



## City of Jefferson Title VI Program

For

**CAPITAL AREA METROPOLITAN PLANNING ORGANIZATION (CAMPO)  
&  
JEFFTRAN**

Date filed with MoDOT Transit Section:  
April 20, 2023

The preparation of this plan was financed in part by the U.S. Department of Transportation, Federal Highway Administration, and Federal Transit Administration in cooperation with the Missouri Department of Transportation. The opinions, findings, and conclusions expressed in this report are not necessarily those of the Federal Highway Administration, Federal Transit Administration, or the Missouri Department of Transportation.

### City of Jefferson Title VI Nondiscrimination Policy

The City of Jefferson 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, 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).

Individuals should contact the 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.



MPO Administration is provided by the City of Jefferson  
Department of Planning and Protective Services/Planning Division  
320 East McCarty Jefferson City, Missouri  
Telephone 573-634-6410  
<http://www.jeffersoncitymo.gov/campo>



JEFFTRAN Administration is provided by the City of Jefferson  
Department of Public Works/ Transit Division  
320 East McCarty Jefferson City, Missouri  
Telephone 573-634-6410  
<http://www.JEFFTRAN.org>

## RESOLUTION

RS2022-47

Sponsor: Councilmember Fitzwater

**A RESOLUTION ADOPTING THE 2023 TITLE VI PROGRAM,  
INCLUDING LIMITED ENGLISH PROFICIENCY PLANS AND PUBLIC  
PARTICIPATION PLANS FOR JEFFTRAN AND CAMPO**

**WHEREAS**, the City of Jefferson is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color, or national origin, as protected by Title VI of the Civil Rights Act of 1964; and

**WHEREAS**, the City of Jefferson, as a recipient of Federal Transit Administration funds in the administration of JEFFTRAN and CAMPO (Capital Area Metropolitan Planning Organization), is required to report certain general information to determine compliance with Title VI; and

**WHEREAS**, to ensure compliance with 49 CFR Section 21.9 (b), the FTA requires that all recipients document their compliance with this chapter by submitting a Title VI Program to the FTA's regional civil rights officer every three years; and

**WHEREAS**, the program has been updated in accordance with the requirements of the Federal Transit Administration.

**NOW THEREFORE, BE IT RESOLVED** by the City Council of the City of Jefferson, Missouri, that it hereby acknowledges and adopts the **2023 Title VI Program**, including **Limited English Proficiency Plans and Public Participation Plans** attached hereto as "Attachment A."

**BE IT FURTHER RESOLVED** that this approval shall be continuing in nature, until new plans, policies and programs are approved by the Council, and shall not expire with the adjournment of this Council.

Adopted this 20<sup>th</sup> day of March, 2023

  
\_\_\_\_\_  
Mayor Carrie Tergin

ATTEST:

  
\_\_\_\_\_  
City Clerk

APPROVED AS TO FORM:

  
\_\_\_\_\_  
City Attorney

## RESOLUTION

RS2023-01

**A RESOLUTION ADOPTING THE  
THE 2023 TITLE VI PROGRAM,  
INCLUDING LIMITED ENGLISH PROFICIENCY PLANS AND PUBLIC PARTICIPATION  
PLANS FOR JEFFTRAN AND CAMPO**

**WHEREAS,** CAMPO (Capital Area Metropolitan Planning Organization) is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color, or national origin, as protected by Title VI of the Civil Rights Act of 1964; and

**WHEREAS,** the Federal Transit Administration requires recipients to report certain general information to determine compliance with Title VI; and

**WHEREAS,** the collection and reporting of this information constitutes a recipient's Title VI Program; and


**WHEREAS,** to ensure compliance with 49 CFR Section 21.9 (b), the FTA requires that all recipients document their compliance with this chapter by submitting a Title VI Program to the FTA's regional civil rights officer once every three years.

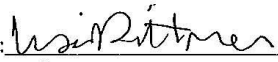
**WHEREAS,** CAMPO, as a subrecipient, submits the information contained in this plan to the Missouri Department of Transportation; and

**WHEREAS,** the City of Jefferson City Council adopted the 2023 Title VI Program on March 20<sup>th</sup>, 2023; and

**NOW, THEREFORE, BE IT RESOLVED** that the Board of Directors of the Capital Area Metropolitan Planning Organization that the Title VI Program for the Jefferson City, Missouri Urban Area is hereby approved and adopted.

Adopted this 19<sup>th</sup> day of April, 2023.

  
\_\_\_\_\_  
Jeff Hoelscher, Vice-Chairman

Attest:   
\_\_\_\_\_  
Lisa Dittmer, Administrative Assistant

# CONTENTS

<b>Title VI Program Requirements.....</b>	<b>1</b>
General Requirements (Chapter III) Checklist .....	1
Requirements of Transit Providers (Chapter IV) Checklist - JEFFTRAN .....	1
Requirements of MPOs (Chapter VI) Checklist - CAMPO .....	1
<b>Title VI Assurances.....</b>	<b>2</b>
<b>Title VI Notice to the Public .....</b>	<b>3</b>
<b>Title VI Complaint Procedures &amp; Complaint Form .....</b>	<b>5</b>
<b>List of transit-related Title VI investigations, complaints, and lawsuits .....</b>	<b>10</b>
<b>Title VI Compliance Report Submission Process .....</b>	<b>10</b>
<b>Documenting Evidence of Agency Staff Title VI Training.....</b>	<b>10</b>
<b>Agency Information .....</b>	<b>11</b>
General Program Responsibilities.....	11
Responsibilities of the Title VI Coordinator .....	11
Responsibilities of Other Staff Members .....	12
<b>JEFFTRAN Overview .....</b>	<b>12</b>
JEFFTRAN Service Standards.....	14
Service Policies .....	14
<b>CAMPO Overview.....</b>	<b>15</b>
CAMPO Board of Directors Membership .....	16
<b>Demographic Profile of the Metropolitan Planning Area .....</b>	<b>18</b>
A note on U.S. Census data. ....	18
Minority Populations .....	19
Low-Income (Poverty) Populations.....	20
Elderly Populations .....	21
<b>Identifications of Mobility Needs of Minority Populations .....</b>	<b>22</b>
<b>Disparate Impact Analysis .....</b>	<b>22</b>
<b>JEFFTRAN Public Participation Plan .....</b>	<b>23</b>
Goal.....	23
Identification of Stakeholders .....	23
Targeted Public Participation Plan for Minority, Low-Income and LEP Populations .....	24
<b>Jefftran Public Comment Procedures .....</b>	<b>25</b>
Transit Notice Posting and Publishing .....	25
Public Comment.....	27
Response to Public Input .....	27
Access to Records .....	29
<b>Title VI Outreach Best Practices .....</b>	<b>29</b>
<b>2023 – 2026 Title VI Program Public Engagement Process .....</b>	<b>30</b>

<b>Summary of 2019-2023 Public Outreach Efforts.....</b>	<b>30</b>
Proposed Fare Increase Public Engagement 2022-2023 .....	30
<b>Example public Notices .....</b>	<b>31</b>
<b><i>CAMPO Public Participation Plan .....</i></b>	<b>33</b>
<b>Desired Outcomes.....</b>	<b>34</b>
<b>Evaluation of Effectiveness .....</b>	<b>34</b>
<b>Survey Results.....</b>	<b>35</b>
2023 Board of Directors and Technical Committee Survey .....	35
2019 Public Participation Survey Results .....	36
2022 City of Jefferson Citizen Participation Plan.....	36
<b>Participation Policies.....</b>	<b>38</b>
Public Notice & Accessibility .....	38
Emergency Meetings.....	39
Effective Communication & Visualization .....	39
Outreach & Engagement .....	39
Coordination.....	40
<b>Public Comment Procedures .....</b>	<b>41</b>
<b>Plan Specific Procedures.....</b>	<b>44</b>
Metropolitan Transportation Plan .....	44
Transportation Improvement Program.....	45
Coordinated Public Transit-Human Services Transportation Plan .....	47
Title VI Program, Public Participation Plan, & Language Assistance Plan .....	48
Unified Planning Work Program .....	49
Special Accommodations .....	50
Non-discrimination Policy .....	50
<b><i>City of Jefferson/CAMPO Limited English Proficiency Plan.....</i></b>	<b>52</b>
Service Area Description.....	52
<b>Four Factor Analysis .....</b>	<b>52</b>
<b><i>Subrecipient Assistance .....</i></b>	<b>57</b>
<b><i>Subrecipient Monitoring .....</i></b>	<b>57</b>
<b><i>Equity Analysis of Facilities.....</i></b>	<b>57</b>
<b><i>Requirement to Collect and Report Demographic Data*.....</i></b>	<b>57</b>
<b><i>Requirement to Monitor Transit Service* .....</i></b>	<b>57</b>
<b><i>Service and Fare Equity Analysis*.....</i></b>	<b>57</b>

# TITLE VI PROGRAM REQUIREMENTS

The following checklist, derived from Chapters III, IV, VI, and Appendix A of FTA Circular 4702.1B, denotes required elements included in this program. If an element is not required or included in this plan, an explanation is provided. More information about these requirements can be found at:

[https://www.transit.dot.gov/sites/fta.dot.gov/files/docs/FTA\\_Title\\_VI\\_FINAL.pdf](https://www.transit.dot.gov/sites/fta.dot.gov/files/docs/FTA_Title_VI_FINAL.pdf)

## GENERAL REQUIREMENTS (CHAPTER III) CHECKLIST

- ☒ Title VI Annual Certifications and Assurances.
- ☒ Title VI Notice to the Public, including a list of locations where the notice is posted.
- ☒ Title VI Complaint Procedures (i.e., instructions to the public regarding how to file a Title VI discrimination complaint).
- ☒ Title VI Complaint Form.
- ☒ List of transit-related Title VI investigations, complaints, and lawsuits.
- ☒ Public Participation Plan, including information about outreach methods to engage minority and limited English proficient populations (LEP), as well as a summary of outreach efforts made since the last Title VI Program submission.
- ☒ Language Assistance Plan for providing language assistance to persons with limited English proficiency (LEP), based on the DOT LEP Guidance.
- ☒ A table depicting the membership of non-elected committees and councils, the membership of which is selected by the recipient, broken down by race, and a description of the process the agency uses to encourage the participation of minorities on such committees.
- ☒ **[Not Applicable]** Primary recipients shall include a description of how the agency monitors its subrecipients for compliance with Title VI, and a schedule of subrecipient Title VI Program submissions.
- ☒ **[Not Applicable]** A Title VI equity analysis if the recipient has constructed a facility, such as a vehicle storage facility, maintenance facility, operation center, etc.
- ☒ A copy of board meeting minutes, resolution, or other appropriate documentation showing the board of directors or appropriate governing entity or official(s) responsible for policy decisions reviewed and approved the Title VI Program. For State DOT's, the appropriate governing entity is the State's Secretary of Transportation or equivalent. The approval must occur prior to submission to FTA.
- ☒ Additional information as specified in chapters IV, V, and VI, depending on whether the recipient is a transit provider, a State, or a planning entity (see Chapter VI – Requirements of MPOs below).

## REQUIREMENTS OF TRANSIT PROVIDERS (CHAPTER IV) CHECKLIST - JEFFTRAN

All Fixed Route Transit Providers must submit:

- ☒ All requirements set out in Chapter III (General Requirements)
- ☒ Service standards
  - Vehicle load for each mode
  - Vehicle headway for each mode
  - On time performance for each mode
  - Service availability for each mode
- ☒ Service Policies
  - Transit Amenities for each mode
  - Vehicle Assignment for each mode

## REQUIREMENTS OF MPOs (CHAPTER VI) CHECKLIST - CAMPO

- ☒ All requirements set out in Chapter III (General Requirements)
- ☒ **[Not Applicable]** The requirements set out in Chapter IV (Transit Provider) if the MPO is a provider of fixed route public transportation.
- ☒ Demographic profile of the metropolitan area.
- ☒ A description of the procedures by which the mobility needs of minority populations are identified and considered within the planning process.
- ☒ Demographic maps that show the impacts of the distribution of State and Federal funds in the aggregate for public transportation projects.
- ☒ Analysis of the MPO's transportation system investments that identifies and addresses any disparate impacts.
- ☒ **[Not Applicable]** Description of the procedures the agency uses to ensure nondiscriminatory pass-through of FTA financial assistance (if requested).
- ☒ **[Not Applicable]** Description of the procedures the agency uses to provide assistance to potential subrecipients in a nondiscriminatory manner (if requested).
- ☒ Title VI Compliance Report Submission Process.

## TITLE VI ASSURANCES

In accordance with Title VI of the Civil Rights Act of 1964, as amended, 42 U.S.C. 200d *et seq.*, and with U.S. DOT regulations, “Nondiscrimination in Federally-Assisted Programs of the Department of Transportation – Effectuation of Title VI of the Civil Rights Act,” 49 CFR part 21, the City of Jefferson agrees to comply with all provisions prohibiting discrimination on the basis of race, color, or national origin.

The City of Jefferson assures that no person shall, as provided by Federal and State civil rights laws, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity. The City of Jefferson further ensures every effort will be made to ensure non-discrimination in all programs and activities, whether those programs and activities are federally funded or not.

The City of Jefferson meets the objectives of the FTA Master Agreement which governs all entities applying for FTA funding, including the City of Jefferson and its third-party contractors by promoting actions that:

- A. Ensure that the level and quality of transportation service is provided without regard to race, color, or national origin.
- B. Identify and address, as appropriate, disproportionately high and adverse effects of programs and activities on minority populations and low-income populations.
- C. Promote the full and fair participation of all affected Title VI populations in transportation decision making.
- D. Prevent the denial, reduction, or delay in benefits related to programs and activities that benefit minority populations or low-income populations.
- E. Ensure meaningful access to programs and activities by persons with Limited English Proficiency (LEP).

## TITLE VI NOTICE TO THE PUBLIC

The notice to the public is posted at the locations list below.

- CAMPO main webpage at [www.jeffersoncitymo.gov/CAMPO](http://www.jeffersoncitymo.gov/CAMPO)
- JEFFTRAN main webpage at <https://www.jeffersoncitymo.gov/government/transit/index.php>
- All Transit Vehicles
- Key Transit Stops (as staff availability allows)
- City of Jefferson, Missouri: City Hall Bulletin Board, Main Level  
John G. Christy Municipal Building-City Hall  
320 E. McCarty Street  
Jefferson City, Missouri 65101
- JEFFTRAN Administrative Office: Customer Service Window  
Charles G. Robinson Transit Facility  
820 E. Miller Street  
Jefferson City, Missouri 65101
- At all public meetings

A sample notice is provided in Figure I.





**City of Jefferson**

320 E. McCarty St., Jefferson City, MO 65101 Phone: 573.634.6410 Fax: 573.634.6457

## **Title VI Notice - Título VI Aviso**

MARCH 20, 2023

Notifying the Public of Rights Under Title VI

CITY OF JEFFERSON, MISSOURI

The City of Jefferson is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color, or national origin, as protected by Title VI of the Civil Rights Act of 1964. Any person who believes he or she has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the City of Jefferson, Missouri.

For more information on the civil rights program and the procedures to file a complaint visit:

- JEFFTRAN [http://www.jeffersoncitymo.gov/government/transit/title\\_vi.php](http://www.jeffersoncitymo.gov/government/transit/title_vi.php)
- CAMPO [https://www.jeffersoncitymo.gov/government/long\\_range\\_transportation\\_plan/plans\\_and\\_publications.php](https://www.jeffersoncitymo.gov/government/long_range_transportation_plan/plans_and_publications.php)
- or contact the Title VI Coordinator by calling (573) 634-6410

A complainant may file a complaint directly with the Federal Transit Administration by contacting: Federal Transit Administration, Office of Civil Rights, Attention: Title VI Program Coordinator; East Building, 5th Floor-TCR; 1200 New Jersey Ave., SE; Washington DC 20590.

Notificación al Público de los Derechos Bajo el Título VI

CIUDAD DE JEFFERSON, MISSOURI

Ciudad de Jefferson se compromete a garantizar que ninguna persona sea excluida de participar en, o negado los beneficios de sus servicios de transporte sobre la base de raza, color u origen nacional, tal como está protegida por el Título VI del Acta de Derechos Civiles de 1964. Cualquier persona que crea que ha sido perjudicada por una práctica discriminatoria ilegal bajo el Título VI puede presentar una queja ante la Ciudad de Jefferson, Missouri.

Para más información sobre el programa de derechos civiles y los procedimientos para presentar una visita:

- JEFFTRAN [http://www.jeffersoncitymo.gov/government/transit/title\\_vi.php](http://www.jeffersoncitymo.gov/government/transit/title_vi.php)
- CAMPO [https://www.jeffersoncitymo.gov/government/long\\_range\\_transportation\\_plan/plans\\_and\\_publications.php](https://www.jeffersoncitymo.gov/government/long_range_transportation_plan/plans_and_publications.php)
- queja o póngase en contacto con el Título Coordinador VI llamando al (573) 634-6410.

El demandante puede presentar una queja directamente con la Administración Federal de Transporte poniéndose en contacto con : Administración Federal de Tránsito , Oficina de Derechos Civiles , Atención: Coordinador del Programa Título VI ; Edificio Este , 5ª Planta - TCR ; 1200 New Jersey Ave. , SE; Washington DC 20590.

Individuals should contact the 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.

## TITLE VI COMPLAINT PROCEDURES & COMPLAINT FORM

Instructions to the public regarding filing a Title VI discrimination claim (Figure 2) and an example of the complaint form (Figure 3) are included in the following pages. Hard copies of the publication “Title VI Complaint Procedures and Complaint Form” are available at the following locations:

- City of Jefferson, Missouri: In the “forms” array on the lower level of City Hall  
320 E. McCarty Street  
Jefferson City, Missouri 65101
- JEFFTRAN Administrative Office: Customer Service Window  
Charles G. Robinson Transit Facility  
820 E. Miller Street  
Jefferson City, MO 65101
- CAMPO Public Meetings
- Electronically via the Transit webpage and the following link:  
[http://www.jeffersoncitymo.gov/government/transit/title\\_vi.php](http://www.jeffersoncitymo.gov/government/transit/title_vi.php)
- Electronically via the CAMPO webpage and the following link: [www.jeffersoncitymo.gov/CAMPO](http://www.jeffersoncitymo.gov/CAMPO)

FIGURE 2 - TITLE VI COMPLAINT PROCEDURES



## City of Jefferson

320 E. McCarty St., Jefferson City, MO 65101 Phone: 573.634.6410 Fax: 573.634.6457

# **Title VI Complaint Procedure**

MARCH 20, 2023

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color or national origin in programs receiving federal financial assistance.

### **GENERAL**

Any person who believes that he or she, individual, or as a member of any specific class of persons, has been subjected to discrimination on the basis of race, color, or national origin as noted below may file a written complaint with the Title VI Program Coordinator.

Title VI Program Coordinator  
c/o City Administrator, City of Jefferson, Missouri  
320 E. McCarty Street  
Jefferson City, Missouri 65101

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 Coordinator may be utilized for resolutions. The Title VI Program Coordinator will notify JEFFTRAN and/or CAMPO staff of all Title VI related complaints as well as resolutions.

### **Procedure for Filing Complaints**

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 Program Officer will interview the Complainant and assist the person in converting verbal complaints in 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 and state law requires complaints be filed within 180 calendar days of the alleged incident.

Individuals should contact the 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.

2. Upon receipt of the complaint, the Title VI Program Coordinator will determine its jurisdiction, acceptability, need for additional information, and investigate the complaint, if accepted.
3. The Complainant will be provided with a written acknowledgement that the City of Jefferson 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 JEFFTRAN or CAMPO service, the City of Jefferson as a federal-aid recipient; or its 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 cannot be located after reasonable attempts.
6. Once the Title VI Program Coordinator 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 Program Coordinator assumes the investigation of the complaint, within 90 calendar days of the acceptance of the complaint the Title VI Program Coordinator will prepare an investigative report. 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 with City of Jefferson officials and in some cases the investigative report and findings will be reviewed by the City of Jefferson's Legal Counsel.
9. The Title VI Program Coordinator will make a determination on the disposition of the complaint. Dispositions will be stated as follows:
  - a. In the event the City of Jefferson is in noncompliance with the Title VI regulations remedial actions will be listed.
10. Notice of the Title VI Program Coordinator'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 Title VI Program Coordinator will reconsider the determination, if new facts, come to light.
  - b. If Complainant is dissatisfied with the determination and/or resolution set forth by the Title VI Program Coordinator, the same complaint may be submitted to the FTA for investigation. Complainant is advised to contact the FTA Office of Civil Rights, Attention: 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 Title VI Program Coordinator'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 complaint.
12. A summary of the complaint and its resolution will be included as part of the Title VI updates to the FTA.

Individuals should contact the 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.

**FIGURE 3 – TITLE VI COMPLAINT FORM**



**City of Jefferson  
TITLE VI/ADA COMPLAINT FORM**

"No person in the United States shall, on the basis of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."

If you feel that you have been discriminated against in the provision of transportation services, please provide the following information to assist us in processing your complaint. Should you require any assistance in completing this form or need information in alternate formats, please let us know.

Please mail, email, or return this form to:

City Administrator  
City of Jefferson  
320 East McCarty  
Jefferson City, Missouri 65101  
[SCrowell@jeffersoncitymo.gov](mailto:SCrowell@jeffersoncitymo.gov)

PLEASE PRINT

1. Complainant's Name:
a. Address:
b. City: State: Zip Code:
c. Telephone (include area code): ( )
d. Electronic mail (e-mail) address:
Do you prefer to be contacted by this e-mail address? ( ) YES ( ) NO
2. Accessible Format of Form Needed? ( ) YES specify: ( ) NO
3. Are you filing this complaint on your own behalf? ( ) YES If YES, please go to question 7. ( ) NO If no, please go to question 4
4. If you answered NO to question 3 above, please provide your name and address.
a. Name of Person Filing Complaint:
b. Address:
c. City: State: Zipcode:
d. Telephone (include area code): ( )
e. Electronic mail (e-mail) address:
Do you prefer to be contacted by this e-mail address? ( ) YES ( ) NO
5. What is your relationship to the person for whom you are filing the complaint?
6. Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party. ( ) YES, I have permission. ( ) NO, I do not have permission.
7. I believe that the discrimination I experienced was based on (check all that apply): ( ) Race ( ) Color ( ) National Origin (classes protected by Title VI) ( ) Disability (class protected by ADA) ( ) Other (please specify)

Continued on Page 2

*Individuals should contact the 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.*

*Page 1 of 2*



TITLE VI COMPLAINT FORM – PAGE 2

8. Date of Alleged Discrimination (Month, Day, Year):
9. Where did the Alleged Discrimination take place?
10. Explain as clearly as possible what happened and why you believe that you were discriminated against. Describe all of the persons that were involved. Include the name and contact information of the person(s) who discriminated against you (if known). <i>Use the back of this form or separate pages if additional space is required.</i>
11. Please list any and all witnesses' names and phone numbers/contact information. <i>Use the back of this form or separate pages if additional space is required.</i>
12. What type of corrective action would you like to see taken?
13. Have you filed a complaint with any other Federal, State, or local agency, or with any Federal or State court? ( ) YES If yes, check all that apply. ( ) NO a. ( ) Federal Agency (List agency's name) b. ( ) Federal Court (Please provide location) c. ( ) State Court d. ( ) State Agency (Specify Agency) e. ( ) County Court (Specify Court and County) f. ( ) Local Agency (Specify Agency)
14. If YES to question 14 above, please provide information about a contact person at the agency/court where the complaint was filed.
Name: _____ Title: _____
Agency: _____ Telephone: ( ) _____ - _____
Address: _____
City: _____ State: _____ Zip Code: _____

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

**Signature and date is required:**

\_\_\_\_\_  
**Signature** **Date**

**If you completed Questions 4, 5 and 6, your signature and date is required:**

\_\_\_\_\_  
**Signature** **Date**

*Individuals should contact the 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.*  
Page 2 of 2

## LIST OF TRANSIT-RELATED TITLE VI INVESTIGATIONS, COMPLAINTS, AND LAWSUITS

All Title VI complaints will be entered and tracked in City of Jefferson's complaint log, Figure 4. Active investigations will be monitored for timely response on the part of all parties. The agency's Title VI Coordinator shall maintain the log.

During the reporting period (May 1 2019 – March 1 2023), the City of Jefferson had 0 Title VI Complaints.

**FIGURE 4 - TRANSIT-RELATED TITLE VI INVESTIGATIONS, COMPLAINTS, AND LAWSUITS**

Date complaint filed	Complainant	Basis of complaint R-C-NO	Summary of allegation	Pending status of complaint	Actions taken	Closure Letter (CL)	Letter of Finding (LOF)	Date of CL or LOF

## TITLE VI COMPLIANCE REPORT SUBMISSION PROCESS

On an annual basis, JEFFTRAN and CAMPO staff complete and submit separate Title VI Surveys/Questionnaires to MoDOT. The survey/questionnaire includes questions about complaints, employee trainings, planning activities, actions taken to promote Title VI compliance, contracts awarded, public involvement activities, and related Title VI public interactions.

## DOCUMENTING EVIDENCE OF AGENCY STAFF TITLE VI TRAINING

JEFFTRAN and CAMPO staff are given Title VI training, and the City of Jefferson can answer affirmatively to all the following questions:

1. Are new employees made aware of Title VI responsibilities pertaining to their specific duties?
2. Do new employees receive this information via employee orientation?
3. Is Title VI information provided to all employees and program applicants?
4. Is Title VI information prominently displayed in the agency and on any program materials distributed, as necessary?

## AGENCY INFORMATION

The City of Jefferson administers funding and operation of JEFFTRAN, the City's transit agency, and the Capital Area Metropolitan Planning Organization (CAMPO). Both JEFFTRAN and CAMPO are partially funded by the Federal Transit Administration (FTA). CAMPO is a sub-recipient via MoDOT of FTA funding. JEFFTRAN is a direct recipient of FTA funding.

### GENERAL PROGRAM RESPONSIBILITIES

1. Data Collection. Statistical data on race, color, national origin, income level, language spoken, and sex of participants in, and beneficiaries of federally funded programs will be gathered for use in planning and program analysis. Upon request by the Title VI Coordinator, CAMPO staff will prepare reports from data available from the Census Bureau and other readily available sources. CAMPO will assist JEFFTRAN with preparation of surveys and other data collection tools needed to prepare plans and reports.
2. Annual Report and Update. An Annual Report and Update is to be submitted to the MoDOT Office of Civil Rights and the FTA in April of each year. The Title VI Coordinator is responsible for gathering information from appropriate staff members and consolidating this information into the final document. The final document is to include:
  - a. A report on the previous year's Title VI-related activities and efforts, including accomplishments and program changes;
  - b. An update on Title VI-related goals and objectives for the upcoming year.
3. Annual Review of the Title VI Program. Each year, in preparing for the Annual Report and update, the Title VI Coordinator will review the Title VI program to assure compliance. In addition, they will review agency operational guidelines and publications, including those for contractors, to ensure that the Title VI language and provisions are incorporated, as appropriate.
4. Dissemination of Information Related to the Title VI Program. Information on the City of Jefferson's Title VI Program is to be disseminated to JEFFTRAN employees, contractors, and beneficiaries, as well as to the public, and in other languages when needed.
5. Resolution of Complaints. Any individual may exercise their right to file a complaint with JEFFTRAN, CAMPO, or the City of Jefferson, Missouri, if that person believes that they or any other program beneficiaries have been subjected to unequal treatment or discrimination, in their receipt of benefits/services or on the grounds of race, color, or national origin. The City of Jefferson will make a concerted effort to resolve complaints as put forth in the Title VI Complaint procedure, as shown in Appendix B.

### RESPONSIBILITIES OF THE TITLE VI COORDINATOR

The City Administrator has been designated as the Title VI Coordinator for the City of Jefferson. The City Administrator reports directly to the City Council of the City of Jefferson, Missouri. The City Administrator may delegate responsibilities to department directors or other management staff needed. The Title VI Program Coordinator is responsible for coordinating staff activities pertaining to Title VI regulations and procedures set forth in federal guidance and in accordance with the City's Title VI Procedures Manual. In support of this the Title VI Coordinator will:

- Identify, investigate, and work to eliminate discrimination when found to exist.
- Process Title VI complaints received.
- Meet with appropriate staff members to monitor and discuss progress, implementation, and compliance issues related to the Title VI program.
- Periodically review the Title VI program to assess if administrative procedures are effective, staffing is appropriate, and adequate resources are available to ensure compliance.
- If a federal funding recipient is found to not be in compliance with Title VI, work with affected staff and the recipient to resolve the deficiency status and write a remedial action if necessary.



- Review important Title VI-related issues, as needed, with the City Administrator, Mayor, and City Council.
- Assess communications and public involvement strategies to ensure adequate participation of impacted Title VI protected groups and address additional language needs when needed.

### **RESPONSIBILITIES OF OTHER STAFF MEMBERS**

At times other staff members will be asked to accept or share responsibility for day-to-day administration of the Title VI program, including implementation of the plan and Title VI compliance, program monitoring, reporting, and education within an applicable program area, as described in the “Program Area Responsibilities” section of this document. In addition, some staff members may be asked to accept responsibility for drafting text for an assigned section of the Annual Title VI Report and Update, and maintaining the data and documentation necessary for that report. These responsibilities may include reviewing guidelines and procedures for the assigned Title VI Program Area, and incorporating Title VI-related language and provisions into agency documents, as appropriate.

Staff responsible for CAMPO and JEFFTRAN’s public involvement is responsible for compliance with Title VI requirements in all aspects of the public involvement process. These staff members will:

- Ensure that all communications and public involvement efforts comply with Title VI.
- Develop and distribute information on Title VI, CAMPO, and JEFFTRAN programs to the general public.
- Provide information in languages other than English, as needed.
- Disseminate information to media, post on social media, and disseminate information to minority/ethnic/gender related organizations in order to ensure social, economic, and ethnic interest groups are represented in the planning process.

The following two sections provide an overview of each agency.

### **JEFFTRAN OVERVIEW**

JEFFTRAN (also known as the Transit Division) is a direct operator of fixed route and demand response public transportation service in Jefferson City, Missouri, and is a direct recipient of Federal Transit Administration funds and does not have any sub-recipients. JEFFTRAN currently has twelve fixed route buses and ten paratransit buses. Nine buses operate in peak service on the fixed routes and eight do so for paratransit bus service. JEFFTRAN is organized as a division in the Department of Public Works within the City of Jefferson, a municipal corporation. JEFFTRAN’s Director reports to the Director of Public Works. The Director of Public Works reports to the City Administrator, who in turn, reports to the Mayor and City Council of the City of Jefferson, Missouri.

FIGURE 5 – JEFFTRAN ROUTES

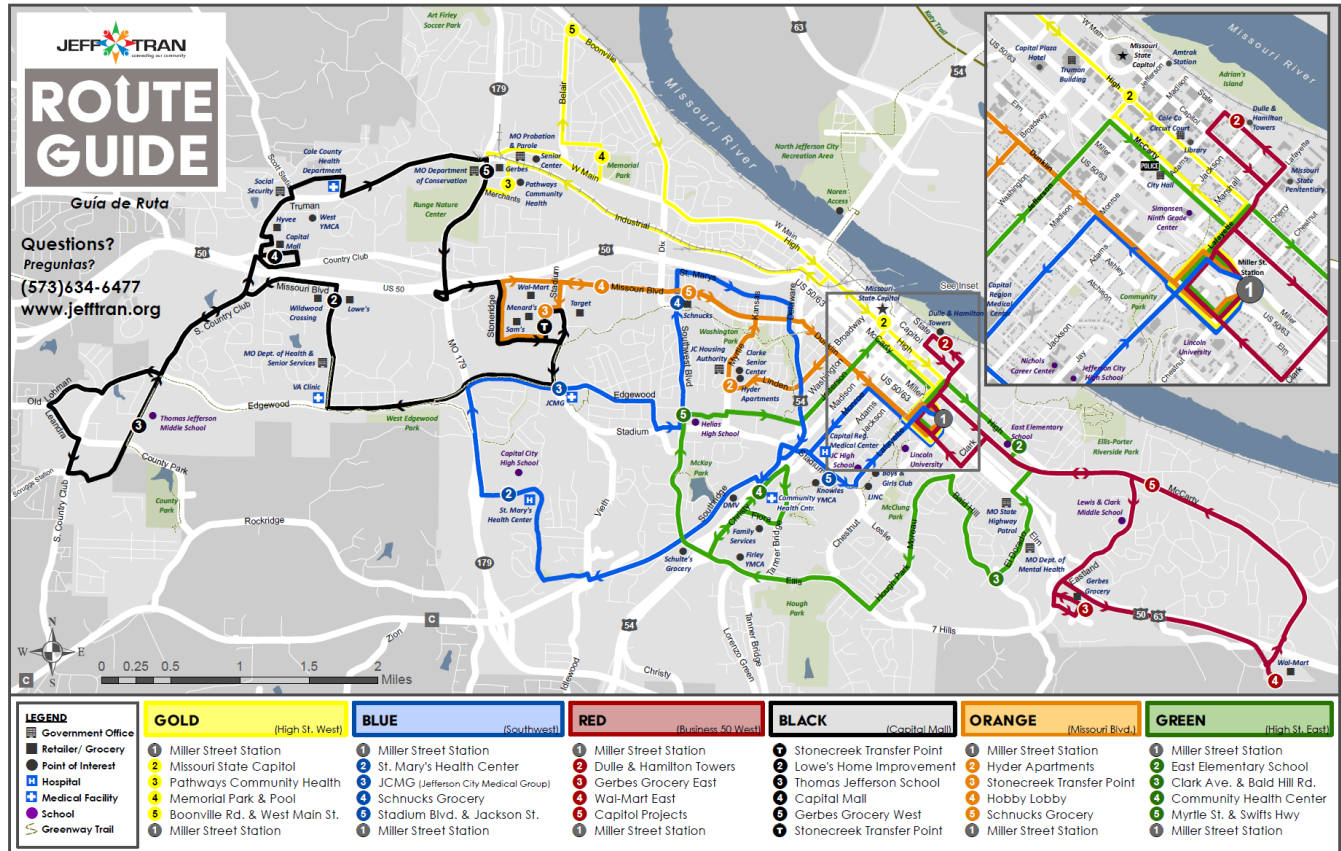


FIGURE 5 - MEMBERSHIP OF JEFFTRAN RELATED COMMITTEES AND COUNCILS BY RACE

Committee	African American	Asian American	Caucasian	Latino	Total
Public Transit Advisory Committee	1	0	6	0	7
Public Works & Planning Committee	0	0	5	0	5
City Council and Mayor			11		11

## **JEFFTRAN SERVICE STANDARDS**

### VEHICLE LOAD STANDARDS

The average of all loads during the peak operating period should not exceed vehicles' achievable capacities, which are 30 passengers for a 25-foot mini-bus, 48 passengers for low-floor 29-foot buses and 55 passengers for low-floor 35-foot buses.

### VEHICLE HEADWAY STANDARDS

Service operates on regular route schedule on weekdays with 40 minute or better service intervals which should begin no later than 6:40 a.m. and continue until 6:00 p.m. Scheduling involves the consideration of a number of factors including: ridership productivity, transit/pedestrian friendly streets, density of transit-dependent population and activities, land use connectivity, and transportation demand management.

### ON-TIME PERFORMANCE STANDARDS

On average, ninety (90) percent of the JEFFTRAN's transit vehicles will complete their established runs no more than 5 minutes early or 10 minutes late in comparison to the established schedule/published timetables.

### SERVICE AVAILABILITY STANDARDS

JEFFTRAN distributes transit service so that 81.5% of all residents in the service area are within a ¼ mile of the bus route.

## **SERVICE POLICIES**

### VEHICLE ASSIGNMENT POLICY

All fixed route vehicles are low-floor, ramp equipped, with air conditioning. Buses feature AVL and AVA services with an average age of 11 years. Bus assignments take into account the operating characteristics of buses of various lengths, which are matched to the operating characteristics of the route. Local routes with lower ridership may be assigned 29-foot buses rather than the 35-foot buses. Some routes requiring tight turns on narrow streets are operated with 29-foot rather than 35-foot buses. Transportation vehicles assigned to routes will not be determined on the basis of race, color or national origin.

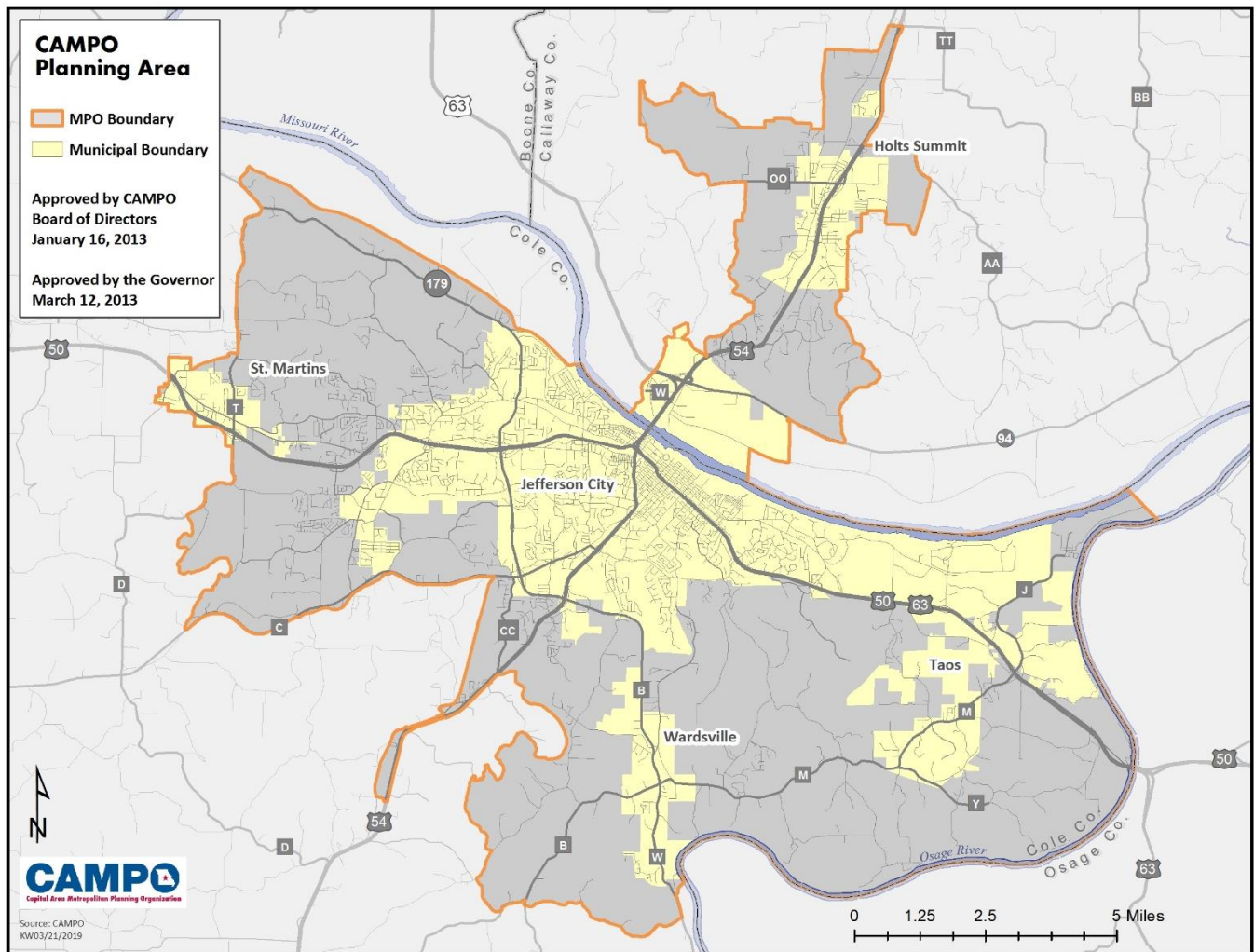
### TRANSIT AMENITIES POLICY

Installation of transit amenities along bus routes are based on the number of passenger boardings/alightings at stops along those routes.

## CAMPO OVERVIEW

The Capital Area Metropolitan Planning Organizations (CAMPO) is the designated metropolitan planning organization for the Jefferson City, Missouri Urbanized Area whose purpose is to carry out a continuing, cooperative, and comprehensive long-range transportation planning process. CAMPO, formally established in March of 2003, has an estimated population of 74,000, according to the 2020 US Decennial Census. The CAMPO planning area includes the jurisdictions of Holts Summit, Jefferson City, St. Martins, Taos, Wardsville, and portions of unincorporated, non-urbanized Cole and Callaway Counties. The CAMPO boundary, based on US Census data, was created by the CAMPO Board of Directors and approved by the Governor. The most recent boundary was approved in 2013. Figure 1 provides a map of the CAMPO Planning Area.

Figure 6 - CAMPO Planning Area



The core functions of CAMPO include the following:

- To establish and manage a fair and impartial setting for effective regional decision making in the metropolitan planning area.
- Evaluate transportation alternatives, scaled to the size and complexity of the region, to the nature of its transportation issues, and to the realistically available options.
- Develop and update a Metropolitan Transportation Plan for the planning area covering a planning horizon of at least 20 years that fosters (1) mobility and access for people and goods, (2) efficient system performance and preservation, and (3) quality of life.
- Develop a Transportation Improvement Program based on the Metropolitan Transportation Plan and designed to serve the area's goals, using spending, regulating, operating, management, and financial tools.
- Involve the general public and all the significantly affected sub-groups in the four essential functions listed above.

CAMPO is comprised of a Board of Directors and a Technical Committee consisting of representatives from jurisdictions within the planning area, Federal and State transportation agencies, and economic development representatives. A full list of current members of the Board of Directors and Technical Committee can be found in Appendix C document.

A memorandum of understanding between members identifies the City of Jefferson as the administrator of CAMPO, and as such, provides staffing for CAMPO. The City of Jefferson provides staff consisting of two full time transportation planners, who are housed within the Planning Division within the Department of Planning and Protective Services. The Director of Planning and Protective Services stands as the CAMPO Administrator.

## CAMPO BOARD OF DIRECTORS MEMBERSHIP

Board of Directors										
Non-Voting Ex-Officio Members (6)						Voting Members (13)				
MoDOT (1)	FTA (1)	FHWA (1)	Other Federal Agency (1)	Jefferson City Economic Develop. Rep. (1)	Callaway County Economic Develop. Rep. (1)	Jefferson City (7)	Cole County (3)	Callaway County (1)	MoDOT (1)	Holts Summit (1)

CAMPO is governed by a Board of Directors and Technical Committee consisting of representatives from jurisdictions within the planning area, Federal and State transportation agencies, and economic development representatives, with some serving as ex-officio (non-voting) members. Membership is not selected by CAMPO staff. Local jurisdictions and participating agencies make their own selections for representation. CAMPO membership has previously included minority members, but as of February 2020 there are no self-identified minority representatives on either body.

CAMPO actively encourages the participation of minorities on such committees, but has no control over a jurisdiction's selection of representation.

The Board of Directors is responsible for providing official action on federally required plans, documents, and programs. The Board is also responsible for changes in the bylaws and changes to the MPO boundary.

The Technical Committee consists of representatives from a member jurisdiction's professional staff and acts in an advisory capacity. There are 17 voting members of the CAMPO Technical Committee.

The CAMPO Board of Directors is responsible for appointing two voting members to the Technical Committee; one is the private/freight transportation interest representative and the other a pedestrian or biking interest representative.

**FIGURE 8 - MEMBERSHIP OF CAMPO COMMITTEE/BOARD BY RACE**

<b>Committee</b>	<b>Caucasian</b>	<b>Latino</b>	<b>African American</b>	<b>Asian American</b>	<b>Total</b>
CAMPO Technical Committee	17	0	0	0	17
CAMPO Board of Directors	13	0	0	0	13

## DEMOGRAPHIC PROFILE OF THE METROPOLITAN PLANNING AREA

Table I shows the populations for municipalities and unincorporated areas within the CAMPO planning area and Adjusted Urbanized Area (2013). It should be noted that following the 2020 US Decennial Census, new “Urban Area” criteria was approved in March 2022. Urban Area geographies and calculations are scheduled to be available in May 2023.

### A NOTE ON U.S. CENSUS DATA.

While Figure 9 and Figure 10 were derived from 2020 U.S. Decennial Census data, which is the most accurate data based on jurisdiction, the following maps use data from the 2020 Decennial Census and the 2016-2020 5-Year American Community Survey (ACS). ACS 1-, 3-, and 5-year estimates are period estimates, meaning they represent the characteristics of the population and housing over a specific data collection period. Data sets are combined to produce 12 months, 36 months or 60 months of data (referred to as 1-year, 3-year and 5-year data.) The population of a city or county determines whether the ACS will collect data for a 1-, 3-, or 5-year estimate. Most of the CAMPO region falls into the 5-year estimate category.

Figure 9 - CAMPO Population by Jurisdiction

	Metropolitan Planning Area Population		Adjusted Urban Area Population*	
	Persons	Percent	Persons	Percent
<b>Unincorporated Callaway County</b>	3,153	4.26%	1,051	1.73%
<b>Unincorporated Cole County</b>	19,234	25.99%	10,911	17.93%
<b>Holts Summit</b>	4,458	6.02%	4,458	7.32%
<b>Jefferson City</b>	43,228	58.41%	43,228	71.03%
<b>St. Martins</b>	1,191	1.61%	1,191	1.96%
<b>Taos</b>	1,150	1.55%	0	0%
<b>Wardsville</b>	1,599	2.16%	0	0%
<b>Totals</b>	<b>74,013</b>	<b>100%</b>	<b>60,861</b>	<b>100%</b>

Source: U.S. Census Bureau - 2020 Decennial Census

\* The Adjusted Urban Area, otherwise known as the Adjusted Census Urban Boundary (ACUB) is an area that determines the official urban designation for a road. The ACUB is subject to Federal Highway Administration (FHWA) approval. The CAMPO ACUB was approved in 2013. Following the 2020 US Decennial Census, new “Urban Area” criteria was approved in March 2022. Urban Area geographies and calculations are scheduled to be available in May 2023.

Figure 10 – CAMPO Racial/Hispanic Makeup by Jurisdiction

	Total	One Race						Two or More Races	Hispanic
		White	Black or African American	American Indian and Alaska Native	Asian	Native Hawaiian and Other Pacific Islander	Some Other		
<b>Callaway Co.</b>	44,283	38,771	1,974	157	226	30	403	2,722	965
<b>Cole Co.</b>	77,279	62,241	8,123	257	975	70	1,013	4,600	2,661
<b>Holts Summit</b>	4,458	3,816	214	12	25	10	63	318	162
<b>Jefferson City</b>	43,228	32,130	6,841	131	786	43	566	2,731	1,554
<b>St. Martins</b>	1,191	1,088	25	3	7	3	8	57	27
<b>Taos</b>	1,150	1,084	3	1	2	0	2	58	35
<b>Wardsville</b>	1,599	1,503	15	2	4	1	6	68	20
<b>CAMPO MPA*</b>	<b>74,013</b>	<b>58,663</b>	<b>8,339</b>	<b>258</b>	<b>1,006</b>	<b>67</b>	<b>1,048</b>	<b>4,629</b>	<b>2,741</b>

Source: U.S. Census Bureau - 2020 Decennial Census

\* The CAMPO MPA population was calculated using block level redistricting data.



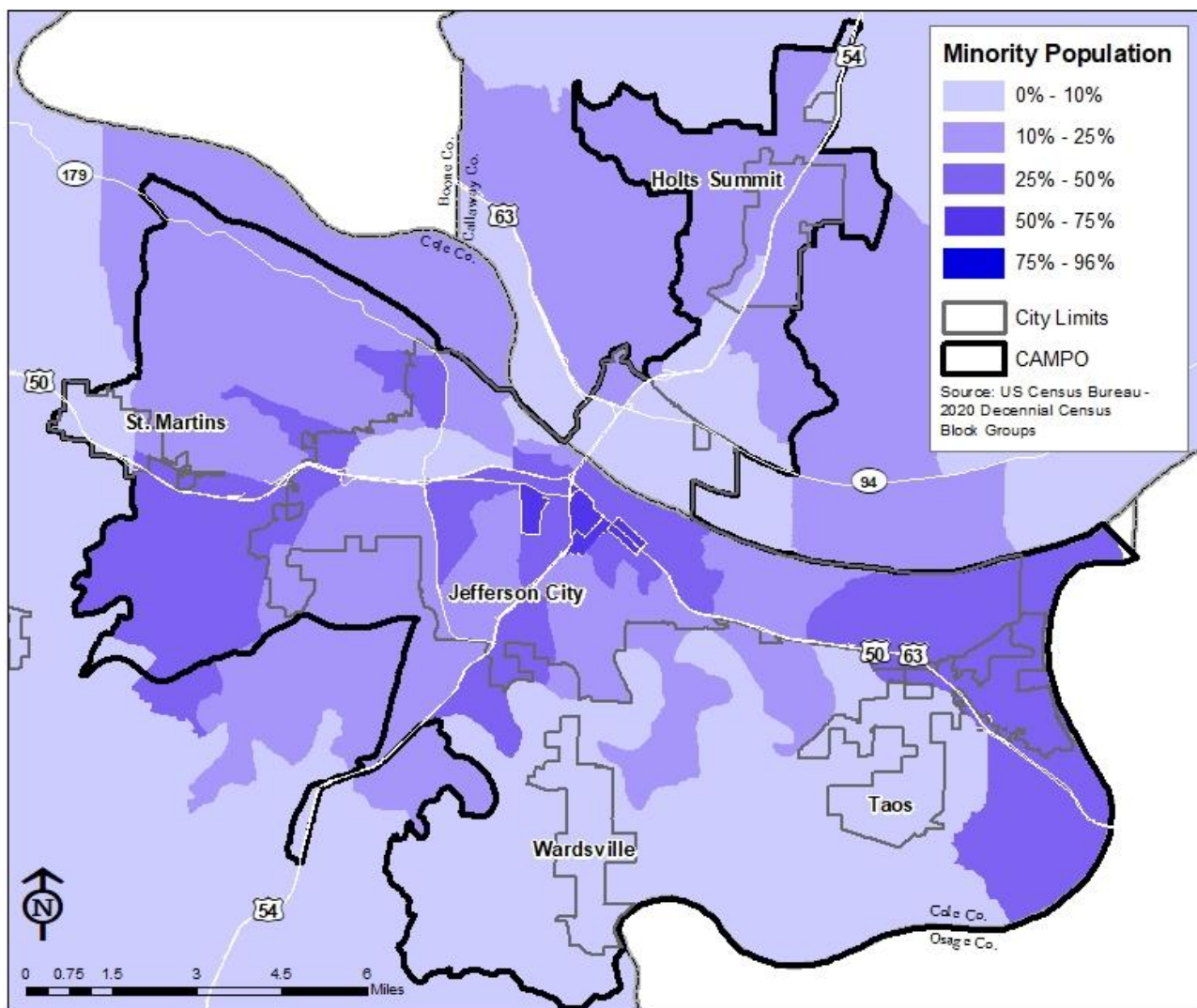
## MINORITY POPULATIONS

For purposes of Title VI and Environmental Justice, who is considered to be a “Minority”? The updated DOT and FHWA environmental justice orders define five minority groups as follows:

- Black (a person having origins in any of the black racial groups of Africa);
- Hispanic or Latino (a person of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish culture or origin, regardless of race);
- Asian American (a person having origins in any of the original peoples of the Far East, Southeast Asia, the Indian subcontinent);
- American Indian and Alaskan Native (a person having origins in any of the original people of North America, South America, including Central America, and who maintains cultural identification through tribal affiliation or community recognition); and
- Native Hawaiian or Other Pacific Islander (people having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands).

Figure 11 shows the distribution of minority population within the CAMPO planning area. The core of Jefferson City has the highest density of minorities.

Figure 11 – Percent of Minority Populations by Census Block Group



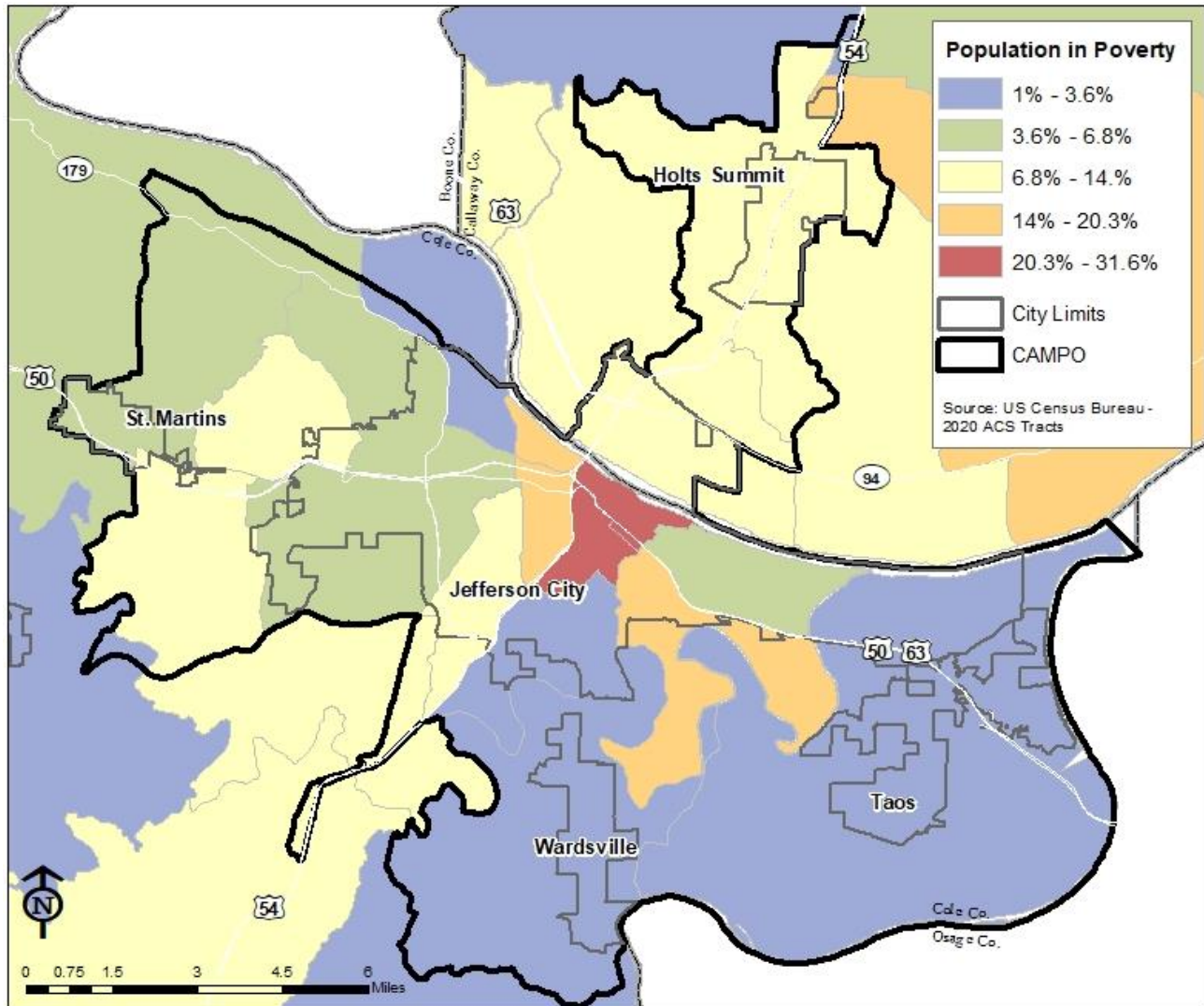


## LOW-INCOME (POVERTY) POPULATIONS

Low-income or poverty is determined by the federal poverty guidelines and are represented by individuals living below 185% of the poverty line, which are generated annually based on family size and composition. Figure 12 depicts the percent of low-income populations within the CAMPO planning area.

The inner core of Jefferson City has block groups with higher percentages, 21% to 31%, of persons living below the poverty line than in the outlying area.

Figure 12 - Percent of Low-Income (Poverty) Populations by Census Tract

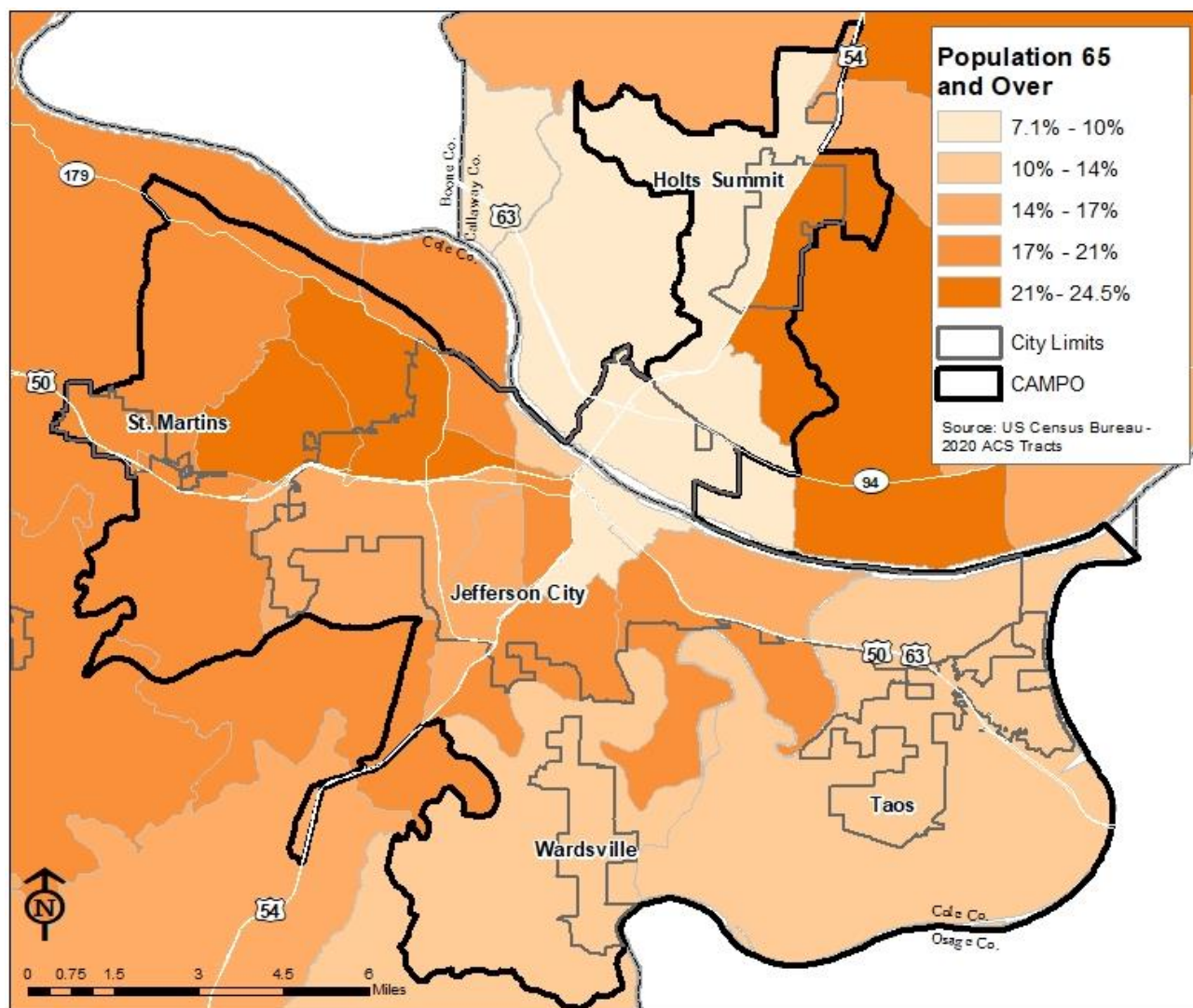


## ELDERLY POPULATIONS

Figure 13 shows the distribution of the elderly population within the CAMPO planning area.

The Jefferson City inner core has significantly fewer elderly individuals than in the surrounding area. The western portion of the planning area and much of the surrounding rural area has higher percentages of elderly individuals.

Figure 13 – Percent of Elderly (65 Years and Older) Population by Census Block Group



## IDENTIFICATIONS OF MOBILITY NEEDS OF MINORITY POPULATIONS

CAMPO strives to include all people, including protected classes, in planning activities. During the development of all planning documents, CAMPO seeks out and considers the needs of those traditionally underserved, including minority households.

Racial and Hispanic/Latino minorities make up approximately 9.9% of the CAMPO population, with the majority located in the core of the Jefferson City in close proximity to City Hall, where the majority of the CAMPO public meetings and events are held.

CAMPO maintains a list of interested parties, which includes minority representatives, who are included in outreach and engagement activities. Meetings are also held at a times and places served by public transportation.

The Board of Directors includes many elected officials which represent minority constituents. Currently, CAMPO has no minority representation on the Board of Directors or Technical Committee. Board and Committee members are chosen by their respective jurisdictions.

## DISPARATE IMPACT ANALYSIS

Most federally funded transportation projects occur in the core area of the CAMPO region. Projects may not have well defined locations and may extend into and out of the MPO boundary. Specifically, projects along US highways 50, 54, and 63 do include large scale improvement or maintenance projects that extend across a county. Based on the maps in the previous section, there is an obvious correlation between the location of the majority of protected classes located in MPO and majority of transportation system investment being spent. It can be concluded that there are no disparate impacts as a result of MPO decisions in transportation investments.

CAMPO only has decision making authority on the annual allocation of approximately \$180,000 in Consolidated Planning Grant funds (CPG). This allocation was increased in FY 2022 from the previous annual allocation and \$163,000. These funds can only be used for planning activities, not capital projects. Annually, approximately 96% of CPG funds are spent on salaries and minor administrative direct costs.

How funds are spent is determined by the CAMPO Board of Directors, and ultimately approved by FHWA, FTA, and MoDOT via the annual Unified Planning Work Program. Unspent CPG funds are allowed to roll-over build up allowing for their use on larger consultant led planning projects or documents. Between 2019 and 2022 two such projects were undertaken using CPG funds :

- JEFFTRAN Transit Facility Feasibility Study - \$50,000
- Capital Area Active Transportation Plan - \$130,000

The JEFFTRAN project was focused on the inner core of Jefferson City and CAMPO, with direct implications for the protected classes. The Capital Area Active Transportation Plan is a region-wide plan with a broad focus on access, safety, and mobility for all users.

Previous funding sources, such as sub-allocated Small Urban Surface Transportation Block Grant Program (STBG) funds were historically used for capital projects. As of July 1, 2016, the Missouri Highway and Transportation Commission ceased providing these funds to MPOs with populations under 200,000. However, unobligated balances were spent down through FY 2019. This information was documented in the previous iteration of the CAMPO Title VI Program in 2020.

# JEFFTRAN PUBLIC PARTICIPATION PLAN

JEFFTRAN and the City of Jefferson follow a public involvement process that addresses the following issues: participation, access to meetings, access to information, notice of hearings, public hearings, public comments. It is the intent of the City Council of the City of Jefferson, Missouri, to encourage the receipt of public comments as part of the decision-making process.

This plan recognizes that as the elected governing body of City of Jefferson, the City Council has the ultimate responsibility and authority for adoption and implementation of policies affecting JEFFTRAN.

## GOAL

The goal of the Public Engagement Plan is to have significant and ongoing public involvement, by all identified audiences, in the public participation process for major agency outreach efforts.

### Objectives

- To understand the service area demographics and determine what non-English languages and other cultural barriers exist to public participation.
- To provide general notification of meetings and forums for public input, in a manner that is understandable to all populations in the area.
- To hold public meetings in locations that are accessible to all area stakeholders, including but not limited to minority and low-income members of the community.
- To provide methods for two-way communication and information and input from populations which are less likely to attend meetings.
- To convey the information in various formats to reach all key stakeholder groups.

## IDENTIFICATION OF STAKEHOLDERS

Stakeholders are those who are either directly or indirectly affected by an outreach effort, system or service plan, or recommendations of that plan. Stakeholders include but are not limited to the following:

- Jefferson City Residents/Citizens
- Minority and low-income populations
- Persons with Limited English Proficiency
- Elderly, disabled, and persons with limited mobility
- Residents of public and assisted housing developments
- Agencies serving persons with transportation needs
- Community organizations with an interest in public transportation
- Major Employers and Businesses whose customers ride JEFFTRAN
- Local government stakeholders
- Public Transit Advisory Committee

- Public Works and Planning Committee
- Jefferson City Council
- JEFFTRAN riders and clients
- Partner agencies

All citizens, including stakeholders named above, are encouraged to participate. Meetings are open to the public and are scheduled at times and locations convenient to transit riders with accommodations for persons with disabilities and assistance for persons with Limited English Proficiency available as needed.

- Bi-monthly Transit Advisory Committee meetings hosted by JEFFTRAN staff. All transit patrons and others interested in transit are invited to attend. Meetings dates/time are posted on the Transit website and Facebook page.
- Annual Program of Projects (part of the Transportation Improvement Program or TIP) published through the Capital Area Metropolitan Planning Organization (CAMPO).

Transit patrons may also remain engaged and informed in the following ways:

- Automatic Vehicle Location Application: Since 2013, an application has been available so that patrons may track the locations of their buses via cell phone.
- Press Releases: Press releases are sent to local news media when coverage of specific events or decisions is warranted.
- Opportunities for public comment: The City of Jefferson routinely offers several ways for people to comment on activities, programs and decisions made. Comments are accepted via an online comment form, by phone, fax, email and in person at City Council meetings or at Transit Advisory Committee meetings.
- Formal public comment periods/hearings: Formal public comment periods are used to solicit comments on major service reductions and fare increases.
- Staff: Staff is accessible in person, or phone, email, mail, fax, or by online comment forms. Contact information is provided on the JEFFTRAN webpage and Facebook page.
- Website: The City's homepage and JEFFTRAN websites includes "Announcements" that are updated regularly. The JEFFTRAN webpage includes information on programs, publications, press releases, contact information for staff, a search function, Plans, including the Title VI Plan and complaint procedures.
- Social Media: JEFFTRAN has a presence on both Facebook, and actively posts information which is relevant to transit and transit patrons.

## TARGETED PUBLIC PARTICIPATION PLAN FOR MINORITY, LOW-INCOME AND LEP POPULATIONS

Minority, low-income and LEP persons are made aware of JEFFTRAN activities and events that have an impact on JEFFTRAN services through notification of agencies serving these persons, and by making announcements available in a variety of formats, including print, broadcast media, social media and internet announcements.

Activities and meetings are held in accessible buildings located on JEFFTRAN bus routes. Times of open houses or meetings are scheduled to span late afternoon and early evening hours. Comments are also taken by mail, email, fax, telephone, and in person.

JEFFTRAN seeks input from community leaders and organizations. To facilitate involvement of traditionally underserved populations, community leaders and organizations that represent these groups are consulted about how to most effectively reach their members. Relationships with these groups are maintained for future partnerships in the planning process.

Provide services for the disabled: Upon advance notice, deaf interpreters, translators and Braille documents can be provided for public meetings. Notifications of opportunities for public involvement will include contact

information for people needed these or other special accommodations. Requests must be made at least three (3) business days in advance.

Sensitivity to diverse audiences: At public meetings, staff will endeavor to communicate effectively, and avoid technical jargon. Staff will dress and conduct themselves appropriately.

## **JEFFTRAN PUBLIC COMMENT PROCEDURES**

It is necessary to establish a public participation plan that includes an outreach plan to engage minority and limited English proficient (LEP) populations.

### **TRANSIT NOTICE POSTING AND PUBLISHING**

- Printed notices are posted in English and Spanish at the following locations:
  - In all buses
  - Major bus shelters – this includes the transfer bus shelter and other high ridership bus shelters. Posting in all shelters is dependent upon available staff.
  - Housing Authority's Housing Office at 1020 Myrtle Street, Lower Level
  - Dulle-Hamilton Towers at 10 Jackson Street and 12 Jackson Street
  - Veteran's Administration Clinic
  - Missouri River Regional Library
- Transit notices are also provided by mail or email to:
  - Division of Family Services
  - Central Missouri Community Action Agency (CMCA)
  - Samaritan Center
  - El Puente
  - Schools ( public, private, and special learning centers)
  - Local chapter of the NAACP
  - Capitol Projects
  - Central Connections, Inc.
  - Compass Health
  - Day Solutions
  - Jefferson City Housing Authority
  - Dulle/Hamilton Towers
  - Salvation Army
  - Cole County Health Department
  - Jefferson City VA Clinic
  - Missouri River Regional Library
  - RACs
  - Wipro
  - Department of Social Services - Broadway State Office Building
  - Landmark Recovery Center
  - New Horizons
  - Cole County Residential Services
  - Community Health Center

- Media notices. JEFFTRAN shall notify the general public of Transit-related issues and events through notification of print and broadcast media, through established methods, including a media email group, which includes the News Tribune newspaper, KWOS radio, KBIA radio, KRCG-TV, KMIZ-TV, KOMU-TV, the City of Jefferson website, JEFFTRAN website and the JEFFTRAN Facebook page.

#### Annual Program of Projects (POP)

As a provider of transit services and recipient of FTA Section 5307 funds, JEFFTRAN complies with the public participation requirements of Section 5307(c)(1) through 5307(c)(7). Each grantee is required to develop, publish, afford an opportunity for a public hearing on, and submit for approval a Program of Projects (POP).

JEFFTRAN coordinates with the Capital Area Metropolitan Planning Organization (CAMPO) to satisfy the POP public hearing requirements. When the CAMPO develops a Transportation Improvement Program (TIP) publication of the POP is included, and the Program of Projects is developed concurrently with the TIP.

A minimum 25-day public comment period is open prior to the final adoption of the POP and TIP.

#### **CAMPO**

City of Jefferson - Department of Planning and Protective Services  
320 E. McCarty Street  
Jefferson City, MO 65101  
Phone: 573-634-6410  
campo@jeffersoncitymo.gov

#### Procedure for Involving the Public When Contemplating Major Transit Service Changes

- A. Major service changes, including fare increases and major transit service reductions, as defined below are subject to public hearings before the City Council. Major Transit Service Reductions also require the preparation of "A Level and Quality of Service Analysis." The Level and Quality of Service Analysis shall be provided to the City Council prior to the Council's public hearing.
- B. Public Meeting/Hearing Notices and Corresponding Public Comment Period Requirements.
  - (1) Required Notices.
    - (a) Public Meeting Notices (that are not public hearings) shall be published in the News Tribune advertising the subject, date, time, and place of the public meeting. The notice shall include instructions on how to direct written comments prior to the meeting date. The notice shall be published at least 15 calendar days in advance of the public meeting.
    - (b) Public Hearing Notices shall be published in the public notice section the News Tribune advertising the subject, date, time, and place of the City Council's public hearing. The notice shall include instructions on how to direct written comments prior to the hearing date. The notice shall be published at least 15 calendar days in advance of the public hearing.

- (c) Notice of the public hearing shall be forwarded to the City Clerk for posting concurrently with publication of the legal notices.
- (d) Printed notices shall be posted at the locations and in the manner provided for in Section IV, above.
- (e) Public Comment Periods may vary based on the subject being undertaken by JEFFTRAN. Public comment shall be accepted at regular Public Transit Advisory Committee meetings or Public Works and Planning Committee meetings prior to City Council meetings and/or hearings.
- (f) Other notices. Other notices may be provided to individuals and groups.

#### **PUBLIC COMMENT**

- a. Formal public comment periods are used to solicit comments on major public involvement efforts around an agency service or system change.
- b. Comments are accepted through various means:
  - i. Dedicated email address.
  - ii. Website.
  - iii. Regular mail.
  - iv. Forms using survey tool for compilation.
  - v. Videotaping.
  - vi. Phone calls to Customer Service Center [phone]

#### **RESPONSE TO PUBLIC INPUT**

- A. All public comments are provided to the Board of Directors prior to decision making. A publicly available summary report is compiled, including all individual comments.
  - a. Public Hearing. The Council shall hold at least one public hearing at a Council meeting. The public hearing shall be held at City Hall, 320 E. McCarty Street, Jefferson City, MO 65101 or as specified within public hearing notice(s). Public hearings shall be conducted according to the Council's Rules of Procedures, and shall include receipt of public comments.
  - b. Other Outreach activities may include the following:
    - i. Open house events
    - ii. Rider forums/outreach events
    - iii. Focus groups
    - iv. Surveys
  - c. Public input derived from these activities will be provided to the City Council and duly considered in the decision-making process.
  - d. All public events such as public meetings and/or open houses shall be held at accessible locations such as City Hall, schools, churches, libraries and other non-profit locations easily accessible to public transit and compliant with the Americans with Disabilities Act.
- B. Major Transit Service Reductions. Major Transit Service Reductions require the preparation of "A Level and Quality of Service Analysis" that contains the elements outlined in Paragraph E.



- C. The Level and Quality of Service Analysis shall be provided to the City Council prior to the public hearing on the matter. Major Transit Service Reduction includes the following:
- a. Elimination or reduction in service that affects 5 or more passengers;
  - b. Elimination of routes or system wide route restructuring;
  - c. Any aggregate reduction of 25 percent or more of the number of transit REVENUE MILES of a route computed on a daily basis for the day of the week for which the change is proposed;
  - d. Level of service changes which may result in a disproportionately high and adverse impact to minority communities as referenced in FTA Circular 4702.1, even though they do not meet the threshold for a major service reduction. Such changes are subject to a Level of Service Review as described in Paragraph E.
  - e. EXCEPTIONS. The following service variations do not constitute major service reductions and may be implemented without public hearings. Every effort will be made to provide as much advance notice as possible to transit patrons through the news media, and notice procedures described in Section IV.
  - f. Standard seasonal variations, including implementation of pre-established snow routes;
  - g. Emergency service changes, including changes in routes or service frequencies necessitated by street closures, the ability of transit vehicles to travel on public streets or a disaster which severely impairs public health or safety.
- D. Fare Increases. The following fares and amendments are subject to public hearing:
- a. Any increase in charges or fees assessed to transit riders for use of public transit services including cash fares, ticket fares, pass fares and transfer fares;
  - b. Amendments to eligibility for fare categories; except that reduced fares or promotional fare adjustments shall not be subject to public hearings. "Promotional fares" shall include modifications to fare structures which are established on a short-term basis for the specific purpose of promoting service and encouraging ridership.
- E. Level and Quality of Service Change Analysis. A Level and Quality of Service Analysis shall be provided for the Major Service Reductions listed above.
- a. The service to minority communities shall be evaluated in terms of overall system standards to determine if a proposed change would result in disproportionately high and adverse impacts to minority communities.
  - b. This analysis shall include the identification of minority census tracts for purposes of comparing outcomes in those areas to transit service provided in other areas of the City. Not all service changes will result in adverse impacts, however. For example, eliminating a route that runs every 30 minutes from a street that already has service every 30 minutes and otherwise meets the system standards would not warrant further analysis.
  - c. Evaluation criteria. The Level and Quality of Service Analysis shall utilize the following evaluation criteria. For purposes of comparison the three most traveled routes and destinations shall constitute the standard by which the proposed changes are to be evaluated. The evaluation should identify and compare any changes in the following criteria within the standard routes and the affected minority neighborhoods:
    - i. Number of riders affected
    - ii. Travel time
    - iii. Number of transfers

- iv. Service frequency
- v. Span of service
- vi. Walk distance to bus route
- vii. Average peak hour travel time to destination
- viii. Total cost of trip to destination
- d. Mitigation of Impacts. Service changes that would result in adverse or disproportionate impacts on minority communities shall be reported in the Analysis. This report shall provide a description of the mitigations, options and alternatives to be considered in conjunction with the proposed service change, such as:
  - i. Alternatives to the service proposal that would have fewer negative impacts and the rationale for not selecting them;
  - ii. Transit options that would be available for riders who would be negatively affected; and
  - iii. Measures to avoid, minimize or mitigate the negative impacts of the proposed service change in the affected area.

### **ACCESS TO RECORDS**

The City of Jefferson shall provide citizens, public agencies, and other interested parties with reasonable and timely access to information and records relating to JEFFTRAN and the City's use of FTA funding. Copies of the adopted budget and Consolidated Annual Financial Reports that include information on JEFFTRAN are maintained by the Finance Department and available for public inspection Monday through Friday, 8:30 a.m. – 4:30 p.m. or on the City's webpage at <http://www.jeffersoncitymo.gov/government/finance.php>.

## **TITLE VI OUTREACH BEST PRACTICES**

City of Jefferson ensures all outreach strategies, communications and public involvement efforts concerning JEFFTRAN comply with Title VI. The JEFFTRAN Public Engagement Plan proactively initiates the public involvement process and makes concerted efforts to involve members of all social, economic, and ethnic groups in the public involvement process. Aligned with the above referenced communication tactics, the City of Jefferson provides the following:

- a. Public notices published in non-English publications (if available).
- b. Title VI non-discrimination notice on agency's website.
- c. Agency communication materials in languages other than English (subject to Safe Harbor parameters).
- d. Services for Limited English Proficient persons. Upon advance notice, translators may be provided.

## 2023 – 2026 TITLE VI PROGRAM PUBLIC ENGAGEMENT PROCESS

This process includes Community Meetings to seek input, provide education, and highlight key components of the Title VI Plan. Materials have been created to explain Title VI policies as well as provide education on how they relate to minority populations.

JEFFTRAN staff provides briefings to the Public Transit Advisory Committee, Public Works and Planning Committee, and City Council as necessary.

JEFFTRAN provides a 45-day public comment period to provide opportunities for feedback on the 2023-2026 Title VI Program.

## SUMMARY OF 2019-2023 PUBLIC OUTREACH EFFORTS

### **PROPOSED FARE INCREASE PUBLIC ENGAGEMENT 2022-2023**

In late 2022 a increase in JEFFTRAN Fares was proposed to City Council. The increase in fares was approved by City Council in January 2023. This process included the following:

- Public Survey
- Two Public Meetings
- Newspaper, Email, and Social Media Advertisements announcing meetings, surveys, and public hearing
- Meeting announcements advertised on busses and bus stops.
- Review and recommendations by transit sub-committees:
  - Public Transit Advisory Committee (two public meetings)
  - Public Works and Planning Committee (multiple public meetings)
- City of Jefferson City Council (two public meetings)
  - Public Hearing

## EXAMPLE PUBLIC NOTICES



DEPARTMENT OF PUBLIC WORKS  
Transit Division— 820 E. Miller St. Jefferson City, MO 65101

### PUBLIC HEARING NOTICE: JEFFTRAN FARE CHANGE

JEFFTRAN, the public transportation provider in Jefferson City, invites comment on a proposal to increase JEFFTRAN fares by fifty percent. To view a description of the proposed fares, please visit [https://www.jeffersoncitymo.gov/government/transit/alerts\\_and\\_news.php](https://www.jeffersoncitymo.gov/government/transit/alerts_and_news.php). A Public Hearing will be held at the City of Jefferson City Council meeting on Monday, January 17, 2023, at 6:00 p.m. in the Council Chambers, John G. Christy Municipal Building (City Hall), 320 East McCarty Street, Jefferson City, Missouri. Persons wishing to comment may do so in person at public hearing, or by mail to JEFFTRAN, 820 E. Miller Street, Jefferson City, MO 65101; by email to [gstegeman@jeffersoncitymo.gov](mailto:gstegeman@jeffersoncitymo.gov) or by fax to 573.636.3632. The John G. Christy Municipal Building is accessible to individuals with disabilities. Individuals should contact the 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. Any questions regarding this notice should call 573.634.6479.

Emily Donaldson, City Clerk, City of Jefferson, Missouri

N.T. - Friday, December 16, 2022  
Friday, January 6, 2023

Contact/billing information:  
City of Jefferson Transit Division/JeffTran  
820 E. Miller Street  
Jefferson City, Missouri 65101  
Contact: Glenna Vernon  
Phone 573.634.6479 ext. 1



*DEPARTAMENTO DE OBRAS PÚBLICAS*  
División de Tránsito – 820 E. Miller St. Jefferson City, MO 65101

**AVISO DE UNA AUDIENCIA PÚBLICA: CAMBIO DE TARIFA DE JEFFTRAN**

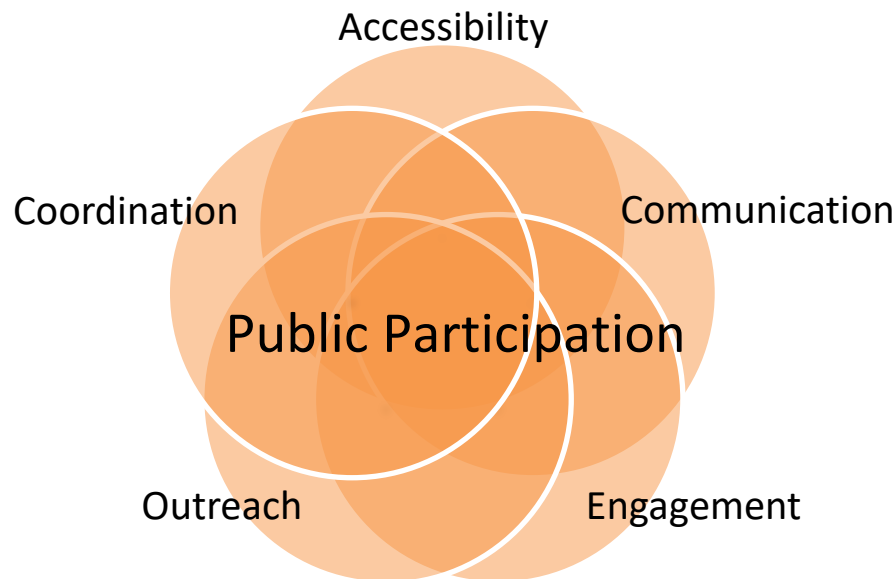
JEFFTRAN, el proveedor de transporte público en Jefferson City, invita a comentar sobre una propuesta para aumentar las tarifas de JEFFTRAN en un cincuenta por ciento. Para ver una descripción de las tarifas propuestas, visite [https://www.jeffersoncitymo.gov/government/transit/alerts\\_and\\_news.php](https://www.jeffersoncitymo.gov/government/transit/alerts_and_news.php). Se llevará a cabo una audiencia pública en la reunión del Concejo Municipal de Jefferson City el lunes 17 de enero de 2023 a las 6:00 p. m. en las salas del Concejo, Edificio Municipal John G. Christy (City Hall), 320 East McCarty Street, Jefferson City, Missouri. Las personas que deseen hacer comentarios pueden hacerlo personalmente en una audiencia pública o por correo postal a JEFFTRAN, 820 E. Miller Street, Jefferson City, MO 65101; por correo electrónico a [gstegeman@jeffersoncitymo.gov](mailto:gstegeman@jeffersoncitymo.gov) o por fax al 573.636.3632. El Edificio Municipal John G. Christy es accesible para personas con discapacidades. Las personas deben comunicarse con el Coordinador de ADA al 573.634.6570 para solicitar adaptaciones o formatos alternativos según lo exige la Ley para Estadounidenses con Discapacidades. Por favor permita tres días hábiles para procesar la solicitud. Si tiene alguna pregunta con respecto a este aviso debe llamar al 573.634.6479.

Emily Donaldson, Secretaria Municipal, Jefferson City, Missouri

N.T. Viernes, 16 de diciembre de 2022  
Viernes, 6 de enero de 2023

Información de contacto/facturación:  
División de Tránsito de Jefferson City/JeffTran  
820 E. Miller Street  
Jefferson City, Missouri 65101  
Contacto: Glenna Vernon

# CAMPO PUBLIC PARTICIPATION PLAN



The CAMPO Public Participation Plan (PPP) defines the process for providing the entities listed below with reasonable opportunities to be involved in the metropolitan transportation planning process.

- Individuals
- Affected public agencies
- Representatives of public transportation employees
- Public ports
- Freight shippers
- Providers of freight transportation services
- Private providers of transportation (including intercity bus operators, employer-based commuting programs, such as carpool program, vanpool program, transit benefit program, parking cash-out program, shuttle program, or telework program)
- Representatives of users of public transportation
- Representatives of users of pedestrian walkways and bicycle transportation facilities
- Representatives of the disabled
- Other interested parties

CAMPO's goal is to foster genuine, inclusive, responsive, and transparent communication between the MPO and the residents, transportation users, and stakeholders in the planning area.

The Public Participation Plan includes the following policy objectives as they relate to meeting this goal.

1. Public Notice & Accessibility
2. Effective Communication & Visualization
3. Outreach & Engagement
4. Coordination

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 Capital Area Metropolitan

Planning Organization (CAMPO) is committed to proactively involving the public in identifying and addressing transportation issues.

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

## DESIRED OUTCOMES

Through the implementation of specific participation policies CAMPO hopes to reach the following desired outcomes:

- Adequate and timely public notice.
- Use of a range of visualization techniques to describe all planning products.
- Public information is made available in accessible formats.
- Public meetings are held at convenient and accessible locations and times.
- Explicit consideration and response to public input received on all planning products.
- Proactive consideration of the needs of those traditionally underserved by existing transportation systems, such as low-income and minority households.
- Coordination with the statewide and regional transportation planning public involvement and planning processes.
- Periodic review of procedures and strategies to ensure a full and open participation process.

## EVALUATION OF EFFECTIVENESS

As required by statute (23 CFR 450.316) CAMPO periodically reviews “the effectiveness of the procedures and strategies contained in the participation plan to ensure a full and open process.”

CAMPO is constantly evaluating the effectiveness of our public participation policies and methods. Since 2015, at least ten planning documents have been updated or developed.

Each time a planning document is updated or developed the required policies outlined in the PPP are followed and re-evaluated. Since the last iteration of the PPP, CAMPO has utilized social media more and works more closely with local stakeholders to encourage public input.

After each planning process ends CAMPO staff reviews the public input received and holds regular discussion both internally and with Board of Directors and Technical Committee members about how the process can be improved.

Public engagement during the development of the 2016 Pedestrian and Bicycle Plan and the 2017 JEFFTRAN Operations Analysis saw marked increases in survey responses and attendance at public meetings. Because of these successes, planning staff worked to use similar techniques to increase participation in the development of the Metropolitan Transportation Plan in 2018 and 2019.

## SURVEY RESULTS

As part of the update process three survey processes were used. The feedback received from these surveys was used in the update of the PPP.

### 2023 BOARD OF DIRECTORS AND TECHNICAL COMMITTEE SURVEY

As part of an annual process to measure staff performance a six-question survey was sent to members of the Board of Directors and Technical Committee to gather input on how CAMPO staff can improve internal processes. Eighteen responses were received.

Survey results highlighted a need for CAMPO staff to increase engagement at local events and festivals, provide more presentations to stakeholder groups, and utilize social media more.

The questions and results are as follows:

1. Which MPO-related body are you a member of?

Board of Directors	66.67%	12
Technical Committee	33.33%	6

2. How would you rate your satisfaction with staff's facilitation of CAMPO planning processes?

Excellent	72.22%	13
Very Good	27.78%	5
Good	0.0%	0
Fair	0.0%	0
Poor	0.0%	0

3. How would you rate CAMPO staff assistance with decision-making processes?

Excellent	72.22%	13
Very Good	27.78%	5
Good	0.0%	0
Fair	0.0%	0
Poor	0.0%	0

4. The CAMPO Public Participation Plan outlines how CAMPO will engage with the public and stakeholders. Staff are currently updating the plan. In what areas can CAMPO improve outreach and engagement?

Quantity of public meetings	0.0%	0
Quality of public meetings	0.0%	0
Presentations to interested groups	16.67%	3
Social Media outreach	16.67%	3
Better website content	5.56%	1
Location of public meetings	0.0%	0
Engagement as part of local events/festivals	22.22%	4
No improvement needed	66.67%	12



5. What other suggestions do you have for how CAMPO members and/or staff can better engage with the public? (9 People skipped this question)

Jan 20 2023 11:53 AM	I think they do a great job.
Jan 19 2023 12:11 PM	None
Jan 19 2023 10:47 AM	It is often hard to capture the attention of the public when they do not understand or see the end results or ramifications of the planning effort.
Jan 19 2023 09:42 AM	Not sure at this time
Dec 21 2022 12:34 PM	It is hard to get community feedback on planning related items. A good option would be to go to the civic group meetings like Lions Club, Optimist Club, etc.
Dec 20 2022 02:04 PM	keep meetings short and concise
Dec 20 2022 07:48 AM	None at this time.
Dec 20 2022 05:56 AM	Katrina does a great job. My only suggestion is that she could use more help.
Dec 16 2022 09:44 AM	Nothing at this time

6. Do you have any suggestions for performance improvement of CAMPO staff or the CAMPO planning process?

Jan 20 2023 11:53 AM	None at this time. Keep up the good work.
Jan 19 2023 12:11 PM	No
Jan 19 2023 10:47 AM	It takes many hours of time to gain the attention of the public and explain why they should be interested in these planning efforts. It would be good to have additional staff so that this could be possible.
Jan 19 2023 09:42 AM	No
Jan 19 2023 09:39 AM	I have only been a part of the process for a few months. The staff seems to do their jobs well and the process seems good.
Dec 21 2022 12:34 PM	No. CAMPO staff does a good job and is great to work with.
Dec 20 2022 07:48 AM	None at this time.
Dec 20 2022 05:56 AM	Great job.
Dec 16 2022 09:44 AM	No, they seem to be doing a very good job.

## 2019 PUBLIC PARTICIPATION SURVEY RESULTS

As part of the 2020 Title VI Program update process, a six-question public survey was disseminated to the general public to gather input on how CAMPO can improve outreach and engagement in the region. The survey was sent out via email, Facebook post, and via the CAMPO webpage. Thirty-three responses were received.

The survey was helpful in providing CAMPO with information on where respondents live and work, how they would like to receive information, and how engagement can be improved.

This survey also highlighted a need to increase in-person engagement and presentations.

## 2022 CITY OF JEFFERSON CITIZEN PARTICIPATION PLAN

A public survey was not released in 2023 due to multiple surveys about other planning processes being released by the City of Jefferson and CAMPO during the development of the 2023 Title VI Program. The City of Jefferson Neighborhood Services Division updated the City of Jefferson Citizen Participation Plan in 2022. The

Citizen Participation Plan provides a guide for public input and participation in identifying housing, community development and public service needs, and the funding priorities for programs and target populations to be served through resources for the City of Jefferson. The City of Jefferson's Neighborhood Services Division is responsible for developing and implementing a citizen participation plan with the other plans and reports required by HUD. The purpose of this Citizen Participation Plan is to encourage citizen participation in the decision-making process with particular emphasis on the participation of low-to-moderate income persons for whom CDBG funds are proposed to be used.

## **PARTICIPATION POLICIES**

The policies outlined in this section are strategies that CAMPO staff, Technical Committee, and Board of Directors will undertake in meeting the goal of “genuine, inclusive, responsive, and transparent” public engagement.

### **PUBLIC NOTICE & ACCESSIBILITY**

In addition to the listed policies, Tables 1 and 2 on the following pages provides more detail on protocol and procedures.

Policy 1.1 – Notices and/or agendas for all regularly scheduled meetings, public comment periods, other public meetings, other major planning activities, and notification of publications available for public access shall be posted at the following locations:

- City of Jefferson City Hall
- CAMPO webpage: [www.jeffersoncitymo.gov/campo](http://www.jeffersoncitymo.gov/campo)

Policy 1.2 - The following entities shall be notified via email and/or form letter of the above listed meetings, comment periods, major planning activities, and publication availability:

- CAMPO Technical Committee Members
- CAMPO Board of Directors Members
- Interested Parties Email List
- Local Media Email List
- City Clerk, City of Jefferson
- County Clerk, Cole County
- City Clerk, Holts Summit
- City Clerk, St. Martins
- County Clerk, Callaway County
- City Clerk, Taos
- Village Clerk, Wardsville
- Missouri River Regional Library
- OATS, Inc.

Policy 1.3 – Meeting agendas shall be made publicly available at least five days before the scheduled meeting.

Policy 1.4 - Notices of major planning activities and/or comment periods should be promoted via social media.

Policy 1.5 – Notices for the development of planning documents or changes to the documents will contain:

- Notice that documents are being developed or amended, and how they may be accessed;
- the duration of the public comment period;
- instructions for submitting comments; and
- the date, time, and location of public meetings.

Policy 1.6 – A legal notice regarding public comment periods related to the updates to the Metropolitan Transportation Plan, Transportation Improvement Program, Program of Projects, Title VI Program, and Public Participation Plan shall be published in the Jefferson City News Tribune.

Policy 1.7 - CAMPO shall adhere to the requirements of the Missouri Sunshine Law and provide a minimum of 24-hour notice before the meeting.

Policy 1.8 - The Metropolitan Transportation Plan, Transportation Improvement Program, and all other plans will incorporate charts, graphs, photographs, maps, and any other tool or resource necessary to communicate with the public and stakeholders.

Policy 1.9 - Public meetings shall be held at locations compliant with the Americans with Disabilities Act.

Policy 1.10 – Public meetings should be held in locations that are accessible by public transit. Meetings should be held with enough time for transit users to arrive, provide input, and use transit to leave.

Policy 1.11 – Notices of major planning activities should be disseminated to stakeholders that cater to the needs of low-income and minority households, and those who may face challenges accessing employment and other services.

### **EMERGENCY MEETINGS**

Policy 1.12 - In the event that an emergency meeting is necessary, the Chairman of the Board of Directors, or the Vice-Chair in the absence of the Chairman, is authorized to call a special meeting.

In the unlikely event 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.

### **EFFECTIVE COMMUNICATION & VISUALIZATION**

Policy 2.1 – Upon request, staff will be available to meet with local officials, interested groups, or the public to discuss or present the Metropolitan Transportation Plan (MTP), Transportation Improvement Program (TIP), Unified Planning Work Program (UPWP) or other plans, programs, and activities.

Policy 2.2 – The CAMPO webpage will be maintained and updated with planning documents produced by CAMPO and local jurisdictions to provide the most current and accurate transportation planning information available.

Policy 2.3 - The CAMPO webpage shall contain public notices, meeting agendas, meeting minutes, Board of Director members, Technical Committee members, plans, studies, and other information for the public’s benefit.

Policy 2.4 – CAMPO shall actively participate in social media activities to supplement traditional public outreach activities.

Policy 2.5 – CAMPO shall promote events of planning partners, when appropriate.

Policy 2.6– CAMPO shall proactively use targeted media campaigns to engage with individuals and groups that may be impacted by activities or have expressed interest in being contacted.

### **OUTREACH & ENGAGEMENT**

Policy 3.1 – CAMPO encourages local jurisdictions to include public participation in the planning of projects and programs. CAMPO will collect information on the public participation process used by the project sponsors as part of the project application review process.

Policy 3.2 – CAMPO will maintain brochures and other educational materials to provide information on the metropolitan transportation planning process, the responsibilities of CAMPO, and the public participation process. The brochure will be available at all public meetings and events and accessible on the CAMPO webpage.

Policy 3.3 – CAMPO staff will actively make the effort to go out into the public, whether by invitation to go to meetings make presentations, or to attend meetings with relevance to transportation, transit, pedestrian, or bicycle themes, rail, or other related topics.

Policy 3.4 – CAMPO will make every effort to reach out to community organizations, advocacy groups, and underserved populations.

Policy 3.5 – CAMPO shall maintain and regularly update a database of stakeholders and interested individuals.

Listed below are the broadly defined stakeholder groups that CAMPO 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
- Environmental

Policy 3.6 - CAMPO shall 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.

Policy 3.7 - CAMPO shall 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.

## **COORDINATION**

Policy 4.1 – CAMPO will coordinate with state and local agencies, and officials responsible for planning activities within the Metropolitan Planning Area that are affected by transportation.

Policy 4.2 – State, Regional, and Local stakeholders will be consulted in the development of the Metropolitan Transportation Plan (MTP) and the Transportation Improvement Program (TIP) to the maximum extent practicable. Many of these entities, such as local entities involved with planned growth, economic development, environmental protection, and airport operations or freight transportation, are represented on either the CAMPO Board of Directors or Technical Committee.

Policy 4.3 – Per Section 14.5 of the CAMPO Memorandum of Understanding, local governments have responsibilities to:

- Participate in the development of the MTP and other plans, by making available to CAMPO local transportation plans, comprehensive plans or other information as needed, which may include land use, zoning or GIS databases.
- Review the MTP as it is being drafted.
- Participate in the development of the TIP, and the Unified Planning Work Program.
- Review and comment of these documents as they are being drafted.
- Assist in planning and executing public involvement activities.
- Actively participate in the planning process through various meeting and activities, such as the Board of Directors and Technical Committee meetings.

## PUBLIC COMMENT PROCEDURES

Figure 14 outlines required public comment procedures. Figure 15 shows the general overview of public engagement activities for specific federally required documents and plans. Public comment periods are initiated by staff and are concluded at Board of Directors meeting before final adoption or approval. Participation procedures for specific plans can be found in the following section.

**FIGURE 14 – CAMPO PUBLIC COMMENT PROCEDURES**


<b>PUBLIC NOTICE</b>	<p><b>Regularly Scheduled Meetings</b> - Meeting notices and agendas for Technical Committee or Board of Directors are posted on the CAMPO webpage at <a href="http://www.jeffersoncitymo.gov/CAMPO">www.jeffersoncitymo.gov/CAMPO</a>, sent to members, interested parties, and to a media contact list at least 5 days before a meeting. The media list is maintained by the Jefferson City Clerk and includes all major TV, radio, and print news outlets that serve the Mid-Missouri area. Additionally, the list includes media contacts in St. Louis and Kansas City.</p> <p><b>Other Public Meetings</b> – Meeting announcements and/or agendas for other planning activities not related to regularly scheduled meetings are advertised on the CAMPO webpage at <a href="http://www.jeffersoncitymo.gov/CAMPO">www.jeffersoncitymo.gov/CAMPO</a>, on the CAMPO Facebook page, and sent to members, interested parties, and to a media contact list at least 7 days prior to the meeting. At a minimum, a newspaper advertisement shall be placed in the Sunday addition Jefferson City News Tribune prior to the date of the meeting. Depending on the activity staff may choose to advertise in other local media resources. Staff should also make every attempt to advertise public meetings via posters, emails, stakeholder newsletters, and any other media resource deemed helpful in increasing public engagement.</p> <p>The public meeting notice shall include:</p> <ul style="list-style-type: none"> <li>• a brief sentence describing the plan or project</li> <li>• time, date, and location of the upcoming public meeting</li> <li>• a web link to the draft document and/or survey tool</li> <li>• a contact email and/or phone number</li> </ul> <p><b>Notice of Public Comment Periods</b> - Public comment periods are advertised on the CAMPO webpage at <a href="http://www.jeffersoncitymo.gov/CAMPO">www.jeffersoncitymo.gov/CAMPO</a>, sent to members, interested parties, and to a media contact list. If applicable (see Table 2), a legal notice is placed in the Jefferson City News Tribune at the opening of the public comment period. Depending on the activity, staff may choose to additionally advertise using other local media resources. The end of a public comment period will be concluded by the Board of Directors at a regularly scheduled meeting to provide final opportunity to comment. An example public notice can be found on the following page.</p> <p>The public comment notice shall include:</p> <ul style="list-style-type: none"> <li>• a brief sentence describing the plan or project</li> <li>• a sentence stating the opening of a public comment period</li> <li>• time, date, and location of the meeting where final opportunity for public comment will be provided and approval is anticipated.</li> <li>• a web link to the draft document location</li> <li>• a list of locations where the draft document may be found</li> <li>• a contact email, address, and phone number</li> </ul>
<b>PUBLIC MEETING LOCATIONS</b>	<p>Public meetings are held at times and locations convenient to all segments of the public. A central location accessible to transit users is required. Reasonable accommodations will be made for persons with limited English proficiency and for people with disabilities. Public meetings will be generally held at John G. Christy Municipal Building (City Hall), 320 E. McCarty Street, Jefferson City, MO 65101, or as specified within public comment notice(s). Locations may change based on the nature of the planning process or product.</p>
<b>PUBLIC REVIEW</b>	<p>During public comment periods, copies of proposed plans will be made available for public review on the Jefferson City Website at <a href="http://www.jeffersoncitymo.gov/CAMPO">www.jeffersoncitymo.gov/CAMPO</a>, Jefferson City Clerk's Office, and the Missouri River Regional Library. Reasonable accommodations for persons with limited English proficiency and for people with disabilities will be made upon request.</p>
<b>PUBLIC COMMENTS</b>	<p>Comments on proposed plans may be made in writing or in person at a regularly scheduled meeting of the Technical Committee or Board of Directors. Written comments should be directed to the CAMPO Division, Planning and Protective Services, 320 E. McCarty Street, Jefferson City, MO 65101, or sent electronically to <a href="mailto:campo@jeffersoncitymo.gov">campo@jeffersoncitymo.gov</a>. CAMPO staff will present comments to the CAMPO Board of Directors before adoption or approval of any plan.</p>

**FIGURE 15 – CAMPO PUBLIC ENGAGEMENT OVERVIEW BY PLAN**

DOCUMENT	FREQUENCY	REQUIRED PUBLIC MEETINGS	MINIMUM PUBLIC COMMENT PERIOD	REQUIRED NOTIFICATION ACTIVITIES
<b>METROPOLITAN TRANSPORTATION PLAN (MTP) 5-YEAR UPDATE</b>	5 YEARS	TECHNICAL COMMITTEE MEETINGS BOARD OF DIRECTORS MEETINGS THREE ADDITIONAL PUBLIC MEETINGS (AT LEAST ONE HELD IN HOLTS SUMMIT)	25 DAYS	<ul style="list-style-type: none"> <li>WEBSITE POST</li> <li>NEWS PAPER ADVERTISEMENTS</li> <li>STAKEHOLDER NEWSLETTERS</li> <li>PRESENTATIONS TO MEMBER JURISDICTIONS' COUNCIL MEETINGS</li> <li>PRESENTATIONS TO STAKEHOLDER GROUPS</li> <li>EMAIL DISTRIBUTION LISTS</li> <li>NOTICE SENT TO MEMBER JURISDICTIONS</li> <li>NOTICE POSTED AT CITY HALL*</li> </ul>
<b>METROPOLITAN TRANSPORTATION PLAN (MTP) AMENDMENTS</b>	AS NEEDED	TECHNICAL COMMITTEE MEETINGS BOARD OF DIRECTORS MEETINGS	7 DAYS	<ul style="list-style-type: none"> <li>WEBSITE POSTS</li> <li>NOTICE SENT TO MEMBER JURISDICTIONS</li> <li>NOTICE POSTED AT CITY HALL*</li> </ul>
<b>COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN 4-5 YEAR UPDATE</b>	3 YEARS	TECHNICAL COMMITTEE MEETINGS BOARD OF DIRECTORS MEETINGS TWO ADDITIONAL PUBLIC MEETINGS	25 DAYS	<ul style="list-style-type: none"> <li>WEBSITE POST</li> <li>NEWS PAPER ADVERTISEMENTS</li> <li>STAKEHOLDER NEWSLETTERS</li> <li>PRESENTATIONS TO MEMBER JURISDICTIONS' COUNCIL MEETINGS</li> <li>PRESENTATIONS TO STAKEHOLDER GROUPS</li> <li>EMAIL DISTRIBUTION LISTS</li> <li>NOTICE SENT TO MEMBER JURISDICTIONS</li> <li>NOTICE POSTED AT CITY HALL*</li> </ul>
<b>TRANSPORTATION IMPROVEMENT PROGRAM ANNUAL UPDATE</b>	ANNUAL	TECHNICAL COMMITTEE MEETINGS BOARD OF DIRECTORS MEETINGS	25 DAYS	<ul style="list-style-type: none"> <li>WEBSITE POST</li> <li>NEWS PAPER ADVERTISEMENTS</li> <li>NOTICE SENT TO MEMBER JURISDICTIONS</li> <li>NOTICE POSTED AT CITY HALL*</li> </ul>
<b>TRANSPORTATION IMPROVEMENT PROGRAM AMENDMENTS</b>	AS NEEDED	TECHNICAL COMMITTEE MEETINGS BOARD OF DIRECTORS MEETINGS	7 DAYS	<ul style="list-style-type: none"> <li>WEBSITE POST</li> <li>NOTICE SENT TO MEMBER JURISDICTIONS</li> <li>NOTICE POSTED AT CITY HALL*</li> </ul>
<b>TITLE VI PROGRAM, PUBLIC PARTICIPATION PLAN (PPP), &amp; LANGUAGE ASSISTANCE PLAN (LAP) 3-YEAR UPDATE</b>	3 YEARS	TECHNICAL COMMITTEE MEETINGS BOARD OF DIRECTORS MEETINGS	45 DAYS	<ul style="list-style-type: none"> <li>WEBSITE POST</li> <li>NEWS PAPER ADVERTISEMENTS</li> <li>NOTICE SENT TO MEMBER JURISDICTIONS</li> <li>NOTICE POSTED AT CITY HALL*</li> </ul>
<b>UNIFIED PLANNING WORK PROGRAM ANNUAL UPDATE</b>	ANNUAL	TECHNICAL COMMITTEE MEETINGS BOARD OF DIRECTORS MEETINGS	7 DAYS	<ul style="list-style-type: none"> <li>WEBSITE POST</li> <li>NOTICE SENT TO MEMBER JURISDICTIONS</li> </ul>
<b>UNIFIED PLANNING WORK PROGRAM AMENDMENTS</b>	AS NEEDED	TECHNICAL COMMITTEE MEETINGS BOARD OF DIRECTORS MEETINGS	7 DAYS	<ul style="list-style-type: none"> <li>WEBSITE POST</li> <li>NOTICE SENT TO MEMBER JURISDICTIONS</li> </ul>
<b>ANNUAL LISTING OF OBLIGATED PROJECTS (ALOP) ANNUAL UPDATE</b>	ANNUAL	THE ALOP IS UPDATED BY STAFF. THE TECHNICAL COMMITTEE AND BOARD OF DIRECTORS ARE NOTIFIED OF THE DOCUMENT'S POSTING AND THE PUBLIC MAY COMMENT DURING THOSE MEETINGS.		<ul style="list-style-type: none"> <li>WEBSITE POST</li> <li>NOTIFICATION OF BOARD OF DIRECTORS AND TECHNICAL COMMITTEE</li> </ul>
<b>OTHER PLANS AND PROJECTS</b>	AS NEEDED	TECHNICAL COMMITTEE MEETINGS BOARD OF DIRECTORS MEETINGS ADDITIONAL PUBLIC MEETINGS AS NEEDED	AS NEEDED	<ul style="list-style-type: none"> <li>WEBSITE POST</li> <li>NOTICE SENT TO MEMBER JURISDICTIONS</li> <li>NOTICE POSTED AT CITY HALL*</li> </ul>

\* Notices and/or agendas are posted at City of Jefferson City Hall at 320 E. McCarty Street

FIGURE 16 – EXAMPLE CAMPO PUBLIC NOTICE



**Public Notice – Notice of Public Comment Period**

**CAMPO 2023-2027 Transportation Improvement Program**  
**Amendment #3: Change to St. Martins Trail Project**

The Capital Area Metropolitan Planning Organization (CAMPO) invites public comment on an amendment to the 2023-2027 Transportation Improvement Program (TIP). The TIP identifies transportation projects, studies, and programs to be implemented using a combination of local, state, and federal funding or having regional significance for the CAMPO Planning Area, which includes the Jefferson City urbanized area.

Amendment #3 includes changes to the following project:

- TIP #2023-14 St. Martins – St. Martins Trail  
\$218,535 in Programmed Funds – Recreational Trails Program Award  
The project includes the construction of a 7' ADA trail extension from Niekamp Park to Business 50.  
The project will occur in Project Years 2023 and 2024.

The public comment period will conclude at a meeting of the CAMPO Board of Directors on December 21, 2022 at 12:00 p.m. in Room # 200, John G. Christy Municipal Building, 320 E. McCarty Street, Jefferson City, MO 65101.

Written comments may be directed to CAMPO at the Department of Planning and Protective Services, Room 120, John G. Christy Municipal Building, 320 East McCarty Street, Jefferson City, Missouri 65101; fax 573-634-6457 or email [campo@jeffersoncitymo.gov](mailto:campo@jeffersoncitymo.gov). This public notice and time established for public review and comments satisfies the Federal Transit Administration requirements. Copies are available for inspection on the CAMPO website at: [www.jeffersoncitymo.gov/campo](http://www.jeffersoncitymo.gov/campo), at City of Jefferson City Hall, or may be mailed upon request. Notice of the public comment period has been provided to the following entities: Missouri River Regional Library, County Clerk in Cole and Callaway counties, City Clerks in St. Martins, Holts Summit, Taos, Wardsville and OATS, Inc. in Columbia, Missouri.

Individuals should contact the 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. Any questions regarding this notice should call (573) 634-6410.

Emily Donaldson, City Clerk, City of Jefferson, Missouri  
Friday, December 13, 2022

For contact information only:  
Department of Planning and Protective Services - CAMPO  
320 East McCarty Street, Room 120  
Jefferson City, Missouri 65101  
Attention: Lisa Dittmer, Phone: (573) 634-6475



## PLAN SPECIFIC PROCEDURES

### METROPOLITAN TRANSPORTATION PLAN

The Metropolitan Transportation Plan (MTP), also referred to as a Long-Range Transportation Plan, assesses regional transportation needs over a twenty-year planning horizon. The MTP sets goals and defines policies, programs, strategies, and projects to meet the transportation needs of the CAMPO region. The MTP is central to the MPO planning process and addresses all transportation modes, including: surface transportation (roads and bridges), pedestrian and non-motorized, transit, air, waterways & ports, freight, rail.

Updates and amendments to the TIP follow the procedures outlined in Tables 1 and 2 of the previous section.

### 5-YEAR UPDATE PROCESS

The 5-year update of the MTP should include two phases of engagement. The first phase includes outreach to member jurisdictions, stakeholders, and the general public to gather information on changes to needs and demands in the region.

The second phase of engagement includes reviewing data, goals, strategies, and modeling with these same member jurisdictions, stakeholders, and the general public. The second phase concludes with the draft document going through a multi-stage process of review by the Technical Committee, Board of Directors, and public before approval or adoption.

The MTP is presented to the Technical Committee for review and recommendation to the Board of Directors for approval. The draft document is then presented to the Board of Directors for review and staff opens a 25-day public comment period. A final opportunity for public comment will be provided at the next scheduled Board of Directors meeting where the Board may choose to approve or adopt the plan. The Board of Directors will close the public comment period. During the public comment period, a notice will be placed on the CAMPO webpage and a legal notice will be placed in the newspaper as specified in Table 1. An example Notice is provided in this document.

### Amendment Process

The MTP may be changed through an amendment or administrative modification. An amendment to the MTP is subject to a 7-day public comment period after being reviewed by the Technical Committee and before being approved by the Board of Directors. If staff conducts an administrative modification, notice will be provided to the Board of Directors either prior to or immediately following the modification. Amendments and administrative modifications are documented in the appendix of the MTP.

Definitions of an amendment or administrative modification, according to 23 CFR §450.104, are as follows:

**Administrative modification** means a minor revision to a long-range statewide or metropolitan transportation plan, Transportation Improvement Program (TIP), or Statewide Transportation Improvement Program (STIP) that includes 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 does not require public review and comment, a redemonstration of fiscal constraint, or a conformity determination (in nonattainment and maintenance areas).

**Amendment** means a revision to a long-range statewide or metropolitan transportation plan, TIP, or STIP that involves a major change to a project included in a metropolitan transportation plan, TIP, or STIP, including the addition or deletion of a project or a major change in project cost, project/project phase initiation dates, or a major change in design concept or design scope (e.g., changing project termini or the number of through traffic lanes or changing the number of stations in the case of fixed guideway transit projects). Changes to projects that are included only for illustrative purposes do not require an amendment. An amendment is a revision that requires public review and comment and a redemonstration of fiscal constraint. If an amendment involves “non-exempt” projects in nonattainment and maintenance areas, a conformity determination is required.

## TRANSPORTATION IMPROVEMENT PROGRAM

The Transportation Improvement Program (TIP) is the document identifying transportation projects to be programmed and funded with FHWA and/or FTA funds for the metropolitan planning area over the next five years. Updates and amendments to the TIP follow the procedures outlined in Tables 1 and 2 of the previous section.

### ANNUAL UPDATE PROCESS

The TIP is updated every year and covers a 5-year period starting July 1 of each year. TIP development begins with a verification of status of projects in the current TIP, solicitation of new projects, and request for budget information from local jurisdictions. Local transit providers are also requested to provide information needed to develop their “Program of Projects” for inclusion in the TIP.

CAMPO staff develops the financial plan, project listings, maintenance and operations, and other components of the TIP with support from the Technical Committee, member jurisdictions, MoDOT, FHWA, and FTA.

The TIP is presented to the Technical Committee for review and recommendation to the Board of Directors for approval. The draft document is then presented to the Board of Directors for review and staff opens a 25-day public comment period. A final opportunity for public comment will be provided at the next scheduled Board of Directors meeting where the Board may choose to approve or adopt the plan. The Board of Directors will close the public comment period. During the public comment period, a notice will be placed on the CAMPO webpage and a legal notice will be placed in the newspaper as specified in Table 1. An example Notice is provided in this document.

The Board of Directors then requests approval of the TIP by the Governor and ONE DOT (consisting of FHWA and FTA).

### AMENDMENT PROCESS

The TIP may be changed through an amendment or administrative modification. An amendment to the TIP is subject to a 7-day public comment period after being reviewed by the Technical Committee and before being approved by the Board of Directors. If staff conducts an administrative modification, notice will be provided to the Board of Directors either prior to or immediately following the modification. Amendments and administrative modifications are documented in the appendix of the TIP.

More detail on the process for changes to the TIP can be found in the appendix of the current year TIP.

Definitions of an amendment or administrative modification, according to 23 CFR §450.104, are as follows:

**Administrative modification** means a minor revision to a long-range statewide or metropolitan transportation plan, Transportation Improvement Program (TIP), or Statewide Transportation Improvement Program (STIP) that includes 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 does not require public review and comment, a redemonstration of fiscal constraint, or a conformity determination (in nonattainment and maintenance areas).

**Amendment** means a revision to a long-range statewide or metropolitan transportation plan, TIP, or STIP that involves a major change to a project included in a metropolitan transportation plan, TIP, or STIP, including the addition or deletion of a project or a major change in project cost, project/project phase initiation dates, or a major change in design concept or design scope (e.g., changing project termini or the number of through traffic lanes or changing the number of stations in the case of fixed guideway transit projects). Changes to projects that are included only for illustrative purposes do not require an amendment. An amendment is a revision that requires public review and comment and a redemonstration of fiscal constraint. If an amendment involves “non-exempt” projects in nonattainment and maintenance areas, a conformity determination is required.

#### PROGRAM OF PROJECTS (POP)

The POP is a list of projects to be funded in a grant application submitted to the FTA by a designated recipient. The POP lists the subrecipients and indicates whether they are private non-profit agencies, governmental authorities, or private providers of transportation service, designates the areas served (including rural areas), and identifies any tribal entities. In addition, the POP includes a brief description of the projects, total project cost, and Federal share for each project.

The POP is a component of the TIP and thus development and update processes follow the public participation procedures used for the TIP.

## **COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN**

The Coordinated Public Transit-Human Services Transportation Plan (Coordinated Plan) identifies the transportation needs of individuals with disabilities, older adults, and people with low incomes, provides strategies for meeting these needs, and prioritizes transportation services for funding and implementation.

In accordance with Fixing America's Surface Transportation Act (FAST Act), the coordinated plan must be in place for agencies to apply for Federal Transit Administration (FTA) Section 5310 funding.

Updates and amendments to the Coordinated Plan follow the procedures outlined in Tables 1 and 2 of the previous section.

### **3-YEAR UPDATE PROCESS**

The 3-year update of the MTP should include two phases of engagement. The first phase of engagement includes outreach to member jurisdictions, stakeholders, and the general public to gather information on changes to needs and demands in the region.

The second phase of engagement includes reviewing data, goals, strategies, and modeling with these same member jurisdictions, stakeholders, and the general public. The second phase concludes with the draft document going through a multi-stage process of review by the Technical Committee, Board of Directors, and public before approval or adoption.

The Coordinated Plan is presented to the Technical Committee for review and recommendation to the Board of Directors. The draft document is then presented to the Board of Directors for review and staff opens a 25-day public comment period. A final opportunity for public comment will be provided at the next scheduled Board of Directors meeting where the Board may choose to approve or adopt the plan. The Board of Directors will close the public comment period. During the public comment period, a notice will be placed on the CAMPO webpage and a legal notice will be placed in the newspaper as specified in Table 1. An example Notice is provided in this document.

### **REVISION PROCESS**

Any changes to the Coordinated Plan will be presented to the Technical Committee and Board of Directors for their review and approval. The Board of Directors may open a public comment period to accommodate major revisions.

## **TITLE VI PROGRAM, PUBLIC PARTICIPATION PLAN, & LANGUAGE ASSISTANCE PLAN**

Title VI prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that:

*[n]o person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.*

The Title VI Program is a federally required program and document that includes the Public Participation Plan (PPP) and Language Assistance Plan (LAP). The Title VI Program must be updated every three years.

The update process includes a review of CAMPO procedures for notifying the public of their rights under Title VI and how to file a complaint. The document(s) demographic data is reviewed and updated. The update of the PPP includes a full review of current public engagement and comment procedures. A public survey is distributed to gather input on how engagement can be improved.

The Title VI Program is presented to the Technical Committee for review and recommendation to the Board of Directors. The draft document is then presented to the Board of Directors for review and staff opens a 45-day public comment period. A final opportunity for public comment will be provided at the next scheduled Board of Directors meeting where the Board may choose to approve or adopt the plan. The Board of Directors will close the public comment period. During the public comment period, a notice will be placed on the CAMPO webpage and a legal notice will be placed in the newspaper as specified in Table I. An example Notice is provided in this document.

The PPP is the official public participation process for plans and programs of CAMPO, as well as the Program of Projects for JEFFTRAN, and OATS.

### **REVISION PROCESS**

Any change to the Title VI Program, including the PPP or LAP will be presented to the Technical Committee and Board of Directors for their review and approval. The Board of Directors may open a public comment period to accommodate major revisions.

## **UNIFIED PLANNING WORK PROGRAM**

The Unified Planning Work Program (UPWP) defines tasks and anticipates funding requirements for the metropolitan planning activities performed by CAMPO with federal funds provided by the Federal Highway Administration (FHWA) and the Federal Transit Administration (FTA) under title 23 U.S.C. and title 49 U.S.C. Chapter 53. The UPWP defines activities for all public officials and agencies that contribute resources to the transportation planning process. The UPWP covers one fiscal year, November 1 to October 31, and outlines activities funded through the Consolidated Planning Grant and local funds and serves as the basis for funding agreements with the Missouri Department of Transportation (MoDOT). The UPWP also serves as a management tool for scheduling, budgeting, and monitoring the local planning activities.

### **ANNUAL UPDATE PROCESS**

The UPWP is made available to the public during regularly scheduled Technical Committee and Board of Directors meetings. By regulation, the UPWP is not required to undergo the same level of public involvement as other MPO documents.

The UPWP is presented to the Technical Committee for review and recommendation to the Board of Directors. The draft document is then presented to the Board of Directors for review and staff opens a 7-day public comment period. A final opportunity for public comment will be provided at the next scheduled Board of Directors meeting where the Board may choose to approve or adopt the plan. The Board of Directors will close the public comment period. During the public comment period, a notice will be placed on the CAMPO webpage specified in Table I. An example Notice is provided in this document.

The Board of Directors then requests approval of the UPWP by the Governor and ONE DOT (consisting of FHWA and FTA).

### **AMENDMENT PROCESS**

The UPWP may be changed through an amendment or administrative modification. Amendments must be approved by the Board of Directors, FTA, and FHWA. Some modifications may also go through an official approval by the Board of Directors as deemed appropriate by staff. Amendments and administrative modifications are documented in the UPWP.

More detail on the process for changes to the UPWP can be found in that document.

### **RESPONSE TO PUBLIC COMMENTS**

Comments on planning documents will be documented and provided to the Technical Committee and the Board of Directors, and kept in MPO comment files. Comments may be included in plan appendices as summaries of public comments.

General comments or questions regarding transportation policy, needs, and/or complaints will be acted upon by staff in accordance with the federal, state, and local regulations. 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 taking the matter up with the Technical Committee and/or Board of Directors.

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 the CAMPO Board of Directors. 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.

Interested parties may comment and make recommendations on any plan or program in person, by fax, email, or letter by contacting CAMPO staff at the following:

## Department of Planning and Protective Services

Attention: CAMPO  
320 E. McCarty St  
Jefferson City, MO 65101  
(573) 634-6410  
(573) 634-6457 (Fax)  
campo@jeffersoncitymo.gov

### **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 Jefferson ADA Coordinator at (573) 634-6410 to request accommodations or alternative formats as required under the Americans with Disabilities Act. Please allow three business days to process the request.

CAMPO maintains Language Assistance Plan and Title VI policies and performs periodic reviews of the both.

### **LANGUAGE ACCOMMODATIONS**

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

### **NON-DISCRIMINATION POLICY**

CAMPO 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 CAMPO or federal offices for information on local and federal procedures and forms for discrimination complaints.

Person(s) 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

## TITLE VI

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  
C/o City Administrator  
John G Christy Municipal Building/City Hall  
320 East McCarty Street  
Jefferson City, MO 65101

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 CAMPO of all Title VI related complaints as well as resolution.



# CITY OF JEFFERSON/CAMPO LIMITED ENGLISH PROFICIENCY PLAN

This limited English Proficiency (LEP) Plan has been prepared to address responsibilities of the City of Jefferson (including CAMPO and JEFFTRAN) as recipients of federal financial assistance as they relate to the needs of individuals with limited language skills. The plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964; Federal Transit Administration Circular 4702.1B, dated October 1, 2012, which states that the level and quality of transportation service is provided without regard to race, color, or national origin.

Executive order 13166, titled "Improving Access to Services for Persons with Limited English Proficiency," indicates that differing treatment based upon a person's inability to speak, read, write or understand English is a type of national origin discrimination. It directs each federal agency to publish guidance for its respective recipients clarifying their obligation to ensure that such discriminations do not take place. This order applies to all state and local agencies which receive federal funds.

## SERVICE AREA DESCRIPTION

The City of Jefferson is one of five incorporated communities within the CAMPO Planning Area as seen in Figure 17. In addition to the communities of Holts Summit, Jefferson City, St. Martins, Taos, and Wardsville, the CAMPO Planning Area also includes portions of Cole County and Callaway County.

JEFFTRAN services are only provided within the City Limits of Jefferson City, see Figure 18. JEFFTRAN services include six fixed-routes, three tripper routes (serving schools during the Spring and Fall semesters), and a paratransit service via Handi-Wheels.

## FOUR FACTOR ANALYSIS

The City of Jefferson has developed this LEP Plan to help identify reasonable steps for providing language assistance to persons with limited English proficiency who wish to access services provided by JEFFTRAN. As defined in Executive Order 13166, LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write or understand English. This plan outlines how to identify a person who may need language assistance, and the ways in which assistance may be provided.

In order to prepare this plan, JEFFTRAN undertook the **four-factor LEP analysis** which considers the following factors:

1. The number or proportion of LEP persons served or encountered in the eligible service population ("served or encountered" includes those persons who would be served or encountered by the recipient if the persons received adequate education and outreach and the recipient provided sufficient language services).
2. The frequency with which LEP persons come into contact with the program.
3. The nature and importance of the program, activity, or service provided by the program.
4. The resources available and costs to the recipient.

**I. THE NUMBER AND PROPORTION OF LEP PERSONS ELIGIBLE TO BE SERVED OR LIKELY TO BE ENCOUNTERED IN THE CAMPO/JEFFTRAN SERVICE AREA:**

A significant majority of people in both the CAMPO and JEFFTRAN service area are proficient in the English language. Based on 2020 Decennial Census data, 2.5% of the Jefferson City population and 1.47% of the CAMPO population, five years of age and older speak English “less than very well” – a definition of limited English proficiency (LEP). Figure 17 and Figure 18 depict the number of LEP population in the City of Jefferson and the CAMPO Planning Area.

**FIGURE 17 - JEFFERSON CITY, MO LEP POPULATIONS**

<b>LANGUAGE SPOKEN AT HOME</b>		
	Population	% Population 5 year and over
<b>Population 5 years and over</b>	40,033	100%
<b>English only</b>	37,924	94.7%
<b>Language other than English</b>	2,109	5.3%
<b>Speak English less than "very well"</b>	997	2.5%
<b>Spanish</b>	908	2.3%
<b>Speak English less than "very well"</b>	285	0.7%
<b>Other Indo-European languages</b>	600	1.5%
<b>Speak English less than "very well"</b>	324	0.8%
<b>Asian and Pacific Islander languages</b>	475	1.2%
<b>Speak English less than "very well"</b>	348	0.9%
<b>Other languages</b>	126	0.3%
<b>Speak English less than "very well"</b>	40	0.1%

**FIGURE 18 – CAMPO PLANNING AREA LEP POPULATIONS**

<b>POPULATION 5 YEARS AND OLDER BY LANGUAGE SPOKEN AT HOME</b>	<b>Callaway County</b>	<b>Cole County</b>	<b>Holts Summit</b>	<b>Jefferson City</b>	<b>St. Martins</b>	<b>Taos</b>	<b>Wardsville</b>	<b>Total Service Area</b>	<b>Percentage of Population 5 years and older</b>
<b>Population 5 years</b>	42,575	72,087	4,197	40,033	1,128	1,319	1,612	162,951	100.00%
<b>English only</b>	41,867	69,364	4,144	37,924	1,116	1,298	1,609	157,322	96.55%
<b>Language other than English</b>	708	2,723	53	2,109	12	21	3	5,629	3.45%
<b>Speak English less than "very well"</b>	284	1,086	16	997	5	14	0	2,402	1.47%
<b>Spanish</b>	281	1,283	4	908	3	5	0	2,484	1.52%
<b>Speak English less than "very well"</b>	135	308	1	285	0	5	0	734	0.45%
<b>Other Indo-European languages</b>	149	824	22	600	5	16	3	1,619	0.99%
<b>Speak English less than "very well"</b>	47	390	15	324	5	9	0	790	0.48%
<b>Asian and Pacific Islander languages</b>	244	479	27	475	4	0	0	1,229	0.75%
<b>Speak English less than "very well"</b>	95	348	0	348	0	0	0	791	0.49%
<b>Other languages</b>	34	137	0	126	0	0	0	297	0.18%
<b>Speak English less than "very well"</b>	7	40	0	40	0	0	0	87	0.05%

## 2. FREQUENCY OF CONTACT BY LEP PERSONS WITHIN CAMPO AND JEFFTRAN SERVICES:

While City Hall staff at the City of Jefferson has occasionally received phone calls from non-english speaking persons, 3-4 times in the last 3 years, there has not been an official request for an interpreter. On these rare occasions this has only occurred with Spanish speakers. When such an occasion has occurred, a city staff member, fluent in Spanish was able to provide support. None of these calls were related to CAMPO or JEFFTRAN services.

CAMPO staff reviewed the frequency with which office staff have, or could have, contact with LEP persons. To date, CAMPO has not received a request for an interpreter. None of the two current CAMPO staff members stated that they have ever had a request for an interpreter. CAMPO averages zero phone calls per month requesting an interpreter. CAMPO does include a the non-profit El Puente as a stakeholder agency during planning processes and uses the organization for translation services of some CAMPO products.

JEFFTRAN staff reviewed, via a survey, the frequency with which office staff, dispatchers and drivers have, or could have, contact with LEP persons. To date, JEFFTRAN rarely has a request for an interpreter. Only two out of sixteen staff surveyed stated that they have ever had a request for an interpreter. JEFFTRAN averages zero phone calls per month requesting an interpreter.

JEFFTRAN staff was given the following survey:

1. How often do you come into contact with riders who do not speak English or have trouble understanding you when you speak English to them?

<b>Frequency of Contact with LEP Persons</b>	
<b>Frequency</b>	<b>Language Spoken by LEP Persons</b>
1 - Daily	Spanish
4 - Weekly	Spanish
3 - Monthly	Spanish
8 - Less frequently than monthly	Spanish

2. Of these riders, what language is most often spoken? (Example: Spanish, Chinese, Russian, Vietnamese, French, Arabic, etc.)
  1. Spanish was the only language identified.
3. If known, what other languages do you hear spoken by riders? (Example: Spanish, Chinese, Russian, Vietnamese, French, Arabic, Other European, African, or Asian Languages, etc.)
  2. Spanish, African, Asian, and American Sign Language were identified.
4. What languages (other than English) do you understand or speak?
  3. Spanish (2), some Spanish (3), French (1)
5. Have you ever requested translation or interpretation assistance?
  4. Yes (2), No (14)
6. Do you have any suggestions regarding how we can serve LEP clients better?
  5. Suggestions included employing a translator and use of cell phone for translation.
7. Have you ever received comments or feedback concerning the Spanish Route and Schedule Guides?
  6. No (15), No response (1)

### 3. THE IMPORTANCE OF PROGRAMS, ACTIVITIES OR SERVICES PROVIDED BY JEFFTRAN TO LEP PERSONS:

Outreach activities, summarized in JEFFTRAN's Title VI Public Engagement Plan, include events such as public meetings and/or open houses held at schools, churches, libraries and other non-profit locations, and include specific outreach to LEP persons to gain understanding of the needs of the LEP population, and the manner (if at all) needs are addressed.

#### Outside Organization LEP Survey

Organization: \_\_\_\_\_

1. What language assistance needs are encountered?
2. What languages are spoken by persons with language assistance needs?
3. What language assistance efforts are you undertaking to assist persons with language assistance needs?
4. When necessary, can we use these services?

### 4. THE RESOURCES AVAILABLE TO JEFFTRAN AND OVERALL COST TO PROVIDE LEP ASSISTANCE:

Strategies for Engaging Individuals with Limited English Proficiency include:

1. Language line. Upon advance notice, translators can be provided.
2. Language identification flashcards.
3. Written translations of vital documents (identified via safe harbor provision).
4. One-on-one assistance through outreach efforts.
5. Website information.
6. To the extent feasible, assign bilingual staff for community events, public hearings, and Board of Directors meetings and on the customer service phone lines.

As applicable: Based on our demographic analysis (Factor I) the City of Jefferson has determined that no language group(s) within its service area meets Safe Harbor criteria requiring written translated "vital documents" by language group(s).

City of Jefferson staff will provide assistance and direction to LEP persons who request assistance.

#### **Staff LEP Training**

The following training will be provided to JEFFTRAN staff:

1. Information on JEFFTRAN Title VI Procedures and LEP responsibilities.
2. Description of language assistance services offered to the public.
3. Use of Language Identification Flashcards.
4. Documentation of language assistance requests.

### **Monitoring and Updating the LEP Plan**

The LEP Plan is a component of the City of Jefferson's Title VI Plan requirement. JEFFTRAN and/or CAMPO staff will update the LEP plan as required. At minimum, the plan will be reviewed and updated when it is clear that higher concentrations of LEP individuals are present in the CAMPO or JEFFTRAN service areas. Updates include the following:

1. How the needs of LEP persons have been addressed.
2. Determine the current LEP population in the service area.
3. Determine as to whether the need for, and/or extent of, translation services has changed.
4. Determine whether local language assistance programs have been effective and sufficient to meet the needs.
5. Determine whether CAMPO or JEFFTRAN's financial resources are sufficient to fund language assistance resources as needed.
6. Determine whether CAMPO or JEFFTRAN has fully complied with the goals of this LEP Plan.
7. Determine whether complaints have been received concerning CAMPO and JEFFTRAN's failure to meet the needs of LEP individual.

## **SUBRECIPIENT ASSISTANCE**

JEFFTRAN (City of Jefferson) does not have any subrecipients.

CAMPO does not have any subrecipients.

## **SUBRECIPIENT MONITORING**

JEFFTRAN (City of Jefferson) does not have any subrecipients.

CAMPO does not have any subrecipients.

## **EQUITY ANALYSIS OF FACILITIES**

JEFFTRAN (City of Jefferson) has not constructed any storage facilities, maintenance facilities, or operations centers in the last three years.

CAMPO has not constructed any storage facilities, maintenance facilities, or operations centers in the last three years.

## **REQUIREMENT TO COLLECT AND REPORT DEMOGRAPHIC DATA\***

\*Applies to providers that operate 50 or more fixed route transit vehicles in peak service; and 200,000+ population.

Not applicable to the Jefferson City, JEFFTRAN, or CAMPO.

## **REQUIREMENT TO MONITOR TRANSIT SERVICE\***

\*Applies to providers that operate 50 or more fixed route transit vehicles in peak service; and 200,000+ population.

Not applicable to the Jefferson City, JEFFTRAN, or CAMPO.

## **SERVICE AND FARE EQUITY ANALYSIS\***

\*Applies to providers that operate 50 or more fixed route transit vehicles in peak service; and 200,000+ population.

Not applicable to the Jefferson City, JEFFTRAN, or CAMPO.