



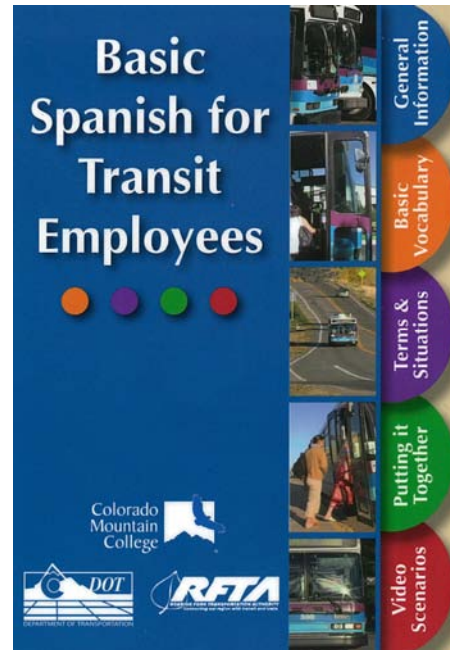
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Merced County Transit Provides Employees with Spanish Language Manual

Merced, CA – In an effort to help communication with Spanish speaking passengers, Merced County Transit (MCT) and its service contractor, First Transit, have provided drivers with a manual of common Spanish words and phrases. The manual is comprised of Spanish words and scenarios that Transit employees commonly encounter. For example, the manual contains translation for phrases like “The fare is____,” “The bus leaves at _____,” and “Where are you going to?” along with numbers, days of the week, and months of the year.

According to the manual’s introduction, the book was created by transit experts Deb Stewart of Colorado Mountain College’s Senior Programs and John Filippone of Roaring Fork Transportation Authority as a way to better serve the Spanish-speaking population by a largely non-Spanish-speaking employee base.



“The ‘Basic Spanish for Transit Employees’ book is an inventive tool that helps fulfill a need and bridge the language gap,” said Sherri Martinez, Program Manager. “We are glad to know the manual is being adopted by forward thinking organizations to meet the needs of transit employees and passengers.”

The manual was brought to MCT by Rod Ghearing, Merced County Transit Transportation Manager, in December as a way to continue their goal of providing top-quality service to transit riders. In addition to the manual, MCT also provided employees with a training DVD that walks them through several passenger interaction scenarios as they follow along in the booklet. Other transit agencies interested in the ‘Basic Spanish for Transit Employees’ book

can learn more by emailing Sherri Martinez of Colorado Mountain College at transitbooks@coloradomtn.edu.

Merced County Transit operates fixed-route services Monday through Friday from 7:00 a.m. to 6:00 p.m. and Saturday from 9:30 a.m. to 5:30 p.m. Merced County Transit is a joint power authority composed of the cities of Atwater, Dos Palos, Gustine, Livingston, Los Banos, and Merced, as well as the County of Merced. The program is administered by the Merced County Department of Public Works-Transportation Division.

For route and schedule information, call (209) 385-7600 or visit www.mercedthebus.com.

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