

# **Ride On Newsletter**

# **April 2024**

### Ride On Bus Schedule Changes on May 5, 2024

The Montgomery County Department of Transportation (MCDOT) will adjust seven Ride On bus route schedules starting Sunday, May 5, to improve efficiency and ontime performance. Although service levels are staying relatively the same, the changes reflect a shift of resources to allow for more reliable service where there is higher demand. The new schedules will be available at <u>rideonbus.com</u> and in print.



Route changes include:

- Seven routes have timetable changes: <u>5</u>, <u>34</u>, <u>39</u>, <u>76</u>, <u>83</u>, <u>97</u>, <u>98</u>.
- One route has a slight map change: <u>76</u>.

Here are details of each route affected:

- <u>Route 5</u>: Trip time adjustments for efficiency. Weekdays, Saturdays, and Sundays.
- <u>Route 34</u>: Trip time adjustments for efficiency. Weekdays, Saturdays, and Sundays.
- <u>Route 39</u>: Trip time adjustments for efficiency. Weekdays only.
- Route 76: Crossvines stop removed for operational safety. Weekdays only.
- Route 83: Trip time adjustments for efficiency. Weekdays only.
- <u>Route 97</u>: Trip time adjustments for efficiency. Weekdays only.
- <u>Route 98</u>: Trip time adjustments for efficiency. Weekdays only.

Congratulations to Montgomery County Department of Transportation's Own Henry Bata Recognized as Soldier of the Year



Photo: Henry Bata with Major General Janeen Birckhead at the National Guard Gala.

The Montgomery County Department of Transportation (MCDOT), congratulates employee Henry Bata. Bata, a member of the Maryland Defense Force, was recognized as Soldier of the Year and received a Challenge Coin for excellence in leadership. He currently works for MCDOT's Parking Division and was a former bus operator for Ride On.

"I am who I am today because of my past supervisors and mentors at Ride On," said Bata. "I am so grateful. I know the County well from driving for Ride On and I'm committed to taking care of the people of Montgomery County".

Bata has worked at MCDOT for nine years and joined the Maryland Defense Force last year. He was officially recognized in a ceremony on April 9.

"Mr. Bata's accomplishments really speak to the hardworking and dynamic workforce we employ," said MCDOT Director Chris Conklin. "This honor is well deserved. We are grateful for Mr. Bata's service to Maryland and the residents of Montgomery County."

Below is an exclusive interview with Mr. Bata.

#### What does being recognized as Soldier of the Year mean to you?

The news hit me by surprise! I guess when you enjoy what you do and you give yourself 100%, you'll be able to enjoy the end results. Being recognized as Soldier of the Year is simply a big push for me to keep working harder and be ready when

called to serve the people in the State of Maryland with Dignity and Honor! I'd like to take this time to thank Governor Wes Moore and Major General Janeen L. Birkhead for their support to the MDF. I'd also like to thank Lt. Col. Mark Schroeder who's my commander for making this selection happen. I am just so grateful!

#### How long have you been a part of the Maryland Defense Force?

I have been part of the Maryland Defense Force for 10 months now. For those who don't know about the Maryland Defense Force, it's actually part of the Maryland Military Department and our mission is to provide competent and supplemental professional, technical, and military support to the Maryland Army National Guard, the Maryland Air National Guard, and the Maryland Emergency Management Agency.

### Please describe your position with Ride On.

I started as a bus Operator with Ride On back in March 2015. My job was to operate the county buses to transport people safely using the schedule provide by my department. Part of my job was to assist passengers with disabilities and to give route schedule information to the public in need.

### Please describe your career path with MCDOT.

I have learned so many things I never knew before when I started off with Ride on. MCDOT is definitely a place of growth; I had a chance to take a temporary PACE position as a Public Service Craftworker in the same department. My Job was to maintain over 3,000 plus Ride on bus stops in Montgomery County including updating information in the database. One of my duties was to conduct an investigation of residents' requests or complaints regarding bus stops to ensure their satisfaction.

Another chance I had was in a temporary PACE position as a Contract Compliance Inspector. My job was to oversee activities at all county transit passenger facilities such as bus stops, bus shelters, transit centers, including signal systems. Part of my job was to oversee contractors in charge of the maintenance of all bus shelters to make sure we were in compliance with codes, rules and standards of transit and highway design. During my time with Ride On, I received many awards for good conduct and safe driving. Throughout my path, I took advantage of the free school program through the Union, and I successfully graduated with a degree in business management with general management focus in 2022.

Today, I am still serving MCDOT as a Transportation Contract Compliance Inspector. My primary job is overseeing the contractor in charge of all elevators in every Montgomery County Government public garage. On top of that, I have other tasks to make sure all parking garages are safe for people to utilize. I have to admit that I could never do all this on my own. Throughout my career with MCDOT, James Arias, Wayne Miller, and Charles Menter have all been such great supervisors who have supported me effectively. Although I have learned a lot so far in this department, my goal is to try to always gain new skills and become an expert in my area of specialization so that I can continue to serve my community effectively.

# Ensuring Safety and Reliability: The Importance of Pre-Trip Checks on Ride On Buses



As part of our commitment to safety and reliability, Ride On buses undergo thorough pre-trip checks to ensure they are in optimal condition before hitting the road. These pre-trip checks are essential for maintaining the safety of our passengers and drivers, as well as the efficiency of our transit operations.

Before each trip, Ride On bus operators meticulously inspect various components of the bus to identify any potential issues that may affect its performance, including checking the interior and exterior of the bus.

Exterior checks involve inspecting the bus for any signs of damage, such as dents or fluid leaks. Operators also ensure that all lights, including headlights, taillights, and turn signals, are functioning properly. Additionally, they inspect the tires, mirrors, windshield wipers, bike racks, and bumpers for any signs of damage or malfunction.

Moving to the interior check, operators make sure that all passenger amenities are in working order, such as the fare box and wheelchair ramps. Operators inspect the seats, wheelchair securement belts, windows, and make sure that the horn, emergency exits, and the bus stop request cord are all functional. They also ensure that the bus is clean and free of any debris or hazards that could pose a risk to passengers.

Operators fill out a vehicle condition report that determines whether the bus is satisfactory or unsatisfactory. Any issues identified during the inspection are addressed promptly to ensure the safety of the operator and their passengers. By conducting these pre-trip checks frequently and consistently, Ride On bus operators play a crucial role in maintaining the safety and reliability of our buses and keeping Ride On moving. Their commitment to these thorough inspections ensures that passengers can enjoy a comfortable and worry-free ride every time they ride on Ride On buses. Watch our informative video showing the pre-trip check in action: <u>Ride On Bus Pre-Trip Check</u>.

# Interview With Ride On Transit Coordinator Ricardo Delespin



What is your name?

Ricardo Delespin

How long have you been working with Ride On?

I have been working with Ride On for 13 years.

# What are some of your favorite routes? Why?

My favorite routes include Route 30 and Route 36. These routes are my favorite because the people are nice and enjoyable to talk to.

### What is a positive message you would like to share with everyone?

A positive message I think people should know is that Ride On is a great place to work. The people are nice, and we are all just one big happy family. If you are looking for a great place to work, then look no further, Ride On will change your life.

# What is some advice you would give to someone who is looking to start their career with Ride On?

Some great advice I would give to someone who is looking to start their career with Ride On is to have patience and humility. These are a couple of key characteristics that are needed to thrive and conquer all that you want with Ride On.

### What has Ride On done for you and your family?

Ride On has provided me and my family with a comfortable life and a promising future. We enjoy being part of the Ride On family.

### What do you like most about being a transit coordinator?

My favorite thing about being a transit coordinator is interacting with the transit operators every day. They are amazing to work with and they truly make working with Ride On enjoyable.

### What lesson(s) have you learned from being a transit coordinator?

I have learned how to be compassionate, patient, and how to effectively problem solve. As a transit coordinator, I have to always stay on my toes. Some things happen out of nowhere and some things take time to happen, or progress at their own pace. This position requires me to maintain and control a lot of moving pieces, but in all that I do, I love it!

# Ride On to Participate in 2024 Montgomery County GreenFest



Mark your calendars for Saturday, April 27 from 11 a.m to 4 p.m., and join MCDOT at Blackrock Center for the Arts in Germantown for this year's GreenFest!

The <u>Montgomery County GreenFest</u> is the largest annual environmental festival in Montgomery County. GreenFest is organized by a coalition of public, non-profit, and university partners. The event encourages people of all ages come together to celebrate, learn, and start or continue their journey to improving our community and the environment.

MCDOT will be staffing tables from various divisions at this year's event. Participants include transit (Ride On and Flash), Pedestrian Safety, Commuter Services, and Highway Services. Each table will contain activities and games for kids, as well as information on MCDOT's programs and services. Highlights from MCDOT's tables can be found below.

- <u>**Ride On/Flash**</u>: Various giveaways such as water bottles, collapsable frisbees, kids' sunglasses, and reusable bags will be available at the transit table, as well as activity books and crayons, foldable paper buses, and color sheets.
- <u>Highway Services</u>: Kids will be able to practice their driving skills with remote-controlled snowplow trucks on a designated driving course. Arborists will be giving away small trees of different species, (twig sized). LeafGro compost samples, made from the leaves collected every fall in the Leaf Vacuuming Program, will also be available. The table will also have cement truck Skittles candy dispensers and various other highway-themed giveaways.
- **Pedestrian Safety**: The Pedestrian Safety team will be on site to distribute information about pedestrian, bike and driver safety. Families will have an opportunity to play games and win cool safety prizes.
- <u>Commuter Services</u>: Commuter Services will have a prize wheel, bike, and safety related giveaways along with information about upcoming 'Learn to Ride' and 'Basic Skills' bike classes and e-scooter classes. They will also have information about the upcoming Bike to Work Day on May 17<sup>th,</sup> which will include a pit stop at the BlackRock Center for the Arts.

### Community Recreation Centers to Carry Senior SmarTrip Cards



Montgomery County Department of Transportation is collaborating with Montgomery County Recreation to offer free Senior SmarTrip cards to Montgomery County older adults during the 2024 Presidential Primary Early Voting - May 2-9, 2024. To register for a free Senior SmarTrip card, residents must bring proof of age (State ID, birth certificate or passport).

The following Recreation Centers will participate in this promotion:

- East County Recreation Center: 310 Gateshead Manor Way, Silver Spring
- Potomac Recreation Center: 11315 Falls Road, Potomac
- Bauer Drive Recreation Center: 14625 Bauer Drive, Rockville
- Germantown Recreation Center: 18905 Kingsview Road, Germantown
- Coffield Recreation Center: 2450 Lyttonsville Road, Silver Spring

The yellow Senior SmarTrip card is a "must" for people 65 and older who want to benefit from free and reduced fares on Ride On, Metrobus and Metrorail. The cards are also available for free at all County libraries, TRiPS stores, and the County Treasury office in Rockville. Get yours and ride free on all Ride On buses and most Metrobuses in the County.

### **Ride On Employee Spotlight - Maxine Myers**



### What is your name?

Maxine Myers

### What is your role here with Ride On?

**Transit Operations Supervisor** 

#### How long have you been working with Ride On?

I have been working with Ride On for 39 years.

#### Describe your journey to becoming a Transit Operations Supervisor.

I started out as a bus operator March 11, 1985, then promoted to Transit Coordinator in 2006. In 2007, I was promoted to Transit Operations Supervisor, a position I remain in to this day.

#### What inspired you to pursue a career in transit management/supervision?

While working in previous jobs I heard that working for the government could be beneficial for me and my family because of the great benefits and potential growth.

# What do you enjoy most about working in transit? What keeps you motivated?

I enjoy the people I work with the most. It's really a big happy family. This also keeps me motivated because I don't want to ever let my family down.

# Please share a memorable or rewarding experience you've had while working in transit.

A memorable experience I have had while working with Ride On is becoming a Live Well champion. As a Live Well champion, I get to meet more people around the county, push the wellness program, and host wellness classes and educational events for government employees.

# What advice would you give to someone interested in pursuing a career in transit management?

Some advice I would give someone interested in pursuing a career in transit management is to educate yourself so when you apply, you're better qualified for the position.

#### What lesson(s) has being a transit coordinator taught you?

To keep an open mind, listen to people, respect those around you and to be patient because things take time.

### A Ride On Guide to Montgomery County Gardens



The weather is warming up and the flowers are blooming; it's the perfect time to enjoy National Garden Month in Montgomery County! Gardens are the perfect place to enjoy the beauty of nature, get some fresh air, and even get a little exercise.

Whether you're looking for a garden Up County or closer to the District line, Ride On provides a reliable way to get there. Remember, Ride On riders with disabilities,

age 65+, or under age 19 ride for free 24/7, 365. For more information on discounted fares for these audiences, visit <u>here</u>.

- McCrillis House & Gardens: McCrillis Gardens is a naturalistic garden offering shady woodland walks and splashes of color, especially in spring. Tucked into a residential neighborhood in Bethesda, the gardens feature paths that wind through the remarkable collection of ornamental trees and shrubs, along with bulbs, groundcovers and shade-loving perennials that add year-round color and texture. To get to McCrillis House & Gardens, take Ride On Route <u>36</u> or <u>47</u>.
- **Brookside Gardens**: Brookside Gardens is Montgomery County's incomparable, award-winning 50-acre public display garden within Wheaton Regional Park. Included in the gardens are several distinct areas, including the Aquatic Garden, Azalea Garden, Butterfly Garden, and Children's Garden, among others. Brookside Gardens also features two conservatories for year-round enjoyment. Admission to the gardens is free. Ride On Routes 9, 10, or 31 can take you close to this beautiful outdoor oasis.
- <u>Schwartz Peony Garden at Seneca Creek State Park</u>: Within the expansive 6,300 acre Seneca Creek State Park is the Schwartz Peony Garden and wild peony field. The peonies in both the garden and field (located adjacent to one another) bloom early to mid May. Signs directing visitors to the peonies can be found within the park. Entrance fee is \$3 per person on weekends and free on weekdays. To visit this one-of-a-kind spot, take Ride On routes <u>61</u>, <u>71</u>, <u>74</u>, or <u>78</u> to Seneca Creek State Park.
- <u>Glenstone Museum</u>: Glenstone Museum planted trees, understory vegetation and groundcover flora as part of the reforestation efforts at the grounds. From 2013–2018, Glenstone planted more than 13,000 trees, in addition to thousands of shrubs, annual and perennial grasses, and flowers. Selected plants are all native and regionally appropriate to conserve the most resources. To get to Glenstone, take Ride On Route <u>301</u> for free guaranteed entry.
- <u>Woodend Nature Sanctuary</u>: Woodend Nature Sanctuary is a peaceful 40acre oasis for experienced nature lovers and new explorers of all ages and abilities. Their new wheelchair-accessible nature trail traverses meadow, forest, stream, and pond habitats. The sanctuary is free and open to the public every day of the year from dawn to dusk. To get to Woodend Nature Sanctuary, take Ride On Route <u>33</u>.

### Interview with Transit Advisory Group Member Demitrius Henriquez



# How long have you been riding with Ride On and what year did you begin?

I have been riding with Ride On since high school, which was around 2016-2017.

### Why did you start riding Ride On?

I starting riding because I think like a lot of kids my age, my parents got tired of bringing me everywhere, and we didn't all have our licenses yet. I still wanted to go watch that movie with a friend, hang out at each other's houses, etc. But again like many other kids, once we did end up getting our licenses, those fortunate enough to have access to a car would stop using the buses, including myself. However, as an adult that novelty of the car wears off and the monotony of the morning commute sets in.

So back in 2021, once I had my Covid vaccines and restrictions were lifted, I started riding the bus again. Originally it was just for environmental reasons, but I soon learned that there was a myriad of benefits to riding the bus outside of environmental impacts and inversely, there were significant detriments to using my car outside of the environmental destruction.

### What routes do you ride the most and for what reasons?

The route I ride the most is easily the 56 to Lakeforest. Either I'm transferring there, or I'm doing some shopping in the plaza (shoutout to Crisp and Juicy). After that would probably be the 61 since my work is on the route. The 71/78 I use occasionally to get to Shady Grove and then take the red line into Bethesda/DC for events. On occasion I'll use the 55 to get to Walmart or other shops along 355. There are some other routes I have ridden on in the past, but if it isn't one of these then I'm probably using the trip planner app.

### What do you like the most about riding with Ride On?

What I like the most about Ride On is that it is stress free once you're on the bus. You don't have to do anything, just enjoy some time to yourself. Another aspect I really appreciate is that there is really great coverage, even in places you wouldn't expect. It may not always be the fastest most frequent route, but it's nice that there are options.

# How do you view your role as a Ride On Transit Advisory Group (TAG) member?

I see my role in TAG as an opportunity to provide a young voice on transit issues. My generation is the one that is going to have to deal with the climate crisis and it will be our kids that are going to be impacted the most. So I want to do my part in advocating for sustainable transit. Putting in the work to make these modes of transportation not just an option, but the best most convenient option. Making that transition to a greener future easier for everyone.

Lastly, I hope to make connections with the other members of the TAG, professionals, and frequent riders of Ride On. Because to me, transit is all about connections, not just to physical places but to people as well. Seeing your neighbors on the bus, talking to that person waiting for the same bus as you. Those connections you just can't get in a car. So even if tomorrow emissions went to zero I would still be out here advocating for better transit.

### How likely are you to recommend Ride On to someone else?

I am quite likely to recommend Ride On. In fact, I recommend it to probably every person I meet. So much so that everyone in my friend group knows me as the person who can't stop talking about the bus. There are lots and lots of trips that people make daily that can be replaced or supplemented by a bus ride. But unfortunately, most people only see transit as a last resort if you can't drive, and honestly our infrastructure reflects that. That's something I want to change, and I want to normalize taking the bus. That takes changes in infrastructure yes, but it also takes conversations making people aware that it exists and is good.

### Public Transit Available to Take Residents to Montgomery County's 14 Early Voting Centers During Presidential Primary Election



Early voting for the 2024 Presidential primary election will be held from 7 a.m. to 8 p.m. from May 2 through May 9, including Saturday and Sunday. Montgomery County Department of Transportation (MCDOT) Ride On bus service has several routes available to transport voters to the <u>early voting centers</u>.

Montgomery County Ride On and Metrobus routes that will serve early voting centers:

- Activity Center at Bohrer: Ride On route <u>59</u> (closest)
- Bauer Drive Community Recreation Center: Ride On route <u>48</u>
- Damascus Community Recreation Center: Ride On route <u>90</u>
- Executive Office Building: Ride On routes <u>44</u>, <u>46</u>, <u>47</u>, <u>54</u>, <u>56</u>
- Germantown Community Recreation Center: Ride On route <u>98</u>
- Jane E. Lawton Community Recreation Center: Ride On route <u>34</u> (closest)
- Marilyn J. Praisner Community Recreation Center: Metrobus routes <u>Z6</u> and <u>Z7</u>
- Mid-County Community Recreation Center: Ride On routes <u>26</u>, <u>39</u> and <u>49</u>
- Nancy H. Dacek North Potomac Community Rec. Center: Ride On route <u>301</u>
- Potomac Community Recreation Center: Ride On route <u>37</u>
- Sandy Spring Volunteer Fire Station: Ride On routes 52 and 53 / Metrobus routes Y2 and Y8
- Silver Spring Civic Building: Ride On routes <u>12</u>, <u>13</u>, <u>14</u>, <u>15</u>, <u>16</u>, <u>19</u> / Metrobus route <u>F4</u>
- Wheaton Library & Community Recreation Center: Ride on routes <u>9</u> and <u>31</u>/ Ride On <u>Flex</u> / Metrobus routes <u>Y2</u>, <u>Y7</u> and <u>Y8</u>
- White Oak Community Recreation Center: Ride on route <u>10</u> / Metrobus routes <u>Z6</u> and <u>Z8</u> (closest)

The <u>Ride On Trip Planner</u> app is a free regional public transportation planner that will find your fastest route.

"Montgomery County's public transportation system serves a vital role in ensuring that residents have reliable, affordable access to voting centers," said MCDOT Director Chris Conklin. "The early voting centers expand the opportunity for registered voters to choose a party candidate for the upcoming presidential race, and I am proud that the Ride On bus system supports these efforts. I hope everyone who is eligible to vote will do so."

For information on the approved early voting centers and hours of operation, go to the <u>early voting information page</u>.

Ride On <u>bus fare is only \$1</u> and monthly passes are \$22.50 using SmarTrip, cash or tokens. <u>Seniors 65 or older</u>, <u>persons with disabilities</u> and <u>youth 18 and under</u> ride free using specialized SmarTrip cards.

### Schweinhaut Seniors Get Out & About With Travel Training, Tour New Aquatic Center



A recent Travel Training workshop offered members of the Schweinhaut Senior Center a special tour of the new Silver Spring Regional Recreation and Aquatic Center by Recreation Specialist Elizabeth Igbelina. Workshop participants got a look at the Aquatic Center's three pools, two hot tubs, workout facilities, classrooms, and coffee break room for seniors.

Travel Training is offered to senior centers, recreation centers, and senior housing from April to October by the Jewish Council for the Aging (JCA) Connect-A-Ride team. Travel Training is a free, three-hour classroom and mini-field trip that gives seniors hands-on practice taking a Ride On bus and a Metro train to get them confident and comfortable using public transit in Montgomery County. The next Travel Training workshop will be held on Thursday, May 16, from 9 a.m. to 12 p.m. at Wheaton Senior Center.

Advanced registration is required. To reserve a seat or learn more, call 301-738-3252 or email ConnectARide@AccessJCA.org.

### Of Note

### VanGo & Bethesda Free Circulators and Free Shuttles

Did you know that Montgomery County has two free circulators? The VanGo Circulator, or Ride On <u>Route 28</u>, makes traveling through Downtown Silver Spring easy and convenient. Buses run every 30 minutes and serve Silver Spring's art district as well as community and health centers, lodging, shopping, and transportation connections. Visit <u>here</u> for more details.

The Bethesda Circulator connects riders to 8 public parking garages, the Bethesda Metro Station and 20 convenient stops along the way that get you to and from your favorite Bethesda destination - all for free! Three circulators on route arrive at each stop every 10-15 minutes. Visit <u>here</u> for more details.

MCDOT also provides free shuttles to recreation centers, shopping, and medical appointments for some senior populations. Shuttles provide point to point service while circulators travel a specific route with multiple bus stops.

### Senior SmarTrip Cards Are Now Available Digitally

Did you know that you can now access your Senior SmarTrip card digitally? Once acquired, your Senior SmarTrip card can be added to your SmarTrip app, Apple Wallet, or Google Pay. To add your card, follow the directions listed <u>here</u>.

### **Transit Advisory Group is Recruiting!**

The Transit Advisory Group is actively recruiting new members! If you or someone you know is interested, especially those who are disabled, high school students or bilingual, please visit our TAG webpage <u>here</u> to apply to be a member. Your membership is free, and you will have a chance to make a difference within Montgomery County. Let your voice be heard!!

### **Connect With Ride On**

Are you following Ride On's social media accounts yet? Ride On communicates and connects to our riders using Instagram, X, Facebook, Threads, and YouTube. Our social media presence allows us to share exciting news and new programs as well as keep riders up to date on any detours, stop changes, or construction impacting our routes. On our Instagram account you can find interviews with riders and operators, featured trips to locations on Ride On routes, and regular updates through our new "Ride On Run-Down" series. Find us at @RideOnMCT on your favorite social media platform.

We also communicate with customers directly through our email and text subscription service. Subscribing to these alerts means you'll get the latest Ride On service and program information sent straight to your inbox. To subscribe, visit <u>www.montgomerycountymd.gov/govdelivery</u>, or text MONTGOMERY RIDEON to 468311 to receive text alerts.

### Transit Trivia!

Test your familiarity with Ride On's routes, services, and more with our transit trivia! The answer will be in next month's edition of our newsletter so make sure you tune in next month to see if you answered correctly!

Question: How many routes does Ride On currently operate?

- 1. 79
- 2. 82
- 3. 80
- 4. 83

Last month's trivia Q&A:

Question: When was Ride On established?

- 1. 1980
- 2. 1975
- 3. 1965
- 4. 1985

Answer: 1975

For the most up-to-date service information, riders should follow @RideOnMCT on <u>X</u>, <u>Facebook</u>, <u>YouTube</u>, and <u>Instagram</u>. In addition, information is available at RideOnBus.com, by subscribing to receive email alerts at <u>www.montgomerycountymd.gov/govdelivery</u>, or texting MONTGOMERY RIDEON to 468311 to receive text alerts.

For information on MCDOT programs and services visit <u>montgomerycountymd.gov/mcdot</u>, follow @MCDOTNow on <u>X</u>, <u>Facebook</u> and <u>Instagram</u> and <u>subscribe</u> to MCDOT's "Go Montgomery!" newsletter.

Title VI: Montgomery County assures that no person shall, on the grounds of race, color, or national origin, as provided by Title VI of the Civil Rights Act of 1964 and the Civil Rights Act of 1987, be excluded from the participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity.