Joplin Area Transportation Study Organization

Public Participation Plan

Approved: October 27, 2016

Joplin Area Transportation Study Organization
602 South Main Street
Joplin, Missouri 64801
(417) 624-0820 ext. 511

JATSO TITLE VI NONDISCRIMINATION POLICY

The Joplin Area Transportation Study Organization is committed to the policy that no person shall be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity on the grounds of race, color, sex, age, disability or national origin, in accordance with Title VI of the Civil Rights Act of 1964, and the Civil Rights Restoration Act of 1987 (P.L. 100.259).

JATSO ORGANIZATIONAL CHART

Staff is located at the City of Joplin offices and are dedicated to JATSO activities.

Full-time Staff

Robert Lolley, Transit Coordinator (1.0 FTE)

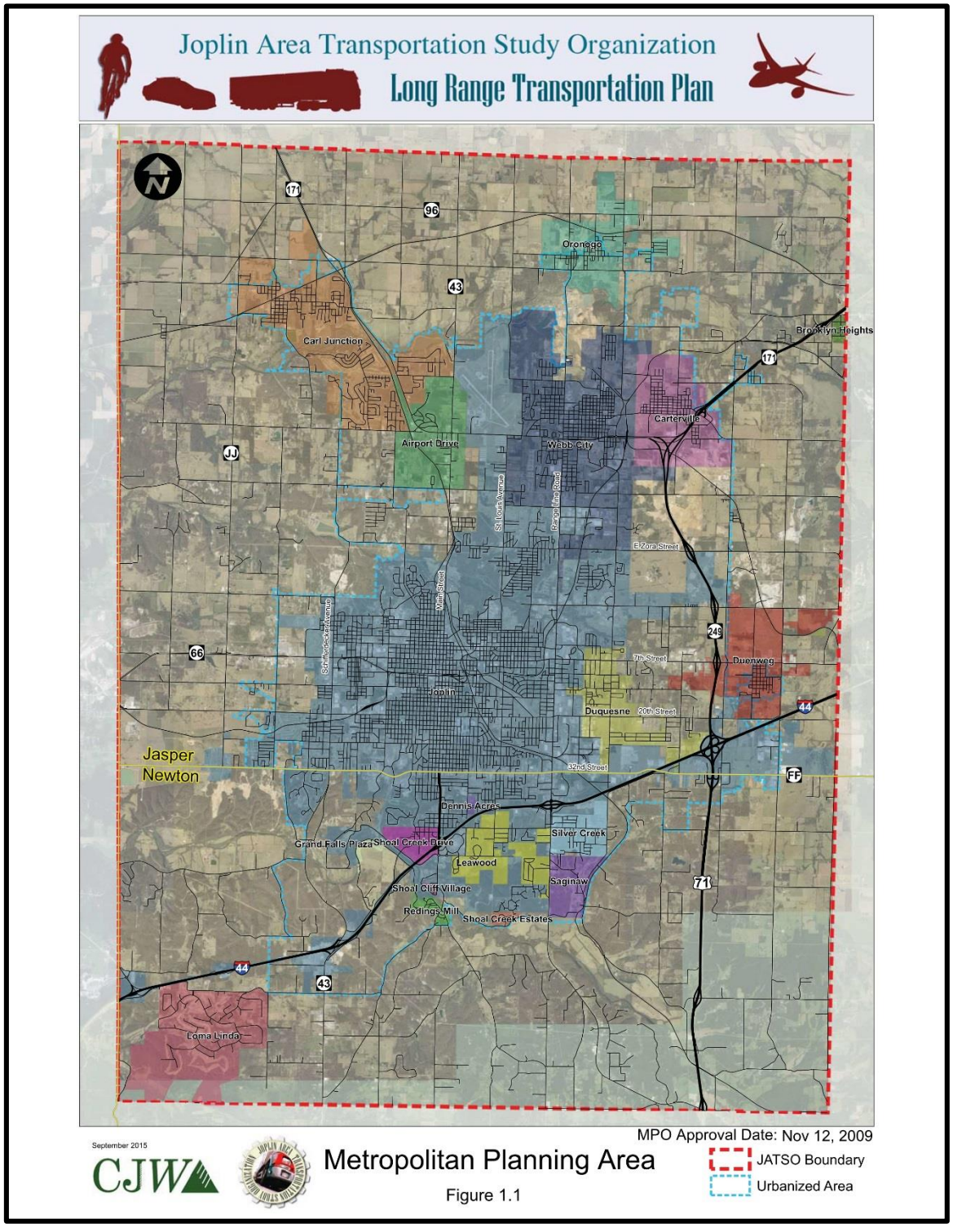
Part-time Staff

Troy Bolander, MPO Staff Director (0.5 FTE)
Taylor Cunningham, Planner (0.8 FTE)
John Gilligan, GIS Coordinator (0.5 FTE)
Lindsay Dunn, Clerk (0.25 FTE)

JATSO Policy Board Voting Members

Chairman Nick Heatherly	Director of Public Works	City of Joplin
Vice Chairman Troy Bolander	Director of Planning, Development, and Neighborhood Services	City of Joplin
Dan Salisbury	Assistant Director of Public Works	City of Joplin
Lynden Lawson	Assistant Director of Public Works – Operations	City of Joplin
Robert Lolley	Transit Coordinator	City of Joplin
Steve Stockham	Airport Manager	City of Joplin
Carl Francis	Interim City Administrator	City of Webb City
Steve Lawver	City Administrator	City of Carl Junction
Jill Cornett	Director	Harry S. Truman Coordinating Council
Darieus Adams	Commissioner	Jasper County
Marilyn Ruestman	Commissioner	Newton County
Becky Baltz	Southwest District Engineer	Missouri Department of Transportation
Nicki Hill, Alternate	Transportation Planner	Harry S. Truman Coordinating Council
Frank Miller, Alternate	Senior Transportation Planner	Missouri Department of Transportation

JATSO METROPOLITAN PLANNING AREA BOUNDARY MAP



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INTRODUCTION

Meaningful public participation is important so that the concerns of a diverse community of stakeholders and general public can be represented in the transportation planning process. The Joplin Area Transportation Study Organization is committed to proactively involving the public in identifying and addressing transportation issues. The goal is to foster genuine two-way communication between the MPO and users of the area's transportation system.

This plan is intended to ensure that public participation is an integral and effective part of JATSO activities and that decisions are made with the benefit and consideration of a wide range of public perspectives. Regular public participation enables JATSO to make informed decisions, improve quality through collaborative efforts, and build mutual understanding and trust between JATSO and the public it serves.

Public participation requirements derive from many sources, most importantly with the requirement reiterated in the most recent federal transportation law, Moving Ahead for Progress in the 21st Century (MAP-21), which states:

> *"The 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."*

The Joplin Area Transportation Study Organization (JATSO) MPO is the federally designated regional transportation planning organization that serves as a forum for cooperative transportation decision-making by state and local governments, and regional transportation and planning agencies. MPOs are charged with maintaining and conducting a "continuing, cooperative, and comprehensive" regional transportation planning and project programming process for JATSO's study area. The study area is defined as the area projected to become urbanized within the next 20 years.

The MPO Policy Board includes representation from

- City of Joplin
- City of Webb City
- City of Carl Junction
- Metro Area Public Transit System (MAPS)
- Harry S. Truman Coordinating Council, and
- Southwest District of the Missouri Department of Transportation.

The "Fixing America's Surface Transportation Act" (FAST Act), signed into law on December 4, 2016 by President Barack Obama, contains specific language outlining federal requirements regarding public involvement processes and procedures. In general, the Fast ACT legislation built upon previous transportation legislation (MAP-21, ISTEA, TEA-21 and SAFETEA-LU) to provide states and metropolitan planning organizations specific direction in conducting and promoting broad-based public involvement activities. FAST Act Legislation requires metropolitan planning organizations to provide 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 a reasonable opportunity to comment on the transportation plan.

In addition, the Public Participation Plan shall be developed in consultation with all interested parties and shall provide that all interested parties have reasonable opportunities to comment on the contents of the transportation plan. Beyond the federal requirements, participation by citizens, affected public agencies, community groups, and other interested parties is an important part of a successful public planning program.

EVALUATION OF EFFECTIVENESS

Since the last update in 2009, JATSO has evaluated the successes and failures of various methods of public participation previously undertaken and has been working on addressing these results. This evaluation has taken place as a series of discussions between JATSO, the Federal Highway Administration, the Federal Transit Administration, and the Missouri Department of Transportation. The public participation plan (PPP) is required by federal regulation (23 CFR 450.316) to periodically review "the effectiveness of the procedures and strategies contained in the participation plan to ensure a full and open process." The PPP an is a document that must evolve over time.

The 2016 updated PPP includes:

- Expanded public comment periods for the Metropolitan Transportation Plan and the Transportation Improvement Program to provide more time for the public to review and comment on these documents.
- Newly developed goals, strategies, and desired outcomes so that the public involvement process may be defined and executed in a clear way.
- Guidelines outlined in 23 CFR 450.316 to increase clarity and accountability.

GENERAL GUIDELINES

This Public Participation Plan is intended to provide direction for public involvement activities to be conducted by JATSO and contains the policies, objectives, and techniques used by JATSO for public involvement. In its public participation process, JATSO will:

1. Provide timely information about transportation issues and processes to citizens, affected public agencies, representatives of transportation agencies, private providers of transportation, other interested parties and segments of the community affected by JATSO's plans, programs and projects (including but not limited to local jurisdiction concerns).

2. Provide reasonable public access to technical and policy information used in the development of the Metropolitan Transportation Plan, the Transportation Improvement Program, and other JATSO plans, programs and projects, and conduct open public meetings where matters related to transportation programs are being considered.

3. Give adequate notice of public participation activities and allow time for public review and comment at key decision points including, but not limited to, approval of the Metropolitan Transportation Plan, the Transportation Improvement Program, and other JATSO plans, programs and projects, as well as review of environmental impact.

4. If the final draft of any JATSO plan, program or project differs significantly from the one available for public comment by JATSO and raises new material issues, which interested parties could not reasonably have foreseen, an additional opportunity for public comment on the revised plan, program or project shall be made available.

5. Solicit the needs of those under-served by existing transportation systems, including but not limited to the transportation disadvantaged, minorities, elderly, persons with disabilities, limited English proficiency (LEP), and low-income households. JATSO shall provide reasonable opportunities for 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 a reasonable opportunity to comment on JATSO's plans, programs and projects.

6. Coordinate the public participation process with statewide public participation processes wherever possible to enhance public consideration of the issues, plans and programs, and reduce redundancies and costs.

7. 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. JATSO shall not exclude any person from participating in any program receiving federal assistance on the basis of race, color or national origin and shall undertake reasonable effort to accommodate citizens with disabilities who wish to attend public meetings.

8. Continuously evaluate the public participation process to verify it is adequately addressing the needs of JATSO stakeholders.

9. Upon receiving public comments, JATSO will respond in a timely manner (within 48 hours if staffing permits) and provide summaries of comments to appropriate boards and committees, and related agencies. All comments will be documented by JATSO staff to measure effectiveness of outreach activities, per the annual evaluation report.

10. A summary, analysis, and report on the disposition of comments shall be made as part of the final Metropolitan Transportation Plan and the final Transportation Improvement Program.

PARTICIPATION POLICIES

Goal: To provide the public with thorough information on transportation planning and project development in a convenient and timely manner.

STRATEGY 1: ENGAGEMENT

PUBLIC AND STAKEHOLDER INVOLVEMENT

JATSO will engage the public in the transportation planning process according to the policies contained in this public participation plan and to the requirements of state and federal laws through timely information, public notification of activities and documents, accessible public meetings, and availability for questions and queries. In addition to the general public, JATSO will solicit the needs of those traditionally underserved by existing transportation system, such as elderly, disabled, low income and minority households who may have difficulty accessing or participating in community planning activities, through its public participation process.

State and local agencies, and officials responsible for planning activities within the Metropolitan Planning Area that are affected by transportation, will be consulted in the development of the Metropolitan Transportation Plan (MTP) and the Transportation Improvement Program (TIP) planning activities to the maximum extent practicable. Many of these entities, such as local entities involved with planned growth, economic development, environmental protection, airport operations or freight transportation, are represented on the JATSO Policy Board or ad hoc subcommittees and technical groups.

To support outreach to stakeholders, interested parties and the public, JATSO maintains a database of contacts so that these parties may be notified when plans, studies or other activities are planned, and that they may have reasonable opportunities to comment on and/or participate in activities, products, and other planning activities, and Policy Board meetings, subcommittees, panels, and focus groups. Listed below are the broadly defined stakeholder groups that JATSO interacts with:

- Elected Officials
- Emergency Service Providers
- Transportation Providers
- Freight Service Providers
- Economic Development
- Business Community
- Tourism
- Government (Local, State, Federal)
- Non-Motorized
- Community Organizations
- Protected Class Advocates (aging, mobility)
- Environmental

STRATEGY 1 DESIRED OUTCOMES

JATSO, as a public entity, is required by law, as well as ethically obligated, to not only make the public and stakeholders aware of activities the MPO does, but also actively engage them in dialogue, and encourage their participation in every step of each project. Strategy one attempts to lay a clear path to do so.

The Joplin Area Transportation Study Organization is taking these steps to make sure that lines of communication remain open between stakeholders, as well as the public, throughout any planning processes undertaken.

STRATEGY 2: MEETINGS

MEETING AND PUBLIC NOTICE PROCEDURES

Public meetings will be held at locations and times convenient and accessible to citizens. Every effort is made to locate meetings at locations and times where and when public transportation is available.

Public notices for meetings, public comment periods, public hearings, other planning activities and notification of publications available for public access (regarding new plans and documents or proposed changes to the Public Participation Plan, Metropolitan Transportation Plan, Transportation Improvement Program and other documents) will be sent to the following locations for public posting and notification of local officials:

Posted notices may be found:

- City Clerk, City of Joplin
- City Clerk, Webb City
- City Clerk, Carl Junction
- City of Joplin Public Library
- Webb City Public Library

Notified agencies include:

- Harry S. Truman Coordinating Council
- Metro Area Public Transit System (MAPS)
- Missouri Department of Transportation
- Federal Highway Administration
- Federal Transit Administration

Public notices are also emailed to the JATSO Policy Board, parties having requested notice, and members of the media. Parties may request notice by contacting JATSO staff at (417) 624-0820. Public notices are also posted on the JATSO website and promoted through the City of Joplin's social media pages. Notices regarding updates to the Metropolitan Transportation Plan and Public Participation Plan are sent to all local media outlets via a news release from the City of Joplin's Public Information Office.

Notices for the development of planning documents or changes to the documents will contain: 1) Notice that documents are being developed or amended, and how they may be accessed; 2) the duration of the public comment period; 3) instructions for submitting comments; and 4) the date, time, and location of public meetings.

As required by Missouri Revised Statutes, Chapter 610, RSMo, when providing notices for a meeting, pending a revision of the JATSO bylaws, JATSO will adhere to the requirements of the Missouri Sunshine Law and provide a minimum of 24 hours' notice before the meeting.

EMERGENCY MEETINGS

In the event that an emergency meeting must be held the Chairperson of the Policy Board or the Vice-Chair in the absence of the Chairperson, is authorized to call a special meeting to discuss the proposed business. When it is necessary to hold a meeting with notice of less than twenty-four hours, the nature of the good cause justifying that departure from the normal requirements shall be stated in the minutes.

A quorum of members is required to be physically present at the meeting location, but additional members may participate and vote via telephone, facsimile, Internet, or any other voice or electronic means. In the event the emergency meeting is considered a "closed meeting" under the Missouri Sunshine Law, members who are not physically present may vote as if they are present. In all cases the nature of the emergency of the public body justifying the departure from the normal requirements shall be stated in the minutes of the meeting.

STRATEGY 2: DESIRED OUTCOMES

JATSO is committed to maximizing local jurisdiction and citizen participation in the metropolitan transportation planning process. JATSO deliberately chooses venues accessible by pedestrian, transit, and automobile transportation and is sure to send out public notices through all available means. JATSO believes there is always room for improvement however, and endeavor to always increase participation, either through digital or in-person activities.

JATSO's goal is to realize more participation from the various municipalities and citizens located within the Joplin Metropolitan Planning Area (MPA). JATSO has made, and will continue to make, efforts for more inclusiveness in order to bolster the participation of members with the MPA.

STRATEGY 3: OUTREACH ACTIVITIES

LOCAL GUIDANCE

Local jurisdictions are encouraged to include public participation in the planning of projects and programs. JATSO will collect information on the public participation process used by the project sponsors as part of the project application review process.

OFFER DIRECTION

Upon request, staff will be available to meet with local officials, interested groups, or the public to discuss or present the MTP, TIP, Unified Planning Work Program (UPWP) or other plans, programs, and activities.

WEBSITE

The website will be maintained and updated with planning documents produced by JATSO, and to provide the most current and accurate transportation planning information available. The website will also contain public notices, meeting agendas, meeting minutes, Policy Board members, members, plans, studies and other information for the public's benefit.

SOCIAL MEDIA

JATSO is and will continue to actively participate in social media activities to supplement traditional public outreach activities. JATSO also endeavors to promote events of planning partners, when appropriate. In addition to the City of Joplin social media pages, JATSO, when appropriate, will send out an email blast, targeted to those that have expressed interest in projects as well as to persons the MPO thinks would find the subject matter of interest. As social media continues to evolve and expand, the MPO will evaluate new, future modes as they develop.

GETTING OUT INTO THE COMMUNITY

JATSO staff will actively make the effort to go out into the public, whether by invitation to go to meetings to make presentations, or to attend neighborhood meetings and other meetings with relevance to transportation, transit, pedestrian or bicycle themes, rail, or other possible topics.

NEEDS OF TRADITIONALLY UNDERSERVED POPULATIONS

JATSO is committed to implementing an effective process for soliciting the needs of those under-served by existing transportation systems, including but not limited to the transportation disadvantages, minorities, the elderly, persons with disabilities, limited English proficiency (LEP) and low-income households.

When sending out communiqués, JATSO makes every effort to reach out to community organizations, neighborhood groups, advocacy groups, and other underserved communities. The database that JATSO maintains is updated as new organizations are identified, either by recommendation or by research. This will be available on the JATSO website.

VISUALIZATION TECHNIQUES

Visualization techniques will be used in describing the Metropolitan Transportation Plan and the Transportation Improvement Program, including charts, graphs, photographs, maps, and the use of Geographic Information Systems or power point presentations.

STRATEGY 3 DESIRED OUTCOMES

JATSO is interested in conversations with the public and transportation stakeholders. To make this a possibility, Policy 3, above, proposes various means to have meaningful dialogues with people and groups outside of JATSO regular transportation planning partners. It is impossible to work effectively for the public in a vacuum. JATSO will work to integrate the use of modern social media into the JATSO's traditionally used public hearing/meeting techniques for the purpose of maximizing the continuous engagement of the public as a whole as well as interested stakeholders or advocates of various transportation means.

JATSO's goal is to reach as many different demographics as possible. The use of social media will allow JATSO the opportunity to engage more individuals of all age groups and races/ethnicities. As many people of all backgrounds have moved to smart phones, this is an excellent tool to reach a greater number of the public in this fashion. JATSO will conduct in-person meetings at locations along Metro-Area Public Transit (MAPS) routes to continue to ensure the continuous engagement of citizens without automobiles and that are more comfortable with face-to-face outreach.

JATSO recognizes its successful delivery of the various public outreach tools identified in Strate4gy 3, in combination with outreach techniques outlined in Strategy 1 and Strategy 2, as the foundation for achieving the increase of continuous local jurisdiction and citizen engagement in the Joplin metropolitan transportation planning process.

PUBLIC COMMENT PERIODS

Table 1 (below) shows the general information for the update frequency, public meetings comment period and committee action of primary JATSO plans and documents.

TABLE 1 – DOCUMENT UPDATE FREQUENCY AND PUBLIC COMMENT PERIODS

Document	Frequency	Public Comment Period	Committee Action
Metropolitan Transportation Plan	Every 5 years	14 calendar days	JATSO Policy Board: Approve
Metropolitan Transportation Plan Amendments	As needed	7 calendar days	JATSO Policy Board: Approve
Public Participation Plan	Periodically	45 calendar days	JATSO Policy Board: Approve
Transportation Improvement Program	Every 2 years	14 calendar days	JATSO Policy Board: Approve
Transportation Improvement Program Amendments	As needed	7 calendar days	JATSO Policy Board: Approve
Unified Planning Work Program	Every year	7 calendar days	JATSO Policy Board: Approve
Annual Listing of Obligated Projects	Every year	Posted on Website	None
Other Plans and Projects	As needed	As needed	JATSO Policy Board: Approve
Note: the public comment period will end two calendar days before the JATSO Policy Board meeting at which the document is approved or denied.			

MODIFICATIONS TO THE METROPOLITAN TRANSPORTATION PLAN AND TRANSPORTATION IMPROVEMENT PROGRAM

AMENDMENTS

An amendment made to the MTP or TIP involves a major change to a project and requires approval by the Policy Board. An amendment is a revision that requires public review, allowance of comment, possible re-demonstration of fiscal constraint, and includes at least one of the following: Addition or deletion of a project using FHWA or FTA funds, major changes affecting project cost from FHWA or FTA sources, major changes in a project phase initiation date, or major changes in design concept or design scope, such as changing project termini or changing the number of through traffic lanes that also includes a substantial increase in Federal cost. TIP amendments also require the approval of the Governor.

ADMINISTRATIVE MODIFICATIONS

Administrative modifications are revisions to the TIP and TIP projects that do not meet the criteria of an amendment will be considered administrative modifications including: minor changes to project/project phase costs, minor changes to funding sources of previously-included projects, and minor changes to project/project phase initiation dates. An administrative modification is a revision that neither requires committee action, public review and comment, nor re-demonstrates fiscal constraint.

The public comment period may be initiated by JATSO staff and will begin the day following the posting of the announcement on the JATSO website. Amendments to the Metropolitan Transportation Plan and Transportation Improvement Program, posted to JATSO's website, have a minimum period of 7 calendar days prior to the regularly scheduled Policy Board meeting. The public comment period notice will be placed in the announcement section of the JATSO webpage, sent as a news release from the City of Joplin's Public Information Office, and e-mailed to Policy Board members and other interested parties. The exception to the 7-day comment period is in the case of a time-critical emergency action item to amend the TIP.

Adopted policies and procedures regarding amendments, administrative modifications and related procedures for the development of the TIP are defined in Appendix C of the current Transportation Improvement Program that can be viewed on the JATSO website.

UPDATES TO THE ANNUAL UNIFIED PLANNING WORK PROGRAM

The Unified Planning Work Program, by regulation, is not required to undergo the public involvement process, but JATSO elects to place the UPWP on the JATSO website for public review and comment and notify interested parties of the UPWP development following the approval of the UPWP by the recommending approval to the Policy Board. Additionally, the UPWP is developed by staff and the and approved by the Policy Board. Each Policy Board meeting is a public meeting, open to all to attend and noticed in advance.

RESPONSES TO PUBLIC COMMENTS

If the responses to public comments results in the Metropolitan Transportation Plan, Transportation Improvement Program and other plan or program documents or amendments being significantly different from the draft document which was sent out for public review, an additional public comment period shall be held. Determination of the need for an additional comment period will be made by JATSO. If significant oral and written comments and responses are received, an appendix containing the comments and recommendations will be made part of the final document.

The JATSO's response to public comments on planning work products (i.e. MTP, TIP, UPWP) will be documented and provided to the Policy Board, and kept in JATSO comment files. Comments with JATSO responses will be included in planning work product appendices as summaries of public comments.

Often general comments regarding transportation policy, needs, or complaints are provided to JATSO. Action on these comments may include addressing the comment directly, by correspondence to a comment or question; referring comments to the correct recipient, either to different city/state departments; or sharing these comments with the governing bodies of municipalities within the JATSO.

Interested parties (including the public at large) may comment and make recommendations on any plan or program in person, by fax, email, social media or letter to

City of Joplin
Attention: JATSO
602 S Main Street
Joplin, MO 64801
(417) 624-0820

(417) 625-4738 (Fax)
tcunning@joplinmo.org

PROGRAM OF PROJECTS – APPROVAL AND PUBLIC PARTICIPATION

Metro Area Public Transit System (MAPS) is the public transit provider for the City of Joplin. Federal Transit Administration recipients of certain categories of funds, MAPS, must follow a public participation plan. The FTA allows a grantee, e.g., MAPS to rely on locally adopted public participation plans for the submittal of their projects in lieu of a separate "Program of Projects" (POP) if the grantee has coordinated with JATSO and ensured that the public is aware that the JATSO's plan is being used to satisfy the POP public participation requirements. MAPS meets this coordination and public awareness criteria JATSO's Public Participation Plan satisfies the Federal Transit Administration's requirement of public participation for their "Program of Projects."

The JATSO public participation process is used to satisfy MAPS' public participation process for the Program of Projects. Public notices for the TIP have an explicit statement that the public notice of public involvement activities and time established for public review and comments on the TIP will satisfy the Program of Projects requirements.

PUBLIC PARTICIPATION PLAN UPDATE AND REVIEW

The Public Participation Plan will be reviewed periodically and updated as conditions require. The following steps describe the process for the development and adoption of the Public Participation Plan. These procedures will be followed for any major revision to the Public Participation Plan.

1. At the direction of the JATSO Policy Board, JATSO staff will make proposed revisions to the PPP and initiate a 45-day public comment period by posting the proposed revisions on the JATSO website.
2. Announcements will be sent to the Interested Parties Contact List, local media and via social media. Copies will also be made available through electronic means via the internet, email and forwarded to locations identified previously for public posting and notification of local officials.
3. The Policy Board will hold a public meeting at least two calendar days after the public comment period ends to adopt proposed revisions.
4. If the Participation Plan has major revisions, another 45-day public comment period will occur. Printed Copies of the Public Participation Plan will be available at:

City of Joplin
Attention: JATSO
602 S Main Street
Joplin, MO 64801
(417) 624-0820
(417) 625-4738 (Fax)
tcunning@joplinmo.org

SPECIAL ACCOMMODATIONS

Persons requiring special accommodations for attendance at meetings, activities and functions because of a disability or physical impairment should contact the City of Joplin ADA Coordinator at (573) 634-6570 to request accommodations or alternative formats as required under the Americans with Disabilities Act. Please allow three business days to process the request.

JATSO maintains Limited English Proficiency and Title VI policies and performs periodic reviews of the both.

LANGUAGE ACCOMMODATIONS

As prescribed by the Limited English Proficiency Plan, JATSO will, when issuing statements or notices, note that interpreters or sign language professionals will be available upon advance notice of seven calendar days. JATSO will also maintain a contact database of interpreters in anticipation of this need.

NON-DISCRIMINATION POLICY

JATSO does not discriminate in the level and quality of transportation services and transit-related benefits based on race, color, national origin, sex, familial status, sexual orientation, religion, age, or disability and maintains information on and processes for complaints related to discrimination.

Persons who feel that they have been subjected to discrimination should contact the JATSO or federal offices for information on local and federal procedures and forms for discrimination complaints.

Those person or persons alleging discrimination as it relates to the provision of transportation services and transit-related benefits may file a complaint with the Federal Transit Administration, and/or the U.S. Department of Transportation,

Federal Transit Administration
Office of Civil Rights
901 Locust Street, Room 404
Kansas City, MO 64106
Telephone 816-329-3920, or

Federal Highway Administration,
3220 West Edgewood, Suite H,
Jefferson City, MO 65109
Telephone: 573-638-2617

Any person who believes that they, individually, or as a member of any specific class of persons, has been subjected to discrimination may file a written complaint with the

Title VI Program Officer
Joplin City Hall
602 South Main Street
Joplin, Missouri 64801

They may also visit the JATSO website to learn about how to file a complaint directly to JATSO: http://www.joplinmo.org/index.aspx?NID=745.

Complainants have the right to complain directly to the appropriate federal agency. 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 Program Officer may be utilized for resolutions. The Title VI Program Officer will notify JATSO of all Title VI related complaints as well as resolutions.