



OZARKS  
TRANSPORTATION  
ORGANIZATION  
A METROPOLITAN PLANNING ORGANIZATION



**PRESS RELEASE  
FOR IMMEDIATE RELEASE  
DECEMBER 4, 2017**

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**Transit Rider Survey**

**WHAT**

Ozarks Transportation Organization and CU Transit are partnering to conduct a Transit Rider Survey from Sunday, December 3, to Friday, December 15.

**WHO**

We want to hear from all CU Transit riders, whether they are occasional or frequent riders.

**WHY**

CU Transit is looking to learn more about:

- How riders are using the system.
- Customer opinions of current and future service options
- A little more information about the riders themselves

**WHEN**

The survey will be available from Sunday, December 3, to Friday, December 15.

**WHERE**

Paper copies of the survey will be available on all CU Transit Buses. The survey is also available online at <http://cusurvey.questionpro.com>.

**HOW**

Paper surveys can be completed while you ride the bus and placed in an envelope on the bus or returned to the Transit Center. Online surveys are can be complete anywhere, using information from your last transit trip.

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CU Transit wants to hear from its riders. From Sunday, December 3, to Friday, December 15, CU Transit will be conducting a Rider Survey. Kelly Turner, Director of Transit, hopes to reach out to riders to gain valuable insight to assist CU in continually improving the quality of service the transit system provides. The survey includes questions about service frequency and coverage, payment options, and some basic personal traits. Riders will have the options to complete a paper version of the survey while they ride the bus or complete an electronic version of the survey at <http://cusurvey.questionpro.com> with

information from their last transit trip. Andy Thomason, a planner with Ozarks Transportation Organization, is managing the survey and will provide an analysis of results to Mr. Turner by February 2018.

*Si usted necesita la ayuda de un traductor del idioma español, por favor comuníquese con la Andy Thomason al teléfono 417-865-3042, cuando menos 48 horas antes de la reunión.*

*Persons who require special accommodations under the Americans with Disabilities Act or persons who require translation services (free of charge) should contact Andy Thomason at 417-865-3042 at least 2 working days prior to the expiration of the public comment period.*

*If you need relay services please call the following numbers: 711 - Nationwide relay service; 1-800-735-2966 - Missouri TTY service; 1-800-735-0135 - Missouri voice carry-over service.*

*OTO fully complies with Title VI of the Civil Rights Act of 1964 and related statutes and regulations in all programs and activities. For more information or to obtain a Title VI Complaint Form, see [www.ozarkstransportation.org](http://www.ozarkstransportation.org), or call 417-865-3042.*