the Council's Language Assistance Liaison. The Language Assistance Liaison will be responsible for developing, executing and coordinating language services to LEP persons, and will collaborate with any sub-recipients covered under Title VI to ensure that they satisfy their LEP requirements. OEO is designated the lead department for LEP initiatives in order to assist the Language Assistance Liaison in ensuring that the Council, MetroTransit, Metro Mobility, and Transit Link continue to serve LEP customers. The Liaison will also investigate and resolve language access complaints from the LEP community.

### **III. Identification of Limited English Proficient Individuals in the MetroTransit, Metro Mobility, and Transit Link Service Area**

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

MetroTransit has addressed the federal requirements for assessing needs and providing services to LEP populations. The LEP needs assessment was conducted based on the Four-Factor Analysis, as outlined in the FTA Circular 4702.1B. This analysis includes:

1. Identifying the number or proportion of LEP persons served or encountered in MetroTransit's service area;
2. Determining the frequency with which LEP individuals come into contact with MetroTransit's services;
3. Determining the nature and importance of the services to LEP people; and
4. Assessing the current resources available and the costs to provide Language Assistance Services.

#### ***1. The Number and Proportion of LEP Persons in MetroTransit's Service Area***

The U.S. Census Bureau collects data through the American Community Survey (ACS) to assess language characteristics within a geographic area. These data identify a person's ability to speak English "very well" or less than "very well" and the language predominately spoken at home for those populations age 5 and older. The 2007-2011 ACS provided quantitative information regarding LEP populations for the seven-county region and MetroTransit's service

area. An analysis of these data identified LEP populations and their language characteristics within the MetroTransit service area.

ACS data indicate that the total population within MetroTransit's service area is 2,188,583. In addition, 16% of the service area's total population is age 5 and older and speaks a language other than English at home (317,164). Of these individuals, 44% (139,552) speak English less than "very well". Approximately 6% of the total population is foreign born (120,680). In addition, 6% (139,317) of the total population of MetroTransit's service area are LEP individuals. Approximately 37% (51,736) of these LEP individuals speak Spanish.

The following table lists the foreign languages spoken within MetroTransit's Service Area. The four most frequently spoken languages include, in descending order: Spanish/Spanish Creole; Hmong; Somali; and Vietnamese. Each of these is spoken by at least 5% of the LEP population in the service area.

MetroTransit does not operate service throughout the entire seven-county region; therefore, the distribution of LEP communities was compared to the MetroTransit service area to identify the quality of coverage. Using the language categories contained in the 2007-2011 ACS, MetroTransit created the following five maps to show the concentrations of LEP communities within the service area.

Results of the geographic distribution indicate the greatest densities of LEP speakers are located within the limits of MetroTransit's service area and along well-served transit corridors. Further analysis indicates that:

- LEP communities are concentrated in central and east St. Paul, central and north Minneapolis and cities to the northwest of Minneapolis;
- LEP Spanish speakers are more widely dispersed than the other language groups, being located in both urban and suburban communities;
- A high concentration of LEP Hmong speakers is located in north and east St. Paul;
- LEP Somali speakers are scattered across the service area, but are mainly located in the central area Minneapolis

## Table of LEP Speakers in the MetroTransit Service Area

The total population of the MetroTransit Service Area is 2,638,967 people. There are 139,317 LEP speakers in the service area; this is 5.3% of the population.

Language	Number of LEP Speakers	Percent of Total LEP	Percent of Total Population
Spanish or Spanish Creole	51,736	37.1%	2.0%
Hmong	23,050	16.5%	0.9%
Somali	20,384	14.6%	0.8%
Vietnamese	8,081	5.8%	0.3%
Chinese	5,623	4.0%	0.2%
Other Asian languages	4,989	3.6%	0.2%
Russian	3,442	2.5%	0.1%
Laotian	2,525	1.8%	0.1%
French (incl. Patois, Cajun)	2,110	1.5%	0.1%
Mon-Khmer, Cambodian	2,040	1.5%	0.1%
Arabic	1,737	1.2%	0.1%
Korean	1,628	1.2%	0.1%
German	1,214	0.9%	0.0%
Serbo-Croatian	1,052	0.8%	0.0%
Other Indic languages	1,032	0.7%	0.0%
Other Indo-European languages	941	0.7%	0.0%
Japanese	902	0.6%	0.0%
Tagalog	836	0.6%	0.0%
Hindi	834	0.6%	0.0%
Other Slavic languages	766	0.5%	0.0%
Thai	615	0.4%	0.0%
Persian	461	0.3%	0.0%
Italian	460	0.3%	0.0%
Polish	441	0.3%	0.0%
Other Pacific Island languages	376	0.3%	0.0%
Other & unspecified languages	361	0.3%	0.0%
Urdu	321	0.2%	0.0%
Scandinavian languages	307	0.2%	0.0%
French Creole	181	0.1%	0.0%
Portuguese or Portuguese Creole	180	0.1%	0.0%
Hebrew	172	0.1%	0.0%
Other Native N. American languages	170	0.1%	0.0%
Gujarathi	138	0.1%	0.0%
Greek	109	0.1%	0.0%
Hungarian	55	0.0%	0.0%
Other West Germanic languages	38	0.0%	0.0%
Armenian	10	0.0%	0.0%
Yiddish	0	0.0%	0.0%
Navajo	0 <sup>8</sup>	0.0%	0.0%

**Figure 1. Distribution of all Limited English Proficient Speakers**

**Figure 1**

**Distribution of all Limited English Proficient\* Speakers (Age 5+)**

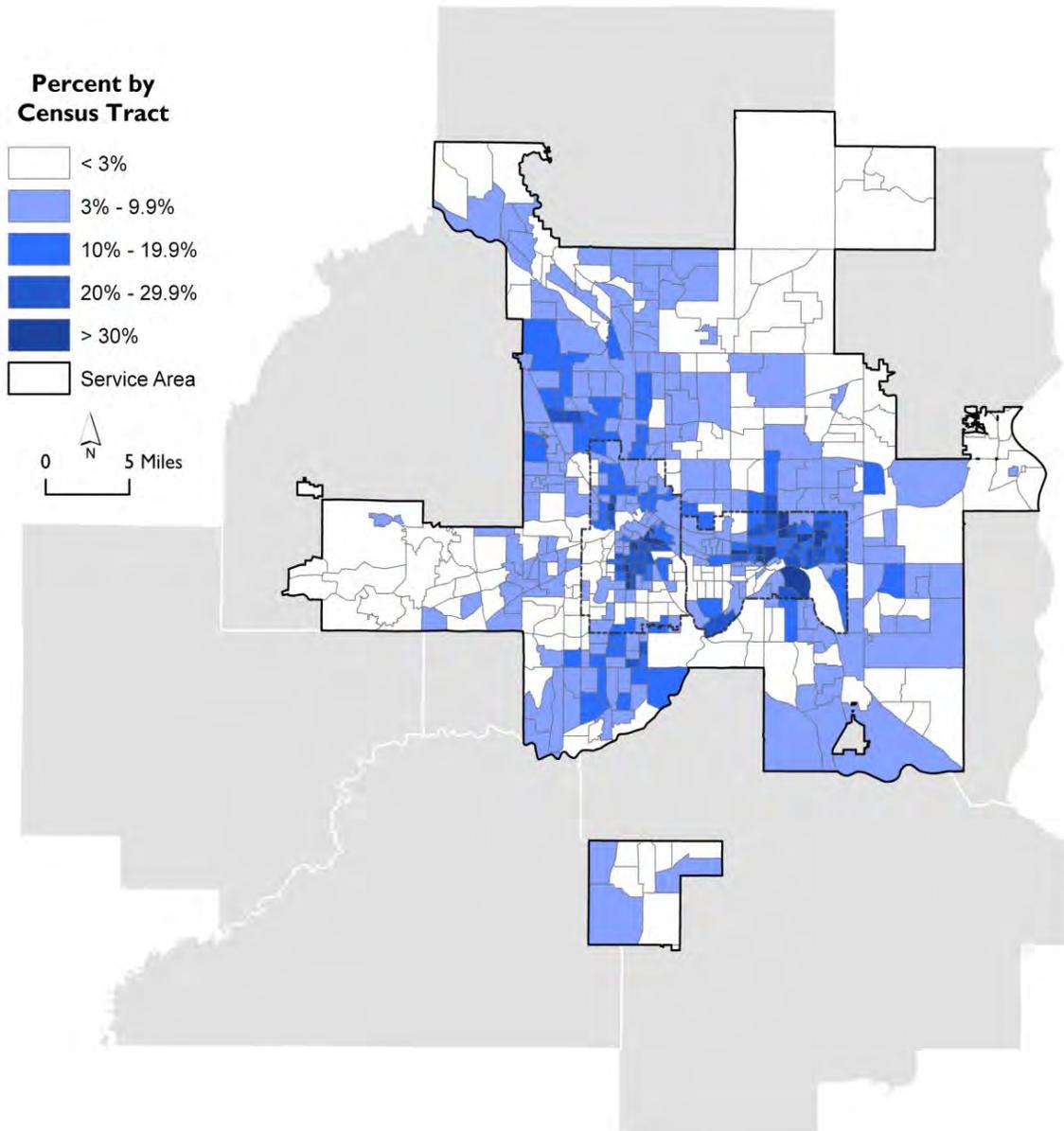
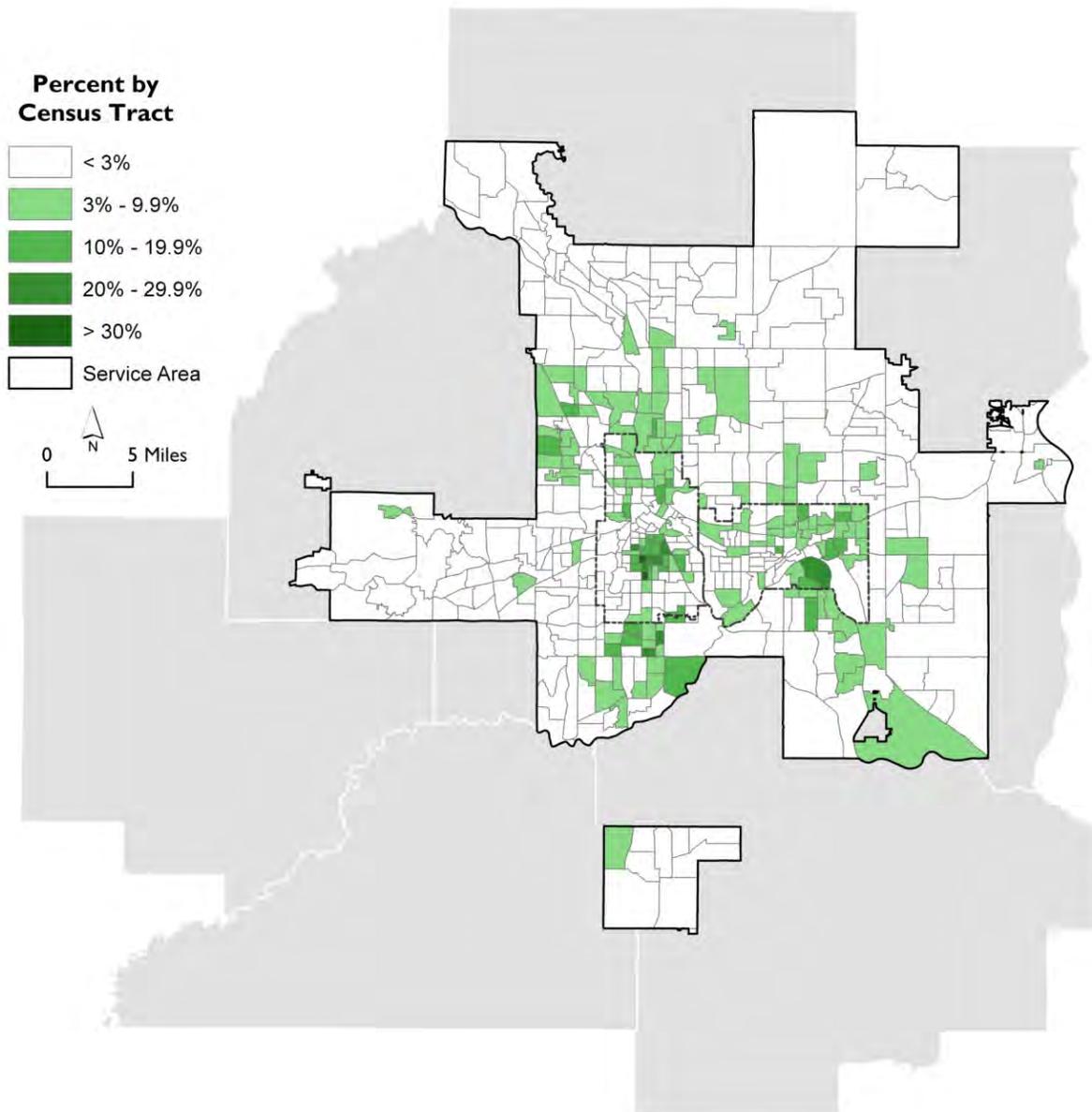


Figure 2. Distribution of Spanish Speakers who are Limited English Proficient

Figure 2

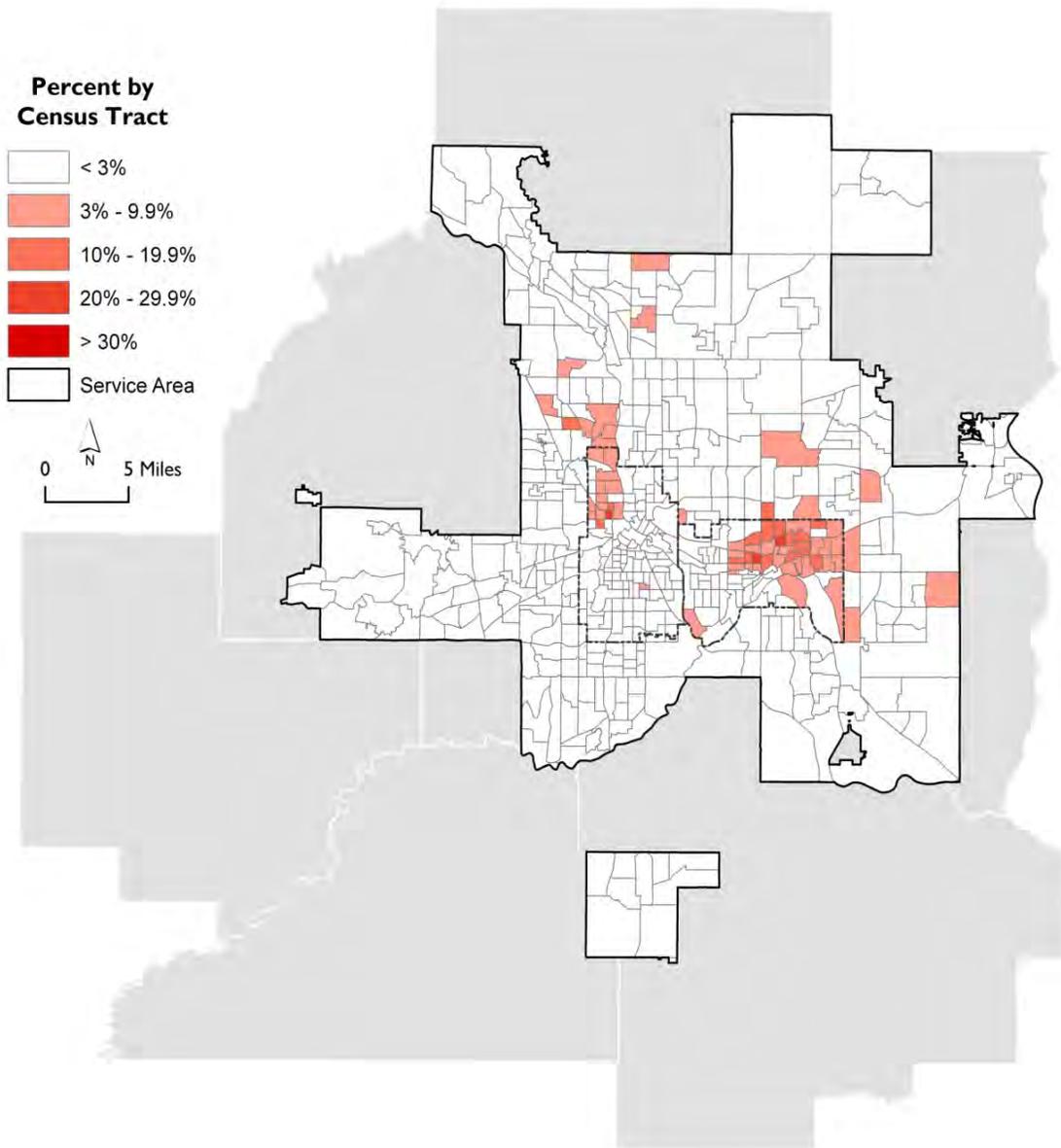
Distribution of Spanish Speakers (Age 5+) who are Limited English Proficient\*



**Figure 3. Distribution of Hmong Speakers**

**Figure 3**

**Distribution of Hmong Speakers (Age 5+)  
who are Limited English Proficient\***

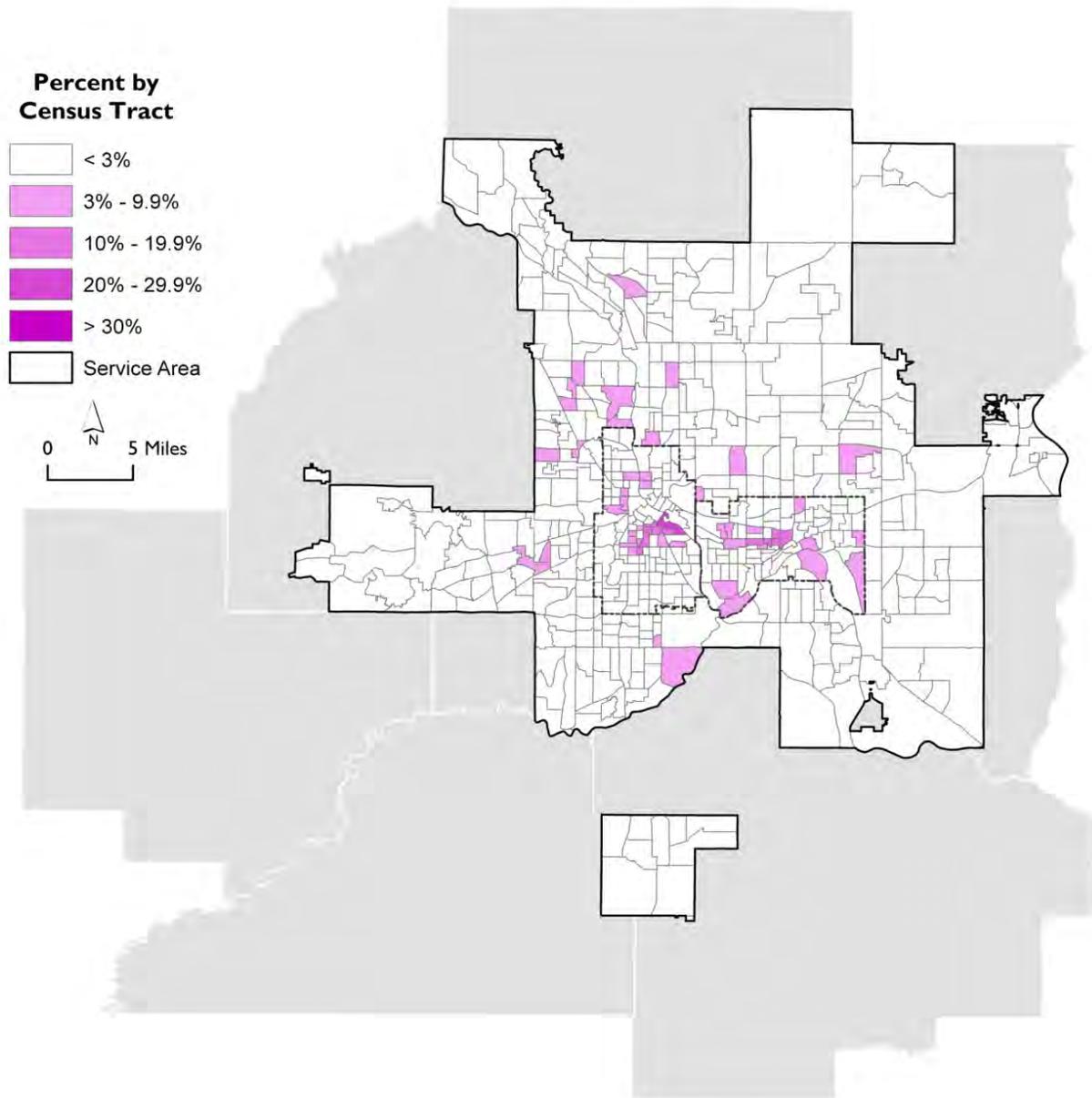


\*English spoken less than "very well"  
Source: American Community Survey, 2007-2011

Figure 4. Distribution of Somali Speakers who are Limited English Proficient

Figure 4

Distribution of Somail Speakers (Age 5+) who are Limited English Proficient\*



## *2. The Frequency of Contact Between LEP Individuals and the Council's Transportation Services*

The Council offers three transportation related services: MetroTransit, Metro Mobility, and Transit Link. MetroTransit provides an integrated network of buses, light rail and commuter trains as well as resources for those who carpool, vanpool, walk or bike in the Twin Cities. Metro Mobility is a shared public transportation service for certified riders who are unable to use regular fixed-route buses due to a disability or health condition. Rides are provided for any purpose. Transit Link, also known as dial-a-ride, is a shared-ride small bus service for the general public in the seven-county metropolitan area. Its service generally operates outside areas covered by regular route transit.

### **Critical Services**

#### *MetroTransit & Metro Mobility*

MetroTransit is the transportation resource for the Twin Cities, offering an integrated network of buses, light rail and commuter trains as well as resources for those who carpool, vanpool, walk or bike. It is working to add a light-rail link between downtown Minneapolis and downtown St. Paul as well as developing enhanced express bus service throughout the region.

MetroTransit is one of the country's largest transit systems, providing roughly 90 percent of the 78 million bus trips taken annually in the Twin Cities. Each weekday customers board MetroTransit buses and trains an average of 250,000 times.

MetroTransit operates the METRO Blue Line (Hiawatha), Northstar commuter rail line and 123 bus routes — 66 are local-service routes and 51 are express routes and 6 contract service routes, using a fleet of 885 buses. The majority of the agency's fleet (696) are standard 40-foot buses — 97 of these are hybrid-electric vehicles. Additionally, there are 167 articulated ("accordion") buses and 22 are over-the-road coach-style buses. All MetroTransit buses are equipped with wheelchair lifts or ramps and racks for bicycles. All trains feature storage areas for bicycles and luggage.

Metro Mobility is a shared public transportation service for certified riders who are unable to use regular fixed-route buses due to a disability or health condition. Metro Mobility service complements MetroTransit's larger public fixed route transit service, operating in communities and at times when fixed route transit service is available. Rides are provided for any purpose.

Metro Mobility's service area includes the areas that are served by MetroTransit's all day local fixed route services and areas designed as "Transit Taxing Districts." Metro Mobility uses guidelines in the Americans with Disabilities Act (ADA) to determine eligibility. A person might be eligible if: they are unable to navigate the regular fixed-route bus system, or they are unable to board or exit the regular fixed-route bus at some locations, or they are physically unable to get to or from the regular fixed-route bus because of their disability or health condition within an area that the fixed-route serves.

#### *Transit Link*

Transit Link service, also known as dial-a-ride, is a shared-ride small bus service for the general public in the seven-county metropolitan area. Transit Link rides must be reserved in advance. Transit Link service is available to the public and supplements regular MetroTransit routes

Transit Link service generally operates outside areas covered by regular MetroTransit routes. Riders will experience one of three kinds of trips: destinations that can be reached by regular route transit, destination that requires combination of regular route transit and Transit Link service, and a destination only accessible via Transit Link service.

## Interactions with LEP Populations

### *MetroTransit Call Center Data*

The MetroTransit Call Center tracks its interaction with LEP customer via its partnership with Language Line interpreter services. Over the previous 16 month period, the Call Center took 390 total calls from LEP customers seeking interpreter services. The breakdown of those languages is listed below:

<b>Language</b>	<b>Number of Calls</b>
Spanish	309
Somali	30
Amharic	6
Hmong	6
Oromo	6
French	5
Mandarin	5
Karen	4
Korean	4
Swahili	2
Tigrinya	2
Arabic	1
Bengali	1
Cantonese	1
Chi	1
German	1
Nepali	1
Romanian	1
Tagalog	1
Tamil	1
Twi	1
Vietnamese	1

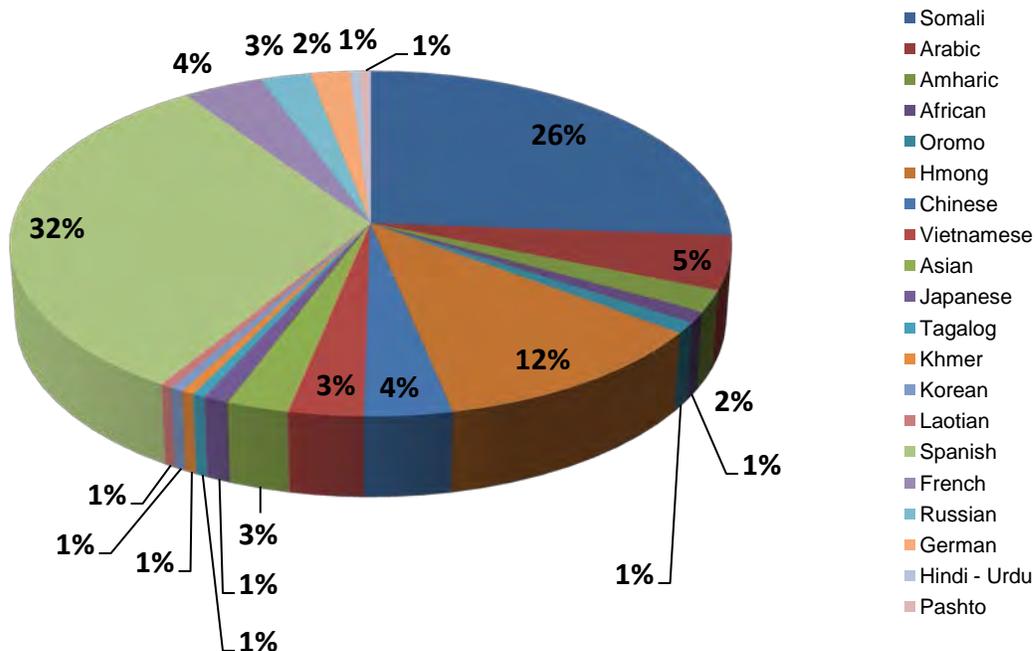
Based on these figures, MetroTransit's Call Center interacted most commonly with Spanish and Somali speaking LEP customers during this time period. Approximately 80% of all LEP customers in need of language services requested Spanish language interpretation from Language Line. Somali was the next most requested language at 7.7%. On average, the Call Center took approximately 26 calls per month from LEP customers in need of language assistance. Overall, the Call Center utilized Language Link to interact with LEP customers representing 22 distinct languages.

### *Bus Operator Survey Results*

In February 2014, the Office of Equal Opportunity, in collaboration with the Council's Program Evaluation and Audit Department, designed and administered a survey of MetroTransit

operators to better understand the demographics of the LEP population, frequency of use and identify the nature of interactions specific to the LEP population. OEO visited MetroTransit's 5 bus garages and administered bus operator surveys to 83 randomly selected operators. See Attachment 1 for a copy of the Bus Operator Survey. These operators drove a variety of routes (inner city and suburban), were a combination of part or full time employees, and had varying experiences with understanding foreign languages. As such, the results of this survey are limited by accuracy of the perception of these operators.

## Languages Commonly Heard



Overall, MetroTransit bus operators identified Spanish (32%), Somali (26%), and Hmong (12%), constituting approximately 70%, as the most commonly heard foreign languages. Seventeen other languages constituted the remaining 30% of languages heard on the bus.

Approximately 73% of operators stated they had at least a daily interaction with LEP customers. In terms of LEP interactions per shift, the following percentage of operators reported the following number of interactions per shift:

LEP interactions per shift	Percentage Reported
1	24%
2	24%

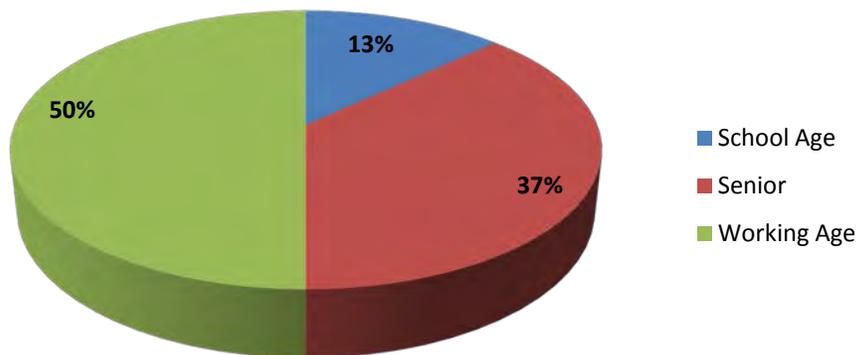
3	22%
4	4%
5 or more	26%

The remaining 27% of operators reported interacted with LEP customers less than daily:

- > 16% reported a weekly interactions
- > 6% reported a interacted monthly with LEP customers
- > 5% reported less than monthly interactions

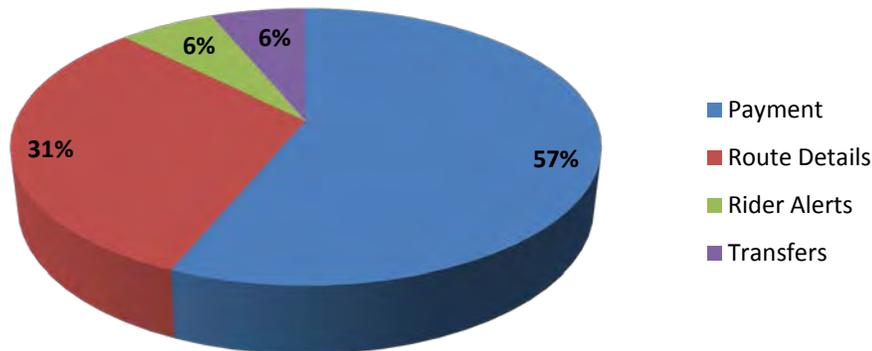
Generally, half of all operators reported that they interact most with working age LEP customers, 37% reported that they interact most with senior age LEP customers, and the remaining 13% reported school age LEP customers.

## LEP Interactions by Age Group



Operators identified payment, route information, rider alerts, and transfers as the most frequent questions they receive when interacting with LEP customers. The rates are provided below:

## Types of Issues



### *Supplemental Information*

MetroTransit's operators offered a number of anecdotes and identified trends regarding their experience with LEP customers:

- Many operators identified specific groups of LEP customers (Spanish speaking, Indian speakers, senior-age) on particular bus lines during specific periods of the day (rush hour v. non-rush hour)
- One operator noted that many LEP customers show maps they've pulled on their Smart phones to better communicate with operators, suggesting possible technological approaches to make the transit experience more linguistically accessible
- Several operators noted that the children of LEP customers often served as language brokers to help their older parents navigate the transit experience
- Several operators reported that most of the LEP customers he encounters try to communicate and learn key information such as routes, transfers, etc.

When asked what they (operators) thought could be done to better serve our LEP transit customers, operators offered a number of suggestions:

- Multi-lingual transfers
- Multi-lingual announcements on major crossways (stops, route, etc.) along certain corridors
- Translated literature providing basic information (fares, ridership info, etc.)
- Operators with multi-lingual skills (basic terms, money, time, etc.)
- Programming that trains transit customers how to ride

### **Transit Link Call Center Information**

Transit Link Call Center staff reported anecdotal information on their interaction with LEP customers. Overall, staff reported that a high proportion (up to 1/3) of the Call Center's call volume is from individuals who are noticeably not native English speakers. Call Center staff made clear, however, that many of these individuals could still communicate in English, but spoke with thick accents. Currently, Transit Link does not make available Language Line to its customers. However, moving forward, the Council's staff will investigate the feasibility of extending this service to Transit Link.

### **Metro Mobility Ridership**

Metro Mobility management and staff report that contact with LEP persons is very infrequent. At the present time, Metro Mobility does not have applications or other informational material printed in other languages. However, interpreter and translation services are available upon request. Over the past year, Metro Mobility staff reported that the department utilized interpreters to assist clients with the intake interview process on five separate occasions. However, three (3) of these five (5) customers required the use of American Sign Language translators. The remaining two (2) clients required Spanish translators. Metro Mobility staff also stated that they rarely (less than once a week) have needed to use Language Line with potential customers. Metro Mobility staff reports that Language Line is currently available at their contractor sites in Dakota County. However, this contractor reports that only one customer has requested interpreter services in the last three years. Metro Mobility is currently in the process of incorporating Language Line at its contractor sites in Anoka, Hennepin, and Washington counties. This will be available to the public by April 28, 2014.

### ***3. Nature and Importance of MetroTransit Services for LEP Customers***

Many LEP persons rely on public transportation for their mobility needs. According to U.S. Department of Transportation LEP guidance, "providing public transportation access to LEP persons is crucial. An LEP person's inability to utilize effectively public transportation may adversely affect his or her ability to obtain health care, education, or access to employment."

According to data from the American Community Survey (2008-2012), in the MetroTransit service area, the percentage of workers aged 16 years and older who speak English less than very well and commute by public transit is 10.2%. The majority of these individuals (59%) are Spanish speakers.

#### ***4. The Resources Available and the Costs of Providing Language Assistance Services***

The principal resources available to the Council's Transportation services for providing language assistance to LEP customers are the Council's website, fare machines located at various transit centers, and its customer service phone lines, and its Customer Advocate program. The MetroTransit website provides translations of critical fare information, how to videos, and additional contact information in Spanish. This same page of information is translated into Hmong and Somali.

Fare machines offer customers the option of selecting Spanish, Hmong, or Somali (the three most commonly used languages besides English) for purchasing fares. MetroTransit's Call Center utilizes the services of Language Line to facilitate interactions between LEP customers and staff. Language Line can provide language interpretation services for 85 different languages. In addition, MetroTransit also offers, upon request, translations of documents and interpreters for community meetings.

MetroTransit Customer Advocates provide free presentations and personalized how-to-ride classes addressing topics such as: fares and how to pay them, trip planning, reading maps and schedules, using the MetroTransit website, accessibility, etc. This is a customizable training that is adapted to meet the needs of a range of unique customer groups including LEP populations. MetroTransit helps make these workshops linguistically accessible to LEP populations by partnering with the requesting community group, which provides interpretation services.

These services involve a number of technological and personnel costs, which are distributed among MetroTransit's operations. MetroTransit is committed to assuring that these and other resources are used to reduce the barriers that limit access to its information and services by LEP persons. Where applicable, MetroTransit will provide funds to enhance its language services.

#### **Additional Services**

Based on Call Center data and Bus Operator surveys, the Council has determined that additional services and efforts are needed to provide meaningful access to its transportation services for LEP customers. These include:

- Centralizing LEP implementation and monitoring in a single Department
- Focusing more resources on the languages used by the largest LEP communities in the Council's Transportation area (Spanish, Hmong, Somali)
- Based on need and available resources, translating critical documents, including route changes, fare information, etc., in these most commonly used languages
- Expanding the use of telephone interpreter services
- Expanding outreach to community organizations and entities that work directly with LEP customers to better understand the transit and language needs of LEP populations
- Increase the Council's internal bilingual capabilities by identifying and certifying bilingual employees to provide oral language assistance as needed

## IV. Current Language Assistance Measures

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

Based on the four factor analysis above, the most predominant languages spoken by LEP persons in the MetroTransit, Metro Mobility, and Transit Link services areas are Spanish, Hmong, and Somali. Of these three languages, the Council most frequently encounters Spanish speaking commuters. In addition, MetroTransit is the Council’s most widely used transportation service. As a result, the Council focuses the majority of its LEP resources on MetroTransit, and provides its most robust language assistance services in Spanish primarily, followed by Hmong and Somali. However, the Council continues to make language assistance for other languages available on an as-needed basis.

MetroTransit uses a variety of strategies to provide language assistance for LEP customers, including:

- Ticket Vending Machines (TVMs) that offer customers the option of selecting Spanish, Hmong, or Somali translations for purchasing fares.
- Language Line phone services to facilitate interactions between LEP customers and MetroTransit customer service staff. Language Line can provide language interpretation services for 170 different languages.
- Translations, available upon request, of all public documents and meeting materials presented at community/outreach meetings.
- Interpreters, available upon request, for community/outreach meetings.
- Outreach and educational workshops by MetroTransit Customer Advocates offering personalized and linguistically accessible how-to-ride classes to groups throughout MetroTransit’s service area.
- Multi-lingual (English, Spanish, Hmong, Somali) fare information cards available to operators for distributing to LEP customers (see Attachments 5 and 6).
- Web-based Spanish translations and interpreted video content explaining the different types of fares, how to purchase fares using fare machines, and signing up for and using Go-To Cards.
- Web-based Hmong and Somali translations of information explaining the different types of fares, how to purchase fares, using fare machines, and signing up for and using Go-To Cards.
- Monitoring staff interactions with LEP customers in order to identify potential areas of need for language assistance.
- Administering bus operator surveys to identify the frequency and nature of contact LEP customers have with bus operations.

- Advertisizing its services to Spanish speaking populations via radio, including producing and purchasing spots on 50 Minnesota Twins Spanish language broadcasts during 2013 season, and on station WREY to promote special events (MN State Fair, St. Patrick's and New Year's Eve celebrations).

Metro Mobility uses several strategies to provide language assistance for LEP customers, including:

- Language Line phone services to facilitate interactions between LEP customers and Metro Mobility customer service staff. This resource will be expanded to all five of Metro Mobility's service providers by the end of April 2014.
- Translations, available upon request, of all public documents and meeting materials presented at community/outreach meetings.
- Interpreters, available upon request, for community/outreach meetings.
- Monitoring staff interactions with LEP customers in order to identify potential areas of need for language assistance.

Transit Link uses several strategies to provide language assistance for LEP customers, including:

- Interpreters, available upon request, for community/outreach meetings.
- Monitoring staff interactions with LEP customers in order to identify potential areas of need for language assistance.

## **V. Current LEP Outreach**

The principle resources available to MetroTransit for LEP outreach are the MetroTransit website, its customer service phone line, and its Customer Advocate program. By visiting the MetroTransit website, Spanish speaking LEP customers have the option of accessing interpreted how to videos, translated information on the different types of fares, how to purchase fares, how to use fare machines, and how to sign up for reusable Go-To Cards. In addition, the MetroTransit website makes these written instructions and transit information available in Somali and Hmong. LEP customers contacting MetroTransit's Call Center have the option to have information interpreted in one of multiple languages free of cost through the assistance of Language Line, which provides interpretation services in 170 languages.

MetroTransit has also advertised its services with multilingual media. For example, MetroTransit produced and purchased a radio spot on 50 Minnesota Twins Spanish language broadcasts during the 2013 baseball season. Additionally, MetroTransit produced and purchased radio spots on WREY radio to promote several special events in 2013, including the Minnesota State Fair; and free ride events for St. Patrick's Day and New Year's Eve holidays.

MetroTransit Customer Advocates provide free presentations and personalized how-to-ride classes to groups throughout MetroTransit's service area. During these classes, Customer Advocates teach groups a number of things including:

- Fares and how to pay them
- Planning a trip
- Reading maps and schedules
- Transfers / Using Park & Ride lots
- Metrotransit.org and online tools
- Accessibility
- Safety
- Other topics

In addition to these presentation topics, Customer Advocates also bring a MetroTransit bus to the meeting site and have the group practice buying their fare, requesting a transfer, finding their seat, using the pull-cord signaling system, and they take a practice ride where they learn to identify bus stops (See Attachment 2 – MetroTransit Customer Advocates Flyer).

This training can be customized to address specific issues and can be adapted to meet the needs of job seekers, those with disabilities, ELL/LEP populations, seniors, community groups and schools of all ages. MetroTransit helps make these workshops linguistically accessible to LEP populations by partnering with the requesting community group, which provides interpretation services.

MetroTransit Customer Advocates have a broad network of partner organizations that extends to approximately 90 organizations that each serve particular groups of Limited English Proficient or English Language Learner, or English as a Second Language learners. This network is constantly growing as more partnerships are established. See Attachment 3 for a full list of community partners with an ELL emphasis.

In 2013, MetroTransit's Customer Advocates provided trainings to over 50 groups that serve LEP customers. So far, they have provided trainings to over 15 groups in 2014. In total, our Customer Advocates estimate that they have reached hundreds of LEP customers through this outreach. Please see Attachment 4 for an article by a neighborhood organization on MetroTransit's Customer Advocate training workshops.

Moving forward, MetroTransit and the Council will work with Metro Mobility to capture Language Line usage rates from all of its contract service providers.

A substantial majority of the LEP encounters with the Council occur on MetroTransit. Accordingly, the Council's resources for language assistance will be focused more heavily on MetroTransit activities.

## **VI. Future Strategies to Better Serve LEP Customers**

To better ensure that the Council, MetroTransit, Metro Mobility, and Transit Link continue to serve their LEP customers, the Office of Equal Opportunity ("OEO") will be the lead department

for LEP initiatives. OEO will be primarily responsible for establishing, implementing, monitoring, reviewing, and reassessing LEP policies, programming, and planning. OEO will coordinate LEP initiatives Council-wide and will partner with all departments covered under Title VI, including MetroTransit, Metro Mobility, and Transit Link. In addition, OEO will collaborate with any sub-recipients covered under Title VI and will ensure that they satisfy their LEP requirements.

In order to help implement and explore these initiatives, OEO will spearhead an LEP advisory group, consisting of various Council, MetroTransit, Metro Mobility, and Transit Link staff. This advisory group will also help facilitate Title VI related reporting requirements.

OEO's continuing LEP efforts will include the following:

- Building on its work in 2014 of surveying operators to continue administering and analyzing surveys and questionnaires to assess how LEP customers interact with the Council and its services
- Coordinating with MetroTransit Revenue Operations to track language usage (Spanish, Somali, Hmong) by Ticket Vending Machines (TVMs) located along the new light rail Green Line, connecting the downtown areas of Saint Paul and Minneapolis
- Exploring the potential for expanding this TVM language tracking capability into MetroTransit's existing light rail Blue Line, and other locations such as downtown transit stations, and certain Arterial Bus Rapid Transit stations
- Collaborating with other divisions within the Council to capture Language Line usage by particular language, frequency, and services provided
- Revising the number and type of language services, as appropriate, that the Council and its divisions offer in order to provide LEP customers with meaningful access to its services

OEO will gather qualitative data on how the Council, MetroTransit, Metro Mobility, and Transit Link staff interacts with LEP customers by reaching out to community groups that serve these populations. For example, OEO will collaborate with MetroTransit's Customer Advocates in continuing to provide educational outreach on MetroTransit services. In addition, OEO will partner with the MetroTransit Communications and Operations to engage in targeted outreach with community groups to identify meaningful additional marketing efforts to reach LEP customers and communities.

OEO will work with MetroTransit's Service Development and Council planners to monitor the demographic changes in the service areas of the Council and its departments to explore whether additional language assistance measures should be taken. For example, the Census data reveal that the number of Vietnamese speaking LEP individuals in the area has increased to approximately 8,000 individuals. However, data gathered from MetroTransit Call Centers and bus operator surveys suggest that this group doesn't frequently utilize language assistance services offered by the Council or its other divisions. OEO will continue to monitor these demographic changes and will collaborate with other Council divisions to assess the feasibility of incorporating additional language services.

In addition, MetroTransit's Communications services plans to launch an updated website in May 30, 2014. This update will include a more robust translation option that will translate multiple MetroTransit web pages. Currently, the website offers one page of information that is translated into several languages (Spanish, Hmong, Somali). OEO will work with MetroTransit to identify multi-lingual use of the translation features.

OEO will also partner with other divisions to explore avenues for better utilizing its current resources. These include creating and coordinating a roster of Council and MetroTransit employees as linguistic resources to better communicate with LEP populations. A component of this plan is to create meaningful outreach by using multi-lingual employees as ambassadors to community organizations that represent LEP communities. OEO will explore facilitating opportunities to train interested employees in serving as effective interpreters. In addition, the operator surveys revealed that many employees are not aware of the various programming and resources the Council makes available to LEP individuals. OEO will work with various departments to ensure that Council employees know of and can use these resources. Finally, OEO will devote staff and intern resources in order to support these efforts and to make them sustainable over time.

The Council, MetroTransit, Metro Mobility, and Transit Link are committed to assuring that resources are used to reduce the barriers that limit access to its information and services by LEP persons. Where applicable, Council will provide funds to enhance its language services.

## **VII. Staff Training**

According to LEP guidance provided by the USDOT, "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."

MetroTransit and Metro Mobility provide basic training for employees at their respective Call Centers for utilizing the services of Language Line to help facilitate meaningful interactions with LEP customers. Additional LEP training is given to employees on a case by case basis based on employee, supervisor, and customer feedback. Finally, all Council supervisory personnel from all divisions will also receive training of the company's LEP requirements and its' Language Assistance Plan during Travel Towards Management Success. This is a biennial company-wide affirmative action, cultural competency, and equity training for managers, supervisors, and executive team members. The day long training is intended to equip these management level employees with knowledge, resources, and tools to help the company deliver services fairly, more equitably, and meaningfully. The Council will also assemble LEP training materials when administering future trainings.

## **VIII. Monitoring and Updating the Language Assistance Plan**

The Council conducts internal monitoring of its language assistance practices to ensure that the strategies employed remain effective. This is accomplished partially through feedback from MetroTransit, Metro Mobility, and Transit Link Call Center staff and from MetroTransit bus operators who help identify the LEP populations with whom they come in frequent contact.

The Council is committed to continuously improving its Language Assistance Plan. To that end, the company will revise the plan with more appropriate strategies. These may include future bus operator trainings and resources, such as providing and distributing LEP bus information cards to LEP customers as needed. Additionally, the Council, MetroTransit, Metro Mobility, and Transit Link will assess the viability and cost-effectiveness of pursuing and implementing new technologies and language assistance strategies as they become available.

## **IX. Tentative Implementation Timeline**

- Updated MetroTransit Website Launch – June 30<sup>th</sup> 2014
- Identification of Council LEP Advisory Board – August 15<sup>th</sup> 2014, and August 15<sup>th</sup> 2015
- Selection of Council LEP Advisory Board – March 14<sup>th</sup>, 2015 and March 13<sup>th</sup> 2016
- Continue internal discussions regarding LEP best practices – On going
- Identify & create roster of multilingual employees interested in providing LEP assistance as available – August 15<sup>th</sup>, 2014, April 30<sup>th</sup>, 2015, and April 29<sup>th</sup>, 2016
- Develop Partnerships with neighborhood organizations – On going
- Collect quantitative data on quarterly basis – On going
- Administer Operator Surveys yearly – August 15<sup>th</sup> 2015, and August 17<sup>th</sup> 2016
- Develop Standard Operating Procedure for each division regarding their involvement with the LEP populations – Beginning on January 13<sup>th</sup> 2015 ending October 31<sup>st</sup> 2015, beginning again in January 13<sup>th</sup> 2016
- Design and implement training for staff – March 28<sup>th</sup> 2015, and March 27<sup>th</sup> 2016
- Design and implement outreach activities – On going
- Prepare update for Title VI submittal to the Federal Transit Administration – April 30<sup>th</sup> 2015, and April 30<sup>th</sup> 2016

## **X. Executive Summary**

### *Background*

On October 1, 2012, the United States Department of Transportation (DOT) published revised guidance for its recipients on the Implementation of Executive Order 13166, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients." This document reiterates the requirement that FTA funded recipients take responsible steps to ensure meaningful access to benefits, services, and information for LEP persons and suggests that FTA recipients and sub-recipients. This requirement includes the following analysis:

1. Identifying the number or proportion of LEP persons served or encountered in the recipient's service area;
2. Determining the frequency with which LEP individuals come into contact with the recipient's services;
3. Determining the nature and importance of the services to LEP people; and

4. Assessing the current resources available and the costs to provide Language Assistance Services.

Recipients and sub-recipients must then develop a language implementation plan consistent with the provisions of Section VII of the DOT LEP Guidance. The following information summarizes the Council, MetroTransit, Metro Mobility, and First Transit’s LEP analysis and Language Assistance Plan.

### *Demographic Data*

The Council’s Four Factor analysis revealed the following demographic information in the MetroTransit service area:

- 2,188,583 – Total population in MetroTransit service area
- 6% (139,317) – LEP individuals in service area
- 37% (51,736) – Spanish speakers out of total LEP individuals in service area

The most frequently spoken languages (other than English) in the MetroTransit service area are listed below:

<b>Language</b>	<b>Number of LEP Speakers</b>	<b>Percent of Total LEP Population</b>	<b>Percent of Total Population</b>
Spanish	51,736	37.1%	2.0%
Hmong	23,050	16.5%	0.9%
Somali	20,384	14.6%	0.8%
Vietnamese	8,081	5.8%	0.3%
Chinese	5,623	4.0%	0.2%
Other Asian	4,989	3.6%	0.2%
Russian	3,442	2.5%	0.1%

Further analysis indicates that:

- LEP Spanish speakers are more widely dispersed than other language groups, being located in both urban & suburban communities;
- A high concentration of LEP Hmong speakers is located in north & east St. Paul;
- LEP Somali speakers are scattered across the service area, but are mainly located in the central area Minneapolis

## *MetroTransit Data*

MetroTransit Call Center data and Bus Operator surveys support the conclusion that MetroTransit interacts most commonly with LEP individuals who speak Spanish, Hmong, and Somali.

For example, over the last 16 month period, the Call Center took 390 total calls from LEP customers seeking interpreter services. The breakdown is listed below:

<b>Language</b>	<b>Number of Calls</b>
Spanish	309
Somali	30
Amharic	6
Hmong	6
Oromo	6
French	5
Mandarin	5
Karen	4
Korean	4
Swahili	2
Tigrinya	2
Arabic	1
Bengali	1
Cantonese	1
Chi	1
German	1
Nepali	1
Romanian	1
Tagalog	1
Tamil	1
Twi	1
Vietnamese	1

In addition, in February 2014 OEO collaborated with the Council's Program Evaluation and Audit Department to design and administer bus operator surveys to better understand the frequency and nature of the interactions between MetroTransit and the service area's LEP population.

Operators noted that Spanish, Somali, and Hmong were the most commonly heard language on buses. They also made several observations:

- 73% of operators reported interacting daily with LEP customers
- 50% of operators most frequently encountered working age LEP customers
- 57% of operators cited bus fare as the most common question for LEP riders

### *Current Language Assistance Measures*

MetroTransit, and to a lesser extent, Metro Mobility, and First Transit, use several strategies to provide language assistance to LEP customers, including:

- Ticket Vending Machines (TVMs) that offer Spanish, Hmong, or Somali translations for purchasing fares;
- Language Line Call Center phone services, offering interpretation services in 170 different languages;
- Translations, available upon request, of all public documents and meeting materials presented at community/outreach meetings;
- Interpreters, available upon request, for community/outreach meetings;
- Outreach and educational workshops by MetroTransit Customer Advocates offering personalized and linguistically accessible how-to-ride classes to groups throughout MetroTransit's service area;
- Multi-lingual (English, Spanish, Hmong, Somali) fare information cards available to operators for distributing to LEP customers;
- Web-based Spanish, Hmong, and Somali translations of information explaining the different types of fares, how to purchase fares, using fare machines, and signing up for and using Go-To Cards;
- MetroTransit advertisements on Spanish radio stations (Twins game broadcasts, promoting special events - MN State Fair, St. Patrick's and New Year's Eve celebrations).

### *Future Strategies to Better Serve LEP Customers*

The Council, MetroTransit, Metro Mobility, and Transit Link will explore the following strategies to continue its commitment of providing meaningful access to LEP commuters:

- Designating OEO as lead department for LEP initiatives and monitoring;
- Creating LEP advisory group consisting of Council staff to facilitate Title VI reporting and implementation;
- Continuing survey work to assess how LEP customers interact with the Council;
- Tracking/expanding language usage from Ticket Vending Machines (TVMs);
- Tracking/expanding Language Line interpreter services across all Council divisions;
- Revising services provided as appropriate;
- Continuing outreach with Customer Advocates;
- Updating MetroTransit website with more multi-lingual functionality;
- Improving coordination of Council multi-lingual resources;

- Providing LEP training to supervisors during Travel Towards Management Success.

### *Monitoring and Updating the Language Assistance Plan*

The Council is committed to continuously improving its Language Assistance Plan.

To that end, the company will revise the plan with more appropriate strategies. These may include future bus operator trainings and resources, such as providing and distributing LEP bus information cards to LEP customers as needed. Additionally, the Council, MetroTransit, Metro Mobility, and Transit Link will assess the viability and cost-effectiveness of pursuing and implementing new technologies and language assistance strategies as they become available.

## **XI. Attachments**

### *Attachment 1 – Sample Bus Operator Survey*

#### **“ Script**

Hello my name is \_\_\_\_\_. I am from the Office of Equal Opportunity. We are doing a survey to help us better understand our customers who speak English less than very well. This includes customers who you believe would not able to follow written or verbal English communication.

Would you be willing to take this short survey? We will not be able to compensate you for your time.

#### **Survey Instrument**

**1. Are you a full time or part time operator?**

Full Time    Part Time

**2. Which routes have you most frequently drove over the past 6 months.**

**3. A. How many times have you interacted with someone who you believe speaks English less than very well?**

Daily    Weekly    Monthly    Less than Monthly

- If answer is Daily or Weekly proceed to questions.
- If answer is Less than Monthly or Monthly proceed to Closing Script.

**B. How frequently per shift?**

1 or less    2    3    4    5+

---

**4. How many languages have you recognized being used during the past 6 months?**  
1 2 3 4 5+

**5. Which languages have you heard? (ask to identify most commonly used)**  
- If they need help, offer these languages Spanish Hmong Somali Vietnamese French Arabic  
Other

**6. Which of the three categories of customers who speak English less than very well do you encounter most?**  
School age Working age Senior

**7. A. Are there any other trends or information you see with LEP customers?**  
Yes No  
- If answer is Yes, follow up questions below. If No, proceed to Closing Script.  
**B. What have you noticed?**  
  
**C. How could we better serve our LEP customers?**

**Closing Script**

Thank you for taking time to answer our questions. If you have questions about this survey or need help from the Office of Equal Opportunity here is my card.”

**Taking buses and trains is easy – we'll show you how!**



**We'll bring personalized how-to-ride classes to your location**

Contact Metro Transit to schedule a **FREE** presentation that can be tailored for any group. Call today and start learning!

Learn about:

- Fares and how to pay them
- Planning a trip
- Reading maps & schedules
- Transfers / Using Park & Ride lots
- metrotransit.org and online tools
- Accessibility
- Safety
- Much more!

**PLUS**, each group member receives a **FREE RIDE** coupon and information!

**Contact Metro Transit TODAY to schedule a FREE presentation**

Also

If a client or resident has difficulty using the system, I can provide individual assistance. Training can be adapted for job seekers, those with disabilities, ELL, seniors, community groups and schools of all ages.

Call me to discuss your needs!

Doug Cook  
Customer Advocate  
Metro Transit  
612-349-7478  
douglas.cook@metrotransit.org

### *Attachment 3 – MetroTransit Community Advocate Partners*

- > Achieve Language Academy
- > Adult Basic Education
- > Adult Options St. Louis Park
- > Ain Dah Yung
- > Arlington Hills Lutheran Church ABE  
- Minn Literacy Council
- > Capital View Center
- > ECFE Wheelock
- > ECFE Battle Creek Elementary
- > ECFE Crossroads Science
- > ECFE Dayton's Bluff Achievement  
Plus Elementary
- > ECFE Humboldt
- > ECFE McDonough
- > ECFE Mt. Airy
- > ECFE Rondo
- > ECFE Homecroft
- > ECFE Roosevelt Homes
- > ECFE West 7th
- > Emerson Spanish Immersion
- > English Learning Center
- > ESL Center
- > Fairview Alternative High School
- > Forest Lake Extended School Year
- > Global Language Institute
- > Heart of The Earth Survival School,  
Inc
- > Heritage Academy of Science &  
Technology
- > Highwood Hills Elementary School  
ABE
- > Hmong American Mutual Assistance  
Association
- > Hmong American Partnership
- > Hmong College Prep Academy
- > Hmong Cultural Ctr
- > Hmong Elders Group
- > Hubbs Center for Life-long Learning
- > International Institute Of Mn
- > Ivan Sand Community School- IS
- > Ivan Sand Community School  
Summer
- > Karen Organization of MN
- > Lakes International Language Admy
- > Lao Family Community Of Mn Inc
- > Lao Family English School
- > Leap (alternative) High School
- > Learning In Style
- > Metro North Adult Basic Education
- > Metro North Learning Lab
- > Midwestern Higher Education
- > Minneapolis Public Schools Adult  
Education South Campus
- > MORE
- > Mounds View Adult Basic Education
- > Mounds View ALC
- > Mpls Southside ABE
- > MTS Banaadir Academy - ESL  
Program

- > NAREW
- > Nasha Shkola Charter School
- > Normandale French immersion
- > Omegon - SS
- > Open Door learning center
- > Opportunity High School
- > Parkview Center School - ECFE
- > Pike Lake Education Center
- > Prince of Peace Lutheran Church - ECFE
- > Richfield Dual Language School
- > Robbinsdale Academic Summer Program
- > Robbinsdale Area School Community Education
- > Robbinsdale Area Schools
- > Roseville ABE
- > Roseville Area Schools - District Center ECFE
- > San Miguel Middle School
- > Sanford Middle School
- > Scenic Heights Elementary
- > Sorteberg Elementary School
- > South St Paul Adult Basic Education
- > South Suburban ABE
- > South Washington County ABE
- > Spanish Immersion Elementary
- > Sun
- > The Lincoln Adult Education Center
- > Tibetan American Foundation
- > Vietnamese Minnesotans Assn
- > VOA Opportunity HS
- > Washington County Library
- > West Academy Summer
- > Winnetka Learning Center

## *Attachment 4 – Article on MetroTransit Community Advocates*

Available at: <http://www.lyndale.org/esl-classes-get-hands-opportunity-use-metro-transit>

### *ESL classes get hands-on opportunity to use Metro Transit*



### *Lyndale ESL students learn about using public transportation*

Erin Cary

In late July, Lyndale ESL Program's morning and evening classes enjoyed visits from Brooke Schablin, a Customer Advocate from Metro Transit. Many of our ESL students have taken public transportation at one time or another, to buy groceries, commute to work, or ride the light rail to the Mall of America. However, some others had never been inside a city bus before. Brooke's visits provided new, practical information both to newbies and experienced riders about accessing and using transportation. She also provided each student with some exciting treats!

Brooke took the time to pay two visits each to the morning ESL class at Wells Fargo Bank and the evening class at Zion Lutheran Church. During her first visit to each group, she spoke with students about their experiences using public transportation in Minneapolis. The ESL learners who frequently ride the bus or light rail mentioned which routes they often take and where they go. But a few students nervously reported they didn't know how to ride the bus and were

unsure of how much fares cost, how to pay them, how to follow schedules or navigate bus routes.

Luckily, Brooke had engaging, hands-on activities and lots of pictures to help answer students' questions. After explaining regular, express and rush hour fares, and forms of payment, she pulled up to each student in an imaginary bus, and everyone had the opportunity to practice paying and asking for a transfer. After all the students practiced this activity twice, they were rewarded with two free ride tickets to use on Metro Transit, along with lots of handy local route maps. Of course, everyone loved the chance to earn freebies!

During her first visit, Brooke also presented lots of information that good riders need to know. With the help of many pictures and real-life visuals, she explained how to identify different forms of transportation, how to locate the route number on a bus, and how to read bus schedules, route maps and signs. She let them know that Metro Transit's Language Line (a trip-planning assistance phone service) can be accessed in over 170 different languages!

Brooke also described ridership practices, such as waiting near route signs so drivers can pick you up; how and when to signal your stop to the driver by pulling cords or pushing buttons; and how to accommodate riders with disabilities. Some students seemed wary about using all of this information in real life, but Brooke's funny, engaging attitude encouraged them to give it a whirl.

After Brooke's initial visits, students felt excited about using Metro Transit and prepared to try the real thing. On her second visit, she brought a bus and driver to each program's site to give them the full experience. Students practiced loading bikes on the rack in front of the bus—some mentioned that they had been intimidated to try this previously, so the activity went over well! Next, they practiced entering the bus, paying the driver and asking for a transfer (which each student received!).

After Brooke gave students a thorough demonstration of features of the bus, including signs, disability accommodations, secure areas to stow bags and the driver's yellow safety line, Metro Transit's driver took students for a 30-minute drive through neighborhood streets. Brooke discussed safe ridership with them throughout the ride, including security measures such as keeping phones and other precious items close to avoid theft. She also informed them how they could contact Metro Transit to retrieve lost items. Students asked questions, reviewed information they had studied with Brooke and tried out signaling for a stop and exiting the bus (and, of course, removing bikes from the rack!).

After their hands-on experience with public transportation, Brooke supplied students with blinking bike reflectors to encourage safety on the road. Both ESL classes had a great time learning how to use Metro Transit and will hopefully enjoy their free rides very soon!

Published on:

Wed, 2013-08-28 10:56

## Attachment 5 – Multi-Lingual Go-To Card Information

Spanish

**¡No se quede corto!**



**A partir de Julio 1**, no podrá volver a usar monedas para recargar su pase de 7 ó 31 días por una tarjeta de tarifa superior Go-To Card.

Asegúrese que su tarjeta tenga almacenado suficiente valor o tendrá que pagar su tarifa completa en efectivo.

**Don't come up short!**



**Starting July 1**, you can no longer use coins to upgrade your 7-Day or 31-Day Pass on a Go-To Card to a higher fare.

Make sure your card has stored value or you will need to pay your whole fare in cash.

### Tarjeta Go-To Card + Pase de 7 ó 31 días + Valor Almacenado = **Máxima Flexibilidad**

Agregue de antemano valor a su pase en una tienda para que pueda cubrir la diferencia.

Formas fáciles de agregar valor:

- En la página de internet de metrotransit.org usando una tarjeta de crédito.
- Llamando al 612-373-3333, usando una tarjeta de crédito.
- Por correo usando una tarjeta de crédito o cheque. Llame primero para recibir un formulario de orden por correo.
- En una máquina de tiquetes de tren usando efectivo o una tarjeta de crédito.
- En más de 40 tiendas. Para ubicar un lugar llame por teléfono o visite la página de internet metrotransit.org.



Transporte inteligente, ahorro fácil.

612-373-3333  
metrotransit.org



### Go-To Card + 7-Day or 31-Day Pass + stored value = **maximum flexibility**

Add stored value in advance so you can cover the difference.

Easy ways to add value:

- Online at metrotransit.org with a credit card
- By phone at 612-373-3333 with a credit card
- By mail with a credit card or check.  
Call for a mail order form
- At a rail ticket machine with cash or a credit card
- At more than 40 retailers. Visit metrotransit.org or call for locations.



Smart riding. Easy savings.

612-373-3333  
metrotransit.org



Somali

## Hala iman lacag kala dhiman!



Laga bilaabo Luulyo 1, kuma isticmaali kartid lacagta qadaadiicda si aad u cusboonaysatid kaarka 7da cisho ama ka 31da cisho ee Go-To Card si aad tigidh ka qiima sarreeya u iibsato.

Hubso in kaarkaaga ay ku jirto lacag ku filan, haddii kale waxa aad u baahan doontaa in aad i qiimaha tareenka/ baska oo idil ku bixisid iyada oo lacag caddaana.

**Isticmaal Go-To Card + 7-Day or 31-Day Pass + store value (kararka aad isticmaasho ka 7da cisho ama ka 31ga cisho = heerka ugu saarreeya ugu baddalmi kara)**

Qiimaha ku jira kaarka lacag dheeraada ku dar inta ka dhiman si aad u dabooshid farqiga u dhexeeya.

Qaabka (ama siyaabaha) ugu sahlan ee qiimaha lagu kordhinayo:

- Booqo metrotransit.org adigoo haysta kaarka amaahda
- Adigoo ka waca telefoonka 612-373-3333 kaarka amaahda
- Ku dira boostada kaarka amaahda ama jeeg. Waca si foomka boostada lagugu soo diro
- Mashiinka tigidhada tafaariiqda halka tareenka laga raaco lagu iibsado lacag caddaana ama kaarka
- Meelo ka badan 40 oo tigidhada tafaariiqda lagu iibiyo. Booqo metrotransit.org ama wac meelaha laga helo tigidhada.

612-373-3333  
metrotransit.org



Hmong

## Tsis txhob npaj nyiaj tsawg!



Pib Lub Xya Hli Ntuj Tim 1 mus, koj yuav siv tsis tau nyiaj npib los ntxiv nyiaj rau koj Daim Khaj 7-Hnub los yog 31-Hnub hauv daim khaj Go-To rau tus nqi siab zog.

Xyuas kom koj daim khaj muaj nyiaj txaus rau hauv tsis li koj yuav tau siv nyiaj ntsuab los them rau tag nrho koj qhov nqi tshab.

**Daim Khaj Go-To + Daim Khaj 7-Hnub los sis 31-Hnub + nyiaj ntxiv = siv tau mus los yooj yim**

Ntxiv nyiaj ua ntej kom koj thiaj li them tau rau qhov tsaus ntawd.

Ntxiv nyiaj tau yooj yim:

- Online ntawm metrotransit.org uas siv daim credit card
- Hauv xov tooj ntawm 612-373-3333 uas siv daim credit card
- Hauv kev xa ntawv uas siv daim credit card los sis tshab. Hu kom xa daim ntawv uas yuav ntxiv tau nyiaj hauv kev xa ntawv
- Ntawm lub tshuab muag pib ciav hlau uas siv nyiaj ntsuab los sis daim credit card
- Ntawm ntau tshaj 40 lub khw. Mus xyuas ntawm metrotransit.org los sis hu yog xav paub txog cov chaw.



Cajj tshab kom ntse.  
Txuag nyiaj yooj yim.

612-373-3333  
metrotransit.org



02-003-01-12

# Attachment 6 – Multi-Lingual Fare Information Card

## Información de tarifas

	Horas de tránsito normal	Horas de tránsito alto
<b>adultos</b>	Tarifa local \$1.75	\$2.25
adultos (13 a 64)	Tarifa expresa \$2.25	\$3.00
<b>adultos mayores (65+)</b>	Tarifa local \$ .75	\$2.25
<b>jóvenes (6-12)</b>	Tarifa expresa \$ .75	\$3.00

**Personas con discapacidades**  
en cualquier viaje: \$ .75 \$ .75

Horas de tránsito alto: lunes a viernes de 6:00 a 9:00 a.m. y de 3:00 a 6:30 p.m. en el tren ligero se paga la tarifa local.

**Tarjetas reducidas**  
Antes de pagar su boleto, sírvase preguntar al conductor del autobús si usted califica para una de las tarjetas que se enumeran a continuación. Una vez en el tren, está preparado para mostrar a los inspectores de autobuses que usted califica para la tarifa reducida.

**Estas tarjetas solo aplican durante las horas de tránsito normal:** adultos mayores (65+). Al fin de calificar, debe mostrar una fotocopia de su licencia de identificación del estado de Minnesota con una  de identificación.

**Menores:** Estudiantes de 6 a 12 califica para tarifa reducida.

**Voluntarios de la tarjeta de Medicare:** Para calificar, muestre la tarjeta de Medicare junto con la licencia de conducir o un carné de identificación del estado de Minnesota.

**Personas con discapacidades:** Para calificar, muestre su tarjeta o fotocopia de su licencia de conducir, su licencia de conducir o un carné de identificación temporal de Metro Transit con foto. La licencia de identificación temporal de Metro Transit con foto de Minnesota con un  o (E) de aprobación, o el original (límite 3) cuando van acompañados de alguien que ha pagado una tarifa completa.

**Niños:** Menores de 5 años que ha pagado una tarifa completa.

**Zona centro de la ciudad:** Viaje dentro de la zona centro de la ciudad por \$0c.

**Jóvenes adultos:** Los estudiantes y trabajadores menores de 17 años pueden calificar para un boleto con la Tarjeta para jóvenes adultos -compradores con su escuela o empleador.

**Tarjetas boleto** Ahorre dinero al comprar sus tarjetas boleto en las tiendas de Metro Transit, en 175 puntos de venta o en metrotransit.org.

**Caías de cobro** Los autobuses aceptan billetes y monedas de EE.UU. No hay cambio disponible.

**Las transferencias le permiten el uso limitado de autobuses y trenes - por 2½ horas. Solicite una cuando pague su tarifa en efectivo. Las transferencias están incluidas automáticamente en las tarjetas de tarifa y en los boletos del Tren ligero.**

## 612-373-3333

**Metro Transit es su recurso de transporte. Una llamada lo conecta con todo lo que necesita para seguir moviéndose.**

**Información de Transito Metropolitanano**  
Solicite ayuda de un experto en tránsito.

**Horas:** de 6:30 a.m. a 9:00 p.m.  
De lunes a viernes de 8:00 a.m. a 5:00 p.m.  
Sábados, domingo y feriados.

**Cerrado el Día de Acción de Gracias y Navidad.**

**NextTrip**  
Información de tiempo real y salidas.

**Servicio de atención al cliente y objetos perdidos**  
570 Sixth Ave. N., Minneapolis  
Haga comentarios y sugerencias o busque entre los artículos perdidos.  
**Horas:** de 7:00 a.m. a 6:00 p.m.  
Cerrado en días feriados.

**Rideshare, ciclismo y programas de empleadores**  
Servicios de transporte compartido en automóvil o camióneta, inscripción para Guaranteed Ride Home (regreso a casa garantizado) y alquiler de arrendo para bicicletas.

**Servicio de TTY disponible para personas sordas o con dificultades auditivas.** Llame al 612-341-0140 para rutas y horarios; llame al 612-349-7439 para Servicio de atención al cliente u objetos perdidos.

**metrotransit.org**

- NextTrip, horarios de salida en tiempo real
- planificador de viaje en línea
- mapas y horarios para autobuses y trenes
- comprar o abalar valor a su tarjeta Go-To
- servicio de transporte compartido en automóvil y camioneta
- inscribirse para un Guaranteed Ride Home (viaje de regreso a casa garantizado) gratis
- recursos para ciclistas

**Metro Transit**  
560 Sixth Avenue North  
Minneapolis, MN 55411-4398  
06-1000-172

## 612-373-3333

**Metro Transit is your transportation resource. One call connects you to everything you need to keep moving.**

**Metropolitan Transit Information**  
Call for assistance from a transit expert.

**Hours:** 6:30 a.m. – 9:00 p.m.  
Monday, Tuesday & holidays  
Saturday, Sunday, 8:00 a.m. – 5:00 p.m.  
Closed Thanksgiving Day and Christmas Day.

**NextTrip**  
Real-time and scheduled departure information

**Customer Relations and Lost & Found**  
570 Sixth Ave. N., Minneapolis  
Provide comments and suggestions or check on lost items.  
**Hours:** Monday – Friday 7:30 a.m. – 5:30 p.m.  
Closed holidays.

**Rideshare, bicycling and employer programs**  
Carpool and vanpool services, Guaranteed Ride Home registration and bike locker rental

**TTY service** is available for the deaf and hard of hearing; call 612-341-0140 for routes and schedules; call 612-349-7439 for Customer Relations/Lost & Found.

**metrotransit.org**

- NextTrip, real-time departure times
- online Trip Planner
- maps and schedules for buses and trains
- buy or add value to your Go-To Card
- carpool and vanpool services
- register for a free Guaranteed Ride Home
- bicycling resources

**Metro Transit**  
a service of the Metropolitan Council  
612-373-3333  
metrotransit.org

## Fare Information

	non-rush hours	rush hours
<b>Adults</b> (ages 13-64)	Local Fare \$1.75	\$2.25
<b>Seniors (65+)</b>	Express Fare \$2.25	\$3.00
<b>Youth (6-12)</b>	Local Fare \$ .75	\$2.25
<b>&amp; Medicare card holders</b>	Express Fare \$ .75	\$3.00

**Persons with disabilities:** any trip \$ .75 \$ .75

Rush hours Monday-Friday 6:00-9:00 am & 3:00-6:30 pm  
Local fare is charged on light rail.

**Reduced Fares**  
Please tell the bus driver before you pay your fare if you qualify for a fare listed below. On rail, be ready to show police officers you qualify for the reduced fare.

**These fares apply only during non-rush hours:**  
Seniors (65+): To qualify, show a Minnesota driver's license/state ID with a  endorsement.  
Youth: Ages 6-12 qualify for a reduced fare.  
Medicare card holders: To qualify, show a Medicare card along with a Minnesota driver's license/state ID.

**These fares are in effect at all times:**  
Persons with Disabilities: To qualify, show your Metro Mobility card or transfer, Metro Transit temporary ID with a photo ID or Minnesota driver's license/state ID with an  or Endorsement, for information on certification, call Customer Relations at 612-373-3333.  
Children: Ages 5 and under ride free (limit 3) when accompanied by a paid fare.  
Downtown Zone: Ride in the Downtown Zone for \$0c.  
Young Adults: Students and workers ages 17 and under may qualify for a discounted Young Adult card – contact your school or employer.

**Fare Cards** Save money purchasing fare cards at Metro Transit store, 175 retail outlets or at metrotransit.org.

**Fareboxes** Buses accept U.S. bills and coins. Change is not available.

**Transfers** give you unlimited rides on buses and light rail – for 2½ hours. Ask for one when you pay your cash fare. Transfers are automatically embedded on fare cards and light-rail tickets.

# Nqi Tsheli

cov si haam cov si haam  
neeg tsawg neeg coob

<b>Cov Neeg loti</b>	Nqi Caji Haaw Zos	\$1.75	\$2.25
(Inha neeg 13-64)	Nqi Caji Mus Ceew	\$2.25	\$3.00
<b>Cov Neeg laas (65+)</b>	Nqi Caji Haaw Zos	\$ .75	\$2.25
<b>Me Nyuam (61-12) &amp; Nqi Caji Mus Ceew</b>		\$ .75	\$3.00

**Cov tibi neeg tsu tsu** call tshu yam \$ .75 \$ .75

**Cov si haam neeg coob Monday-Friday 6:00-9:00** teew saww raaw & 3:00-6:30 tsaww raaw. Tsu tsu neeg call haaw zos rau tsheli cov haaw haaw laas eob.

## Cov Nqi Tso Tsawg

Thoo qha rau us neeg tsaw tsheli nyau us neeg koq them nqi yoo koq tsim nyoq them to bug nqi tsheli nam na. Haaw tsheli cov haaw nqi qha rau cov tibi cov xam tsu koq tsim nyoq them tsu nqi too tsawg.

**Cov nqi no tsaw yoo rau thuum cov si haam neeg tsawg:**  
Cov neeg laas (65+): Nyau kom tsim nyoq, maab daim naway so ci tsaw tsheli haaw. Minnetonka keew daim dabi cim tsu tsheli (ID) us mujul tsu naway cim ☑ neeg ra.

**Me Nyuam:** Hinh nyoq 6-12 tsim nyoq rau tsu nqi too tsawg.  
Cov neeg mujul naway them nqi koq mo Medicare: Nyau kom tsim nyoq, maab daim naway them nqi too mo Medicare neeg raau daim naway so ci tsaw tsheli haaw. Minnetonka keew daim dabi cim tsu tsheli (ID).

**Siv cov nqi no tshu lub si haam:**

**Cov Neeg Tis Tsaw:** Nyau kom tsim nyoq, maab koq daim nqi nyau Mobility ko yoo daim naway tsaw tsheli. Metro Transit daim dabi cim tsu tsheli (ID) us tsu mus to ntau neeg ra to daim nqi mujul dabi ko yoo daim naway so ci tsaw tsheli haaw. Minnetonka keew daim dabi cim tsu tsheli (ID) us mujul tsu naway cim. Tsu koq tsim nyoq. Yoo xar puub neeg koq neaw cim, ha rau Chew Pab Neeg (Customer Relations) naway 612-373-3333.

**Cov Me Nyuam:** Hinh nyoq 5 nyooq tsheli cov haaw call dabi (puub koq 3 leeg) thuum us neeg to bug us them mus qho neeg call haam.

**Cheeb Tsam Naway Zos (Downtown):** Keer call haaw Cheeb Tsam Naway Zos yoo 50¢.

**Cov Neeg Hinar:** Cov ne nyuam kaam naway tsheli cov neeg tsu haaj lwm us mujul hinh nyoq 17 nyooq tsheli nee haaw te laam nyau tsim nyoq ra to daim nqi haaw. Cov Hinar us yoo them nqi too tsawg - ha rau koq tibi tsaw haam naway tsu nqi tibi dawai haaj lwm.

**Pib Caji** Tsawg rau nqi yoo mus cov pib call tsheli haaw Metro Transit cov haw. 175 lhb tsim ko yoo buas mus rau naway metrotransit.org.

**Cov Npauw Sau Nyai** Cov tsheli nqi yoo mus cov nqi yoo dabi tsu haaw 'ho Cheww Me Kas no tsheli cov nqi yoo nqi yoo mujul nqi yoo nqi yoo.

**Cov Nqi Tsaw Tsheli Mus Nixiv** ca rau koq call cov tsheli nqi yoo tsheli cov haaw naway nqi yoo nqi yoo - mu nqi yoo nqi yoo 12 1/2 leew. Haaw tsaw tsu to daim nqi tsaw tsheli haam koq them nqi yoo call tsheli. Cov pib buas tsheli yoo mujul rau cov pib them nqi tsheli cov pib call cov haaw laam.

Hmong

# 612-373-3333

Hmong

Metro Transit yoo koq koq leew siv cov tsheli mus tsu. Hu tibi zang muh ces yeej tsaw tsu koq mus rau tsaw yam koq xar puub koq koq leew siv cov tsheli mus tsu.

**Cov tsu qha Tsaw Tsheli Mus tsu Haaw Zos (Metropolitan Transit)**  
Hu rau nee puub tsu nam na to bug mus tsheli li koq tsheli tsaw mus tsu.

**Cov si haam:**  
Monday - Friday 6:30 saww raaw - 9:00 tsaww raaw  
Saturday, Sunday & cov hinh so 8:00 saww raaw - 5:00 tsaww raaw

**Qha si haam tsheli tsaw (Neotrip)**  
Cov tsu qha tsaw tsheli si haam tsheli tsaw tsam tsam tsaw tsheli tsheli tsaw us tsam tsaw yam tsaw.

**Keer Pab Neeg tsheli Chew Khas Khas Khas**  
570 South Ave. N., Minneapolis  
Cov Khas Khas  
Monday - Friday 7:30 saww raaw - 5:30 tsaww raaw

**Siv koom Caji Tsu Keer call tsheli tsaw yoo tsheli dawai us haaj lwm cov keer puub daim**  
Cov keer puub koq koq koq tsaw us ke tsheli coob tsu koom call tsheli li ja us ke, rau nee rau nee tsheli Tsawj Mus Neew (Guaranteed Ride Home) tsaw tsaw tsaw tsheli tsaw tsaw.

**Keer puub cov lag nyoq TTY** yoo mujul rau cov neeg lag nyoq tsheli tsaw tsaw us. Hu rau 612-341-0140 kom puub koq koq keer tsaw tsheli tsheli cov si haam, hu rau 612-345-7439 rau Keer Pab Neeg Chew Khas Khas Khas Khas.

## metrotransit.org

- Neotrip, qha tsu si haam tsam tsam tsaw koq cov si haam tsheli tsaw.
- nqi yoo koq leew tsu (Trip Planner) mujul online
- cov dabi qha keer tsheli cov si haam haaw rau cov tsheli nqi yoo tsheli cov tsheli cov haaw
- yoo koq naway nqi yoo rau koq daim Go To Card
- cov keer puub koq koq koq us ke tsheli coob tsu koom call tsheli li ja us ke
- rau nee rau to qho leew Tsawj Mus Neew (Guaranteed Ride Home) dawai cov dabi koq koq keer call tsheli tsaw puub

# Metro Transit

560 Sixth Avenue North  
Minneapolis, MN 55411-4398

# Maclumacka Qimaha Tigidhaha

Somali

<b>Dadka Waaweyn</b>	Qimaha Tigidhaha Xawiga	\$1.75	\$2.25
(ada 13-64)	Qimaha Tigidhaha Xawiga	\$2.25	\$3.00
<b>Wayaycelka (65+)</b>	Qimaha Tigidhaha Xawiga	\$ .75	\$2.25
<b>Caruurta (6-12) &amp; kuwa hay'ata kaarka Medicare</b>	Qimaha Tigidhaha Xawiga	\$ .75	\$3.00

**Dadka naafarinada qaba** \$afar kasta \$ .75 \$ .75

Saacadaha gaadiidka badeeriyaha/ismaha/jeerka 6:00-9:00 subaawno & 3:00-6:30 fiidnimo. Qimaha tigidhaha gaadiidka yaa u dhexda ugu raacayaa.

**Qimaha tigidhaha la dhimay**  
Faham darro ah oo ay tahay inaad u adeegsato qimaha tigidhaha u dhexda ee qimaha tigidhaha la dhimay. Waxaa jira qimaha tigidhaha la dhimay oo ay tahay inaad u adeegsato qimaha tigidhaha la dhimay. Waxaa jira qimaha tigidhaha la dhimay oo ay tahay inaad u adeegsato qimaha tigidhaha la dhimay.

**Qimaha tigidhaha waza la tala rabaa oo kee'ya saacadiha uu gaadiidka joo'ayo:**  
Qimaha tigidhaha waza la tala rabaa oo kee'ya saacadiha uu gaadiidka joo'ayo.

**Qimaha tigidhaha waza la tala rabaa oo kee'ya saacadiha uu gaadiidka joo'ayo:**  
Qimaha tigidhaha waza la tala rabaa oo kee'ya saacadiha uu gaadiidka joo'ayo.

**Qimaha tigidhaha waza la tala rabaa oo kee'ya saacadiha uu gaadiidka joo'ayo:**  
Qimaha tigidhaha waza la tala rabaa oo kee'ya saacadiha uu gaadiidka joo'ayo.

**Qimaha tigidhaha waza la tala rabaa oo kee'ya saacadiha uu gaadiidka joo'ayo:**  
Qimaha tigidhaha waza la tala rabaa oo kee'ya saacadiha uu gaadiidka joo'ayo.

**Qimaha tigidhaha waza la tala rabaa oo kee'ya saacadiha uu gaadiidka joo'ayo:**  
Qimaha tigidhaha waza la tala rabaa oo kee'ya saacadiha uu gaadiidka joo'ayo.

**Qimaha tigidhaha waza la tala rabaa oo kee'ya saacadiha uu gaadiidka joo'ayo:**  
Qimaha tigidhaha waza la tala rabaa oo kee'ya saacadiha uu gaadiidka joo'ayo.

**Qimaha tigidhaha waza la tala rabaa oo kee'ya saacadiha uu gaadiidka joo'ayo:**  
Qimaha tigidhaha waza la tala rabaa oo kee'ya saacadiha uu gaadiidka joo'ayo.

**Qimaha tigidhaha waza la tala rabaa oo kee'ya saacadiha uu gaadiidka joo'ayo:**  
Qimaha tigidhaha waza la tala rabaa oo kee'ya saacadiha uu gaadiidka joo'ayo.

**Qimaha tigidhaha waza la tala rabaa oo kee'ya saacadiha uu gaadiidka joo'ayo:**  
Qimaha tigidhaha waza la tala rabaa oo kee'ya saacadiha uu gaadiidka joo'ayo.

**Qimaha tigidhaha waza la tala rabaa oo kee'ya saacadiha uu gaadiidka joo'ayo:**  
Qimaha tigidhaha waza la tala rabaa oo kee'ya saacadiha uu gaadiidka joo'ayo.

**Qimaha tigidhaha waza la tala rabaa oo kee'ya saacadiha uu gaadiidka joo'ayo:**  
Qimaha tigidhaha waza la tala rabaa oo kee'ya saacadiha uu gaadiidka joo'ayo.

# 612-373-3333

Somali

Metro Transit waza ad ka helaysa tala gaadiidka. Hu waxaan waza ay kuqaynaysa waza tsu ee ad ugu baxsanaynaya safarka.

**Maclumadda Metropolitan Transit Information**  
Cagaarinta ad u baxsanaynaya wafidka xafiiska gaadiidka.

**Saacadaha:**  
Isniinta - Jircaha 6:30 subaawno - 9:00 habaariinta  
Salyiyoada, Awoolaha & cishaha 8:00 subaawno - 5:00 habaariinta

**Safarka Xiga (Neotrip)**  
Maalinta ay xarabiyey Thunsiyoq Day yoo Christmas Day.

**Cisaaqada Macaanliha iyo Waza Lumay & Waza La Heley**  
570 South Ave. N., Minneapolis

**Saacadaha:**  
Isniinta - Jircaha 7:30 subaawno - 5:30 habaariinta  
Cishaha wafidka xafiiska.

**Riixiisaha, barnaamijyada wafidka baaskiilka iyo shaqooyinka**  
Adeegyada wafidka gaadiidka iyo u dhexda, dhowrka, dhowrka iyo waza tsu ee ad ugu baxsanaynaya safarka.

**Adeegyada TTY** yaa jira oo horay u dhacay qadka dhowrka. Hu raawo maalka. Waa 612-341-0140 si ad ku helo jircaha iyo jircaha. Waa 612-345-7439 iyo ad u dhexda Cisaaqada Macaanliha Waza Lumay & Waza La Heley (Customer Relations) & Found.

## metrotransit.org

- Neotrip, saacadiha dhowrka ee baxsanaha
- Qoortaynaha Safarka ee internetka (online Trip Planner)
- howrka iyo jircaha baxsanaha iyo tirmaada
- itoo ama iyo tordii qimaha baxsanaha (Go To Card)
- adeegyada wafidka gaadiidka (carpool and vanpool services)
- isku dhowrka Macaanliha Xaqiiska Cagaarinta iyo tsawg la xuma (Guaranteed Ride Home)
- tala baaskiil wafidka (bicycling resources)

# Metro Transit

560 Sixth Avenue North  
Minneapolis, MN 55411-4398