

CITY UTILITIES OF SPRINGFIELD TRANSIT SERVICES

LIMITED ENGLISH PROFICIENT (LEP) PLAN June 2007

A review of the census data on the numbers of limited English proficient or LEP persons revealed that Spanish had the highest percentage of total population 5 years and over that spoke a language other than English at home in Springfield, Missouri. Total Spanish speaking population in Springfield was only 3,204 or 2.2% of 142,875 the total population of Springfield. (See U.S. Census Bureau Data) The number of Spanish speaking LEP individuals that spoke English “not well” or “not at all” was less than half a percent or .39%. The total linguistically isolated households in Springfield were 502 LEP persons or .35% of the total population.

As you can see from the census data, Springfield, Missouri does not have a large LEP population and has not had the requests for services in another language other than English. City Utilities Transit and the Ozarks Transportation Organization have been providing some information in Spanish such as surveys, bus fares, security surveillance information on the buses, and providing an interpreter if needed.

Data was gathered from the following sources to identify information on persons who do speak languages other than English at home and who speaks it less than well or not at all and would be classified as limited English proficient or “LEP”:

- a. 2000 Census Data.
- b. Census Bureau’s American Community Survey and Fact Finder Surveys.
- b. Missouri Census Data Center population estimates for Missouri, April 1, 2000 and July 1, 2005 by Major Race Categories and Hispanic by Sex by CBSA Springfield, MO Metropolitan Area, Greene County, and State of Missouri.
- c. Department of Labor LEP Special Tabulation website.
- d. Metropolitan Planning Organization – Ozarks Transportation Organization (OTO) surveys and GIS maps.

City Utilities – Transit and the Ozarks Transportation Area (OTO)’s outreach and marketing initiatives have yielded a list of community organizations that service populations with limited English proficiency. The following list of community organizations, school systems, the city of Springfield, religious organizations will be contacted to assist in gathering information and see what services are most frequently sought by the LEP population:

- a. Springfield Public and Private Schools
- b. City of Springfield
- c. Latin American Group
- d. Trinity Lutheran Espanola Church
- e. St. Agnes Catholic Church – Spanish Mass

- f. United Methodist Hispanic Ministry
- g. Assemblies of God Headquarters – Worldwide Missions
- h. Ozarks Technical College & Missouri State University

A review of City Utilities relevant programs, activities and services that are being offered are the following:

- a. A Spanish speaking translator is available upon request during normal business hours.
- b. Bus Fares are posted both in English and Spanish on all the buses.
- c. Security Surveillance Camera information is posted in both English and Spanish on all the buses and at the Bus Transfer Facility.
- d. Bus schedules will be made available in Spanish upon request.
- e. Bus Operators have been given the opportunity to take Spanish classes at Ozarks Technical College and provided a Spanish Translation Handbook.
- f. Transit surveys conducted by OTO were available in Spanish.
- g. Posting LEP information on City Utilities website.

City Utilities will identify what programs or activities that would have serious consequences to individuals if language barriers prevented a person from benefiting from the activity. By contacting the community organizations that serve LEP persons, as well as contact with LEP persons themselves, City Utilities should provide information on the modes or types of services that is important to the LED population. CU will have to evaluate the projected financial and personnel needed to provide the LEP assistance requested by the LEP persons and organizations.