Title VI: Limited English Proficiency (LEP) Persons

- Assure all persons have equal access to benefits of federally funded programs and services.
- Understanding the needs of LEP persons in our jurisdiction.
- Consulting state and local sources that encounter LEP persons.
- Implementation of LEP Plan

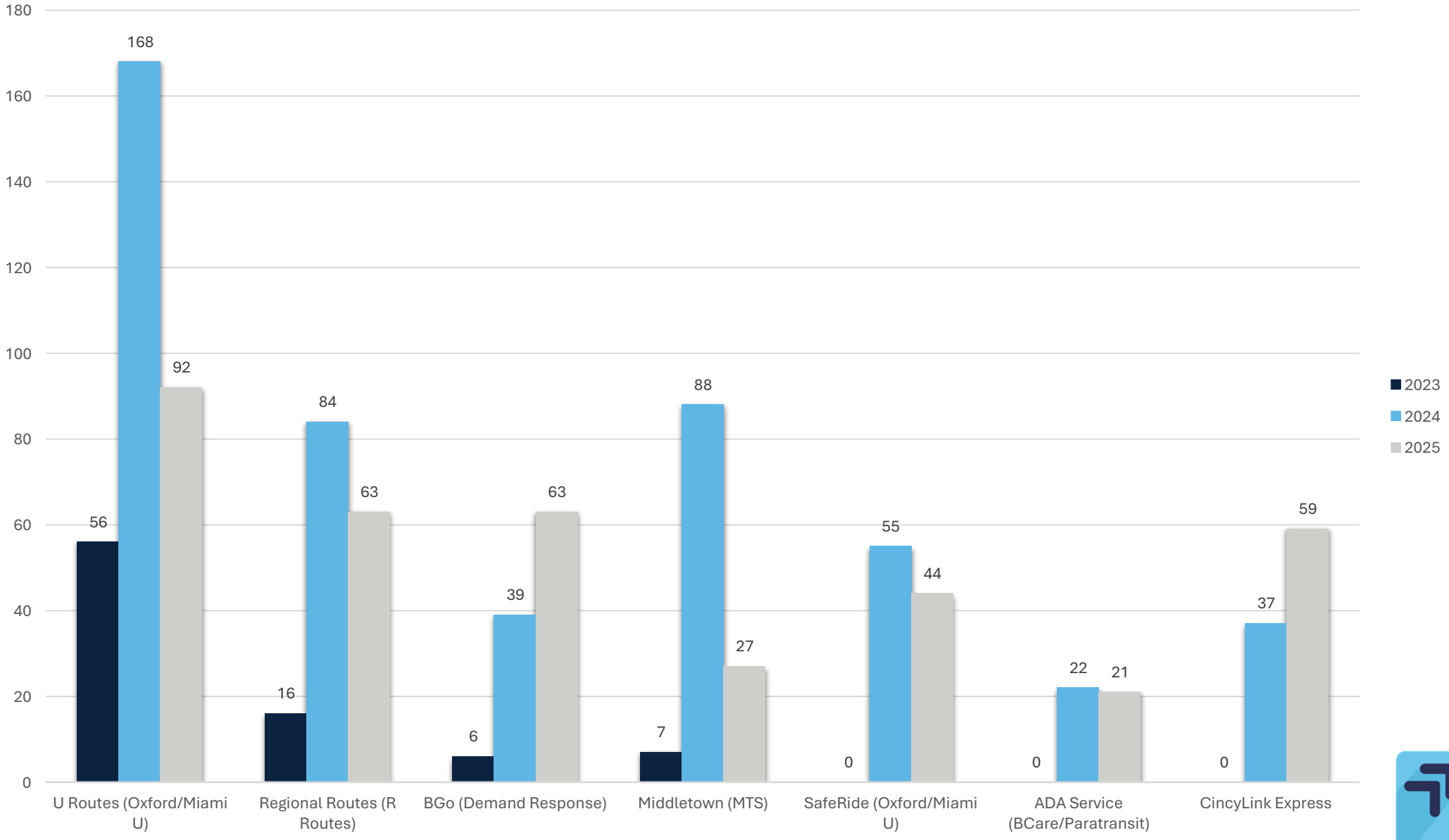
Butler County Regional Transit Authority

Surveys

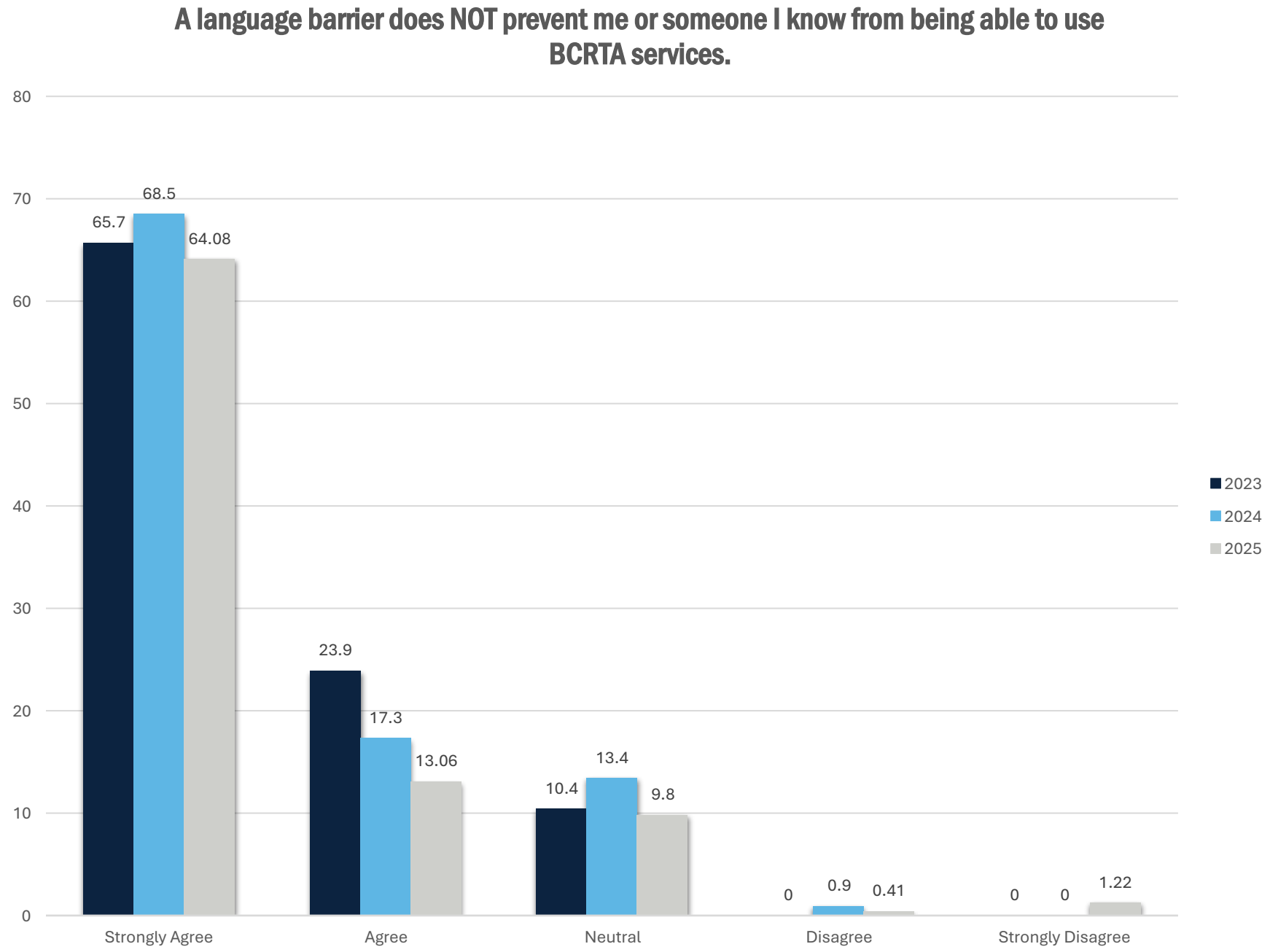
- Improving Access for Limited English Proficiency (LEP)Persons – **20 Responses**
- Customer Satisfaction Survey – **248 Responses**

Butler County Regional Transit Authority

Which BCRTA Services do you use?

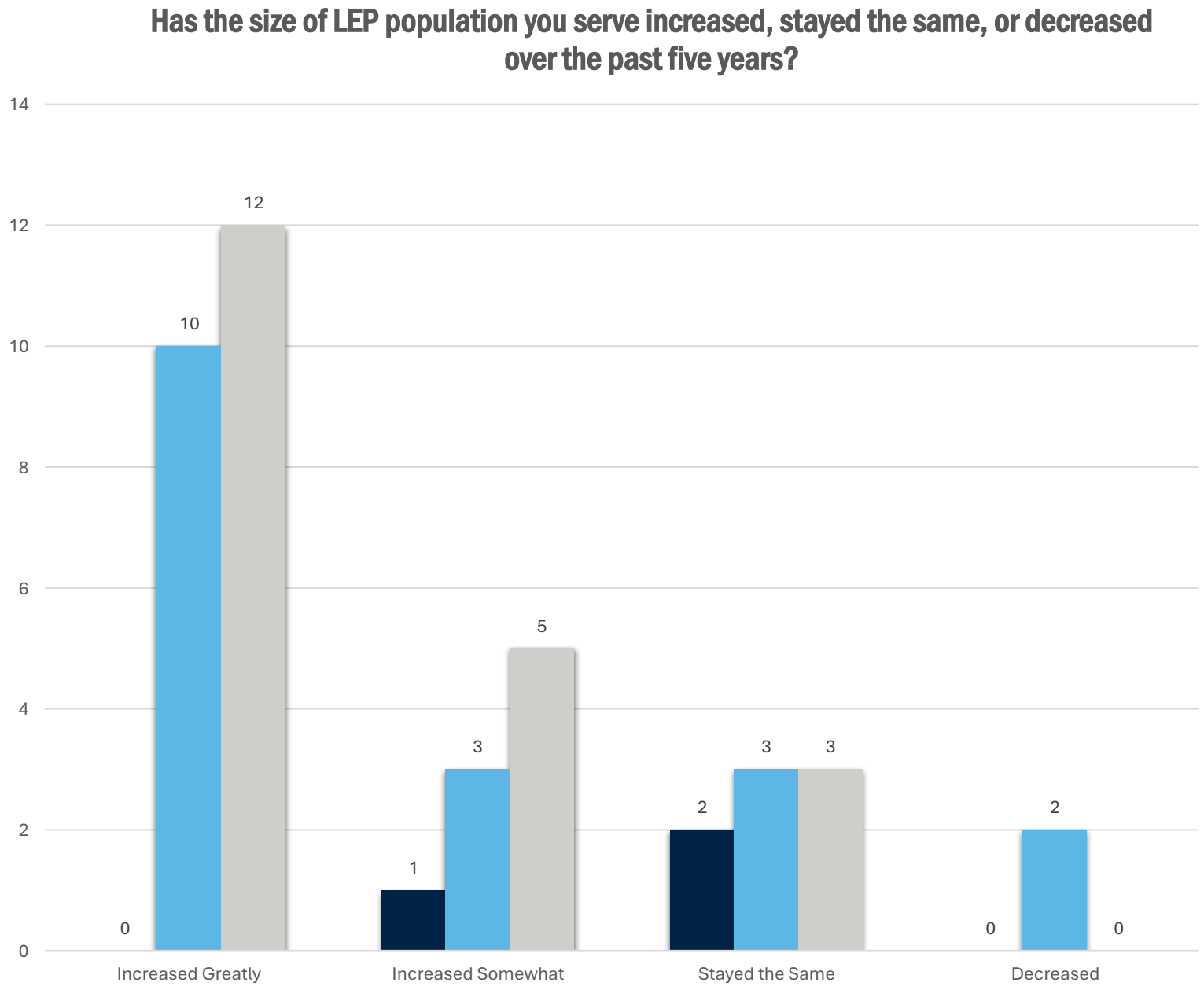


Butler County Regional Transit Authority



1 disagree and 3 strongly disagree responses.

Butler County Regional Transit Authority



- Greatly increased:
  - City of Hamilton
  - City of Oxford
  - Ross Township
  - West Chester Township
  - Liberty Township
- Stayed the same:
  - City of Trenton

Butler County Regional Transit Authority

Frequent LEP Survey Comments:

- Sending communication materials to students' families via email/mail in their native language.
- Need to directly present to LEP populations (schools, churches, grocery stores, correctional facility).
- Biggest need is for families to get to and from schools, grades 10-12.
- Send text messages to LEP populations.

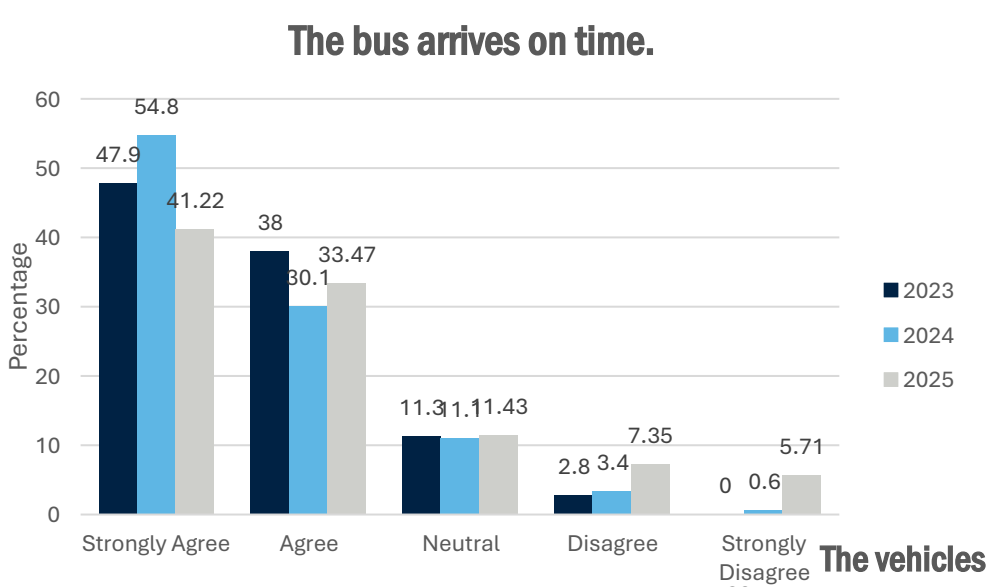
Butler County Regional Transit Authority

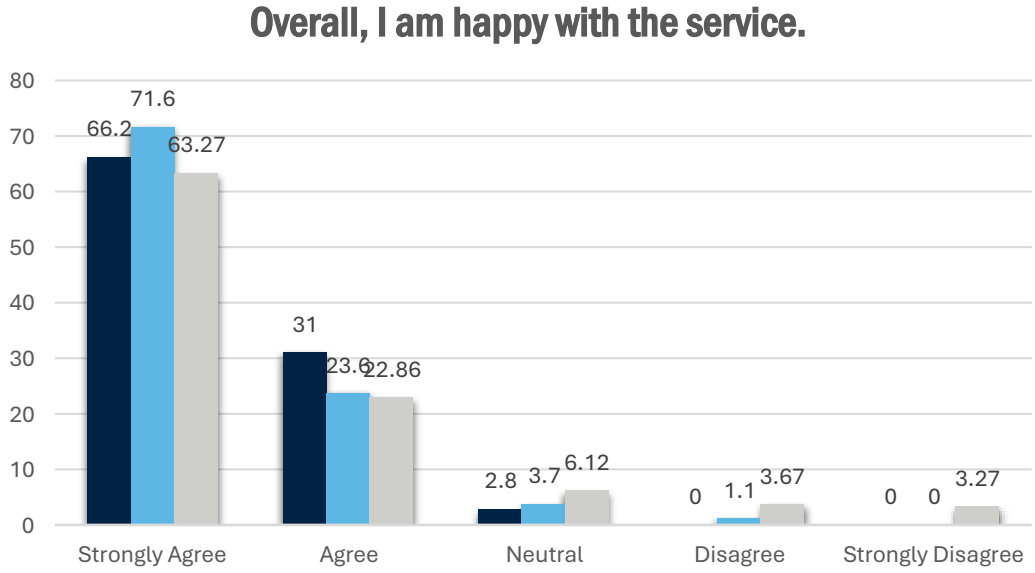
Frequent Customer Service Comments:

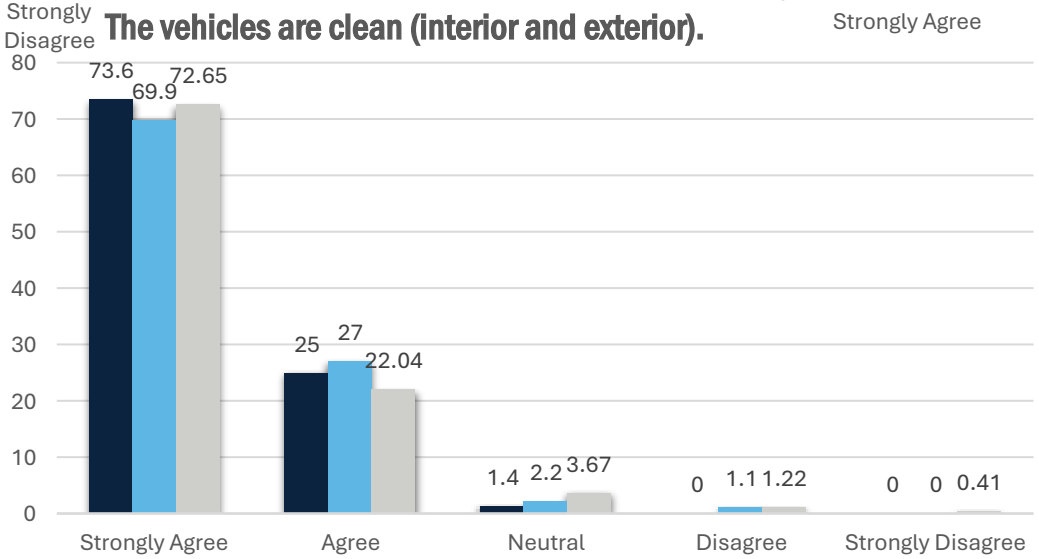
- Bus routes need benches and lighting.
- Oxford drivers are always friendly and happy.
- The ease of the transit system makes my day easier.
- Would like R3 to run on the weekends.
- SafeRide is very easy to schedule.
- Would like CincyLink to go directly from Meijer – West Chester to Downtown Cincinnati.

Butler County Regional Transit Authority

Trends

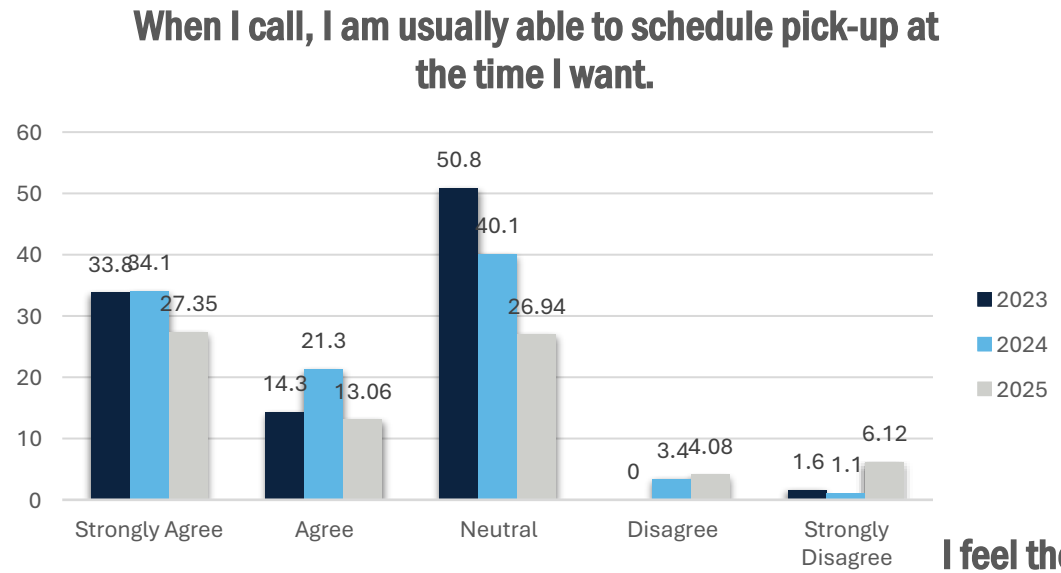


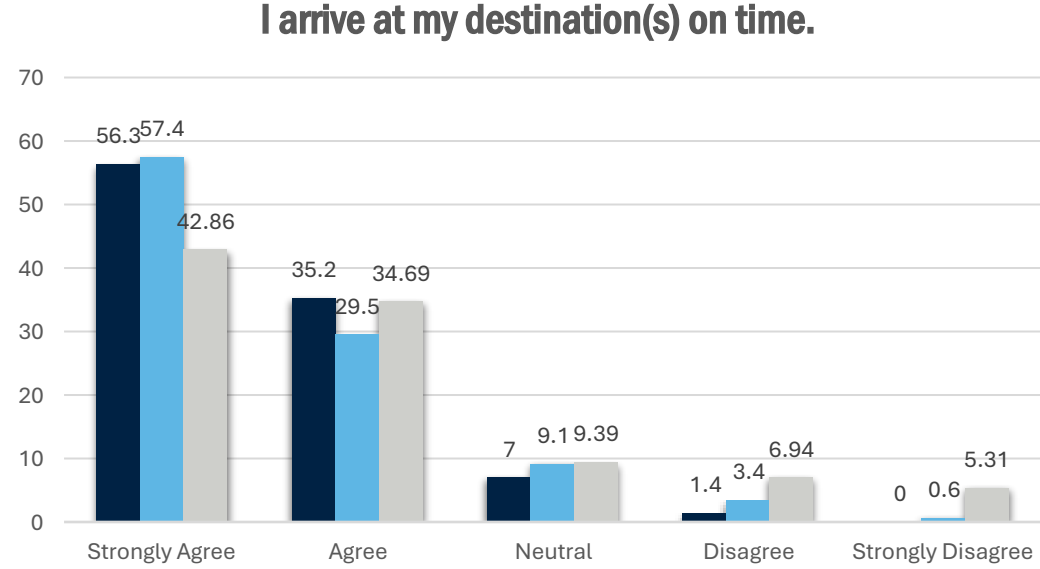


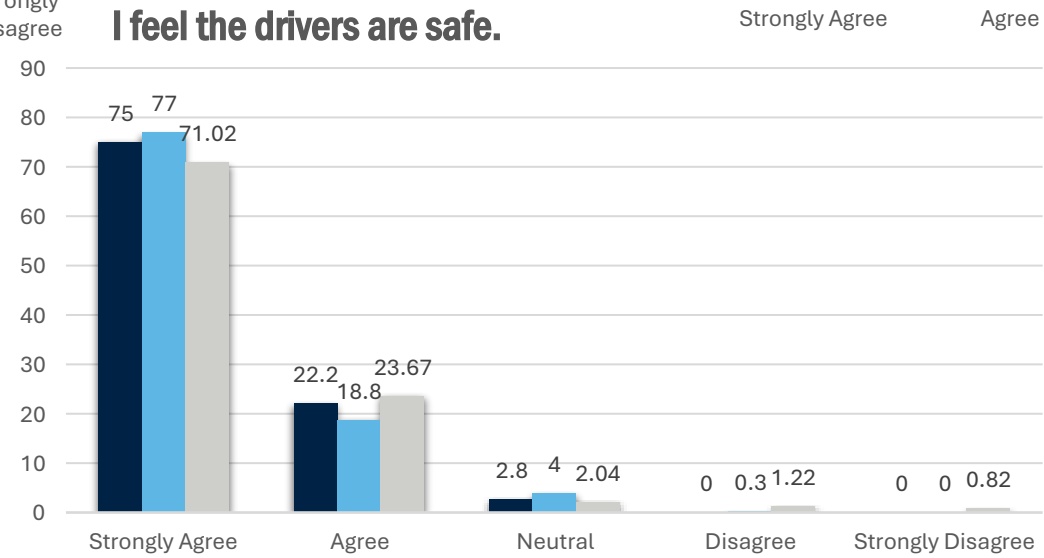


Butler County Regional Transit Authority

Trends







Butler County Regional Transit Authority