



**Access to King County Metro Transit Services  
for People with Limited English Proficiency  
Four-Factor Analysis and Implementation Plan**

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## **Access to King County Metro Transit Services for People with Limited English Proficiency**

### **Four-Factor Analysis and Implementation Plan**

#### **Introduction**

King County Metro Transit (Metro) prepared this analysis and plan to meet requirements stemming from Title VI of the Civil Rights Act of 1964 concerning access to services for people with limited English proficiency (LEP). It also responds to Executive Order 13166, *Improving Access to Services for Persons with Limited English Proficiency*, which directs recipients of federal funding to take reasonable steps to ensure that people with limited English proficiency have meaningful access to their programs and activities.

This plan will also help Metro comply with the King County Executive Order on Written Language Translation Process.

The analysis and plan are based on the guidance provided by the Federal Transit Administration in its handbook for public transportation providers, *Implementing the Department of Transportation's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons*, published April 13, 2007.

#### **Four-Factor Analysis**

##### **Factor 1: The number and proportion of LEP persons served or encountered in the eligible service population**

Metro's service area is all of King County, Washington. Metro is part of King County government. In preparing this plan, Metro relied on the county's analysis of the most common languages other than English spoken in King County. This analysis used five sources:

- US Census Bureau, American Community Survey data for King County, language spoken at home, 2006-8.
- Washington Superintendent of Public Instruction, limited English proficiency students in King County, 2008-9.
- King County District Court data of court cases requesting interpretation, 2007.
- Seattle-King County Public Health Women-Infant-Children program, cases requesting interpretation, 2007.
- Seattle-King County Public Health clinic visits, cases requesting interpretation, 2007.

The non-English languages most commonly spoken in King County can be grouped into three tiers, as shown below. The tiers indicate the relative need for translation or interpretation services countywide, and reflect each language's rank based on the average of all five data sources.

Tier 1	Tier 2	Tier 3
Spanish	Vietnamese	Tagalog
	Russian	Cambodian
	Somali	Laotian
	Chinese	Japanese
	Korean	Hindi
	Ukrainian	Arabic
	Amharic	Farsi
	Punjabi	Tigrinya
		Oromo
		French
		Samoan

Detailed data from the five sources is shown in the table below:

Rank	Census ACS: English "less than very well" 2006-8	OSPI Limited English Proficiency 2008-9	District Court (case count) 2007	King County WIC 2007	King County Public Health (clinic visits) 2007
1	Spanish 52,000	Spanish 12,600	Spanish 7,900	Spanish 14,500	Spanish 56,200
2	Chinese 28,100	Vietnamese 2,100	Russian 1,100	Vietnamese 1,400	Vietnamese 5,000
3	Vietnamese 19,400	Somali 2,100	Vietnamese 800	Somali 1,300	Russian 4,000
4	Korean 12,100	Chinese 1,200	Korean 500	Russian 800	Somali 3,500
5	"African Lang" 11,900 <sup>1</sup>	Russian 1,000	Chinese 400	Ukrainian 600	Chinese 700
6	Tagalog 9,300	Korean 900	Somali 200	Chinese 600	Ukrainian 600
7	Russian 9,200	Ukrainian 900	Samoan 200	Amharic 200	Amharic 600
8	"Other Slavic" 4,800 <sup>2</sup>	Tagalog 700	Amharic 200	Arabic 200	Korean 300
9	"Other Indic" 4,500 <sup>3</sup>	Punjabi 600	Punjabi 100	Korean 100	Arabic 300
10	Japanese 4,300	Cambodian 400	Farsi 100	Cambodian 100	Punjabi 300

Notes:

1. Census does not distinguish African languages; based on other sources, probably chiefly Somali, Amharic.
2. Census lumps other Slavic languages; based on other sources, probably chiefly Ukrainian.
3. Census lumps other Indic languages; based on other sources, probably chiefly Punjabi.

Key:

Tier 1
Tier 2
Tier 3

The county used U.S. Census data to map census tracts with concentrations of people who speak a language other than English at home; the maps are attached as Appendix A.

In addition to analyzing data, Metro staff members have become familiar with LEP populations in King County by working with community organizations that serve these populations. Metro regularly works with these organizations when conducting outreach concerning service changes or other matters, such as how to use the regional fare payment card. Metro turns to these organizations for assistance in identifying language translation needs and in planning the best ways to inform and involve people with limited English proficiency. Key organizations include the following:

Asian Counseling and Referral Services	International Family Center
Asian Senior Concerns Foundation	International Rescue Committee
Casa Latina	Northwest Immigrant Rights Project
Chinese Information and Service Center	One America
Consejo Counseling and Referral Services	Organization of Chinese Americans
El Centro de la Raza	Refugee Women's Alliance
Filipino Community of Seattle	Southwest Youth and Family Services
International Community Health Center	Sunshine Garden Senior Day Care Center
International District Housing Alliance	Vietnamese Friendship Association

### Factor 2: The frequency with which LEP individuals come into contact with Metro's programs, activities, and services

People with limited English proficiency regularly use Metro's fixed-route bus service and in doing so come into contact with Metro's operators as well as signage, timetables and other materials. Metro's commuter van and Access paratransit services also serve people who do not speak English or speak it as a second language. Metro does not have a way to collect data about frequency of use by people who do not speak English well.

Metro's Customer Information Office receives approximately 50 phone calls per month from people who do not speak English well and request Language Line assistance (see table below.)

Language	Number of Calls											
	May '11	Jun '11	Jul '11	Aug '11	Sep '11	Oct '11	Nov '11	Dec '11	Jan '12	Feb '12	Mar '12	Apr '12
Spanish	34	39	21	29	28	26	20	23	17	27	22	18
Mandarin	11	13	4	22	5	6	11	7	2	7	6	1
Cantonese	8	4	3	3		4	6	5	1	4		2
Russian	5	4	1	3	3	3	4	6	4	2	3	4
Vietnamese	1	2		5	6	3	3	1	6	1	1	2
Korean	14	4		3	1		4		1	1		1
Amharic	3		1	1	2	2	1	1	1		1	
Tigrinya	1				1	1	1	1	2	3	3	2

Language	May '11	Jun '11	Jul '11	Aug '11	Sep '11	Oct '11	Nov '11	Dec '11	Jan '12	Feb '12	Mar '12	Apr '12
Arabic	1				1	2					3	
French					1				1	2		3
Somali	2	2			1	2						
Cambodian	1	1	1	1								2
Tagalog	1				1							3
Ukrainian		1	1	2								
Punjabi				2						1		
Toishanese		1		1						1		
Laotian							2					
Swahili										1	1	
Japanese	1	1										
Farsi								1				
Hindi									1			
Pashto								1				
Thai	1											
Oromo						1						
Portuguese			1									
Romanian							1					

### Factor 3: The importance to LEP persons of Metro's programs, activities and services

King County is home to many refugees and immigrants who are re-establishing their lives with limited resources and may not speak English well. Abundant anecdotal evidence makes it clear that many of these people rely on Metro's services.

Census tract data also suggest that a large number of people with limited English proficiency use Metro. Many of the census tracts in King County where more than 5 percent of the population speaks a language other than English have heavily used bus routes.

A number of community organizations that participate in Metro's Human Services Ticket Program serve people with limited English proficiency. This program provides deeply discounted bus tickets to human service agencies for distribution to their clients. These agencies include the following:

Asian Counseling and Referral Service  
 Casa Latina  
 Consejo Counseling and Referral Services  
 El Centro de la Raza  
 Vietnamese Friendship Association

International District Housing Alliance  
 Neighborhood House  
 Kent School District/Refugee Transition Center  
 Southwest Youth and Family Services

Metro's Rideshare Operations staff work with a number of industries that have low-wage positions which are often filled by employees with limited English proficiency. Using Jobs Access Reverse Commute (JARC) resources, Metro offers commuting assistance that enables individuals to form or join a vanpool. The work sites are often in outer suburban areas that are not well-served by fixed-route bus service.

Metro also partners with organizations that offer employment training, assisting them with transportation. The JARC van programs works with Youthcare, Neighborhood House, Casa Latina, King County Work Training Program, and Hero House; many of their clients are low-income people who do not speak English well.

#### Factor 4: The resources available to the recipient and costs

Metro has a number of language assistance measures in place.

**Printed materials.** Basic public communication materials have been translated into languages commonly spoken in King County (Spanish, Cambodian, Chinese, Korean, Laotian, Russian, Somali, Tigrinya, Vietnamese and Oromo). These materials include *Riding the Bus: a Multi-language Guide to Using Metro* and *Riding Together: Vans and Cars*, about Metro's rideshare programs. Other brochures are translated, or include translations of summary information, as appropriate for the intended audience. An example is a brochure about Metro's new RapidRide bus rapid transit program, which included basic information translated into Korean, Russian, Ukrainian, traditional Chinese, Japanese, Somali, Spanish, and Tagalog. Costs to translate, print and produce the multi-language bus and vans/cars guides were approximately \$23,000 for an approximate one-year supply.

In 2010, Metro developed an "interpreter" symbol to place on printed materials along with a customer information phone number that people may call to request an interpreter's assistance. This symbol is now placed on all Metro timetables and most other materials. Metro has updated its Rider Alert template to include the interpreter symbol as well. Rider Alerts are temporary signs/notices that are placed at bus stops whenever a service change is planned at a particular stop. The addition of the interpreter symbol to these communication materials does not involve real incremental costs.

**Language Line assistance.** Metro contracts with Language Line to provide interpretation over the phone for non-English speakers who call the Customer Information Office and request this assistance. Metro receives about 50 requests per month; total annual cost has been approximately \$6,000. Metro makes available to bus operators special assistance cards that have information about how a rider can call and request interpretation service. Metro encourages operators to hand these cards to riders who have difficulty with English. The cards cost 4.5¢ each to produce.

**New signage.** Metro has developed new bus-stop signs that are designed to be easily understood by riders with limited English. The signs incorporate widely recognized symbols for route destinations, such as an airplane for routes that serve the airport. The

signs also include the specific bus stop number and Metro's website address and customer service phone number together with the widely used help symbol, "?." As of May 1, 2012, 26 large and medium-sized versions of the new bus stop information signs had been installed throughout King County. In addition, hundreds of the regular-size bus stop flags have been installed across the county. Metro's budget for 2012-2013 provides for continued installation of the new signs in downtown Seattle, transit centers, park-and-rides, and the University District. Metro expects to complete installation of the signs at key locations by the end of 2015, if the budget provides for this.

**Notice of Title VI obligations and remedies.** Metro has placards continually posted inside all of its coaches notifying customers that Metro does not discriminate in the provision of service on the basis of race, color, and national origin, and informing them of how they can complain if they feel Metro has discriminated against them. The placards are translated into Cambodian, Chinese, Korean, Russian, Somali, Spanish, Tagalog, Tigrinya, and Vietnamese. All nine translations do not fit on one placard, so two placards have been produced and are rotated throughout the Metro system. A similar notice of Title VI obligations and remedies, also in multiple languages, is provided to customers of Metro's Access paratransit service. The cards cost a total of \$9,000 to produce.

**Public outreach services.** When Metro conducts public outreach concerning proposed service changes, it provides or offers translated descriptions of the proposals and questionnaires, offers interpretation at public meetings, works with community organizations that can assist Metro in communicating with people who do not speak English well, and may provide telephone comment lines for non-English-speakers.

**Vanpool and loaned van transportation.** Metro's Vanpool program uses federal Job Access and Reverse Commute (JARC) funds to help form and financially assist vanpool groups among low-income, entry-level, and/or reverse commuters. Currently 37 vanpool groups operate with JARC financial assistance. Although comprehensive data are not available about languages spoken by vanpool members, anecdotal evidence tells us that many of these vanpools serve people who do not speak English or speak it as a second language. Metro's JARC program also loans retired vans to community organizations for commute and work-training trips. An example is Casa Latina, which reports that almost 60 percent of the workers they transport to jobs use Metro's loaned vans.

**Customer Research.** Metro's customer research routinely includes opportunities for LEP populations to respond. Metro conducts an annual program of on-board and/or intercept surveys to evaluate customer ridership patterns on certain routes, and to evaluate customer responses to service changes. Translation of questionnaires into languages appropriate for the geographic area of interest is done in coordination with Community Relations and according to County guidelines. Metro's post implementation RapidRide A Line research conducted in 2011 included questionnaires translated into Spanish, Korean and Vietnamese. Metro's fall 2011 service change research included questionnaires translated into Spanish, Chinese, Russian and Korean. The September 2012 service change questionnaire will be translated into Spanish, and the October 2012 RapidRide B Line survey will be translated into Spanish, Chinese, Russian and Korean. Questionnaire translation typically costs between \$250 and \$400 for each language.



Metro also made Spanish language translation available to respondents to the fall 2011 telephone survey of riders and non-riders. The cost of providing Spanish translation was about \$2,500.

**Multi-language community travel video series.** Metro partnered with the King County Mobility Coalition to produce a three-part video series: “Riding the bus,” “Paying to ride the bus and light rail,” and “Other ways to travel.” This series targeted recent-immigrant populations and was done in Somali, Amharic, Burmese, Bhutanese, Russian, Spanish, Tigrinya, and English. The videos are posted online and have been distributed with translated scripts to social service agencies, which are using the series in a number of forums for their clients. Videos in additional languages, including Chinese, Vietnamese, and Tagalog, will be produced in 2012.

## II. Implementation Plan

### **Identifying LEP Individuals Who Need Language Assistance**

The data assembled in the four-factor analysis shows that Spanish is by far the most prevalent of the non-English languages spoken in King County.

-The next most commonly spoken non-English languages (second tier) are Vietnamese, Russian, Somali, Chinese, Korean, Ukrainian, Amharic and Punjabi.

Third-tier non-English languages spoken are Tagalog, Cambodian, Laotian, Japanese, Hindi, Arabic, Farsi, Tigrinya, Oromo, French, and Samoan.

### **Language Assistance Measures**

Based on the language distribution data summarized above, and consistent with King County’s Executive Order on Written Translation, Metro will translate public communication materials and vital documents into Spanish when feasible within available resources. Metro will translate materials into the other commonly spoken non-English languages when those are the primary language spoken by 5 percent or more of the target audience.

Metro will use alternative forms of language assistance when the alternative is more effective or practical. One alternative approach is to place a notice on public communication materials about the availability of interpretation service. Another alternative is to include a summary of a communication piece in Spanish and other languages as relevant and offering a full translation upon request.

Specific language assistance measures that Metro provides or plans to provide are listed in the table on the following page

Language Assistance Measure	How Provided	Timeline	Responsibility
Notice of Title VI obligations and remedies, translated into nine languages commonly spoken in King County	Placed on all Metro coaches (All nine translations do not fit on one placard, so two placards have been produced and are rotated throughout the Metro system.)	Ongoing	Marketing and Customer Communications
Brochure: <i>Riding the Bus: a Multi-language Guide to Using Metro</i> , translated into nine languages	Metro brochure racks	Ongoing	Marketing and Customer Communications
Brochure: <i>Riding Together: Vans and Cars</i> , translated into eight languages	Metro brochure racks	Ongoing	Marketing and Customer Communications
Notice of availability of telephone interpretation service	Notice is placed on basic Metro materials, including timetables, and other materials when applicable, and is included in Customer Information Office phone recording	Ongoing	Marketing and Customer Communications
Cards that bus operators can hand to customers who do not speak English, informing them about the availability of interpretation service	Available to operators at bus bases	Ongoing	Marketing and Customer Communications
Translation of public communication materials concerning proposed Metro service changes into Spanish and other languages primarily spoken by at least 5 percent of the target population	Mailed, distributed in target communities, posted in rider alerts at bus stops or on coaches, or placed in ethnic news media as appropriate to reach target audiences.	As needed	Department of Transportation Communications (responsible for Metro public outreach)
Availability of interpreters at public meetings concerning proposed Metro service changes, upon request	Notices placed on published materials and Metro Online	As needed	Department of Transportation Communications
Availability of telephone lines for people to comment on proposed Metro service changes in	Phone lines maintained by DOT Communications	As needed	Department of Transportation Communications

Language Assistance Measure	How Provided	Timeline	Responsibility
Spanish or other languages as needed			
Provision of interpretation service upon request	Available upon request by calling Metro's Customer Information Office	Ongoing	Customer Service
Improvement of Metro customer information phone system to provide easier access to interpretation services for callers with limited English	Metro's 2012-2013 budget provides funding for this upgrade	Expected to be completed by end of 2012	IT and Sales and Customer Service groups
Translated information online	On website (www.kingcounty.gov/metro)	To be developed in 2012, then ongoing	Marketing and Customer Communications
Work with community organizations that serve LEP populations to identify ways Metro can better serve them.	Continue JARC program, which works with five community agencies; continue membership in King County Mobility Coalition; develop relationships with community organizations as part of public outreach process and maintain ongoing relationships; work with human service agencies through Metro's Human Services Ticket Program	Ongoing and as needed	Various Metro agencies
Translated rider surveys	Distributed on buses as part of ongoing research related to service changes.	Ongoing	Research and Management Information

### Training Staff

Metro's Customer Information Office staff members receive training in how to use the Language Line to interpret Metro materials or answer service-related questions.

Metro's bus operators receive training in how to assist customers who have questions about service, fare payment, and other matters. Through extensive community outreach, Metro has learned that people with limited English often rely on bus operators as their primary source of information about bus service. By emphasizing that customer service is an important part of an operator's job, this training contributes to a transit system that is accessible to limited-English-speakers.

King County makes extensive resources available to guide staff members who are responsible for producing public communication materials. These resources include data about the distribution of people in King County who speak languages other than English,

a guide to using plain language in communication materials, and a manual for using translation vendors.

### **Providing Notice to Customers with Limited English Proficiency**

A variety of methods for providing notice are described earlier in this plan. Key methods include the Notice of Title VI obligations and remedies that is posted on all Metro coaches, and the notice of availability of interpretation services that is placed on most Metro materials and stated in the Customer Information Office's recorded phone greeting.

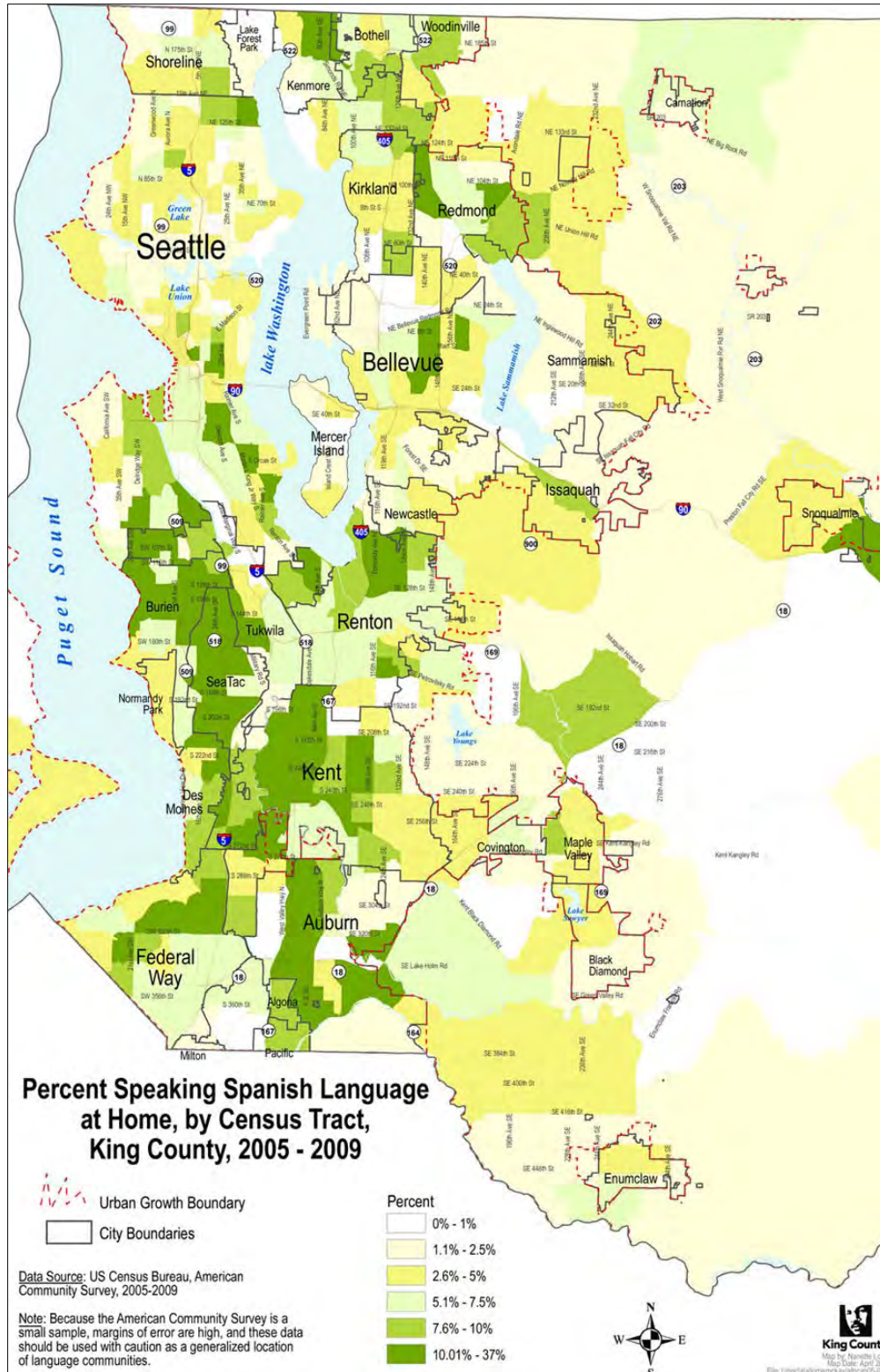
### **Monitoring and Updating the LEP Plan**

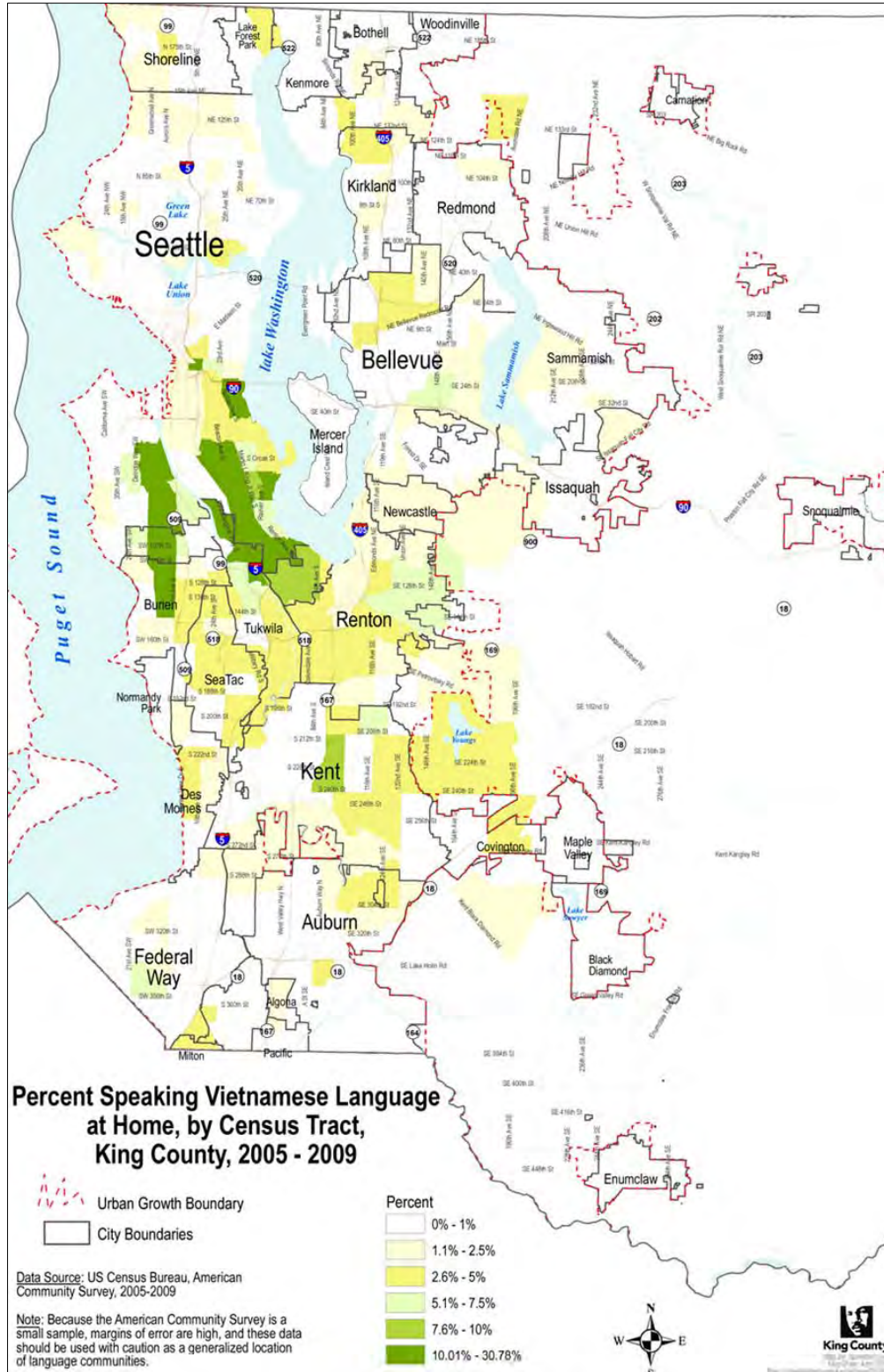
Metro will annually assess the effectiveness of this LEP Plan and update it as appropriate. The assessment will include reviewing the use of Metro's language assistance measures, reviewing Metro rider survey data, and gathering information from staff members who interact with people who do not speak English well.

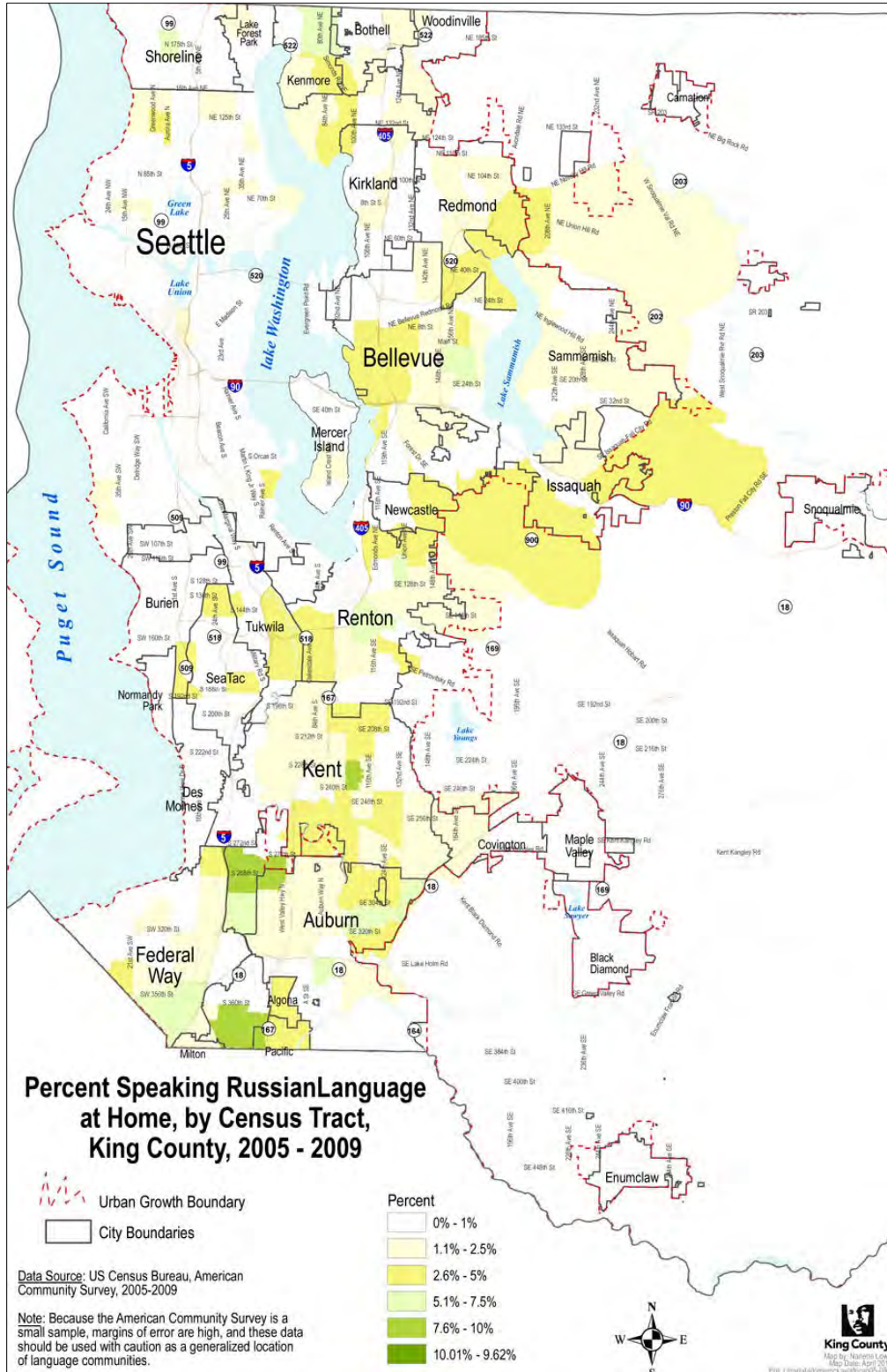
Metro will work with King County's demographer to maintain up-to-date data about populations that may need language assistance.

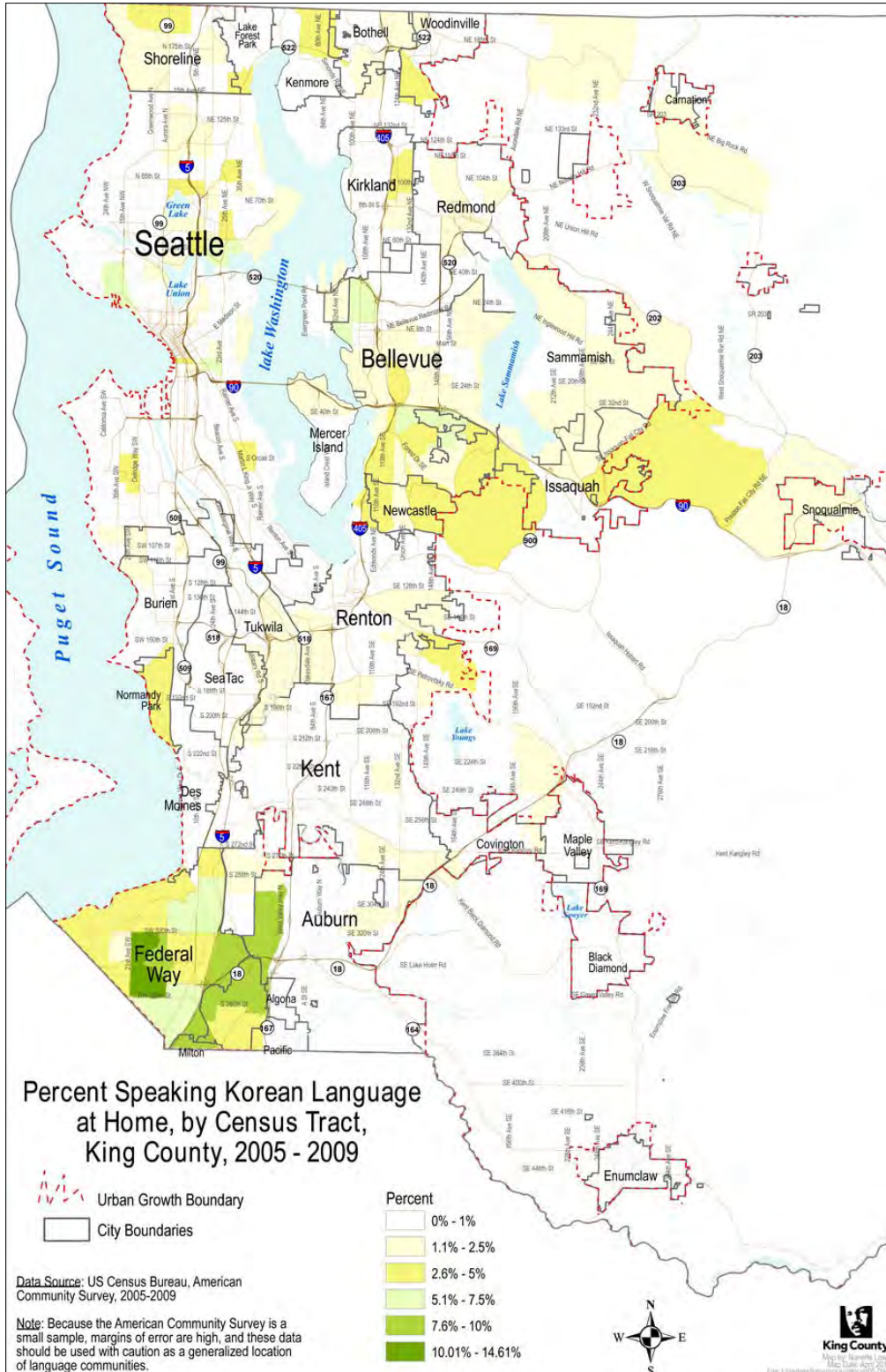
Community relations staff members have conducted extensive public outreach concerning service changes in 2011-2012, and are compiling data about non-English speaking populations in the communities where they have been working. Metro will use this information to inform future public outreach and communications and to update this plan.

# Appendix A: Maps showing concentrations of people who speak a language other than English at home

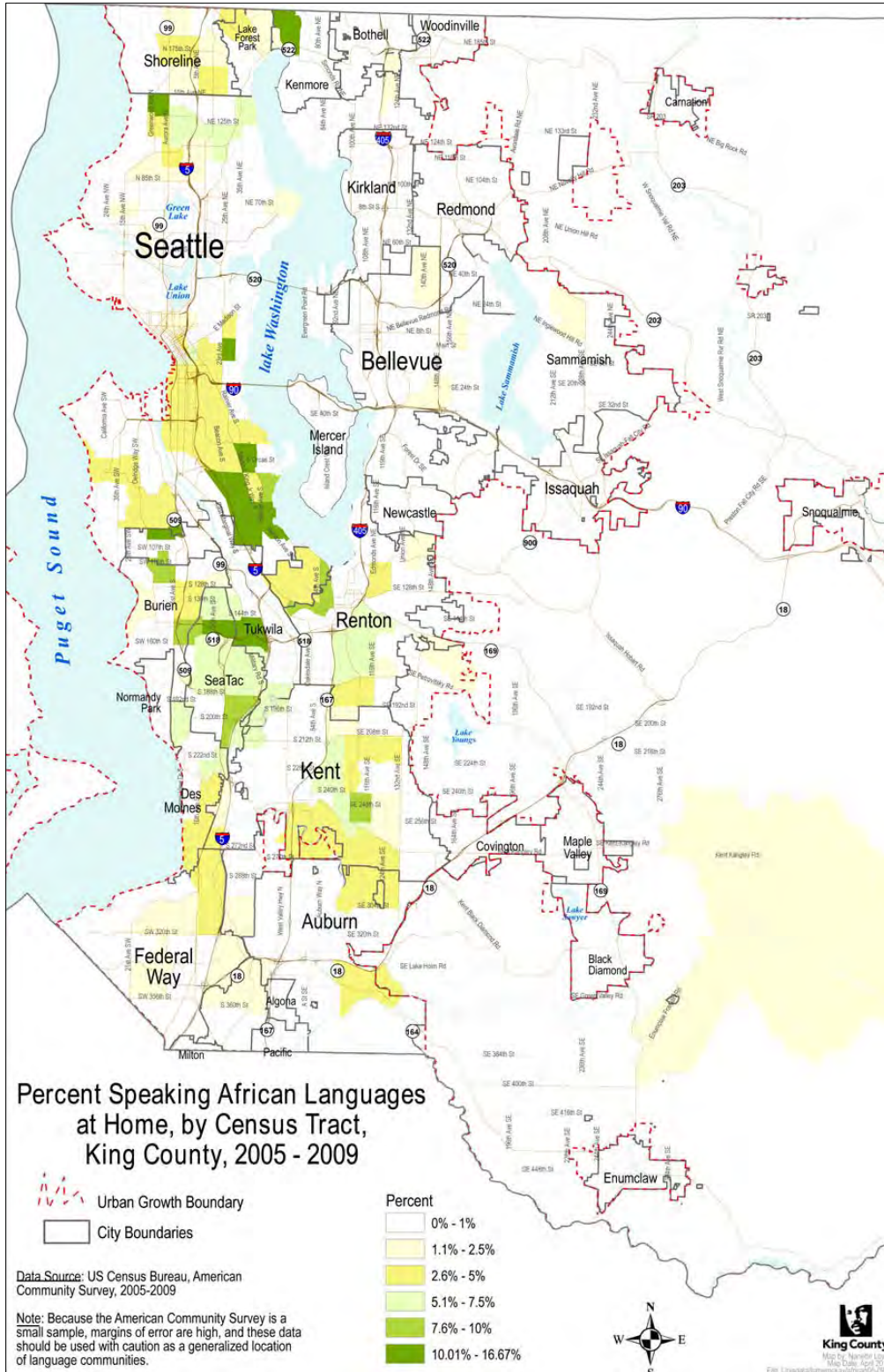












# Appendix B: Examples of Metro’s Translated Materials

Translated notices of Title VI obligations and remedies that are posted on Metro coaches.

**King County Metro Transit does not discriminate in the provision of service...**

**English-Korean-Tagalog**  
**King County Metro Transit does not discriminate in the provision of service on the basis of race, color, and national origin. For more information on Metro’s nondiscrimination obligations, or to file a discrimination complaint, you may call Metro’s Customer Information Office at 206-553-3000. You may also contact Metro in writing at the address below.**


King 카운티 메트로 트랜짓 사는 인종, 피부색깔 및 출신국가에 기준하여 서비스를 제공하는데 차별대우를 하지 않습니다. 메트로사의 무차별대우 의무에 대한 상세한 안내를 원하시거나, 또는 차별 대우에 대한 불만을 신고하시려면 메트로 고객 안내 사무소에 (206) 553-3000 번으로 전화하시면 됩니다. 메트로사에 아래의 주소로 서면으로 연락을 취하실 수도 있습니다.

Ang King County Metro Transit ay hindi tumitingin sa kaibahan o dumidiskrimina sa pagbibigay ng serbisyo na base sa lahi, kulay, at bansang pinanggalingan. Para sa dagdag na impormasyon sa mga nondiscrimination (hindi pag-diskrimina) na mga obligasyon, o upang magsalansan ng reklamo, maaari kang tumawag sa Impormasyon sa Kustomer (Customer Information) ng Opisina ng Metro sa 206-553-3000. Maaari mo ring kontakin ang Metro sa pamamagitan ng pagsulat sa adres na nakalagay sa ibaba.

**Cambodian-Somali**  
**King County Metro Transit** មិនមានការប្រកាន់ជំនឿនៅក្នុងការផ្តល់សេវាកម្មលើមូលដ្ឋាននៃពណ៌សាសន៍, ពណ៌សម្បុរ, និងសញ្ជាតិដើមទោះទេ។ ដើម្បីព័ត៌មានច្រើន ថែមទៀតលើផ្នែកការមិនប្រកាន់ជំនឿចាំបាច់នៃក្រុម Metro, ឬដើម្បីដាក់បណ្តឹង ខែការប្រកាន់ជំនឿ, អ្នកអាចទូរស័ព្ទទៅការិយាល័យព័ត៌មានផ្តល់ជូនរបស់យើងនៃក្រុម Metro តាមលេខ (206) 553-3000 ។ អ្នកក៏អាចទាក់ទងទៅក្រុម Metro ដោយសារសេរីសម្រេចតាមអាស័យដ្ឋាននៅខាងក្រោម។

Maamulka Gaadiidka Dadweynaha ee King County “King County Metro Transit” adeegga ay bixiyaan cidna ma ay ku takooraan arrimaha la xidhiidha jinsiyadda, midabka, iyo asalka qoomiyadda. Waxii macluumaad dheeraad ah ee la xidhiidha waajibbaadka ku saabsan takoor la'aanta ee Metro, ama sida loo gudbiyo waxii cabasho ah ee ku salaysan takoor, waxaad wici kartaa Xafiiska Macluumaadka Macmiilka Metro ee uu lambarkiisu yahay 206-553-3000. Sidoo kale waxaad xafiiska Metro kula soo xidhiidhi kartaa adigoo qoraal ku soo hagaajinaya cinwaanka hoos ku qoran.

General Manager, King County Metro Transit  
 201 S. Jackson St. KSC-TR-0415, Seattle, WA 98104



**King County Metro Transit does not discriminate in the provision of service...**

**English-Russian-Vietnamese**  
**King County Metro Transit does not discriminate in the provision of service on the basis of race, color, and national origin. For more information on Metro’s nondiscrimination obligations, or to file a discrimination complaint, you may call Metro’s Customer Information Office at 206-553-3000. You may also contact Metro in writing at the address below.**

При предоставлении услуг King County Metro Transit не дискриминирует на основании расы, цвета кожи и страны происхождения. Чтобы получить дополнительную информацию о недискриминационных обязательствах Metro или подать жалобу о дискриминации, вы можете позвонить в Информационный офис Metro по телефону (206) 553-3000. Вы также можете написать в Metro по нижеуказанному адресу.


Metro Transit Hạt King không đối xử phân biệt trong vấn đề cung cấp dịch vụ dựa trên chủng tộc, màu da, và nguồn gốc quốc gia. Để biết thêm thông tin về trách nhiệm không đối xử phân biệt của Metro, hoặc để nộp đơn khiếu nại về tình trạng đối xử phân biệt, quý vị có thể gọi Customer Information Office (Phòng Thông Tin Cho Khách Hàng) của Metro ở số (206) 553-3000. Quý vị cũng có thể liên lạc với Metro qua thư từ ở địa chỉ bên dưới.

**Tigrinya-Spanish-Chinese**  
**ናይ ኪንግ ካውንቲ ሜትሮ ትራንስቲት ብመሰረት ዓለት፣ ለብሪ ቆርበት፣ ከምሆ ውን መቐል ናይ ኣገልግሎት ኣድልዎ ኣይገብርን እዩ። ንዝያዳ ሓበሬታ ብዛዕባ ናይ ሜትሮ ዘድምድላው ሓላፍነት ወይ ድማ ናይ ኣድልዎ ኣብቲታ ከተቐርቡ ኣንተደሊኹም ኣብ ቁ. ተለፎን (206) 553-3000 ደዊልኩም ተወክሉ። ከምሆ ውን ብኩሉፍ ኣብዚ ዝሰዕብ ኣድራሻ ንሜትሮ ከትራንስግም ትኸለሉ ኢኹም።**

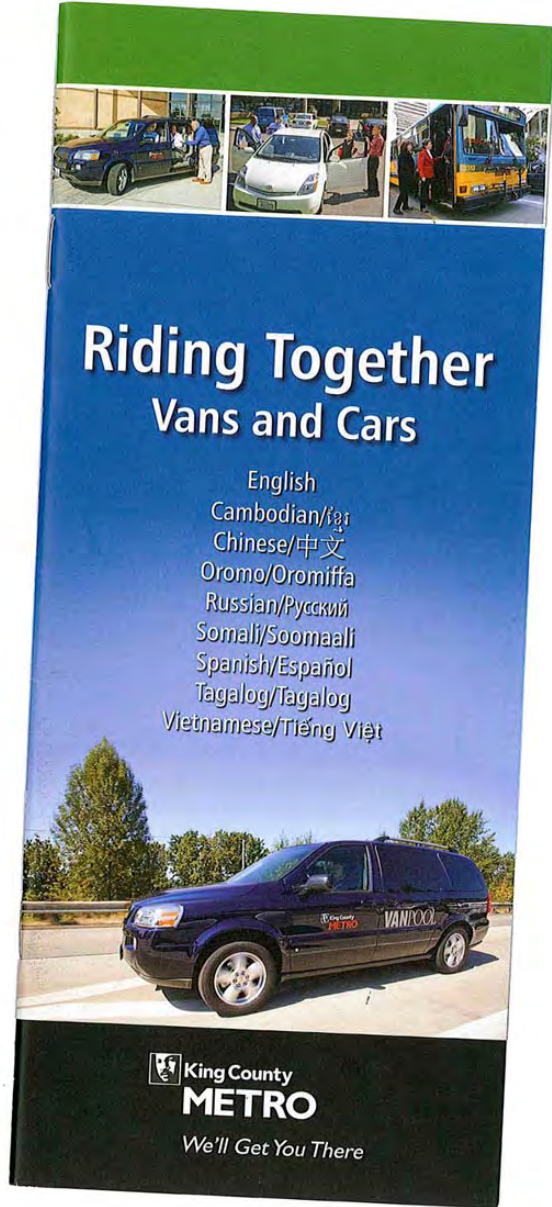
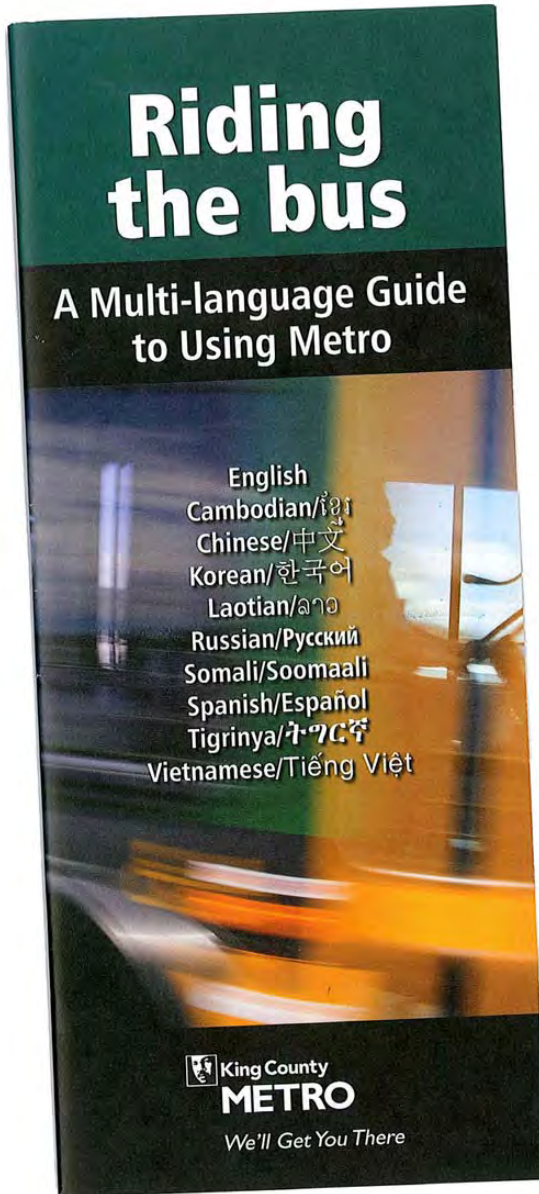
Metro Transit del Condado de King no discrimina en la prestación de servicios en base a raza, color y origen nacional. Para mayor información acerca de las obligaciones de no discriminación de Metro, o para presentar una denuncia de discriminación, puede llamar a la Oficina de Información al Cliente de Metro al 206-553-3000. Usted también puede ponerse en contacto con Metro por escrito, a la dirección a continuación.

景郡 Metro Transit 在提供服務時，不以種族、膚色和原籍為由實行歧視。如欲瞭解 Metro 的不歧視義務詳情，或欲提交歧視投訴，您可以致電 Metro 的客戶服務處，電話號碼 (206) 553-3000。您也可以按以下地址致函聯絡 Metro。

General Manager, King County Metro Transit  
 201 S. Jackson St. KSC-TR-0415, Seattle, WA 98104



Translated brochures about Metro services.



Front and back panels of Metro’s Snow Guide, showing our Metro uses its “Interpreter” symbol and translated summaries.

**This brochure has information about riding Metro when it snows. For assistance in your language, please call Metro Customer Information at 206-553-3000, request an interpreter, and wait for assistance.**

本冊子包含有關下雪時乘坐 Metro 的資訊。如需[中文]協助，請致電 Metro 客戶服務問詢處，電話 206-553-3000，請求提供翻譯，然後等候翻譯員幫助您。


이 팸플릿에는 눈이 올 시, 메트로 승차에 대한 안내가 포함되어 있습니다. 한국어로 도움이 필요하실 경우, 메트로 고객 안내부에 206-553-3000 번으로 전화하셔서 통역관을 요청하신 다음 통역관의 도움을 받으실 때까지 기다려 주시기 바랍니다.

Xaashidan waxa ku jyaal macluumaad la xidhiidha raacitaanka Metro markuu barafku da’ayo. Taageerada ah [Soomaali], fadlan ka Macluumaadka Macmiilka Metro lambarka 206-553-3000, codso turjumaan, oo sug turjumaanka si uu kuu gargaaro.

Este folleto contiene información acerca de cómo viajar en Metro cuando nieva. Para ayuda en español, por favor llame a Información al Cliente de Metro al 206-553-3000, solicite un intérprete, y espere para que le ayude un intérprete.

Tập sách này chứa đựng thông tin về việc đi Metro khi trời tuyết. Để được trợ giúp bằng [tiếng Việt], xin gọi Ban Thông Tin Khách Hàng Metro số 206-553-3000, yêu cầu một thông dịch viên, và chờ thông dịch viên giúp quý vị.


Naglalaman ang polyeto na ito ng impormasyon ukol sa pagsakay sa Metro kapag magkaniyebe. Para sa tulong sa Tagalog, pakitawagan ang Impormasyon ukol sa Metro para sa Kustomer sa 206-553-3000, humiling ng tagapagsalin, at maghintay ng tagapagsalin na tutulong sa inyo.



**Interpreter**  
206-553-3000


Intérpretes Turjubaan Переводчик  
Перекладач 통역사 བཤམ་མཁོར་ཁྱེད།  
翻譯員 Thông Dịch Viên ཅིང་རལ་ཤེས་པ་


WINTER 2011 - 2012



# Metro Transit Snow Guide


- *How to Prepare*
- *How to Stay Informed*
- *Metro’s Emergency Service Network*






We'll Get You There




 11/11:100k:M&SI

Questionnaire about proposed service translated into Spanish.



**King County  
METRO**  
*We'll Get You There*

# RAPIDRIDE



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## F Line RapidRide Survey

Tell us what you think about the routing options.  
Please return the survey or complete it online  
([www.kingcounty.gov/haveasay](http://www.kingcounty.gov/haveasay)) by Feb. 17, 2012.

- The West Valley Highway to SW Grady Way alternative (option A on the map inset) would travel along West Valley Highway and SW Grady Way with no stops between the Tukwila Sounder Station and the intersection of SW Grady Way and Oakesdale Avenue SW.
  - I like the West Valley Highway to SW Grady Way alternative
  - I have concerns, but could accept this alternative
  - I do not like the West Valley Highway to SW Grady Way alternative
- The Strander Boulevard to Oakesdale Avenue SW alternative (option B on the map inset) would travel along the future Strander Boulevard extension (scheduled for winter of 2014) connecting the Tukwila Sounder Station and Oakesdale Avenue SW. The locations of the stops along Strander Boulevard and Oakesdale Avenue SW have not been determined.
  - I like the Strander Boulevard to Oakesdale Avenue SW alternative
  - I have concerns, but could accept this alternative
  - I do not like the Strander Boulevard to Oakesdale Avenue SW alternative
- The Strander Boulevard to Lind Avenue SW alternative (option C on the map inset) would travel along the future Strander Boulevard extension (scheduled for winter of 2014) connecting to the Tukwila Sounder Station, then continuing along SW 27th Street and Lind Avenue SW. The locations of stops along Strander Boulevard, SW 27th Street, and Lind Avenue SW have not been determined.
  - I like the Strander Boulevard to Lind Avenue SW alternative
  - I have concerns, but could accept this alternative
  - I do not like the Strander Boulevard to Lind Avenue SW alternative

Comments about the alternatives: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

## Encuesta sobre la Línea F de RapidRide

Díganos lo que piensa acerca de las opciones en la ruta.  
Por favor devuelva la encuesta o llénela en línea ([www.kingcounty.gov/haveasay](http://www.kingcounty.gov/haveasay)) antes del 17 de febrero de 2012.

- La alternativa de West Valley Highway hacia SW Grady Way (Opción A en el mapa inserto) recorrería a lo largo de West Valley Highway y SW Grady Way, sin paradas, entre Tukwila Sounder Station y la intersección de SW Grady Way y Oakesdale Avenue SW.
  - Me gusta la alternativa de West Valley Highway hacia SW Grady Way
  - Tengo preocupaciones, pero podría aceptar esta alternativa
  - No me gusta la alternativa de West Valley Highway hacia SW Grady Way
- La alternativa de Strander Boulevard hacia Oakesdale Avenue SW (opción B en el mapa inserto) recorrería a lo largo de la futura extensión de Strander Boulevard (programada para el invierno de 2014) conectando Tukwila Sounder Station y Oakesdale Avenue SW. No se ha determinado la ubicación de las paradas a lo largo de Strander Boulevard y Oakesdale Avenue SW.
  - Me gusta la alternativa de Strander Boulevard hacia Oakesdale Avenue SW
  - Tengo preocupaciones, pero podría aceptar esta alternativa
  - No me gusta la alternativa de Strander Boulevard hacia Oakesdale Avenue SW
- La alternativa de Strander Boulevard hacia Lind Avenue SW (opción C en el mapa inserto) recorrería a lo largo de la futura extensión de Strander Boulevard (programada para invierno de 2014) conectando Tukwila Sounder Station, luego continuando a lo largo de SW 27th Street y Lind Avenue SW. No se ha determinado la ubicación de las paradas a lo largo de Strander Boulevard, SW 27th Street y Lind Avenue SW.
  - Me gusta la alternativa Strander Boulevard hacia Lind Avenue SW
  - Tengo preocupaciones, pero podría aceptar esta alternativa
  - No me gusta la alternativa Strander Boulevard hacia Lind Avenue SW

Comentarios acerca de las alternativas: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

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Alternate Formats Available 206-684-1142 TTY Relay: 711

New bus signs using symbols to indicate destinations (ferry terminal and light rail stations) and customer information service.



Portions of Korean language rider survey.


# RapidRide B Line

## 승객 기록 카드

본 설문은 Metro Transit 측에 본 노선에 대한 서비스 현황 및 개선 방법을 알리기 위한 목적으로 작성하는 것입니다.  
작성한 설문지는 조사원에게 제출해 주십시오.

설문에 이미 참여하신 경우, 본 설문지를 조사원에게 반납해 주십시오.

도와 주셔서 대단히 감사합니다.



**King County METRO**  
We'll Get You There

응답자: \_\_\_\_\_ 날짜: \_\_\_\_\_ 시간: \_\_\_\_\_

### 지시사항

RapidRide B Line에 대한 만족 또는 불만족 정도를 항목별로 해당하는 숫자에 동그라미로 표시하십시오. "5"는 "매우 만족", "4"는 "만족", "3"은 어느 쪽도 아닌 "보통"을 의미하며, "2"는 "불만족", "1"은 "매우 불만족"을 나타냅니다. 문항이 귀하에게 해당되지 않는 경우, "해당 없음(NA)"에 동그라미하십시오. 본 설문은 RapidRide B Line에 대한 평가이며, 다른 노선 또는 Metro Transit에 대한 일반적인 평가가 아니라는 점에 유의해 주십시오. 감사합니다!

	매우 만족		보통		매우 불만족		해당없음 (NA)
1. RapidRide B Line에서의 이동 시간							
▼ 버스 이동 시 소요 시간	5	4	3	2	1		NA
▼ 버스 정류장 수	5	4	3	2	1		NA
2. RapidRide B Line에서의 신변 안전							
▼ 버스 승차 중의 신변 안전	5	4	3	2	1		NA
▼ 버스에서 다른 승객들의 행동	5	4	3	2	1		NA
▼ 낮 시간에 버스를 기다리는 동안의 신변 안전	5	4	3	2	1		NA
▼ 야간에 버스를 기다리는 동안의 신변 안전	5	4	3	2	1		NA
▼ 승객 대기 공간에서 다른 사람들의 행동	5	4	3	2	1		NA
3. 버스 이용 시 RapidRide B Line에 탑승한 대기실/버스 정류장							
▼ 앉아서 기다릴 수 있었음	5	4	3	2	1		NA
▼ 대기실의 청결	5	4	3	2	1		NA
▼ 조명 시설의 양	5	4	3	2	1		NA
▼ 기상 변화로부터의 보호	5	4	3	2	1		NA
▼ 노선 및 연결편에 대한 정보 이용	5	4	3	2	1		NA
▼ 거주지 또는 출발지에서 버스 정류장의 이용 편의성	5	4	3	2	1		NA
▼ 버스 접근 시 가시성(버스를 볼 수 있는)	5	4	3	2	1		NA
▼ 실시간 전자 정보 표지판(일부 장소)에 제공된 정보	5	4	3	2	1		NA
4. RapidRide B Line 버스에 대한 사항							
▼ 좌석 확보 가능성	5	4	3	2	1		NA
▼ 버스 내 조명 시설의 양	5	4	3	2	1		NA
▼ 버스 내부의 청결	5	4	3	2	1		NA
▼ 버스에 냄새가 없음	5	4	3	2	1		NA

응답자: \_\_\_\_\_ 날짜: \_\_\_\_\_ 시간: \_\_\_\_\_

▼ 부드러운 승차감	5	4	3	2	1		NA
▼ 자전거용 렉 수용	5	4	3	2	1		NA
▼ 타고 내리기에 충분히 넓은 문과 통로	5	4	3	2	1		NA
▼ 서 있는 동안 잡을 수 있는 충분한 손잡이/봉	5	4	3	2	1		NA
▼ 타고 내릴 수 있는 문이 세 개 있음	5	4	3	2	1		NA
▼ 무료 Wi-Fi 이용성	5	4	3	2	1		NA

본 노선에서 환승하는(같이 타는) 경우, 아래 박스 안의 항목들을 평가해 주십시오. 환승을 하지 않는 경우, 박스 아래 6 번으로 가십시오.

	매우 만족		보통		매우 불만족		해당없음 (NA)
5. RapidRide B Line과의 환승 용이성							
▼ 환승 횟수	5	4	3	2	1		NA
▼ 저녁 밤 시간대의 버스 운행 횟수	5	4	3	2	1		NA
▼ 환승 연결을 위한 버스 시간 편성 방식	5	4	3	2	1		NA
▼ 환승 간 대기 시간	5	4	3	2	1		NA
▼ 환승 연결편 확보에 있어서 운전기사가 도움이 됨	5	4	3	2	1		NA
▼ 환승 시 버스가 정시에 도착	5	4	3	2	1		NA
▼ 대기실에서 환승 정보	5	4	3	2	1		NA

이제 아래 6 번으로 가십시오.

RapidRide B Line 이용 시 아래 항목들을 평가해 주십시오.

6. RapidRide B Line에서 버스의 빈도 및 신뢰성							
▼ 버스에 정시 탑승	5	4	3	2	1		NA
▼ 피크 시간(오전 6-9 시, 오후 3-6 시)동안 버스 운행 횟수	5	4	3	2	1		NA
▼ 낮 시간대(오전 9 시 - 오후 3 시)의 버스 운행 횟수	5	4	3	2	1		NA
▼ 저녁 밤 시간대의 버스 운행 횟수	5	4	3	2	1		NA
▼ 주말 버스 운행 횟수	5	4	3	2	1		NA
▼ 아침 시간대의 버스 운행 횟수	5	4	3	2	1		NA
7. RapidRide B Line에 대한 전체적인 만족도							
▼ RapidRide B Line에 대해 전반적으로 얼마나	5	4	3	2	1		NA

Front and back of a customer service card with interpreter information that is available for Metro bus operators to give to customers who do not speak English well.

<p><b>Metro Customer Services</b></p> <p><b>Customer Information:</b> 206-553-3000                  TTY Relay: 711                  Toll free: 1-800-542-7876</p> <hr/> <p><b>King Street Center</b>                  201 S Jackson St, Seattle Monday-Friday, 8 am - 5 pm</p> <hr/> <p><b>Downtown Seattle Transit Tunnel</b>                  Westlake Station mezzanine Monday-Friday, 9 am - 5:30 pm</p> <hr/> <p><b>Metro Online</b> <a href="http://www.kingcounty.gov/metro">www.kingcounty.gov/metro</a></p>		<p>  <b>Interpreter</b>                  206-553-3000             </p> <p>                 Intérpretes Turjubaan Переводчик                  Перекладач 통역사 ຖ່າ ມີຕື່ມູ                  翻譯員 Thông Dịch Viên ਇੰਟਰਪਰੈਟਰ             </p> <p>  </p>
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