

Limited English Proficiency [LEP] Plan

Metro Bus has several options available to identify and assist LEP individuals to utilize Fixed Route and Dial-a-Ride transportation services. These options include:

- Bus schedules, website information, fliers are distributed at ESL schools, Somali Day care centers, and social services/public health, health care providers; and posted on the buses. These materials contain contact information to the Community Outreach Travel Training Specialist and the dedicated Somali voicemail line.
- Two part-time employees who speak both English and Somali are employed by Metro Bus as Travel Guides. They are assigned as part of a community outreach program to provide assistance to LEP individuals to utilize the bus.
- A voicemail line dedicated for use by Somali-speaking individuals who need to request travel training information. The Somali-speaking individuals' leaves a message in their native language and one of two Metro Bus Travel Guides retrieves the message, contacts the individual with 48 hours and either answers their route question or schedules a travel training session.
- Resource tables are scheduled and maintained throughout the community at places such as Catholic Charities, MN Workforce Center, ESL schools, and special community events such Juneteenth to provide information to individuals and groups.
- A website is maintained by Metro Bus with key information including schedules and a route map. There is a video, filmed onboard a Metro Bus route, titled [How to Ride the Bus](#). The video, although presented in English, does demonstrate such skills as boarding the bus, paying the fare, pulling the chord, and exiting the bus. LEP individuals may watch the video with a Travel Guide as part of the travel training process.
- Classroom or onboard training. When an individual requests or is referred for additional training by a friend, teacher or social service program, a Metro Bus staff person contacts the individual to schedule a training. During that training session the Travel Guide demonstrates how to ride the service. The Travel Guide meets the LEP person at their pickup location and rides with them to their destination. The individual is trained using a [You Can Ride](#) booklet and learns how to use the schedules and maps, the fare structure system including use of ride cards and cash fares, and how to notify the driver when they need to alight the bus. Passengers are provided destination cards that they can show the driver on future rides if they are having trouble identifying their travel destination such as their home, work, school or clinic.
- Census Bureau Language Identification Flashcard are utilized the Transit Center. Individuals self-identifying as persons not proficient in English may not be able to be accommodated with immediate translation assistance, but this system will assist Metro Bus staff to identify language assistance needs.
- Metro Bus Picture Book are available and provided to individuals unable to speak English who do not have a companion rider to assist with translation. A picture book is given to LEP individuals with their home address listed and pictures of the Transit Center and the most common destinations within the St. Cloud area such as Wal-Mart, Crossroads Center, CentraCare Health

Plaza, Health Partners, Centennial Plaza, Cash Wise, Shopko, McKinley School, St Cloud Hospital, Workforce Center, St. Cloud Technical and Community College, St. Cloud State University, Somali Store, Somali Restaurant, Catholic Charities, St Cloud Library and pictures of a Metro Bus Fixed Route, Dial-a-Ride and Jefferson Line buses. This book is used by the individual to communicate with either dispatch or driver staff. All Metro Bus drivers and dispatch staff are in possession of a book for use as needed.

- The Metro Bus map is a universal language. Metro Bus sells maps and has the map on its website www.ridemetrobus.com. Google Translate is available on the website to translate schedules into 53 different languages.
- All bus schedules have language stating the following in the Somali language: Need help learning how to ride the bus? Call to learn more about or to schedule free Travel Training: 320-529-4497. The rules for riding the bus have been translated into Somali and Spanish and are posted on each Fixed Route bus.
- Metro Bus utilizes the services Bridges, a translation service, in the St. Cloud area. Interpretive services are provided in Somali, Vietnamese, and Spanish. Family members and service providers are called upon to interpret for South Sudanese, Cambodian, and Spanish-speaking individuals.