

Metro Area Public Transit System (MAPS)

Title VI Program

This Program was approved by the Joplin City Manager on January 9, 2015

Sam Anselm, City Manager

Table of Contents

Introduction.....3

Signed Policy Statement.....3

Title VI Complaint Procedures.....3

Record of Title VI investigations, complaints, or lawsuits.....4

M.A.P.S. Limited English Proficiency Outreach Plan.....4

Notification of the City of Joplin's Title VI obligations.....4

Analysis of Construction Projects.....5

Summary of Public Participation Efforts.....5

Attachment A.....6

Attachment B.....7-11

Attachment C.....12-17

Attachment D.....18-38

Attachment E..... 39

Attachment F.....40-41

Introduction:

This program reflects the City of Joplin's commitment to ensuring that no person shall, on the ground of race, color, national origin, religion, age, marital status, sexual orientation, or disability be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity provided by the Metro Area PublicTransit System (MAPS). MAPS provides deviated fixed route and demand response service.

Signed Policy Statement:

A policy statement signed by the Transportation Coordinator assuring the City of Joplin's compliance with Title VI of the Civil Rights Act of 1964 can be found as Attachment A.

Title VI Complaint Procedures:

The City of Joplin has a standard process for investigating all complaints. Members of the public may file a signed, written complaint up to one hundred and eighty (180) days from the date of alleged discrimination. Full procedures for filing a complaint and City of Joplin procedures for investigating complaints can be found as Attachment B. At a minimum, the complaint should include the following information:

Name, mailing address, and how to contact complainant (phone number, email address, etc.)

How, when, where, and why complainant alleges he/she were discriminated against. Include the location, names and contact information of any witnesses.

Other significant information related to the complaint.

The complaint may be filed in writing to the City of Joplin at the following address:

Title VI Complaint Officer
602 S. Main
Joplin, MO 64801

Record of Title VI investigations, complaints, or lawsuits:

Over the reporting period, The City of Joplin had no Title VI complaints, investigations, or lawsuits filed against it pertaining to services provided by MAPS.
There have been no civil rights compliance reviews conducted by other local, state, or federal agencies during the last 3 years.

MAPS Limited English Proficiency Outreach Plan:

A full copy of MAPS outreach plan for individuals with limited English proficiency can be found in Attachment C. Key elements of the plan include:

Use Telephone Interpreting Services and Language Identification Flashcard during regular business hours to assisted limited English proficiency individuals.

Spanish translators available upon advance request at public meetings to assist with questions or concerns.

Agency Monitoring of Subrecipients:

The Metro Area PublicTransit System (MAPS) does not pass thorough any FTA funding to subrecipients.

Notification of the City of Joplin's Title VI obligations:

The City of Joplin publicizes its Title VI Program by posting the following notice in all buses and MAPS facilities. Information regarding Title VI obligations and complaint form are also available on the City of Joplin website.

System-Wide Service Standards & Polices:

As a transit provider of deviated fixed route services, MAPS has developed the system-wide service standards and service policies listed in Attachment F.

Analysis of Construction Projects:

Over the last three years, MAPS completed one construction project requiring an environmental assessment (EA) or environmental impact statements (EIS). MAPS maintains a list of all construction projects and will summarize them in this report every three years, attachment E. In addition, we will integrate the following components into our EA and EIS documents:

A. A description of the low-income and minority population within the study area affected by the project, and a discussion of the method used to identify this population (e.g., analysis of Census data, minority business directories, direct observation, or a public involvement process.)

B. A discussion of all adverse effects of the project both during and after construction that would affect the identified minority and low-income populations.

C. A discussion of all positive effects that would affect the identified minority and low-income population, such as an improvement in transit service, mobility, or accessibility.

D. A description of all mitigation and environmental enhancement actions incorporated into the project to address the adverse effects, including, but not limited to, any special features of the relocation program that go beyond the requirements of the Uniform Relocation Act and address adverse community effects such as separation or cohesion issues; and the replacement of the community resources destroyed by the project.

E. A discussion of the remaining effects, if any, any why further mitigation is not proposed.

F. For projects that traverse predominantly minority and low-income and predominantly non-minority and non-low-income areas, a comparison of mitigation and environmental enhancement actions that affect predominantly low-income and minority areas with mitigation implemented in predominantly non-minority or non-low-income areas. Recipients and subrecipients that determine there is no basis for such a comparison should describe why that is so.

Summary of Public Participation Efforts:

A full copy of MAPS Public Participation Plan can be found in Attachment D.

Attachment A

Metro Area Public Transit System (MAPS)
Title VI
Non-Discrimination Policy Statement

MAPS is committed to ensuring that no person is excluded from participation in, or denied the benefits of, or be subject to discrimination in the receipt of its services or programs on the basis of race, color, or national origin or any other characteristics protected by law, including Title I of the Civil Rights Act of 1964, as amended. Further, under the Americans with Disabilities Act (ADA) of 1990, no entity shall discriminate against an individual with a physical or mental disability in connection with the provision of transportation service.

To obtain more information on MAPS' non-discrimination obligations or to file a Title VI complaint, contact the Transportation Coordinator at:

Transportation Coordinator
602 S. Main
Joplin, MO 64801
Email address:
Phone: 417-625-4793
Fax: 417-625-4747

You may file a written complaint no later than 180 calendar days after the date of the alleged discrimination.



Robert Lolley, Transportation Coordinator

Attachment B

Title VI Complaint Procedures

GENERAL

Any person who believes that he or she, individually, or as a member of any specific class of persons, or in connection with any disadvantaged business enterprise, has been subjected to discrimination prohibited by Title VI of the Civil Rights Act of 1964, the American with Disabilities Act of 1990, Section 504 of the Vocational Rehabilitation Act of 1973, and the Civil Rights Restoration Act of 1987, as amended, may file a complaint with the City of Joplin, Title VI Complaint Officer, 602 S. Main, Joplin, MO 64801. Complainants have the right to complain directly to the appropriate state or federal agency, such as the Missouri Commission on Human Rights, Equal Employment Opportunity Commission and Federal Transit Administration (FTA) or to seek private counsel for complaints alleging discrimination, intimidation or retaliation of any kind. Every effort will be made to obtain early resolution of complaints. The option of informal meeting(s) between the affected parties and the Title VI Complaint Officer may be utilized for resolutions.

PROCEDURE

1. The complaint must meet the following requirements:

    A. Complaint shall be in writing and signed by the complainant(s). In cases where Complainant is unable or incapable of providing a written statement, a verbal complaint may be made. The Title VI Complaint Officer will interview the Complainant and assist the person in converting verbal complaints to writing. All complaints must, however, be signed by the Complainant or his/her representative.

    B. Include the date of the alleged act of discrimination, date when the Complainants became aware of the alleged act of discrimination; or the date on which that conduct was discontinued or the latest instance of conduct.

    C. Present a detailed description of the issues, including names and job titles of those individuals perceived as parties in the complaint.

    D. Federal law requires complaints be filed within 180 calendar days of the alleged incident.

2. Upon receipt of the complaint, the Title VI Complaint Officer will determine jurisdiction, the acceptability of the complaint, the need for additional information, and will investigate the complaint accordingly.

3. The Complainant will be provided with a written acknowledgement of that the City of Joplin has either accepted or rejected the complaint.

4. A complaint must meet the following criteria for acceptance:

A. The complaint must be filed within 180 days of the alleged occurrence.

B. The allegation must involve a covered basis such as race, color, or national origin.

C. The allegation must involve a City of Joplin service of a federal-aid recipient, sub-recipient or contractor.

5. A complaint may be dismissed for the following reasons:

A. The Complainant requests the withdrawal of the complaint.

B. The Complainant fails to respond to repeated requests for additional information needed to process the complaint.

C. The Complainant can't be located after reasonable attempts have been made to locate Complainant.

6. Once the Title VI Complaint Officer decides to accept the complaint for investigation, the Complainant will be notified in writing of such determination. The complaint will receive a case number and will then be logged in a database identifying: Complainant's name, basis, alleged harm, race, color, and national origin of the Complainant.

7. In cases where the Title VI Complaint Officer assumes the investigation of the complaint, within 90 calendar days of the acceptance of the complaint, the Title VI Complaint Officer will prepare an investigative report for review by the City of Joplin Public Works Director. The report shall include a narrative description of the incident, identification of persons interviewed, findings, and recommendations for disposition.

8. The investigative report and its findings will be reviewed by the Public Works Director and in some cases the investigative report and findings will be reviewed by the City of Joplin's Legal Counsel. The report will be modified as needed.

9. The Public Works Director/Legal Counsel will make a determination on the disposition of the complaint. If it is found that the City of Joplin is in noncompliance with Title VI regulations remedial actions will be taken.

10. Notice of Public Works Director's determination will be mailed to the Complainant. Notice shall include information regarding appeal rights of Complainant and instructions for initiating such an appeal. Notice of appeals are as follows:

A. The City of Joplin will reconsider this determination, if new facts are revealed.

B. If Complainant is dissatisfied with the determination and/or resolution set forth by the City of Joplin, the same complaint may be submitted to the FTA for investigation. Complainant will be advised to contact the Federal Transit Administration, Office of Civil Rights, Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

11. A copy of the complaint and the City of Joplin's investigation report/letter of finding and Final Remedial Action Plan, if appropriate will be issued to FTA within 120 days of the receipt of the compliant.

12. A summary of the complaint and its resolution will be included as part of the Title VI updates to the FTA.

RECORDKEEPING REQUIREMENT

Title VI investigative reports will be retained for up to three years and records will be made available for compliance review audits.

Title VI Complaint Form

Name:_____

Address:_____

City:_____ State:_____ Zip Code:_____

Home Telephone Number: (_____) _____

Work Telephone Number: (_____) _____

Were you discriminated against because of: (Please check the appropriate box)

[__] Race [__] National Origin [__] Color [__] Other _____

Date of Alleged Incident:_____

Explain as clearly as possible what happened and how you were discriminated against. Indicate who was involved. Be sure to include the names and contact information of any witnesses. If more space is needed please use the back of the form.

_____

_____

_____

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_____

_____

Have you filed this compliant with any other federal, state, or local agency; or with any federal or state court? [__] Yes [__] No

If yes, please check all that apply:

[__] Federal agency [__] Federal court [__] State agency [__] State court [__] Local agency

Please provide information about a contract person at the agency/court where the complaint was filed.

Name:_____

Address:_____

City, State, and Zip Code:_____

Telephone Number:_____

Please sign below. You may attach any written materials or other information that you think is relevant to your complaint.

_____ _____

Signature Date

Please mail this form to: City of Joplin

Attn: Title VI Complaint Officer

602 S. Main Street

Joplin, MO 64801

Attachment C

Limited English Proficiency Plan

Metro Area Public Transit System (MAPS)
July 9, 2014

Table of Contents

Introduction **14**
The Four-Factor Analysis **15**
Factor 1: The Proportion, Numbers and Distribution of LEP Persons 15
Factor 2: Frequency of Contact with LEP Individuals 16
Factor 3: The Nature and Importance of the Program, Activity, or Service to LEP Community 16
Factor 4: The Resources Available to the MAPS and Overall Cost 16
MAPS Staff Training **17**
Providing Notice to LEP Persons **17**
Monitoring and Update the LED Plan… **17**
LEP Plan Access **17**

Metro Area Public Transit System (MAPS)
For Information Contact:
City of Joplin
Transportation Coordinator
602 Main Street
Joplin, Missouri 64801
Telephone: 417-625-4793
www.joplinmo.org

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 December 14, 2005. 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 4702.1A, "Title VI and Title VI-Dependent Guidelines for FTA Recipients, " which was published on April 13, 2007. Chapter IV, Part 4 of this Circular reiterates the requirement to take responsible steps to ensure 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 VII of the DOT LEP guidance (page 6)."

The Four-Factor Analysis

This plan uses the recommended four-factor analysis of an individualized assessment. Each of the following factors is examined to determine the level and extent of language assistance measures required to sufficiently ensure meaningful access to public transit services within the MAPS service area.

Factor 1: The Proportion, Numbers and Distribution of LEP Persons
The Census Bureau has a range of four classifications of how well people speak English. The classifications are 'very well,' 'well,' 'not well,' and 'not at all.'

For our planning purposes, we are considering people that speak English 'not well' or 'not at all' as Limited English Proficient persons.

Table 1 shows the number and percent of persons in regards to their English language skills for the MAPS service area and the portions each county within the service area.**

Table 1. Limited English Proficient Persons in the MAPS Service Area

	Total Population 5 years old and older	Number of Limited English Proficient Persons	Percent of Limited English Proficient Persons
Portion of Jasper County within MAPS service area	63,662	797	1.25%
Portion of Newton County within MAPS service area	11,455	145	1.25%
All of MAPS service area	75,117	942	1.25%

* MAPS Service Area is Joplin, MO Urbanized Area as defined by U.S. Census Bureau in 2010.
* Table 1 is derived from *Table S1601, "Language Spoken at Home" 2008-2012 American Community Survey 5 year estimate, U.S. Census Bureau.*

Of the LEP persons within the MAPS service area, 53.3 percent speak Spanish, 24.8 percent of LEP persons speak an Indo-European languages (such as Urdu, Hindi, Portuguese, Bengali, Russian, Persian and German.), 20.3 percent of persons speak Asian-and Pacific Languages (E.g., Chinese, Korean, Japanese, and others and 1.6 percent speak other languages.

Table 2 shows the actual numbers of language groups spoken by LEP persons, within the MAPS service area.

Table 2. Language Spoken by Limited English Proficient "LEP" Persons within the MAPS Service Area

	Spanish	Indo-European	Asian & Pacific Islander	Other Language	Total LEP
5-17 years old	82	52	5	0	139
18-64 years old	390	110	174	15	689
65+ years old	30	72	12	0	114
Total	502 (53.3%)	234 (24.8%)	191 (20.3%)	15 (1.6%)	942

Factor 2: Frequency of Contact with LEP Individuals

Traditionally, MAPS' public meetings have been located within facilities offered by the City of Joplin. MAPS staff has found there have been no formal records, indicating direct contact with the LEP population at public involvement meetings, other public meetings and very few in day-to-day activity, less than one annually, since MAPS began operations in 1998.

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

While denial or delay of access to services or information provided by MAPS would not have life threatening implications on a LEP individual, it is believed that denial or delay of access to transportation services provided by MAPS and the Sunshine Lamp Trolley could have serious implications on a LEP individual. Public transportation may be the only means for LEP individuals to access area hospitals, government services, and employment.

Factor 4: The Resources Available to MAPS and Overall Cost

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

Participate in outreach program with Missouri Southern State University's International Student Organization.
Language identification flashcards and telephone translator services are available upon request during normal business hours.
Publishes notices of interpreter service availability at public meetings in Spanish attached to press releases. *Servicios de interpretación están disponibles si se piden al menos 7 días antes de la reunión.*
Posting LEP information on MAPS website.

MAPS will continue to identify 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, MAPS should provide information on the modes or types of services that is important to the LED population. MAPS will have to evaluate the projected financial resources and personnel needed to provide the LEP assistance requested by the LEP persons and organizations.

MAPS Staff Training

MAPS 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 MAPS staff orientation process for new hires. Training topics include:

Understanding the Title VI LEP program responsibilities
What language assistance MAPS offers
How to use the language identification flashcards and telephone translator services
Documentation of language assistance requests
How to handle a complaint

Providing Notice of Available Language Service to LEP Persons

Post signs that language assistance is available in public areas such as the MAPS lobby.

Monitoring and Updating the LEP Plan

This plan is designed to be flexible and it will be updated following the Title VI program update schedule for the LEP plan or as needed. Each update will examine all plan components such as:

How many LEP persons were encountered? One
Were their needs met? Yes, she uses her daughter as a personal translator.
What is the current LEP population in MAPS' service area? 942 or 1.25%
Is there still a need for continued language assistance for previously identified programs? Should other programs be included? We will continue our current level of language assistance.
Has MAPS' available resources, such as technology, staff, and financial costs, changed? No
Were there any complaints received? No

LEP Plan Access

The MAPS will post the LEP Plan on its website at: www.joplinmo.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 service, several area libraries offer free Internet access. Please contact your local library to determine if this service is available. Copies of the LEP Plan will be provided to the Federal Transit Administration, and any person or agency requesting a copy. Any questions or comments regarding this plan should be directed to the City of Joplin Title VI Complaint Officer:

City of Joplin
Title VI Complaint Officer
602 Main Street
Joplin, Missouri 64801
Telephone: 417-624-0820
www.joplinmo.org

Attachment D

JOPLIN AREA
TRANSPORTATION STUDY ORGANIZATION

(JATSO)

PUBLIC INVOLVEMENT PLAN

FOR TRANSPORTATION PLANNING

ADOPTED BY THE JOPLIN AREA TRANSPORTATION STUDY ORGANIZATION:

MAY 21, 2009

REVISED (DATE)

TABLE OF CONTENTS

Introduction and Purpose 20

Public Notice Procedures 21
Long-Range Transportation Plan 21
Transportation Improvement Program 22
Public Involvement Plan 22

Public Comment Period 22

Public Involvement Tools, Techniques and Activities 22

Civil Rights Act, the Americans with Disabilities Act, and Environmental Justice 23

Public Meetings 24

Public Involvement Plan 25

Long-Range Transportation Plan 25

Transportation Improvement Program 27
Major modifications 28
Administrative/ non-amendment changes 28

Unified Planning Work Program 28
Work Program Development Process 29

Public Participation Plan Contact List 30

General Annual Timeline for TIP Development and Adoption 31

General Annual Timeline for UPWP Development and Adoption 32

Appendix 33
Definitions 33
Federal Requirements for Public Participation 35
JATSO Public Participation Procedures and Tools 37

MPO Administration - For Information Contact:

City of Joplin, Missouri

Department of Planning and Community Development

602 Main Street

MAPS is a voting member of the Joplin Area Transportation Study Organization (JATSO) and uses the MPO's public involvement process for the TIP to satisfy its Program of Projects (POP) public participation requirements. Rather than develop a duplicate set of public involvement policies, MAPS utilizes the Public Involvement Plan established for JATSO.

This document is the Public Involvement Plan for the Joplin Area Transportation Study Organization (JATSO). The JATSO is the transportation planning agency for the Joplin metropolitan area, as designated by the federal government, and its goal is to provide for regional mobility. It brings together transportation projects set forth by local agencies into one regional plan, prioritizes these projects and helps provide and locate funding for these projects.

I. Introduction and Purpose

A. This section addresses public involvement during the development or modification of the Public Involvement Plan, the Long-Range Transportation Plan (LRTP), the Transportation Improvement Program (TIP) and the Unified Planning Work Program (UPWP). JATSO's TIP development is being used to satisfy the City of Joplin's Section 5307 Program of Projects (POP) requirements.

MPOs have regulatory requirements that must be met and regulations such as 23 CFR 450 Part 316, requires an MPO to adopt a proactive public involvement process that provides:

- Complete information
- Timely public notice
- Full public access to key decisions, and
- Support for early and continuing involvement of the public.

B. JATSO encourages the involvement of interested groups and the general public during the development and modification of transportation plans. All meetings of the Policy Board are open to the public.

The following sections outline the public notice, comment procedures and the process used to support citizen participation during development of transportation plans.

II. Public Notice Procedures

A. ***Meeting Notice***. Meetings of the Policy Board will comply with the following public notice procedures:

Posting of the meeting notice at least seven (7) days prior to the meeting date at the following locations:

- Joplin City Hall
- Metropolitan Area Public transit System (MAPS) office and vehicles
- Webb City City Hall
- Carl Junction City Hall
- Harry S Truman Coordinating Council offices

News releases will be sent seven (7) days prior to meetings. Any press release/advertisement will contain:

- Where information on the policy, amendment or official action can be reviewed or obtained;
- When the public comment period begins and ends;
- Where comments on the policy, amendment or official action can be submitted;
- When and where the discussion and/or public meeting on a proposed action is scheduled; and,
- The specific dates and location for the review and adoption by the JATSO Policy Board; and,
- The name, title, and telephone number of a specific contact person.

In addition, notice of the meeting will be placed on-line for at least seven (7) days prior to the meetings, through the City of Joplin or JATSO websites. Any other policy or amendment requiring a public comment period prior to adoption by the MPO shall be provided a seven (7) day public comment period. The public comment period shall be advertised through the distribution of a press release. All public notifications shall contact or utilize the following entities:

- Local newspaper(s);
- Local television and radio stations; and,
- The Internet.

B. Long-Range Transportation Plans (LRTP) – Prior to adopting a Long-Range Transportation Plan or a modification to this document, a public meeting will be held by the Policy Board. The Notice of a public meeting will be published seven (7) days in advance of the public meeting in the following publications:

- A news release

C. Unified Planning Work Program (UPWP) and Transportation Improvement Program (TIP) – Prior to adopting a Unified Planning Work Program, UPWP amendment, Transportation Improvement Program, or TIP amendment, a public meeting will be held by the Policy Board. The Notice of a public meeting will be published seven (7) days in advance of the public meeting in the following publications:

- A news release

D. Public Involvement Plan – Any significant modification or amendment to the Public Involvement Plan requires a forty-five (45) day public comment period. The public comment period will be advertised in a press release and by publication in a newspaper of general circulation. Special efforts will be used to contact organizations that provide transportation services to underserved populations.

E. Maintenance of contact lists and notification to interested parties – A listing of persons and agencies to contact when documents are updated or revised, in addition to the general notification, will be maintained and revised every 2 or 3 years for the UPWP, TIP, and the LRTP.

III. Public Comment Period

As mentioned previously, changes to the Public Involvement Plan will include a public comment period of 45 days from the time the proposed modified plan is first presented to the Policy Board.

IV. Public Involvement Tools, Techniques and Activities

JATSO will utilize a variety of tools to educate and inform the public, which may include the interweaving of visualization techniques such as, but not limited to:

- Maps
- Drawings
- Tables
- Sketches
- Video
- Geographic Information Systems (GIS)
- Charts / Flow Charts
- Narrative Description
- Powerpoint Presentations
- Diagrams
- Photographs
- Brochures / Pamphlets

Use of these individual techniques or a combination thereof will assist in the communication process.

V. The Civil Rights Act, the Americans with Disabilities Act, and Environmental Justice

A. ***The Civil Rights Act and the Americans with Disabilities Act*** – The MPO will ensure that the requirements of Title VI of the Civil Rights Act of 1964 are met and that appropriate actions are taken during all phases of public involvement to comply with the Americans with Disabilities Act. In addition, an attempt will be made to seek out representation for both the MPO and the Citizens Review Committee from segments of the population who are traditionally underserved by existing transportation systems, including, but not limited to, low-income and minority households.

B. Environmental Justice – The MPO shall follow a public policy goal of ensuring that adverse human or environmental effects of governmental activities do not fall disproportionately upon minority or low-income populations. Environmental Justice became federal policy in 1994 when President Clinton signed Executive Order 12898, which directed all major federal agencies to ensure that the spirit of the order is reflected in all of their activities.

Environmental Justice (EJ) means that transportation system changes such as roadway improvements shall be studied carefully to determine the nature, extent, and incidence of probable impacts, both positive and negative.

The U.S. Department of Transportation's Order to Address Environmental Justice in Minority Populations and Low-Income Populations was issued to ensure that all federally funded transportation-related programs, policies, or activities having the potential to adversely affect human health or the environment involves a process that explicitly considers the impacts on minority and low-income populations. These effects include, but are not limited to:

- Bodily impairment, infirmity, illness, or death;
- Air, noise, water pollution, and soil contamination
- Destruction or disruption of manmade or natural resources
- Destruction or diminution of aesthetic values
- Destruction or disruption of a community's economic vitality
- Destruction or disruption of the availability of public and private facilities and services
- Access
- Adverse employment effects
- Displacement of persons, businesses, farms, and nonprofit organizations
- Increased traffic congestion, isolation, exclusion, or separation of minority and low-income individuals within a given community or from the broader community
- Denial of, reductions in, or significant delay in the receipt of benefits of USDOT programs, policies, or activities

The focus of EJ is on whether adverse impacts are borne primarily by or have greater severity for minority or low-income populations than the general population. For the purposes of EJ the U.S. Department of Transportation defines low-income as "a person whose household income is at or below the Department of Health and Human Services poverty guidelines." Minority includes persons who are African-American, Hispanic, Asian American, Native American, or Alaskan Native. If a disproportionately adverse impact, or lack of access, is shown to be affecting these populations, the activity should not be carried out using federal funds unless:

- Alternative approaches or further mitigation measures that would avoid or reduce the disproportionate effect are not practicable; and,
- A substantial need exists for the program, policy, or activity, based on the overall public interest and alternative approaches that would have less adverse effects on protected populations either would:
    1. Have other adverse social, economic, environmental, or human health impacts that would be more severe
    2. Involve increased costs of extraordinary magnitude.

In order to assure compliance with the EJ standards and to assure that the public has access to full information concerning human health and environmental impacts, the MPO and its member agencies shall conduct the following four actions early in the project development process:

- Identify and evaluate environmental, public health, and interrelated social and economic effects;
- Propose measures to avoid, minimize, and/or mitigate disproportionately high and adverse environmental and public health effects and interrelated social and economic effects, offsetting benefits on opportunities should be provided to enhance communities, neighborhoods, and individuals whenever permitted by federal law and policy;
- Consider alternatives when they would enable disproportionately high and adverse impacts to be avoided and/or minimized; and,
- Provide sufficient public involvement opportunities, including soliciting input from affected minority and low-income populations, in considering alternatives.

VI. Public Meetings

A. Public meetings will be held at convenient times and accessible locations.

B. At all public meetings, forms will be made available to the public for receiving written comment.

C. At all public meetings a recorder will be made available for recording comments and recommendations. The recordings will be transcribed to written records.

D. Oral comments received during the advertised public meetings will be reduced to written form and made a part of the permanent record. A recorder will be made available to record comments and recommendations, and the recordings transcribed to written records.

VII. The Public Involvement Plan Update Process

A. The Public Involvement Plan will be reviewed and updated as conditions require, by JATSO staff, and according to the following process:

B. Review by Policy Board

1. Updates will be presented to the JATSO Policy Board for their consideration.

2. The Policy Board will hold at least one public meeting to obtain public input and hear oral testimony on the changes to the Public Involvement Plan. The Policy Board may convene additional meetings at such times and locations determined by the Board to be in the public interest; such additional meetings may be hosted by the JATSO staff as determined by the Board.

3. Special efforts will be made to notify agencies that provide transportation services to underserved populations.

4. Public notice announcing the availability of the draft Public Involvement Plan update will follow the public notice procedures described in the Public Notice section on pages 4 through 6. The public notice will state that a copy of the draft plan is available for public inspection, and give the locations at which a draft plan may be viewed.

5. Public inspection copies will be placed at the following locations:

   - Department of Planning & Community Development, City of Joplin
   - City Clerk, City of Joplin
   - Metropolitan Area Public transit System (MAPS) office
   - City Clerk, Webb City City Hall
   - City Clerk, Carl Junction City Hall
   - Harry S Truman Coordinating Council offices
   - Joplin Public Library

6. Public meetings will follow procedures previously identified in the Public Meeting section, and written records provided for review.

7. The Plan may then be adopted as prepared, or modified at the next scheduled meeting of the Board, following the 45-day public comment period.

VIII. The Long-Range Transportation Plan (LRTP) Development and Public Involvement Process

A. The Long-Range Transportation Plan or individual plan elements may be prepared by JATSO staff, staff of participating jurisdictions, consultants, or a combination.

B. Review by Policy Board

1. Draft plans or plan elements will be presented to the JATSO Policy Board for review.

2. The Policy Board will hold at least one public meeting to obtain public input and hear oral testimony on the LRTP or plan element. The Policy Board may convene additional meetings at such times and locations determined by the Board to be in the public interest; such additional meetings may be hosted by the JATSO staff as determined by the Board.

3. Public meetings will follow procedures previously identified in the Public Meeting section, and written records provided for review.

4. The LRTP may be prepared, reviewed and adopted and modified in its entirety, or in parts.

5. Consideration by participating jurisdictions. Where participating jurisdictions or governmental entities require consideration of the LRTP or plan element, any notice and hearing requirements of the respective jurisdictions will be observed.

6. Public notice announcing the availability of the draft transportation plan or plan elements will follow the public notice procedures previously stated. The public notice will state that a copy of the draft plan is available for public inspection, and give the locations at which a draft plan may be viewed.

7. Public inspection copies will be placed at the following locations:
   - Department of Planning & Community Development, City of Joplin
   - Office of the City Clerk, City of Joplin
   - City Clerk, Webb City City Hall
   - City Clerk, City of Carl Junction City Hall
   - Harry S Truman Coordinating Council offices
   - Joplin Public Library

8. Agencies serving the elderly, disabled, low and moderate income clients will be given notice of the availability of the draft LRTP or plan elements.

9. The JATSO Policy Board will consider and document any input received from the public during the course of its review of the LRTP or plan elements.

10. The LRTP may be approved in its entirety, or in parts.

IX. **The** Transportation Improvement Program (TIP) Development **and Public Involvement Process**

A. Notice to participating jurisdictions – participating jurisdictions will be notified by JATSO staff to submit project information and descriptions for the TIP.

B. Notice to the public will be published, posted and distributed with information on how to submit projects for the TIP and anticipated timetables.

Agencies submitting projects for inclusion in the TIP will include written documentation of the public involvement procedures used by that agency in selecting projects to include in the TIP and/or for federal funding, e.g., projects for which FTA Section 5307 funding is sought. If written or oral comments that question the need, scope or scheduling of TIP projects or that propose alternative projects are received during the TIP preparation process, the submitting agency will submit a summary, analysis and report on the disposition of the comments which will be made a part of the approved TIP.

C. A draft TIP will be prepared by JATSO staff in cooperation with participating jurisdictions. The draft TIP will be available for public review seven (7) days prior to the JATSO Policy Board meeting where the TIP is to be considered.

D. Public notice procedures will conform to the procedures previously listed in the Public Notice section.

E. Special efforts will be made to notify agencies that provide transportation services to underserved populations.

F. Public comments will be considered by the JATSO staff when making their recommendations to the Policy Board.

G. A draft of the TIP will be forwarded to the Policy Board along with any comments received from the public, staff, or participating jurisdictions.

H. A final draft TIP will be adopted by the Policy Board, as submitted or with modifications. If the final TIP under consideration by the Board differs significantly from the draft as presented, an additional public meeting will be held to allow additional public comment, and re-presented to the Board at the next Board meeting, at the end of the seven (7) day public comment period, prior to adoption of the TIP.

I. ***Major modifications or minor amendments to the adopted TIP***. These may be proposed by a city, county, transit provider, state or federal agency representative, and will be processed as follows:

1. Major modifications – **New** projects or major project modifications will be proposed on a project worksheet which includes the project description, extent, time frame and project cost by funding source. Such modifications may include, but are not limited to new projects, any project which proposes the use of federal funds not previously identified and major adjustments to funding amounts and funding sources. Project information will be posted to the JATSO webpage and a news release may be issued at least 7 days prior to any action by the Board.

2. Administrative / non-amendment changes to the TIP can be done using a simplified public involvement procedure. Such changes only require that notification be presented to the Policy Board at such meetings where the change will be considered. Non-amendment changes to the TIP include:
   a. The movement of existing projects within the four years of the current TIP, except that financial constraint shall be maintained,
   b. A change in funding source that is not cross-modal, e.g., when a transit project's funding is changed from FTA Section 5309 to FTA Section 5307,
   c. Summaries, reports, and changes that reflect the funds previously identified in the TIP,
   d. A change in funding priority that is not cross-modal; or,
   e. Other changes that do not affect the overall dollar value of the project by more than ten (10) percent of the total cost.

X. **The** Unified Planning Work Program (UPWP)

The Unified Planning Work Program is a working document that the public agencies comprising the JATSO develop to detail the work to be carried out by the JATSO over the next year.

Public notice is required for the consideration or adoption of the UPWP or amendments. However, the work program is available for public examination through the JATSO and local government members, as well as being posted on the City of Joplin or JATSO websites. Written comments are accepted throughout work program development and Policy Board meetings are open to the public, persons wishing to speak to the committees will be given an opportunity to do so.

The Work Program Development Process follows:

A. Notice to participating jurisdictions – Participating jurisdictions will be notified by JATSO staff that the Unified Planning Work Program is being prepared and that they should submit work program items to be considered for the next fiscal year.

B. Agencies serving the elderly, disabled, low and moderate income clients will be given individual notice of the availability of the draft UPWP.

C. A draft UPWP will be prepared by JATSO staff in cooperation with participating jurisdictions.

D. The Draft UPWP will be considered by the Policy Board who will adopt the UPWP.

E. Amendments will be posted to the JATSO webpage and a news release may be issued at least 7 days prior to any action by the Board.

XI. Ad hoc Committee

Ad hoc committees shall abide by the prescribed public input procedures as previously described.

Public Participation Plan Contact List

Alliance Center of SWMO
Ascent Recovery Residences
College Heights Christian Church
Economic Security Corporation
Habitat for Humanity
Harry S. Truman Coordinating Council
Homeless Collation
Hope House Reentry/Recovery Program
House Inc
Independent Living Center
Joplin A.E.L.
Joplin ADA Committee
Joplin Housing Authority
Joplin N.A.L.A.
Lafayette House
Legal Aid of Southwest MO
Mercy Healthcare (Social Workers)
Missouri Southern State College
Soul's Harbor
Watered Gardens

XII. General Annual Timeline for TIP Development and Adoption

July 1	**Step 1**	Notification to submit TIP projects is distributed to the participating JATSO jurisdicti Notification will have information on submitting projects for the TIP and the schedul the TIP.
Complete Steps 2 - 7 between July 1 and October 31	**Step 2**	Participating jurisdictions submit TIP project lists.
	Step 3	JATSO staff sends a copy of the draft TIP to MoDOT (Central and District offices), FHWA, FTA, and the Policy Board for comments. MoDOT, FHWA, and FTA will coordinate comments and submit them to JATSO two (2) weeks before the Policy Board meeting.
	Step 4	Begin public involvement period **AND** Publish Notice to the Public announcing the availability of the TIP, locations of the document, and the date of the Policy Board meeting.
	Step 5	Policy Board meets. Proposed TIP distributed to Policy Board, MoDOT, FHWA, FTA and participating jurisdictions before meeting. Board will consider recommendations of the participating jurisdictions and receive public comment. The Policy Board adopts the final TIP and the JATSO Board Chairman and the District 7 Engineer sign the self-certification letter.
	Step 6	Adopted TIP published and distributed to MoDOT for approval by Governor. MoDOT forwards the final TIP to FHWA and FTA, requesting incorporation of the final TIP into the State Transportation Improvement Program (STIP). MoDOT also forwards JATSO's self-certification letter to FHWA and FTA.
November 1	**Step 7**	JATSO begins a new fiscal year.

XIII. General Annual Timeline for UPWP Development and Adoption

July 1	**Step 1**	Notification to participating jurisdictions regarding preparation of the UPWP. MoDOT Central Office sends notice to JATSO letting them know the amount of planning funds available for the upcoming year.
Complete Steps 2 and 3 between July 1 and October 1	**Step 2**	Draft UPWP is prepared and is sent to the Policy Board, MoDOT (Central and District offices), FHWA, and FTA for comments. This shall be thirty (30) days before the Policy Board meeting. MoDOT, FHWA, and FTA will coordinate comments and submit them to JATSO two (2) weeks before the Policy Board meeting.
	Step 3	Policy Board meets, considers the comments received by MoDOT, FHWA, FTA and the public, and approves the UPWP as presented or with slight modifications. Once the Board grants final approval, MoDOT Transportation Planning mails four (4) Consolidated Planning Grant agreement contracts to JATSO. JATSO will work with the City of Joplin to pass an ordinance allowing them (JATSO) to enter into the funding agreement with MoDOT.
September - October	**Step 4**	City of Joplin executes the annual planning funds agreement. A copy of the city ordinance, the notice of public involvement, and the signed contract are sent to JATSO's MoDOT Central Office Transportation Planning liaison. The liaison then sends the contracts to the MoDOT Chief Counsel's office for execution by the MHTC.
October	**Step 5**	A copy of the approved UPWP is distributed to the Policy Board and member agencies.
November 1	**Step 6**	JATSO begins a new fiscal year.

APPENDIX

Definitions

Americans With Disabilities Act (ADA) – The legislation defining the responsibilities of and requirements for transportation providers to make transportation accessible to individuals with disabilities.

Alternatives Analysis – Understanding how the transportation system and its components work such as information on the costs, benefits and impacts of potential chances to the system.

Corridor – A broad geographical band that follows a general directional flow connecting major sources of trips that may contain a number of streets, highways and transit route alignments.

Corridor Studies – The usual purpose of the corridor study is to determine the best way to serve existing and future travel demand. These studies define alignment, mode(s) and facilities between activity centers or other logical termini. Corridor planning is accomplished using a long-range outlook (at least 20 years, but sometimes longer).

Consultation – The act of consulting or conferring; deliberation of two or more persons on some matter aimed at ascertaining opinions or reaching an agreement.

Department of Transportation (DOT) – Establishes the nation's overall transportation policy. Under its umbrella there are ten administrations whose jurisdictions include highway planning, development and construction; urban mass transit; railroads; aviation; and the safety of waterways, ports, highways, and oil and gas pipelines. The Department of Transportation (DOT) was established by act of October 15, 1966, as amended (49 U.S.C. 102 and 102 note), "to assure the coordinated, effective administration of the transportation programs of the Federal Government" and to develop "national transportation policies and programs conducive to the provision of fast, safe, efficient, and convenient transportation at the lowest cost consistent therewith."

Environmental Justice (EJ) – Environmental justice assures that services and benefits allow for meaningful participation and are fairly distributed to avoid discrimination.

Federal Highway Administration (FHWA) – A branch of the US Department of Transportation that administers the federal-aid Highway Program, providing financial assistance to states to construct and improve highways, urban and rural roads, and bridges.

Federal Transit Administration (FTA) – A branch of the US Department of Transportation that is the principal source of federal financial assistance to America's communities for planning, development, and improvement of public or mass transportation systems. FTA provides leadership, technical assistance, and financial resources for safe, technologically advanced public transportation to enhance mobility and accessibility, to improve the Nation's communities and natural environment, and to strengthen the national economy.

Goals – Generalized statements that broadly relate to the physical environment to values.

Long Range Transportation Plan (LRTP) – A document resulting from regional or statewide collaboration and consensus on a region or state's transportation system, and serving as the defining vision for the region's or state's transportation systems and services. In metropolitan areas, the plan indicates all of the transportation improvements scheduled for funding over the next 20 years.

Metropolitan Planning Area (MPA) – The geographic area in which the metropolitan transportation planning process required by 23 U.S.C. 134 and section 8 of the Federal Transit Act (49 U.S.C. app. 1607) must be carried out.

Metropolitan Planning Organization (MPO) – 1) Regional policy body, required in urbanized areas with populations over 50,000, and designated by local officials and the governor of the state. Responsible in cooperation with the state and other transportation providers for carrying out the metropolitan transportation planning requirements of federal highway and transit legislation. 2) Formed in cooperation with the state, develops transportation plans and programs for the metropolitan area. For each urbanized area, a Metropolitan Planning Organization (MPO) must be designated by agreement between the Governor and local units of government representing 75 percent of the affected population (in the metropolitan area), including the central cities or cities as defined by the Bureau of the Census, or in accordance with procedures established by applicable State or local law (23 U.S.C. 134(b)(1)/Federal Transit Act of 1991 Sec. 8(b)(1)).

Public Meeting or Hearing – A public gathering for the express purpose of informing and soliciting input from interested individuals regarding transportation issues.

Public Participation – The active and meaningful involvement of the public in the development of transportation plans and programs.

SAFETEA-LU – The Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU) was enacted as the nation's principal transportation funding law in 2005, SAFETEA-LU authorizes the federal surface transportation programs for highways, highway safety, and transit for 2005 to 2009. It continues and builds upon many of the essential features of its predecessors, TEA-21 and ISTEA, including those pertaining to MPOs.

Title VI – Title VI of the Civil Rights Act of 1964. Prohibits discrimination in any program receiving federal assistance.

Transportation Improvement Program (TIP) – A document prepared by a metropolitan planning organization that lists projects to be funded with FHWA/FTA funds for the next one- to three-year period.

Unified Planning Work Program (UPWP) – The management plan for the (metropolitan) planning program. Its purpose is to coordinate the planning activities of all participants in the planning process.

Federal Requirements for Public Participation

The Joplin Area Transportation Study Organization (JATSO) proactively strives to involve the public in identifying and addressing transportation issues, with the goal of creating a strong working relationship between the JATSO and its constituents. Several Federal laws and regulations guide the JATSO in involving the public in its activities. They include:

Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU)

SAFETEA-LU states that the Metropolitan Planning Organization (MPO) shall develop and use a documented participation plan that defines a process for providing citizens, affected public agencies, representatives of public transportation employees, freight shippers, providers of freight transportation services, private providers of transportation, representatives of users of public transportation, representatives of users of pedestrian walkways and bicycle transportation facilities, representatives of the disabled, and other interested parties with reasonable opportunities to be involved in the metropolitan transportation planning process.

SAFETEA-LU also requires that a minimum public comment period of 45 calendar days shall be provided before the initial or revised participation plan is adopted by the MPO.

Title VI of the Civil Rights Act of 1964

Title VI states that, "No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefit of, or be subjected to discrimination under any program or activity receiving federal financial assistance." Title VI serves as the legal foundation for what is today referred to as environmental justice.

Americans with Disabilities Act (ADA)

The American with Disabilities Act (ADA) of 1990 encourages the participation of people with disabilities in the development and improvement of transportation and paratransit plans and services. In accordance with ADA guidelines, all meetings conducted by the MPO will take place at locations which are accessible to persons with mobility limitations.

Executive Order 12898 – Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations

Executive Order 12898 requires that disproportionately high and adverse human health or environmental effects on minority and low-income populations be identified and addressed in order to achieve environmental justice.

Executive Order 13175 - Consultation and Coordination with Indian Tribal Governments

Executive Order 13175 was passed in order to establish regular and meaningful consultation and collaboration with tribal officials in the development of federal policies that have tribal implications, to strengthen the United States government-to-government relationships with Indian tribes, and to reduce the imposition of unfunded mandates upon Indian Tribes.

Clean Air Act Amendments (CAAA)

The Clean Air Act Amendments (CAAA) of 1990 require the transportation community to improve air quality while sustaining adequate mobility for transportation users. CAAA and the transportation planning provisions of SAFETEA-LU (Section 6011 – Transportation Conformity) are intended to ensure that integrated transportation and air quality planning occurs among representatives of the MPOs, state and local air quality planning agencies, state and local transportation agencies, and other organizations in the areas designated by the U.S. Environmental Agency (EPA) as non-attainment or maintenance areas.

National Environmental Policy Act (NEPA)

The Federal Highway Administration (FHWA) and the Federal Transit Administration (FTA) regulations implementing the National Environmental Policy Act (NEPA) of 1969 (as amended) outline requirements to carry out an environmental review process for implementing projects from a Transportation Improvement Program (TIP). NEPA has its own set of public participation requirements for review period and notification of interested parties on a project basis.

JATSO Public Participation Procedures and Tools				
Public Participation Component	**Meetings**	**Public Comment Period**	**Typical Public Participation Techniques**	**Additional Comments**
Adopted Documents, Plans, and Programs				
Long-Range Transportation Plan (LRTP)	Initial and subsequent public meetings; Policy Board	7 days	News Release; Website	Update every 5 years; comments received may be considered for inclusion in the LRTP
Unified Planning Work Program (UPWP)	Policy Board	7 days	News Release; Website	Public comments provided to Board
Transportation Improvement Program (TIP)	Policy Board	7 days	News Release; Website	Public comments provided to Board
Public Involvement Plan (PIP)	Policy Board	45 days	News Release; Website	Updated as required. Public comments provided to Executive Board
Amendments to adopted documents	Policy Board	N/A	News Release; Website	Non-exempt amendments
Amendments exempt from public participation	N/A	N/A	N/A	Emergency projects and minor revisions
Open Public Meetings				
Policy Board meetings	Scheduled as needed	N/A	News Release; Website	Public comment accepted at meeting

Public Participation Component	Meetings	Public Comment Period	Typical Public Participation Techniques	Additional Comments
Outreach Components				
Title VI Environmental Justice	Policy Board	N/A	Mailings upon request; Press release; Website	Assist those with limited English proficiency; Presentations coordinated with community and neighborhood groups
Master Distribution List	N/A	N/A	Upon request and through comments ; Website; Public meetings	Maintained and updated regularly
City of Joplin and JATSO Websites	N/A	N/A	Web address supplied with news releases, on business cards and on other web links	Maintained and updated regularly
Staff Presentations	Government, community groups, business and professional groups	N/A	N/A	Upon request; subject to staff availability
News Release	N/A	N/A	Sent to news media	N/A

Attachment E

Summary of Construction Projects:

Over the last three years, MAPS completed one construction project requiring an environmental assessment (EA) or environmental impact statements (EIS). This $431,137 vehicle storage building was constructed using (ARRA) funds and the project was completed in 2011. The environmental assessment (EA) from this project has been included on the following pages.

Attachment F

Service Standards

Vehicle Load Standards:

The average of all loads during peak operating period should not exceed the maximum seating capacity of the vehicle, which is 16 passengers for a 25' cut-a-way style vehicle and 36 passengers for a 35' bus.

Vehicle Headway Standards:

Service operates on a system of three intersecting loop routes and it takes 1 hour for each route to complete its loop.

On-Time Performance Standards

Because we operate a deviated system and our vehicles routinely go off route to make pick-ups and drop-offs, we don't use scheduled times for individual stops to determine on-time performance. A vehicle is considered on-time if it departs a designated timing point no more than 10 minutes late. The travel time for our vehicles to make a complete loop is 45 minutes, but route schedules are based on a 1 hour loop. The 15 minutes of free time in the route allows vehicles to recover from deviations and maintain on-time performance.

Service Availability Standards

The average distance between local bus stops is 5 blocks or less and we offer route deviations to any location within 3/4 mile of a bus route.

Service Policies

Vehicle Assignment Policy

We operate a deviated system with two different sized vehicles. Vehicles are assigned to specific routes based on average ridership and size constraints of locations we frequently deviate to along the route. The 35' low floor bus is assigned to the Blue route and two 25' cut-a-way vehicles are assigned to the Red and Green routes.

Transit Amenities Policy

The placement of transit amenities are based on a site analysis. The site analysis consists of the following six areas of emphasis.

1. Physical location of trolley stop- Is a bench or a covered waiting area provided by a nearby business? How far is it between existing amenities and the trolley stop? What is the distance to the closest trolley stop with a bench or shelter? Has this trolley stop been in operation for more than one year?
2. Potential number of riders- What is the potential base for trolley riders at this location (low, medium, or high)? Are there popular businesses or offices located within walking distance? Are there apartments or tracts of low income housing within 5 blocks? How far do most riders walk to reach this stop?
3. Safety review- Will adding amenities at this trolley stop create any traffic/pedestrian safety concerns due to high traffic volumes, vehicle turn lanes, no sidewalk/cross walk, excessive posted speed limit, or visibility impairments? Is there a place for riders to wait safely for the trolley at this location? Can riders safely access a designated stop area at this location? What can be done to eliminate or reduce the risk caused by these concerns?
4. ADA compliance review- Does the proposed location meet current ADA regulations? If not, what improvements are necessary to bring the location into compliance?
5. Legal/Right of use issues- Can amenities be placed in the public right of way at this location? Would adding amenities at this stop require an easement or land purchase from the property owner? Would adding amenities at this location create potentially negative impacts on this property or any adjacent properties?
6. Cost associated with adding amenities at this location- This cost includes the price of land purchases or easements and construction costs associated w/ADA compliance resolutions, traffic & pedestrian safety improvements, budgetary availability of funds, and rider amenity additions (shelters, benches, trash receptacles, and landscaping.)