

OZARKS TRANSPORTATION ORGANIZATION

LIMITED ENGLISH PROFICIENCY PLAN

2021



ADOPTED BY BOARD OF DIRECTORS

MAY 20, 2021

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Introduction

Excerpted from “Implementing the Department of Transportation’s Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient (LEP) Persons: A Handbook for Public Transportation Providers” as prepared by The Federal Transit Administration Office of Civil Rights, dated April 13, 2007.

“Individuals who have a limited ability to read, write, speak, or understand English are limited English proficient, or “LEP.” According to the 2000 U.S. Census, more than 10 million people reported that they do not speak English at all, or do not speak English well. The number of persons reporting that they do not speak English at all or do not speak English well grew by 65 percent from 1990 to 2000. Among limited English speakers, Spanish is the language most frequently spoken, followed by Chinese (Cantonese or Mandarin), Vietnamese, and Korean (page 4).

“Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d et seq., and its implementing regulations provide that no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied 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 prohibits conduct that has a disproportionate effect on LEP persons because such conduct constitutes national origin discrimination (page 5).

“Executive Order 13166, “Improving Access to Services for Persons with Limited English Proficiency,” reprinted at 65 FR 50121 (August 16, 2000), 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 (Pages 5-6).

“The U.S. DOT published revised guidance for its recipients on April 13, 2007. 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 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 (page 6).

The 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, Section 9 of this Circular references the LEP requirement and responsible steps ensuring meaningful access to benefits, services, and information for LEP persons and suggests that FTA recipients and subrecipients develop a language implementation plan consistent with the provisions of Section 9 of the DOT LEP guidance.

Staff from local governments and area transportation agencies serve on the OTO's various committees and provide technical review, comments, and recommendations on draft OTO plans, programs, studies, and issues.



Four Factor Analysis

Factor 1: The Number or Proportion of LEP Persons Served or Encountered in the Eligible Service Population

The first step in determining factors of an LEP Plan is to identify the proportion of LEP persons who may encounter the OTO, their literacy skills in English and their native language, and the location of their communities and neighborhoods within the OTO region.

To do this, the OTO evaluated the level of English literacy and to what degree individuals in our planning area speak a language other than English and what those languages are. We did this by using U.S. Census data and data from the Missouri Department of Elementary and Secondary Education. Data has been mapped by census tract, census PUMA, and school district.

Overall, there are over 3,100 individuals that speak English less than “very well”, as shown in Table 1. Greene County has the largest LEP population in terms of overall numbers and percent of population. A much larger group of people speak a language other than English at home in Greene and Christian Counties. Over 15,200 people live in a home where English is not the dominate language spoken.

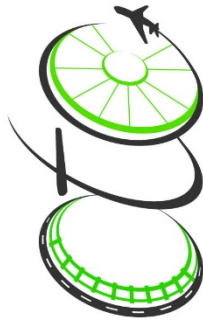
TABLE 1 ANALYSIS OF LEP PERSONS

	Greene County within OTO Study Area	Christian County within OTO Study Area	Total OTO Study Area
Number of Persons 5+ Years of Age	244,628	51,004	295,632
Number of Non-English Indo-European 5+ Years Who Speak English Less Than "Very Well"	594	106	700
Percentage of Non-English Indo-European 5+ Years Who Speak English Less Than "Very Well"	0.24%	0.21%	0.24%
Number of Spanish Speaking Persons 5+ Years Who Speak English Less Than "Very Well"	1,768	288	2,056
Percentage of Spanish Speaking Persons 5+ Years Who Speak English Less Than "Very Well"	0.72%	0.56%	0.70%
Number of All Persons 5+ Years Who Speak English Less Than "Very Well"	4,550	620	5,170
Percentage of All Persons 5+ Years Who Speak English Less Than "Very Well"	1.86%	1.22%	1.75%
Number of Persons 5+ Years of Age that Speak a Language Other Than English at Home	13,888	1,956	15,230
Percentage of Persons 5+ Years of Age that Speak a Language Other Than English at Home	5.68%	3.83%	5.15%

Source: 2015-2019 ACS Table , C16001

The OTO also mapped specific Census Tracts where the proportion of LEP persons exceeds the proportion of LEP persons in the service area as a whole. This can be seen in Figure 2 and Figure 3. These maps highlight those Census Tracts which have a LEP population higher than the MPO average proportion of LEP individuals and Spanish speaking LEP individuals, respectively. Many LEP individuals are in the cities of Springfield and Battlefield, and Nixa. The tracts with the highest concentrations of LEP individuals are in central and southcentral Springfield, and southern Nixa. Spanish speaking individuals are also concentrated in the cities of Springfield and Battlefield, and southern Nixa.

Ozarks Transportation Organization Study Area



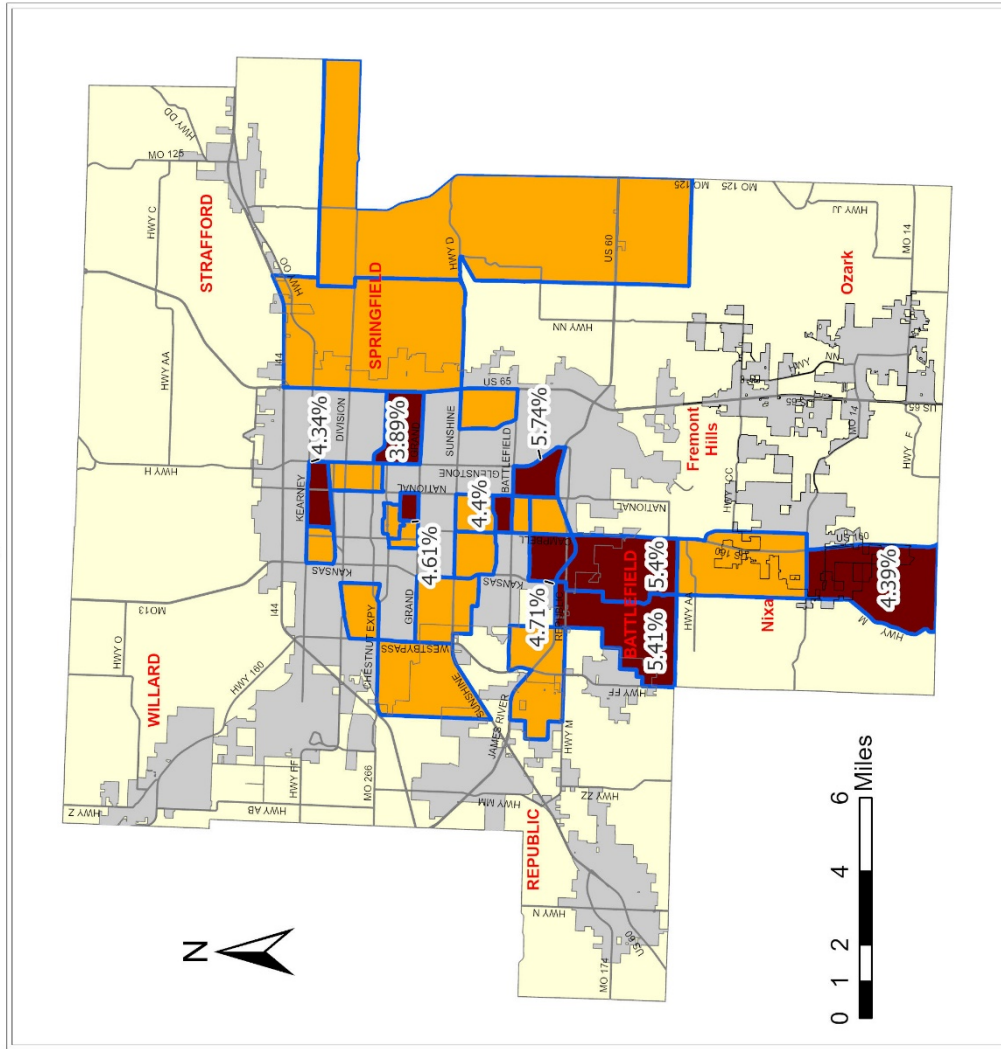
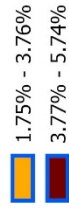
**OZARKS TRANSPORTATION
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A METROPOLITAN PLANNING ORGANIZATION

**Concentrations of All
Persons 5+ Years of Age
Who Speak English Less
Than "Very Well"**

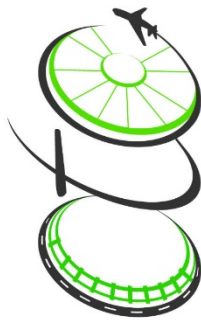
Figure 2

Census Tracts with Above Average
Percentage of LEP Populations (> 1.75%)



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Ozarks Transportation Organization Study Area



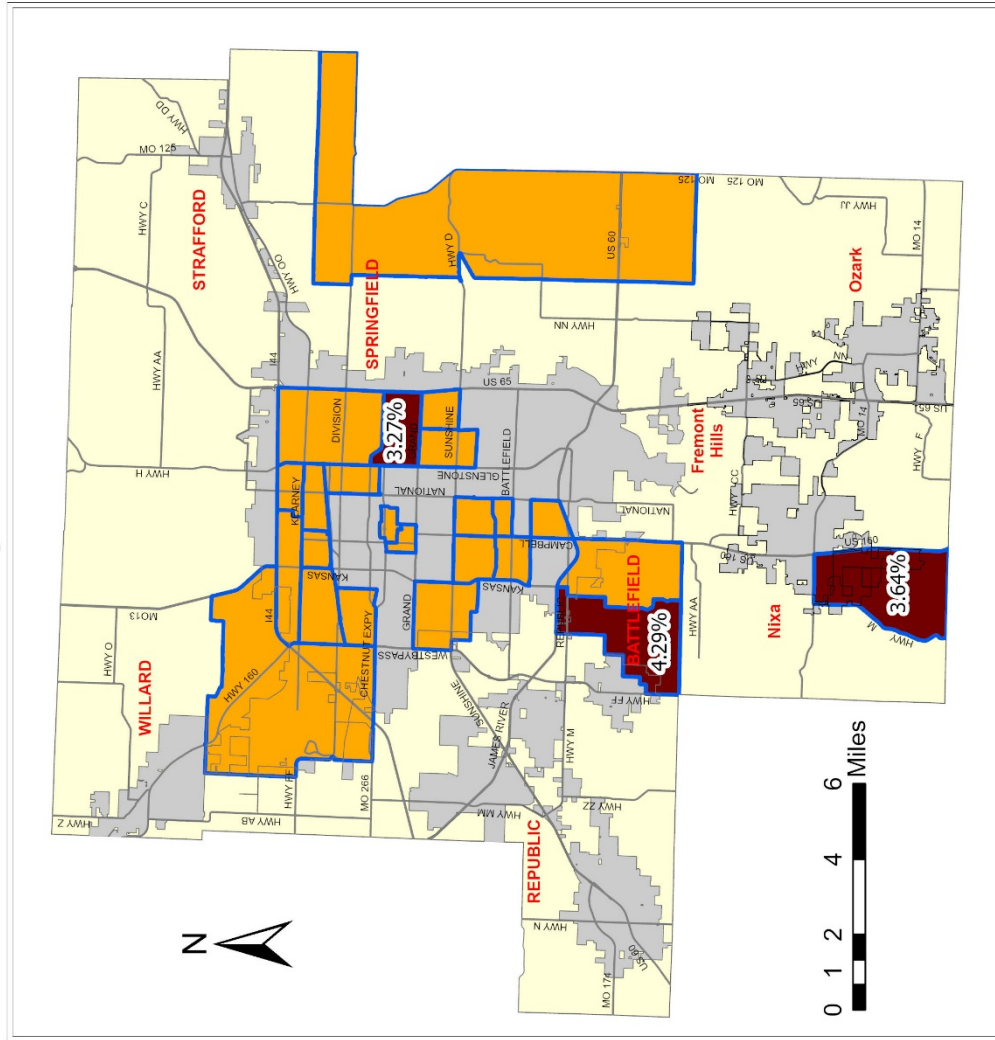
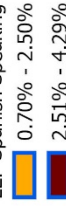
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**Concentrations of Spanish
Speaking Persons 5+ Years
of Age Who Speak English
Less Than "Very Well"**

Figure 3

Census Tracts with Above Average Percentage of
LEP Spanish Speaking Populations (>0.70%)



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Finally, data on language spoken at home was reviewed. This data is only available for regions with very large populations or for a geographic unit that does not correspond to common jurisdictional boundaries called Public Use Microdata Area (PUMA). PUMAs have similar populations and are designed to protect individual anonymity. The OTO area overlaps with three PUMAs, as shown in Figure 4. The City of Springfield and portions of Greene County immediately surrounding the city are divided into two PUMAs. The remainder of Greene County and all Christian and Webster Counties are included in a third. Within the two PUMAs containing the City of Springfield, Spanish, Chinese, and Vietnamese are the most common languages other than English spoken at home. Table 2 contains the top ten language groups other than English spoken at home for the two PUMAs containing Springfield combined and individually. Korean, Samoan, Other and Unspecified Languages, and Edoid Languages are four languages that appear on the lists for individual PUMAs but not the list for the combined PUMAs.

TABLE 2 TOP 10 LANGUAGE GROUPS OTHER THAN ENGLISH SPOKEN AT HOME, NORTH AND SOUTH SPRINGFIELD PUMAS

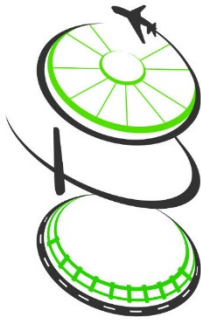
Springfield – Combined PUMAs	Individual PUMAs	
	Greene- North Springfield	Greene- South Springfield
Spanish	Spanish	Spanish
Chinese	Chinese	Vietnamese
Vietnamese	German	Hmong
Hmong	Vietnamese	Chinese
German	French	Arabic
Romanian	Romanian	German
Arabic	Korean	Romanian
French	Hmong	Russian
Russian	Samoan	Edoid languages
Tagalog	Other and unspecified languages	Tagalog

The third PUMA, including parts of Greene County outside Springfield, Christian County, and Webster County contains information on the large German speaking Amish and Mennonite populations located in Webster County. The German, Swiss German, and Pennsylvania German languages shown in table X primarily correspond with these groups in Webster County. These individuals have limited interaction with the OTO Study Area. The other languages included in this PUMA's top ten generally correspond to the languages spoken in the two Springfield PUMAs. It is worth noting that Hungarian is one language that does not also appear in the top ten for the two Springfield PUMAs.

TABLE 3 TOP 10 LANGUAGE GROUPS OTHER THAN ENGLISH SPOKEN AT HOME, CHRISTIAN, WEBSTER, AND REMAINDER OF GREENE

Christian, Greene (Outside Springfield), & Webster Counties PUMA
Spanish
Swiss German
German
Russian
Pennsylvania German
Vietnamese
Chinese
Hungarian
Japanese
Arabic

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Relationship Between Public Use Microdata Areas (PUMA) and OTO Study Area

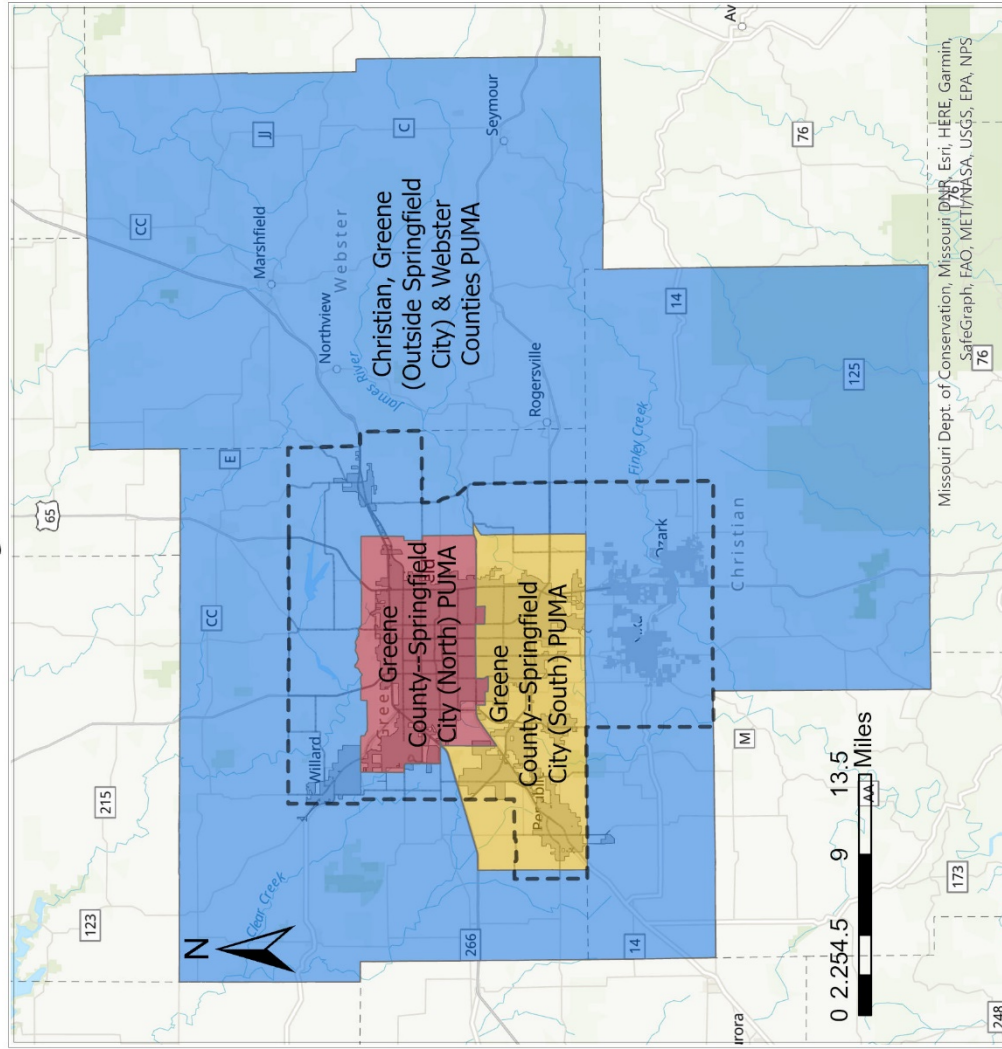


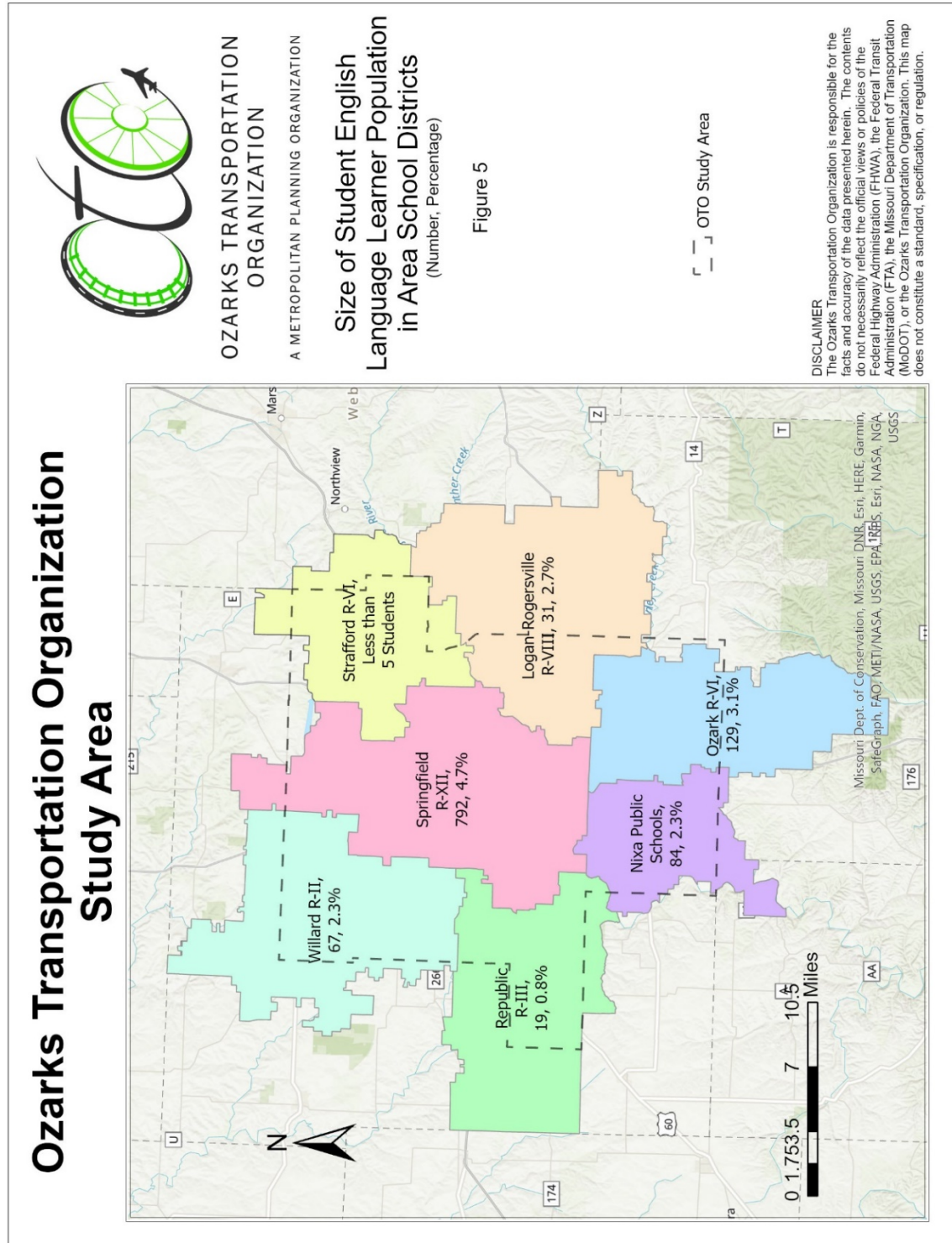
Figure 4

OTO Study Area

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Data from area schools was also consulted to gauge the size of the student English Language Learner (ELL) population in each district, as shown in Figure 5. The Springfield R-XII district has the highest percent of ELL students at 4.7%, and Republic R-III had the lowest reported percent at 0.8%. While Logan-Rogersville R-VIII has a higher percentage of ELL students than Nixa, Nixa's actual ELL population is approximately 170% larger than Rogersville's (31 vs. 84). Strafford's ELL population was reported as fewer than 5 students and percentage data was withheld.



Factor 2: The Frequency with which LEP Individuals Come into Contact with an MPO Program, Activity, or Service

OTO does not have any knowledge, documented or otherwise, of LEP persons coming into contact with an OTO program, activity, or service outside of the 60 bilingual Spanish speaking persons who completed the City Utilities On-Board Survey in 2011. In recent history, there has been no contact at meetings, through Board or Committee members, through phone contact, or by personal visit. Website access by LEP persons is unknown.

The OTO did conduct an on-board passenger survey of the City Utilities Transit System in 2011. The survey was one page with a total of sixteen questions that was printed with one side in English and another translated in Spanish. It was distributed to transit customers boarding all day time routes (*See Appendices-D*). As indicated in Table 4, a total of 1,844 surveys were returned. Of the 1,844 returned, one survey was completed on both sides without assistance from survey staff. A total of 60 survey respondents indicated they were Hispanic, 30 female, 25 male, and 5 did not indicate gender.

TABLE 4 CITY UTILITIES TRANSIT ON-BOARD SURVEY

	Female	Male	No Gender Answer	Total	Percentage
Asian	15	10	0	25	1.4%
Black	84	114	7	205	11.1%
Hispanic	30	25	5	60	3.3%
Native American	23	44	10	77	4.2%
White	639	684	18	1341	72.7%
White/Hispanic	1	0	0	1	0.1%
White/Black	1	0	0	1	0.1%
Other	26	31	4	61	3.3%
No answer	14	20	39	73	4.0%
Total	833	928	83	1844	100%

Source: 2011 City Utilities Transit On-Board Survey

Factor 3: The Nature and Importance of the Program, Activity, or Service Provided by the MPO to LEP Community

OTO has three main planning documents which identify and direct OTO's transportation activities in the region. The Long Range Transportation Plan, which provides direction for transportation investments twenty years in the future. The Transportation Improvement Program is a schedule of short-range transportation investments and activities intended to be implemented through a combination of State, Federal, and local funding. The Unified Planning Work Program outlines planning tasks and the budget for the upcoming year.

The OTO uses USDOT funds to plan for future transportation projects, and therefore does not include any service or program that requires vital, immediate, or emergency assistance such as medical treatment or services for basic needs (food, housing, education, etc.) or transportation services. The OTO also does not conduct compulsory activities (applications, interviews, or other activities prior to participation in our programs and/or events). Public involvement with the OTO or its committees is done entirely on a voluntary basis.

The OTO does provide regular opportunities for the public to comment through its bi-monthly Technical Planning Committee and Board of Directors meetings. Input is also sought on the use of Federal funds in major transportation planning areas, including an annual Unified Planning Work Program (UPWP), a 4-year Transportation Improvement Program (TIP), a 5-year Transit Coordination Plan, and a 20-year Long Range Transportation Plan (LRTP). The TIP is updated every year and the Transportation Plan and Transit Coordination Plan every five years. The potential impacts of transportation improvements resulting from these actions may have an impact on all residents and efforts are made to provide an understanding of the process and opportunities to comment.

As a result of this regional transportation planning process, selected projects receive approval for Federal funding and progress toward advanced project planning, design, and construction. Advanced planning, design, and construction usually come under the responsibility of the Missouri Department of Transportation (MoDOT) or a member jurisdiction. These organizations carry-out the coordination with state and federal partners and project area populations. MoDOT and other member jurisdictions have their own policies in place to ensure opportunities for LEP individuals to participate in the process that shapes how and when a specific project is implemented or constructed.

Factor 4: The Resources Available to the MPO and Overall Costs

The OTO traditionally budgets approximately between \$4,000 and \$4,500 for promotional materials and all general printing costs. As shown in the table below, translation costs associated with major OTO planning documents are between 140% and 160% of budgeted funds. Translation costs would also represent over nine percent of the OTO's operational and commodities budget areas.

Document	Word (approx.)	Avg. Cost per word	Total Cost
LRTP	27,000	\$0.11	\$2,970
TIP	18,000	\$0.11	\$1,980
UPWP	5,900	\$0.11	\$649
TCP	7,800	\$0.11	\$858
PPP	7,300	\$0.11	\$803
Total			\$6,457

Under federal requirements, federal-aid recipients are expected to take reasonable steps to provide language assistance services to its LEP constituents. Notably, reasonable steps do not require a recipient to expend resources for language assistance services if the cost imposed substantially exceed the benefits. Considering the size of the LEP population in OTO's MPO area and current financial constraints, full multilanguage translations of large transportation-planning documents and maps is not warranted at this time.

Language Assistance Plan

After analyzing the four factors, OTO developed the plan outlined in the following section for assisting persons of limited English proficiency. This includes identifying what staff and volunteer language interpreters are readily available, which documents should be translated, taking an inventory of available organizations that OTO could partner with for outreach and translation efforts, examining which financial and in-kind sources could be used to provide assistance, and what level of staff training is needed.

Providing Notice of Available Language Service to LEP Persons

- OTO will post signs that language assistance is available in public areas such as the OTO reception area or public notice bulletin board. More detailed materials are also available at the OTO front desk;
- Language identification materials provided by CTS Language Link will also be taken to any off-site meetings hosted by the OTO.

How to Identify an LEP Person who Needs Language Assistance

Below are tools to help identify persons who may need language assistance:

- OTO staff will utilize printed material provided by CTS LanguageLink to identify a spoken language and request an over-the-phone interpreter;
- Examine records requests for language assistance from past meetings and events to anticipate the possible need for assistance at upcoming meetings;
- When OTO sponsored workshops or conferences are held, set up a sign-in sheet table, have a staff member greet and briefly speak to each attendee. To informally gauge the attendee's ability to speak and understand English, staff will ask a question that requires a full sentence reply;
- Though language needs may not be met at the current meeting, an inventory of those needs will help staff plan for language needs at a future meeting;
- Post a notice of available language assistance in the OTO reception area.

Language Assistance Measures

Over-the-phone interpretation services are available to OTO staff for walk-in or phone-based interactions with LEP individuals. The OTO currently has a contractual relationship with CTS LanguageLink. This company provides access to interpreters for nearly any spoken language.

Relay Missouri also offers Spanish Relay service for those with hearing impairments. Relay users can type in Spanish and the conversations will be relayed in Spanish. Voice users can speak Spanish to the relay user. Spanish to English Translation is offered. Users must dial 1-800-548-8317 (TTY/ASCII/Voice).

Missouri's Office of Administration also has a list of contractors that supply LEP services including translators, in-person interpreters, phone interpreters, and sign language interpreters. These services are available through the cooperative agreements OTO has with the State of Missouri.

The OTO website may be translated into a number of different languages using Google Translate.

Outside of these measures, OTO has limited resources and will, to the extent possible, ensure LEP individuals can participate when requested.

OTO Staff Training

All OTO staff will be provided with the LEP plan and will be educated on procedures and services available. This information will also be part of the OTO staff orientation process for new hires. Training topics include:

- Understanding the Title VI LEP responsibilities;
- What language assistance the OTO offers;
- How to access an interpreter using CTS LanguageLink;
- Documentation of language assistance requests;
- How to handle a complaint;
- The importance of educating subrecipients on the OTO's LEP program responsibilities and their obligation to provide language assistance.

Outreach Techniques

- If staff knows that they will be presenting a topic that could be of potential importance to an LEP person or if staff will be hosting a meeting or a workshop in a geographic location with a known concentration of LEP persons, staff will have meeting notices, fliers, advertisements, and agendas contain a notice, in Spanish, of language service availability with notification in advance of the meeting.
- When running a general public meeting notice, staff should insert "Si usted necesita la ayuda de un traductor del idioma español, por favor comuníquese con la Andy Thomason al teléfono (417) 865-3047 X107, cuando menos 48 horas antes de la junta," which asks persons who need Spanish language assistance to make arrangements with OTO within two days of the meeting date.

Monitoring and Updating the LEP Plan

This plan is designed to be flexible and is one that can be easily updated. At a minimum, the OTO will follow the Title VI program update schedule for the LEP plan.

Each update should examine all plan components such as:

- How many LEP persons were encountered?
- Were their needs met?
- What is the current LEP population in the OTO region?
- Has there been a change in the types of languages where translation services are needed?
- Is there still a need for continued language assistance for previously identified OTO programs?
- Are there other programs that should be included?
- Has the OTO's available resources, such as technology, staff, and financial costs, changed?
- Has the OTO fulfilled the goals of the LEP plan?
- Were there any complaints received?

Dissemination of the OTO Limited English Proficiency Plan

The OTO will post the LEP plan on its website at www.ozarkstransportation.org.

Any person, including social service, non-profit, and law enforcement agencies and other community partners with internet access will be able to access the plan. For those without personal internet access, all Greene County Libraries offer free internet access. Copies of the LEP plan will be provided to the Missouri Department of Transportation, Federal Highway Administration, the Federal Transit Administration, and any person or agency requesting a copy. Each OTO member will be provided a copy and will be educated on the importance of providing language assistance. An LEP person may obtain copies of the plan upon request.

Any questions or comments regarding this plan should be directed to the OTO Title VI Coordinator.

Andy Thomason
Ozarks Transportation Organization
2208 W Chesterfield Boulevard, Suite 101
Springfield, MO 65807
Phone: (417) 865-3047 X107
Fax: (417) 862-6013
Email – athomason@ozarkstransportation.org

Appendix-A: Community Groups Serving LEP Populations

Asian World Market 2904 S Campbell Ave Springfield, MO 65807	Assembly of God - Chinese Church 1909 W. Chestnut Expressway Springfield, MO 65802	Assemblies of God Southern MO District Headquarters 528 W. Battlefield Springfield, MO 6580
Assembly of God Immanuel Korean Church 910 E Battlefield Road Springfield, MO 65807	Baptist Bible College 628 E. Kearney St. Springfield, MO 65803	Binh Tay Oriental Food 1418 W Sunshine St Springfield, MO 65807
Dol Sem Korean Church 4547 S. Freemont Ave Springfield, MO 65804	International Support Services Findlay Student Center, Room 113 Drury University, 900 N. Benton Ave. Springfield, MO 65802	Ebenezer Romanian Assembly 2233 N. East Ave. Springfield, Mo 65803
El Faro Assembly of God P.O. Box 8466 Springfield, MO 65801	Mitchell Easter International Admissions Evangel University 1111 N. Glenstone Springfield, MO 65802	First Korean Presbyterian Church 205 E. South St Nixa, MO 65714
Greene County Baptist Association 834 W. Battlefield Springfield, MO 65807	Grace Romanian Pentecostal Church 2015 W. State Highway WW Springfield, MO 65803	Grupo Latinoamericano 918 E. Calhoun Springfield, MO 65802
Hand in Hand Ministries P.O. Box 1577 Springfield, MO 65801	Hazael Rodriguez Iglesia Cristiana Casa De Oracion 3935 W. Sunshine Springfield, MO 65807	Pablo Moreno Jr Iglesia Rio de Vida 2247 E. Lombard Ct. Springfield Mo 65802
Islamic Center of Springfield 2151 E. Division Street Springfield, MO 65803	Korean Presbyterian Church 1559 S. Grant Ave. Springfield, MO 65807	Latin America Library Services 3728 W. Chestnut Expressway Springfield, MO 65802

Latino Market 1661 E St Louis St Springfield, MO 65802	Life 360 Intercultural Church 1349 W. Meadowmere St. Springfield, MO 65807	International Student Services Missouri State University 901 S. National Springfield, MO 65897
Nadia's European Market 3023 E. Sunshine St Springfield, MO 65804	New Life Hmong Alliance Church PO Box 474 Brookline, MO 65619	Dr. Gearl Loden Nixa Public Schools 301 S Main St. Nixa, MO 65714
Old Town European Market 1257 E Republic Rd Springfield, MO 65804	Ozark Mountain Deaf Church 776 W. Farm Road 186 Springfield, MO 65810	Dr. Chris Bauman Ozark R-VI School District 302 North 4th Avenue Ozark, MO 65721
Ozarks Technical College International Programs and Services 933 E. Central Springfield, MO 65801	Pathways United Methodist Church 1232 E. Dale Street. Springfield, MO 65803	Mr. Matt Pearce Republic R-III School District 518 N. Hampton Republic, MO 65738
Sacred Heart Church 1609 N. Summit Ave. Springfield, MO 65803	Second Baptist Church 3111 E. Battlefield Road Springfield, Missouri 65804	Seoul Oriental Market 3165 S Campbell Ave Springfield, MO 65807
Sister Cities P.O. Box 8368 Springfield, MO 65801	Slavical Evangelical Church 1005 E. Dale St Springfield, MO 65803	Dr. John Jungmann Springfield Public Schools 1359 E. St. Louis Street Springfield, MO 65802
St. Agnes Catholic Church 533 S. Jefferson Ave. Springfield, MO 65806	Mr. Mark Hedger Strafford R-VI School District 201 W. McCabe Strafford, MO 65757	Temple Israel P.O. Box 4284 Springfield, MO 65808
United Methodist Hispanic Ministry 1232 E. Dale St. Springfield, MO 65803	Dr. Matt Teeter Willard R-II School District 500 E. Kime Street Willard, MO 65781	

Appendix-D: City Utilities (CU) Transit On-Board Survey

CITY UTILITIES (CU) TRANSIT ON-BOARD SURVEY

Please tell us about your trip today. Thank you for helping CU Transit improve services for you. Your participation in this survey is voluntary and confidential. Please return the completed survey to the survey distributor. If you have any additional questions or comments, please call 836-5442.

- Which route are you on? _____
- Where are you going to or coming from on this trip (other than home)?
☐ Work ☐ School (K-12) ☐ Visiting/Recreation ☐ Government Agency ☐ Other (specify) _____
☐ Medical ☐ College/Technical School ☐ Shopping/Errands ☐ Social Service Agency
- Did you transfer from another route or will you transfer to another route to complete your journey? ☐ Yes If yes, which route: _____ ☐ No
- For this trip, did you pay using: ☐ Cash ☐ Pass ☐ Transfer
- What is the main reason you took the bus today? (Please check only one)
☐ Don't drive/don't have valid license ☐ Bus is more economical ☐ CU Transit is more convenient
☐ Car is not available ☐ Parking is too difficult/ expensive ☐ Other (Specify) _____
- How often do you use CU Transit? ☐ Everyday ☐ Couple times per week ☐ Occasionally
- How long have you been a transit user? ☐ Less than 1 year ☐ 1 to 5 years ☐ Over 5 years
- In general, how would you rate each of the following aspects of current CU Transit services? **Please circle the response that best reflects your opinion.**

a.	Your overall satisfaction with CU Transit	Very Good	Good	Fair	Poor	Very Poor
b.	Ability to get where you want to go	Very Good	Good	Fair	Poor	Very Poor
c.	Dependability of CU Transit buses (on-time)	Very Good	Good	Fair	Poor	Very Poor
d.	Availability of bus route information/maps	Very Good	Good	Fair	Poor	Very Poor
e.	Availability of seats on the bus	Very Good	Good	Fair	Poor	Very Poor
f.	Safety on the bus	Very Good	Good	Fair	Poor	Very Poor
g.	Safety at the CU Transit bus stops	Very Good	Good	Fair	Poor	Very Poor
h.	Courtesy of bus drivers	Very Good	Good	Fair	Poor	Very Poor
i.	Frequency of current CU Transit service (how often buses run)	Very Good	Good	Fair	Poor	Very Poor
j.	How early/late the current buses run on Monday-Friday	Very Good	Good	Fair	Poor	Very Poor
k.	How early/late current buses run on Saturdays	Very Good	Good	Fair	Poor	Very Poor
- On a scale from 0 percent to 100 percent, what percentage of your transportation needs is served by the bus? _____%
- At what point would you begin riding transit less if fares increased? (Check one only)
☐ Fares increased by \$0.25 per ride ☐ Fares increased by \$0.50 per ride ☐ Any amount
- How often would you use a regional service to: **Please circle the response that best reflects your opinion.**

a.	Battlefield	Daily	Couple times per week	Occasionally	Never
b.	Republic	Daily	Couple times per week	Occasionally	Never
c.	Willard	Daily	Couple times per week	Occasionally	Never
d.	Strafford	Daily	Couple times per week	Occasionally	Never
e.	Nixa	Daily	Couple times per week	Occasionally	Never
f.	Ozark	Daily	Couple times per week	Occasionally	Never
g.	Rogersville	Daily	Couple times per week	Occasionally	Never
h.	Fair Grove	Daily	Couple times per week	Occasionally	Never
i.	Walnut Grove	Daily	Couple times per week	Occasionally	Never
j.	Ash Grove	Daily	Couple times per week	Occasionally	Never
k.	Branson	Daily	Couple times per week	Occasionally	Never
- In your opinion, how can CU Transit service be improved? Are there places in Springfield that you'd like to get to that aren't currently served by transit? _____

Please tell us about yourself:

- Your age is:
☐ 18 years or under ☐ 25 to 34 ☐ 45 to 54 ☐ 65 or over
☐ 19 to 24 ☐ 35 to 44 ☐ 55 to 64
- What is your race?
☐ White Non-Hispanic ☐ Hispanic ☐ Native American
☐ Black Non-Hispanic ☐ Asian ☐ Other
- What is your gender? ☐ Male ☐ Female
- What is your total household income range for 2010?
☐ Less than \$15,000 ☐ \$25,000 to \$49,999
☐ \$15,000 to \$24,999 ☐ More than \$50,000

Thank you for your time to participate in the survey. Your answers will help improve CU transit service in the future.

CIUDAD DE UTILIDADES (CU) TRÁNSITO EN Junta de Fiscalización de

Por favor, cuéntenos acerca de su viaje de hoy. Gracias por ayudar a mejorar los servicios de CU de tránsito para usted. Su participación en esta encuesta es voluntaria y confidencial. Por favor devuelva la encuesta completada a la distribución de la encuesta. Si usted tiene alguna pregunta o comentario, por favor llame al 836-5442.

- ¿Qué ruta está usted? _____
- ¿A dónde va o viene de este viaje (que no sea su casa)?
☐ Trabajo ☐ La escuela (K-12) ☐ Visitas/Recreación ☐ Agencias del Gobierno ☐ Otros (especificar)
☐ Médico ☐ Universidad/Escuela Técnica ☐ Compras/Diligencias ☐ Agencia de Servicio Social _____
- ¿Realizó la transferencia de otra ruta o va a transferir a otra ruta para completar su viaje? ☐ Sí En caso afirmativo, cuál es la ruta: _____ ☐ No
- Para este viaje, lo que usted paga con: ☐ Efectivo ☐ Pasar ☐ Transferencia
- ¿Cuál es la razón principal por la que tomó el autobús hoy en día? (Por favor, marque sólo una)
☐ No conduzca/no tener una licencia válida ☐ Autobús es más económico ☐ CU de tránsito es más conveniente
☐ Coche no está disponible ☐ El estacionamiento es muy difícil/caro ☐ Otro (Especificar) _____
- ¿Con qué frecuencia el uso del transporte CU? ☐ Diario ☐ Par de veces por semana ☐ de vez en cuando
- ¿Cuánto tiempo ha sido un usuario de transporte público? ☐ Menos de 1 año ☐ 1 a 5 años ☐ Más de 5 años
- En general, ¿cómo calificaría a cada uno de los siguientes aspectos de los actuales servicios de tránsito CU? Marque con un círculo la respuesta que mejor refleje su opinión.

a.	Su satisfacción general con CU de Tránsito	Muy Bueno	Bueno	Feria	Pobre	Muy Pobre
b.	La capacidad para llegar a donde quiere ir	Muy Bueno	Bueno	Feria	Pobre	Muy Pobre
c.	La fiabilidad de CU autobuses de tránsito (a tiempo)	Muy Bueno	Bueno	Feria	Pobre	Muy Pobre
d.	Disponibilidad de la información autobús de la ruta / mapas	Muy Bueno	Bueno	Feria	Pobre	Muy Pobre
e.	Disponibilidad de asientos en el autobús	Muy Bueno	Bueno	Feria	Pobre	Muy Pobre
f.	Seguridad en el autobús	Muy Bueno	Bueno	Feria	Pobre	Muy Pobre
g.	Seguridad en el autobús del tránsito de CU se detiene	Muy Bueno	Bueno	Feria	Pobre	Muy Pobre
h.	Cortesía de los conductores de autobuses	Muy Bueno	Bueno	Feria	Pobre	Muy Pobre
i.	Frecuencia de la corriente de servicios de CU de tránsito (con qué frecuencia los autobuses salen)	Muy Bueno	Bueno	Feria	Pobre	Muy Pobre
j.	¿Qué tan temprano / tarde los autobuses actuales funcionan de lunes a viernes	Muy Bueno	Bueno	Feria	Pobre	Muy Pobre
k.	¿Cómo los autobuses actuales temprano / tardío ejecutar los sábados	Muy Bueno	Bueno	Feria	Pobre	Muy Pobre

- En una escala del 0 al 100 por ciento, ¿qué porcentaje de sus necesidades de transporte se sirve en el autobús? _____ %
- ¿En qué momento de empezar a montar el tránsito menos si aumento de las tarifas? (Marque uno solamente)
☐ Aumento de las tarifas de \$ 0.25 por viaje ☐ Aumento de las tarifas de \$ 0.50 por viaje ☐ Cualquier cantidad
- ¿Con qué frecuencia se utiliza un servicio regional a: Por favor marque la respuesta que mejor refleje su opinión.

a.	Battlefield	Diario	Par de veces por semana	De vez en cuando	Nunca
b.	Republic	Diario	Par de veces por semana	De vez en cuando	Nunca
c.	Willard	Diario	Par de veces por semana	De vez en cuando	Nunca
d.	Strafford	Diario	Par de veces por semana	De vez en cuando	Nunca
e.	Nixa	Diario	Par de veces por semana	De vez en cuando	Nunca
f.	Ozark	Diario	Par de veces por semana	De vez en cuando	Nunca
g.	Rogersville	Diario	Par de veces por semana	De vez en cuando	Nunca
h.	Fair Grove	Diario	Par de veces por semana	De vez en cuando	Nunca
i.	Walnut Grove	Diario	Par de veces por semana	De vez en cuando	Nunca
j.	Ash Grove	Diario	Par de veces por semana	De vez en cuando	Nunca
k.	Branson	Diario	Par de veces por semana	De vez en cuando	Nunca

- En su opinión, ¿cómo puede CU servicio de transporte se puede mejorar? ¿Hay lugares en Springfield que le gustaría llegar a que actualmente no están servidas por transporte público? _____

Por favor, cuéntenos acerca de usted:

- Su edad es:
☐ 18 años o en ☐ 25 a 34 ☐ 45 a 54 ☐ 65 años
☐ 19 a 24 ☐ 35 a 44 ☐ 55 a 64
- ¿Cuál es su raza?
☐ Blancos no Hispanos ☐ Hispano ☐ Nativos Americanos
☐ Negro no Hispanos ☐ Asiático ☐ Otro
- ¿Cuál es su género? ☐ Masculino ☐ Femenino
- ¿Cuál es su rango total de ingresos de los hogares para el 2010?
☐ Menos de \$15,000 ☐ \$15,000 a \$24,999 ☐ \$25,000 a \$49,999 ☐ Más que \$50,000

Gracias por su tiempo para participar en la encuesta. Sus respuestas ayudarán a mejorar el servicio CU de tránsito en el futuro.