



TITLE VI PROGRAM

**SUBMITTED BY:
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1701 WEST 56 HIGHWAY
OLATHE, KANSAS 66061
NOVEMBER 25, 2013**

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Introduction

The Johnson County Transit (JCT) Title VI Program is submitted in accordance with FTA Circular 4702.1B. JCT's previous Title VI Program was completed on October 26, 2010 and expires on May 13, 2013. Johnson County Transit does not discriminate on the basis of Race, Color, National Origin, Sex, Religion, Age or Disability status in employment or the provision of services.

Johnson County Transit Service Overview

JCT operates commuter express service during peak periods Monday through Friday, with limited midday express or flex service. Routes are primarily designed to move commuters between Johnson County, Kansas and downtown Kansas City, Missouri, although other major employment concentrations are also served. JCT also operates service into Wyandotte County, Kansas and the City of Lawrence in Douglas County, Kansas. All JCT services operate Monday through Friday. JCT operates out of the Murray L. Nolte Transit Center, located at 1701 West 56 Highway in Olathe, Kansas.

While all JCT routes are commuter express services, routes have different structures based on the markets they serve and the degree of speed or access that each route is designed to achieve. The type of route is designated by the first digit in the route number.

- 500s – Standard Express Routes providing primarily local service on major arterial streets and serve trips within Johnson County or connecting to Kansas City, Kansas or south Kansas City, Missouri. 500s routes are:
 - ***Route 546 – KCK-Johnson-Quivira***
 - ***Route 556 – Metcalf-Plaza***
 - ***Route 575 – 75th Street-Quivira***
- 600s – Standard Express Routes providing commuter service to downtown Kansas City, Missouri. Some routes operate more local service in Johnson County before using I-35 to travel into downtown, while other routes (known as ***Xpress***) provide limited-stop service and primarily travel on I-35. 600s routes are:
 - ***Route 660 – Antioch-Downtown***
 - ***Route 661 – Olathe Xpress***
 - ***Route 664 – Metcalf-Downtown***
 - ***Route 667 – Nall-Downtown***
 - ***Route 670 – Gardner-OP Xpress***
 - ***Route 672 – JoCo-Downtown Midday***
 - ***Route 673 – South OP Xpress***
 - ***Route 678 – Shawnee Xpress***
- 700s – Commuter Express service providing inter-city service utilizing highways for rapid travel to specific destinations. 700s routes are:
 - ***Route 710 – K-10 Connector***

- 800s – Midday flex routes providing flex service within $\frac{3}{4}$ -mile of a corresponding peak-hour fixed route or within a defined service area. 800s routes are:
 - **Route 812 – JO Flex**
 - **Route 856 – Metcalf-Plaza Flex**
 - **Route 875 – 75th Street-Quivira Flex**

In addition to **The JO**, JCT also operates the following services:

- **The JO – Special Edition**: a curb-to-curb paratransit service for elderly, disabled, and low-income residents of Johnson County.
- **Sheltered Workshop Industrial Fixed Transportation (SWIFT)**: a service that provides home to worksite commute trips for Johnson County Developmental Supports clients.

As of January 2013, Johnson County Transit maintains a fleet of 117 vehicles of which 59 are transit coaches, 55 are cutaways (15 to 18 passenger vehicles, usually body-on-chassis; all wheelchair lift-equipped), and three are four-passenger small mobility vehicles (wheelchair accessible). In addition to **The JO**, JCT also uses these vehicles to operate an expansive paratransit service for elderly, disabled and low-income persons. During peak periods, up to 46 vehicles are dispatched to provide fixed-route service, 21 vehicles are dispatched to provide paratransit service, and 13 to provide SWIFT service. In addition, JCT utilizes Special Edition “Supplemental Service” to reach additional customers through a contract with a local taxi company.

*Note: With 46 fixed-route transit vehicles operating during JCT’s peak period, JCT does not meet the Circular 4702.1B threshold of transit providers that operate 50 or more fixed route vehicles in peak service. A table demonstrating the number of buses operating in peak service is provided in **Appendix A**. However, in an effort to demonstrate Title VI compliance and in accordance with the JCT Strategic Plan to expand transit services in the future (to potentially beyond the 50-bus threshold), this report includes some items required only of larger providers.*

In FY 2012, **The JO** had an average ridership of 2,205 passengers each weekday. As of January 2013, customers using **The JO** pay \$2.00 for Standard Express service and \$3.00 for Commuter Express service (**K-10 Connector**). Standard Express 10-Ride Passes are available for \$18.00 and Commuter Express 10-Ride Passes are available for \$27.00. In May 2012, JCT also began selling Monthly Passes for \$67.00. The JO Passport, a monthly pass that is sold directly to employers, is available for \$63.00. Both monthly passes are for Standard Express routes only.

Note: These fares are proposed to change effective on April 15, 2013. JCT is currently accepting public comments on these proposed changes, including two public meetings being held in February 2013. The proposed changes would

Figure 1 illustrates *The JO* current system map and Park & Ride locations.

[illegible]

Notifying Beneficiaries of Their Rights under Title VI

JCT utilizes the following statement to notify beneficiaries of protection under Title VI and of JCT's compliance:

Johnson County Transit does not discriminate on the basis of Race, Color, National Origin, Sex, Religion, Age or Disability status in employment or provision of service. For more information on JCT's non-discrimination policies, or if you believe you have been discriminated against and need to file a complaint, please contact:

*Transportation Director
Johnson County Transit
1701 W. 56 Highway
Olathe, Kansas 66061*

This notice is posted at the following locations (**Appendix B** illustrates these locations):

- Route schedule brochures: Paper schedules are available at JCT's facility, on buses, and at many public buildings in Johnson County and other jurisdictions where **The JO** routes operate. Schedules are also available at www.thejo.com.
- JCT's website, both on the front page (www.thejo.com) and on the "About the JO" (www.thejo.com/about.shtml) page under "Civil Rights."
- Route and System Maps posted at certain passenger shelters at major bus stop locations. JCT will continue to include this information on new schedules and maps to be posted at new bus stop locations, including the new Mission Transit Center.

Title VI Complaint Procedures

Johnson County Transit has established Title VI Complaint Procedures, which outline the process for local review and disposition of Title VI complaints. The local complaint procedures have five steps, which are outlined below:

1. Submission of Complaint: Any person who feels that he or she, individually, or as a member of any class of persons, on the basis of race, color, national origin, age, sex, disability, religion, or low-income status has been excluded from or denied the benefits of, or subjected to discrimination under any program or activity of JCT may file a written complaint with the Transportation Director at the following address:

Transportation Director
Johnson County Transit
1701 W. 56 Highway
Olathe, Kansas 66061

2. A complaint shall be filed in writing and include the name and address of the complainant, as well as a brief description and date of the alleged violation. Such complaint must be filed within 180 calendar days after the date the person believes the discrimination occurred.
3. Referral to Review Officer: Upon receipt of the complaint, the Transportation Director shall appoint a Review Officer to evaluate and investigate the complaint, in consultation with Johnson County legal counsel. The Review Officer shall complete the investigation no later than 45 calendar days after the date the Director received the complaint. If more time is required, the Director shall notify the Complainant of the estimated timeframe for completing the investigation. Upon completion of the investigation, the Review Officer shall make a recommendation regarding the merit of the complaint and whether remedial actions are available to provide redress. Additionally, the Review Officer may recommend improvements to JCT's processes relative to Title VI, as appropriate. The Review Officer shall forward his or her recommendations to the Director. The Director shall consider the recommendations of the Review Officer and subsequently issue JCT's written response to the Complainant.
4. Request for Reconsideration: If the Complainant disagrees with the Director's response, he/she may request reconsideration by submitting a written request to the Director at the above address within 10 calendar days after receipt of the Director's written decision. The request for reconsideration shall be sufficiently detailed to contain any items the Complainant feels were not fully understood by the Director. The Director will notify the Complainant of his/her decision either to accept or reject the request for reconsideration within 10 calendar days after receipt of the Complainant's request. In cases where the Director agrees to reconsider, the matter shall be returned to the Review Officer to re-evaluate in accordance with Paragraph 3, above.
5. Appeal: If the request for reconsideration is denied, the Complainant may appeal the Director's response to the complaint by submitting a written appeal to the Chair of the Johnson County Transportation Council (JCTC) no later than 10 calendar days after receipt of the Director's written decision rejecting reconsideration. JCTC will review the complaint at the next regularly-scheduled meeting. The address for the council is:

Chair
Johnson County Transportation Council
1701 W. 56 Highway
Olathe, Kansas 66061
6. Submission of Complaint to the Federal Transit Administration: In addition to the JCT complaint process, the Complainant can also submit a complaint to the Federal Transit Administration for investigation.

Individuals and organizations may file a complaint by completing the Title VI complaint form in **Appendix C**. Complaints must be received within 180 days of the alleged incident. Complaints should be signed, include contact information, and be sent to:

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

Should information concerning a Title VI complaint be needed in a language other than English, JCT will accommodate these requests by providing such information through a translator (for verbal communication), utilizing a translation service (for documents), or by providing translated documents that may already exist (Spanish route schedules, for example).

Title VI Complaint History

No formal Title VI complaints or lawsuits have been filed with JCT since the adoption of the last Title VI program was completed in October 2010. However, two related events have occurred during this time:

- On April 18, 2012, a customer called to complain that a driver had not stopped at the desired location and that the customer felt discriminated against. No evidence of discrimination was found and no formal Title VI complaint was filed by the customer.
- On December 14, 2012, a complaint was submitted to FTA by the Transit Action Network concerning transit service reductions implemented by JCT on January 2, 2013. This complaint was submitted directly to the FTA rather than to JCT. The resolution of this complaint was provided by the FTA in a letter dated August 5, 2013. The FTA investigation found that "JCT took appropriate steps in the service changes it implemented." However, the FTA also directed JCT to update the Limited English Proficiency analysis of the JCT Title VI Program to better specify languages spoken by LEP populations and efforts to improve accessibility.

JCT maintains a file where any Title VI complaints, investigations, or lawsuits are recorded and tracked. This file, with detail on the two items above, is shown in **Appendix D**.

Public Participation Plan

Pursuant to the Memorandum of Understanding with the Mid-America Regional Council (MARC), JCT utilizes MARC's Public Participation Plan, updated on December 21, 2010 and most recently amended on March 20, 2012. JCT will continue to assist in the development and update of the Public Participation Plan and use strategies from the plan in project development activities.

In addition to the regional plan, JCT has also developed processes that are specific to the planning and implementation of transit service. Involving JCT's customers as well as the general public in planning and decision-making processes is critical to JCT's mission. Generally, JCT's public participation methods include:

- Placing public notices on vehicles of proposed service or fare changes and provide more detailed information such as draft route schedules on buses to be distributed to passengers.
- Placing public notices, draft schedules, and other information prominently on www.thejo.com as well as on JCT's Facebook and Twitter pages. Contact information for all JCT staff is provided on the website.
- Provide a public comment period for service, fare, or major policy changes where comments can be made by phone, mail, electronic mail, or in person.
- Hold public meetings at times and locations that are accessible to as many JCT customers as possible, especially those that are most directly affected by the subject of the meeting. In general, many JCT meetings are held near **The JO's** primary transfer center in Mission (currently located at 6000 Lamar) due to the number of routes that connect to the area. Depending on the subject, meetings may need to be held at different locations to be more accessible to the primary population to be affected or most interested.
- Utilize the expertise from regional partners including the Mid-America Regional Council (MARC) and its' Public Participation Plan as well as local jurisdictions that are impacted by proposed changes and to assist in distributing information to the general public or specific groups to be affected.
- JCT has recently begun distributing a quarterly newsletter to customers and other interested citizens. JCT utilizes this newsletter to publicize important information regarding JCT services and any proposed policy or service changes.
- Meetings of the Johnson County Transportation Council (JCTC) and the Johnson County Board of County Commissioners (BoCC) are open to the public. The JCTC and BoCC review major policy, service, or fare changes prior to implementation.

Engaging Title VI Protected Groups

Specifically, Johnson County Transit strives to engage Title VI protected groups in public participation and involvement activities so that their issues are

considered in the department's decision making process. To accomplish this goal, JCT will utilize the following public participation strategies, as appropriate:

- Ensure that all communication and public engagement efforts comply with Title VI of the Civil Rights Act and the JCT Title VI Program.
- Coordinate with individuals, institutions, and organizations and implement community-based public involvement strategies to reach out to Title VI protected populations. Utilize local jurisdictions, the business community, community organizations, local media, or other resources to identify the most appropriate engagement methods.
- Provide opportunities for public participation through means other than written communication, such as public meetings, by telephone, email, or social media.
- Use locations, facilities, and meeting times that are convenient and accessible to low-income and minority communities. This may require holding meetings at different locations and times depending on the subject of the meeting.
- Use different meeting sizes or formats, or vary the type and number of news media used to announce public participation opportunities, so that communications are tailored to the particular community or population.
- When planning major service or policy changes, collect statistical information to determine the impact to Title VI protected groups and utilize this information to calibrate the distribution of information and methods of engaging the protected groups.
- Include the Title VI public notification statement on JCT's website, on route schedules, and other important documents where appropriate.
- Overcome barriers to public participation for individuals with Limited English Proficiency by providing language resources as appropriate and as further detailed in the Language Assistance Plan included in this document.
- On all public notices, include a statement where interpretation or other communication aids can be provided with advance notice.
- Advertise public participation opportunities with media organizations that reach minority and ethnic populations to help ensure representation in the planning process.
- The JCTC Operations, Accessibility, and Marketing committees also review operations details concerning the provision of service to Title VI protected groups as well as methods of communication to these groups and to the general public.

Summary of Recent Outreach Efforts

Since the submission of JCT's last Title VI Program, numerous public meetings have been held for planning projects, marketing and public education events, proposed service changes, and proposed fare changes. The following is a summary of the strategies that JCT has utilized to engage Title VI protected groups in these efforts.

- JCT conducted training of staff as well as First Transit personnel on Title VI, Environmental Justice, and LEP policies and procedures.
- JCT staff makes presentations at a variety of community meetings and assesses the need for specialized techniques or materials—such as Spanish-language schedules—based on the population expected to attend.
- In May 2012, October 2012, and February 2013, JCT conducted public meetings in regard to proposed fare increases. Meetings were held at locations and times directly served by the route. JCT also conducted a survey of passengers of the **K-10 Connector** that included questions on race, ethnicity, and income and the impact of fare increases.
- In November 2011 and in October 2012, JCT held multiple public meetings regarding proposed service reductions. These meetings were held near JCT's primary transfer center at 6000 Lamar in order to provide the greatest amount of access for minority and low-income populations.
- As a part of this process for planning service reductions, JCT has directly reached out to passengers of certain routes that were identified as having higher percentages of minority, low-income, elderly, or disabled customers lacking other transportation options. While these customers generally supported no changes to their service, this direct communication assisted JCT in adjusting plans so that viable transportation options are still provided.
- Members of the public have provided comments at JCTC and BoCC public meetings regarding transit issues.

A more detailed description of these events is provided in **Appendix E**.

Limited English Proficiency

Johnson County Transit is committed to providing quality transit services to all citizens of Johnson County, including those with Limited English Proficiency (LEP). Title VI requires that recipients of federal financial assistance “provide meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are Limited English Proficient.”

The USDOT specifies a four-factor analysis that should be analyzed to determine what language assistance measures may be needed to ensure meaningful access to services, activities, and information. These factors are assessed in the sections below. For this analysis, the “eligible service area” is defined as Johnson County, Kansas as well as the other cities in the metropolitan area in which JCT provides services: Kansas City, Missouri; Kansas City, Kansas; and Lawrence, Kansas. Due to JCT's duties as the public transit provider in Johnson County and a department of Johnson County Government, special attention is paid to Johnson County in this analysis.

Factor 1: The number or proportion of LEP persons eligible to be served or likely to be encountered by the program or recipient.

Based on JCT's services, LEP persons interact with JCT in the following ways:

- Riding as a passenger on a bus and communicating with a bus driver.
- Contacting the Regional Call Center for information on a route.
- Contacting JCT for information on a service, including ***The JO – Special Edition***
- Attending community meetings or marketing events where JCT staff is present.
- Accessing JCT's website at www.thejo.com to obtain information about JCT or its services.
- Accessing printed route schedules or maps provided by JCT on buses, at passenger shelters, or at various schedule rack locations throughout the metro area.

According to the most recent American Community Survey (ACS) Five-Year estimates (2007-2011), approximately 5.7 percent of the population 5 years and over in the eligible service area (4.3 percent in Johnson County) speak English less than very well.

Table 1 provides detail on the languages spoken by residents in Johnson County and in other cities served by JCT. Spanish is the most common language spoken at home other than English, at 7.7 percent of the population (5.1 percent in Johnson County) according to the ACS. Based on the data, 3.7 percent of the population in the eligible service area (2.4 percent in Johnson County) speak Spanish at home and speak English less than very well. There are no other languages that are spoken by more than 0.6 percent of the population, and no other language where more than 0.3 percent speak English less than "very well."

Within Johnson County, JCT's legally-defined service area, Spanish, Chinese, and Korean are the only languages that are spoken by at least 1,000 LEP individuals, the threshold identified in USDOT's Safe Harbor Provision. While the number of Spanish-speaking LEP individuals (11,954) is 2.4 percent of the population, the number of Chinese and Korean speaking LEP individuals (1,168 and 1,124 respectively) is each less than 0.2 percent of the total county population.

Table 1: LEP Population in Areas Served by The JO (Sorted by number of LEP speakers in Johnson County, Kansas)

	Johnson County, Kansas		Kansas City city, Kansas		Lawrence city, Kansas		Kansas City city, Missouri		Total	
	Est.	Pct.	Est.	Pct.	Est.	Pct.	Est.	Pct.	Est.	Pct.
Total Population 5 years and over	500,473		132,340		82,655		423,615		1,139,083	
Speak only English	444,465	88.8%	99,549	75.2%	73,431	88.8%	373,267	88.1%	990,712	87.0%
Spanish or Spanish Creole:	25,564	5.1%	28,273	21.4%	2,624	3.2%	30,694	7.2%	87,155	7.7%
Speak English less than "very well"	11,954	2.4%	15,218	11.5%	902	1.1%	14,608	3.4%	42,682	3.7%
Chinese:	2,737	0.5%	335	0.3%	1,695	2.1%	1,156	0.3%	5,923	0.5%
Speak English less than "very well"	1,168	0.2%	296	0.2%	1,215	1.5%	562	0.1%	3,241	0.3%
Korean:	1,700	0.3%	141	0.1%	347	0.4%	650	0.2%	2,838	0.2%
Speak English less than "very well"	1,124	0.2%	70	0.1%	162	0.2%	396	0.1%	1,752	0.2%

Languages spoken by fewer than 1,000 people in Johnson County, Kansas are not listed

JCT operates a fairly minimal amount of service in areas with larger percentages of LEP populations. JCT does not believe that LEP persons are currently underserved due to language barriers. In Johnson County, where JCT operates the majority of its service, the percentage of individuals that would be affected by a language barrier is much smaller than in Kansas City, Kansas, where JCT operates little service (one route with six round trips per day). However, the Spanish-speaking population in the county and region is growing, and JCT should ensure that language barriers do not become an issue in the future, especially if JCT is able to expand services. Accordingly, JCT should provide resources to enable these individuals to more easily access transit. This includes translating critical information such as route schedules into Spanish, and providing translations of other documents, or interpretation services for meetings, upon request. Based on the limited resources available to JCT as well as the small percentage of LEP persons compared to the total county population, JCT does not believe that it is warranted to provide translated versions of documents into Chinese and Korean at this time, except by special request. JCT will continue to utilize the Regional Call Center to assist passengers who speak Chinese, Korean, and other languages in which JCT does not routinely translate documents.

Based on the above data—and the resources available to JCT—there is no other language where expanded outreach through printed material is warranted, except by special request. However, JCT will assist LEP customers with accessing additional resources, as detailed in the Language Assistance Plan below. The regional call center, for example, provides interpretive services in over 78 languages.

JCT will continue to monitor LEP population statistics when new ACS datasets or other sources of information become available.

Factor 2: The frequency with which LEP persons come in contact with the program.

In addition to the data presented in **Table 1**, JCT staff experience confirms that Spanish is the most commonly-spoken language by LEP persons that encounter JCT programs. According to JCT staff that regularly interact with the public, contact with LEP individuals is rare and unpredictable. When this contact does occur, it is typically with individuals who speak Spanish. Due to this infrequent contact, there has not been a demand for multi-language translations or other language assistance measures. Contact between bus drivers and LEP populations is more frequent but still a very small percentage of overall ridership. Through communication with JCT contract drivers, it does not appear that these populations are less able to utilize JCT services due to language barriers. JCT maintains a database of instances where staff has come into contact with LEP persons. Due to the Regional Call Center phone number that is provided on JCT schedules, some LEP individuals may be accessing JCT services or information without interacting with JCT staff.

Through direct communication with passengers, employers, and managers of apartment complexes, JCT does periodically communicate with Spanish-speaking individuals that use JCT's services. In one recent case, a presentation was given to several Spanish-speaking LEP individuals (a translator was provided) but it is unknown whether they currently utilize JCT services. JCT staff also occasionally come into contact with hearing-impaired individuals who access JCT services, such as through the use of Telecommunications Devices for the Deaf (TDDs) on the telephone. JCT records do not indicate contact with Chinese or Korean-speaking LEP individuals.

JCT will continue to utilize the contact log that has been developed to track contact with LEP persons and systematically review this log to determine the need for additional language assistance measures. JCT has also conducted an informal survey of drivers to gauge the frequency of contact with LEP individuals. A more formalized survey of drivers as well as with Regional Call Center staff—with tabulated results—will be conducted in the fourth quarter of FY 2013 to better understand the need for language assistance measures for bus passengers.

Factor 3: The nature and importance of the program, activity, or service provided by the program to people's lives.

As Johnson County's public transit provider, JCT provides an important service to residents and employees of the county. While many JCT customers have some other means of transportation, some customers rely on JCT for their basic

transportation needs. In the 2011 The JO Passenger Survey, 15 percent of respondents did not have a vehicle in their household. Therefore it is important to ensure that this population is able to access and comprehend critical JCT materials.

JCT currently utilizes the following types of documents to disseminate information on transit services and plans:

- Route Schedules and Maps: printed brochures and electronic documents that specify the time and location that an individual can access a JCT bus, and procedures for utilizing transit services. JCT has also deployed this information at high-priority bus stop locations such as at passenger shelters.
- Strategic Plan: a document that provides an overview of JCT goals and additional services that JCT intends to provide in the future. This plan was most recently updated in FY 2011.
- Other Planning Documents: Alternatives Analysis for future routes, corridor studies, meeting summaries, and other miscellaneous documents relating to specific planning activities.
- Information Notices and Announcements: route or fare changes, public meeting notices, newsletters, press releases, etc. Since the last Title VI Program, JCT has produced many notices for various service, fare, or policy changes.
- Website: All of the above information is included on the JCT website (www.thejo.com) as well as a list of staff contacts and social media updates. Web-based language translations are available on the website. JCT has become more active on Facebook and Twitter and uses these formats to inform the public about the above information or other news items.

Factor 4: The resources available to the recipient for LEP outreach, as well as the costs associated with that outreach.

Due to the relatively low number of LEP individuals in Johnson County and the infrequency of contact with JCT staff, it is not currently warranted to provide full multi-language translations of JCT written materials. In addition, budget constraints do not allow JCT to provide a larger number of translated materials.

However, JCT understands the need to provide resources to LEP individuals when the need arises. Therefore, JCT does utilize the following resources to provide meaningful access to Limited English Proficient (LEP) Persons:

- Brochures and schedules can be (and have been) made available in Spanish upon request or upon identification of this need in advance of a meeting, service change, or other event. JCT's basic information provided on route schedules has been translated into Spanish, but Spanish-language schedules or other information are not routinely printed due to cost limitations and the lack of identified need.

- JCT's website (www.thejo.com) is able to be translated by Google Translate or Microsoft Translate which can be accessed in the web browser. JCT's website contains schedules, agency contacts, and other important information. The front page of the website also has a "Language Translation" section where a convenient link to the Spanish-translated version of the website is provided. The website can also be translated by visiting Johnson County Government's main website (www.jocogov.org), choosing the appropriate flag at the bottom of the screen, and navigating to **The JO** page. There are 23 languages currently available through this service including Spanish, French, German, Russian, Japanese, Chinese, and Korean. These services are no cost to JCT or its customers.
- Johnson County's Human Services department offers a variety of language assistance services that can be utilized for JCT events and materials as needed. In public notices, JCT states that language assistance services can be made available at public meetings with advance notice.
- JCT partners with the Kansas City Area Transportation Authority (KCATA) by contracting for Regional Call Center services. The Regional Call Center also has an LEP plan that includes language line services to which JCT can transfer calls from LEP persons for interpretation. Languages include Spanish, Chinese, and Korean.

Language Assistance Plan

Based on the above Four-Factor Analysis, the following Language Assistance Plan outlines measures that JCT will implement to ensure that LEP individuals have meaningful access to JCT programs and services.

While JCT does not currently serve a large number of LEP individuals, JCT's Strategic Plan does call for expanded service both within Johnson County and in other parts of the Kansas City metropolitan area where the Spanish-speaking population is increasing. Accordingly, the number of LEP persons and the frequency of contact with JCT services will continue to be monitored. As services are deployed, JCT staff will continue to evaluate the frequency and nature of contact with LEP individuals.

Identifying LEP individuals who need language assistance

- Utilize language identification flashcards developed by the U.S. Census Bureau when encountering an LEP individual. These cards are available at JCT offices and at relevant public meetings.
- Maintain a list of points of contact with LEP individuals. JCT has developed a database where these points of contact are listed and maintained.

- Periodically examine customer service records to determine what language assistance requests have been received in the past to determine what assistance may need to be provided in the future.
- Monitor new demographic data as it becomes available to determine the number of LEP individuals in the county and the eligible service area. The American Community Survey annual estimates (provided in One-Year, Three-Year, and Five-Year datasets) will be utilized as appropriate. Specifically, determine whether languages with more than 1,000 individuals (Spanish, Chinese, and Korean currently), are growing and increasingly likely to utilize JCT services, including languages that are currently below the 1,000 threshold.
- Enact procedures for drivers, dispatchers and other front-line staff to report instances of contact with LEP individuals.

Language Assistance Measures

- Maintain current and accurate Spanish-translated versions of each ***The JO*** route schedule brochure as well as ***The JO – Special Edition*** application packet. Spanish versions of these critical documents should be taken to events and made available quickly upon request. The Spanish version of these documents is shown in **Appendix F**.
- Procure and provide Spanish translations of other important documents upon request. This includes the JCT Strategic Plan, planning and project documents, meeting agendas and minutes, and other documents impacting the provision of JCT services. JCT will provide translations of these materials if requested.
- Continue to provide notice of translation services on printed route schedule brochures, and add this notice to posted maps and schedules at shelters.
- When service or fare changes are proposed, evaluate the need to translate documents describing these changes into relevant languages, especially languages that are spoken by more than 1,000 LEP individuals in Johnson County. This may depend on the specific geographic location that will be affected.
- Provide, in Spanish, on the JCT website notice of LEP services and the availability of translated documents. Documentation of this notice is shown in **Appendix F**. In addition, provide a link on the website that will convert text to Spanish, using Google Translate.
- Evaluate the need to produce other documents in Spanish, such as executive summaries of JCT planning documents or service changes that may impact specific geographic areas with known LEP populations.
- Continue to provide language translation services on www.thejo.com.
- Utilize the language assistance services of Johnson County's Human Services department.
- Continue to partner with the Kansas City Area Transportation Authority (KCATA) in contracting for Regional Call Center services.

- Provide key outreach materials in other languages, if warranted, on a case-by-case basis.
- Network with local human services organizations that provide services to LEP individuals to assess their needs and utilize their expertise as appropriate.
- On the JCT website, state that interpreter services can be made available for a public meeting, with advance notification. This notice should also be included on any public notice to advertise a public meeting or a fare or service change.
- Spanish-language outreach materials from other organizations and governments will be utilized by JCT staff when needed.
- When oral interpretation services are needed for a public meeting, JCT staff will attempt to access interpretation services from professional or qualified volunteer interpreters.
- In addition to interpretation services, JCT will also attempt to provide sign language assistance for hearing-impaired individuals at public meetings.
- Post the completed Title VI Report, including the LEP Plan on the Johnson County Transit website, www.thejo.com.

Staff Training

- Continue to provide mandatory staff training on the Title VI and LEP policies and procedures specified in this document. Staff training will be scheduled prior to the end of FY 2013.
- Train key staff on procedures to follow when encountering LEP individuals and the use of language assistance materials, such as Census language identification flashcards.
- Identify Johnson County staff as well as operations personnel who speak Spanish or other languages; utilize these staff members to communicate with LEP individuals and to assist with language translation activities.

Providing notice to LEP individuals

- Post the completed Title VI Report, including the LEP Plan on the Johnson County Transit website, and at the JCT office.
- Provide Census language identification flashcards and existing Spanish-language materials at the JCT office.
- On printed schedule brochures as well as maps and schedules posted at shelters, provide a notice that translation services of documents and other materials are available.
- On the JCT website, state that interpreter services can be made available for a public meeting, with advance notification.
- On the JCT website, state that route maps and other JCT documents (Strategic Plan, meeting summaries, etc.) can be made available upon request.
- If a service change is believed to impact a large number of LEP individuals, include a statement in public notices that interpreter services can be made available for a public meeting, with advance notification.

LEP Public Participation

JCT is committed to including LEP individuals in the public participation process; specific actions include:

- On all public notices, include a statement where interpretation or other communication aids can be provided with advance notice. This statement will be provided in Spanish as well as English.
- Advertise public participation opportunities with media organizations that reach minority and ethnic populations to help ensure representation in the planning process.
- If a proposed service change will impact a geographic area that is known to have a large LEP population, coordinate with municipal governments and community organizations to determine needed language assistance measures and translation services.
- Provide Spanish-translated documents at public meetings, including *The JO* route schedules and *The JO – Special Edition* application packet.

Monitoring and Updating the Language Assistance Plan

Due to changing demographics and customer needs, the implementation measures listed above will be reviewed on a regular basis. At a minimum, JCT will update the Language Assistance Plan along with the Title VI Program every three years as required by the U.S. DOT. Specific actions for monitoring and updating the plan are as follows:

- Census Bureau data, and specifically the American Community Survey annual estimates, will be thoroughly analyzed to determine the need for additional services for LEP individuals.
- Records of contact with LEP individuals will periodically be assessed to determine future needs.
- Work with MARC and other transit providers in the Kansas City region to share LEP “best practices” and coordinate on providing LEP resources.
- Collect information from community organizations that serve LEP individuals to determine appropriate changes to language assistance materials and procedures.

Membership of Non-Elected Committees and Councils

As a department of Johnson County Government, JCT is governed by the Johnson County Board of County Commissioners (BoCC). The BoCC appoints members of the Johnson County Transportation Council (JCTC), which reviews and makes recommendations on the planning, coordinating, and funding for the County's public transportation services. The members help develop positive public awareness of mass transportation to gain public acceptance, support, and utilization. The Council interacts with and advises the County's transportation staff and reports to the Board of County Commissioners.

Chapter III of Circular 4702.1B states that:

“Recipients that have transit-related, non-elected planning boards, advisory councils or committees, or similar committees, the membership of which is selected by the recipient, must provide a table depicting the racial breakdown of the membership of those committees, and a description of efforts made to encourage the participation of minorities on such committees.”

JCTC members are appointed by the BoCC and are not selected by JCT. However, JCT does guide the BoCC in identifying potential candidates for appointment to JCTC. During this process, JCT will evaluate opportunities to improve the racial diversity of the JCTC by identifying qualified minority candidates.

Monitoring of Subrecipients

Johnson County Transit does not have any subrecipients that operate transit service and thus does not have associated reporting and monitoring activities to monitor compliance with Title VI.

Equity Analysis for Construction of Facilities

Johnson County Transit has not constructed a facility requiring land acquisition or the displacement of persons from their residences or businesses during the period since the most recent Title VI Program update. In addition, no such facilities are planned at this time.

Service Standards

Johnson County Transit has developed system-wide service standards for its routes in accordance with FTA Circular 4702.1B. These standards will assist the department as it plans, develops and operates non-discriminatory services. These standards will be monitored to determine whether additional services or amenities need to be added, or if changes need to be made in operations to improve performance.

Vehicle Load: The ratio of passengers per the number of seats on a vehicle during the vehicle’s maximum load point.

All vehicles – 95%

The 95 percent threshold is not a maximum load but rather it is a threshold that when met, triggers JCT staff to evaluate the route and determine if it is possible to reallocate resources to better accommodate the vehicle load on that route.

JCT recognizes that load factors are based on two separate capacities: seated and standing. Whenever possible, JCT will address vehicle loads that surpass the 95 percent threshold by assigning a vehicle with higher seating capacity to the route. While some JCT routes operate entirely on local streets, the majority of JCT's routes operate at least a portion on highways. Accordingly, JCT aspires to program services so that each passenger has a seat. However, budget and vehicle availability may make safe standing-room-only loads an acceptable operating procedure.

Vehicle Headway: The time interval between two vehicles traveling in the same direction on the same route.

JCT Weekday Service Periods

Peak a.m. – 5:00 a.m. – 9:00 a.m.
Midday – 9:00 a.m. – 3:00 p.m.
Peak p.m. – 3:00 p.m. – 7:00 p.m.
Night – 7:00 p.m. – 12:00 a.m.

JCT Headways

Standard Express Routes:

- Peak a.m. – Minimum 60 minutes
- Midday – Limited, 120 minutes or 1 trip each direction
- Peak p.m. – Minimum 60 minutes
- Night – No current service

Commuter Express Routes:

- Peak a.m. – Minimum 60 minutes
- Midday – Minimum 120 minutes
- Peak p.m. – Minimum 60 minutes
- Night – Minimum 120 minutes

Midday Flex Routes:

- Peak a.m. – No current service
- Midday – Minimum 120 minutes
- Peak p.m. – No current service
- Night – No current service

While more frequent service is desired—and is provided on most routes—the above tables represent JCT's minimum standards due to budget limitations. JCT's desired service levels for improved and new service are contained in the

JCT Strategic Plan. However, the minimum service levels listed in the Strategic Plan cannot be achieved for certain routes until additional operating funds are obtained.

On-Time Performance: The percent of timepoints where a bus arrives no more than one (1) minute early and no more than five (5) minutes late.

All routes – 95%

JCT will continue to monitor on-time performance on an ongoing basis and will pursue route or schedule changes if the 95 percent level is not consistently achieved.

Service Availability: General measure of the distribution of routes within a transit provider's service area. While **The JO** extends beyond Johnson County, JCT's role as a department within county government leads to a greater emphasis on serving county residents.

Accessibility Standard: The JO System – 40 percent of population within Johnson County lives within a Census Block that is at least partly within ½-mile of a transit route.

The above standard was obtained by using the Mid-American Regional Council's 2040 forecast model to forecast the amount and location of population growth in the county. Applying the model only to Johnson County, a 2040 population of 825,848 is forecasted in Johnson County with approximately 84 percent of this growth occurring in currently undeveloped areas which generally do not have transit service. Using these assumptions and no change to The JO existing system, approximately 43 percent of the county's residents would live in a Census Block that is at least partly within ½-mile of a bus route.

Again, JCT's desired level of service availability is to serve a higher percentage of the county's population. However, higher levels of service availability cannot be achieved given current budget constraints.

As of February 2013, approximately 57 percent of the county's population currently lives within a Census Block that is located at least partly within ½-mile of a transit route. Since Johnson County is rapidly growing in a low-density manner and JCT does not have the resources to expand transit service, it is anticipated that the percentage of population near a bus route will decline.

Additional qualitative standards for each route type are as follows:

Standard Express Routes:

- Service to major employment centers within Johnson County and downtown Kansas City, Missouri.

- Serve at least one Park & Ride lot per route where passengers are allowed to park their cars in a designated location during the day.
- Target high concentration residential areas such as apartment complexes.
- Riders may flag down buses in route operation at every intersection along the route (within Johnson County), except on highways, right-turn lanes (unless the bus is turning right), or other unsafe locations.
- Signed stops at every timepoint, where high demand is identified, or where a large number of boardings are observed. As JCT expands the number of signed stop locations to the point where the flagging system is no longer needed, stops should generally be placed no more than ¼-mile apart, except for **The JO Connex** BRT-style service and **The JO Xpress** service which may have less frequent stops to promote rapid travel.

Commuter Express Route:

- Service to local university and college campuses, which were chosen because of the propensity to move people from single occupant vehicles to public transit.
- Limited-stop, closed-door service between major activity centers.
- Signed stops at every timepoint.

Midday Flex Routes:

- Provide midday service with defined timepoints but with the ability to flex within a defined service area (by reservation).

Service Policies

Johnson County Transit has developed system-wide service policies to assist the department as it develops services and creates operational policies that do not have disparate impacts upon Title VI populations. These policies differ from the standards in that they are not necessarily based on quantitative thresholds.

Distribution of transit amenities

Johnson County Transit provides amenities including shelters, benches, bike racks, and trash receptacles. Beginning in FY 2013, these amenities will include route information kiosks and electronic real-time arrival signage at major boarding locations. This expansion of amenities is based on the implementation of two federally-funded capital projects:

- USDOT TIGER-funded transit and pedestrian infrastructure improvements in the Metcalf and Shawnee Mission Parkway corridor, including the new Mission Transit Center to be completed in the spring of FY 2013.
- The JO Xpress transit stations at five popular park-and-ride locations in Olathe and Overland Park, a part of JCT's Bus-on-Shoulder program.

The department continues to partner with cities and property owners who are willing to pay for a portion of the construction and operating costs for additional amenities. Installation of transit amenities along bus routes are often based on the number of passenger boardings that occur at stops along the routes. JCT also considers ridership potential based on the number of buses serving the area, development density, and other factors. Johnson County Transit currently contracts with the KCATA to maintain each of its shelters. JCT analyzes the provision of the above transit amenities to ensure equal access to all Johnson County residents, including Title VI populations.

Vehicle Assignment

Vehicle assignment is first determined by route type and then by ridership. Vehicle age and type are taken into consideration and varying ages and types of vehicles are distributed throughout JCT's system. In general, JCT buses are used throughout the system and can be seen on different routes on different days. However, JCT has recently acquired (and is in the process of acquiring) new vehicles that are specialized for certain services. These include:

- Over-the-road coaches that are used for **Route 710 – K-10 Connector** service, due to high ridership and “closed-door” service.
- Bus Rapid Transit-style vehicles to be used on **The JO Connex**, JCT's route that will use new stations on the Metcalf and Shawnee Mission Parkway corridor.
- 40-foot low-floor buses that are to be branded with **The JO Xpress** logos to operate exclusively on **Xpress** service to downtown Kansas City, Missouri.

Because these and other new vehicles encompass all of JCT's services, each service will have new vehicles in operation. Transit vehicles are allocated in the following manner:

Standard Express Routes:

- **The JO Xpress:** These routes are generally assigned 40-foot buses with one door due to high vehicle loads and the limited boarding locations along the course of the route. Certain trips with lower ridership may be assigned 30-foot or 35-foot buses.
- All other 500s and 600s Routes: These routes predominantly travel on local arterial streets and are given preference with regard to 30-foot and 35-foot buses due to the two door setup and non-obstructed seating, which allows for easier loading and unloading at locations throughout the route. Certain high-ridership trips utilize 40-foot buses as well.

Commuter Express Routes (700s) are given preference with regard to 40' low floor transit buses or over-the-road coaches due to their lack of second door allowing for less wind flow during their long highway trips. In addition, the lack of frequent on/off's allows for the use of a single door vehicle as compared to Standard Express Routes.

Midday fixed routes (800s) generally operate in cutaways due both to their lower peak ridership and residential nature. Any trips requiring a vehicle larger than a cutaway van are dealt with on an individual basis.

JCT will periodically review the assignment of vehicles throughout *The JO* system to ensure that vehicles are not being distributed in a way that is discriminatory to Title VI protected populations.

Larger Provider Title VI Compliances Voluntarily Addressed by JCT

Due to JCT operating a maximum of 46 fixed-route transit vehicles during peak periods, the following sections are not required to be assessed by JCT. However, in an effort to demonstrate Title VI compliance and in accordance with the JCT Strategic Plan to expand transit services in the future, this report includes some items required of larger providers. These items are utilized by JCT in the planning and provision of services and are seen as important to include in this document.

Service Area Demographics

Johnson County Transit's service area includes Johnson County, Kansas and portions of Kansas City, Missouri; Kansas City, Kansas; and Lawrence, Kansas. While services are also provided to persons who travel to Johnson County for work or educational purposes, services are planned primarily for residents of Johnson County. The FY 2010 Census reported a total population of 544,179 for Johnson County, representing an increase of nearly 21 percent since FY 2000.

The FY 2010 Census and the American Community Survey were the data source for service area demographics. These data reveal that the demographics of Johnson County have changed substantially and continue to evolve. Because JCT provides transit service beyond Johnson County, demographic data has also been collected for areas that are within ½-mile of existing routes in *The JO* system (based on Census Tracts that intersect with this buffer). As of the FY 2010 Census, 16.1 percent of the population in Johnson County is considered minority; 24.5 percent of the population within ½-mile of The JO routes are considered minority.

Table 2 shows the population of Johnson County and the areas within ½-mile of an existing route by race and ethnicity. **Figure 2** shows the racial distribution of each Census Tract.

Table 2: Population by Race and Ethnicity (2010 Census)

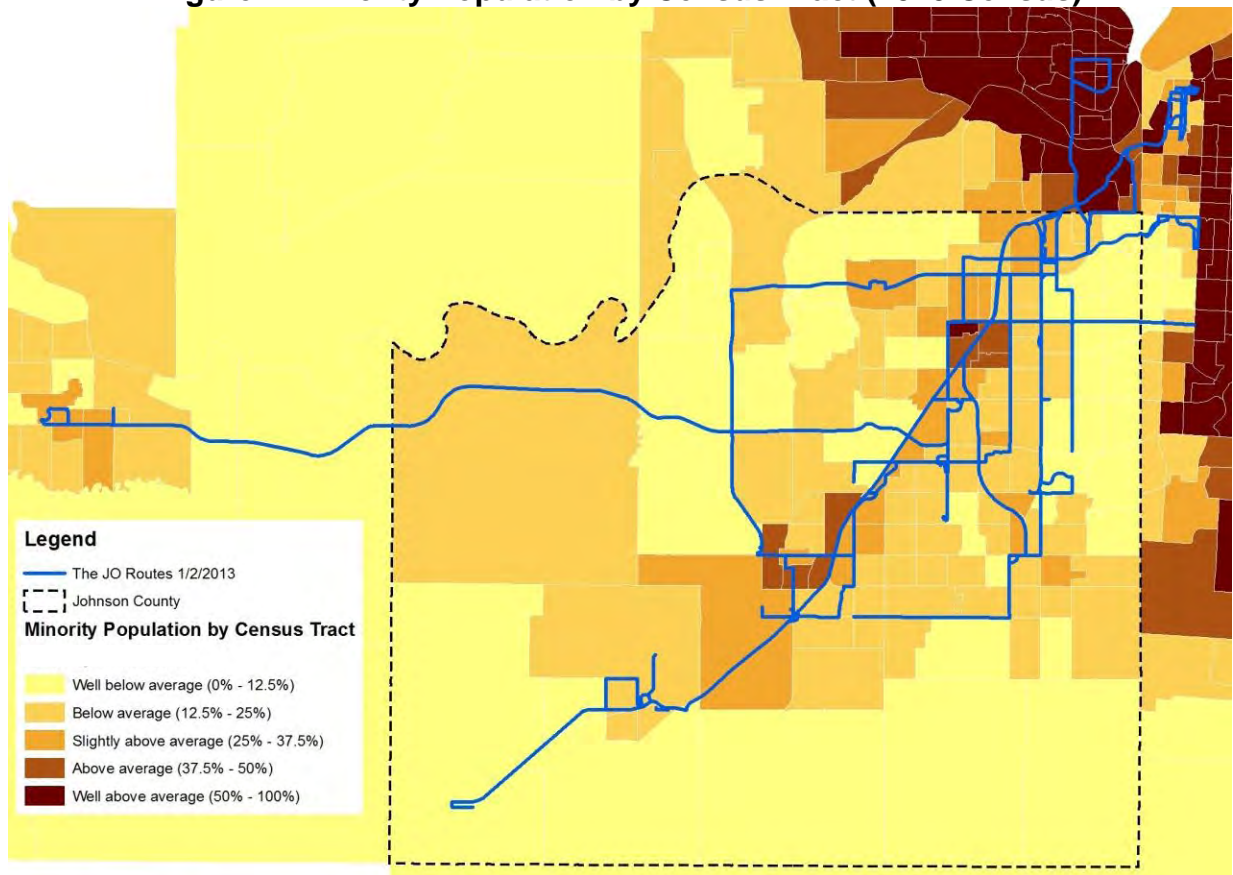
	Johnson County, Kansas		Area within 1/2- mile of The JO^	
RACE	<u>Number</u>	<u>Pct.</u>	<u>Number</u>	<u>Pct.</u>
Total population	544,179		675,758	
One Race	530,541		589,828	
White	468,052	86.0%	497,033	73.6%
Black or African American*	23,636	4.3%	60,204	8.9%
American Indian and Alaska Native*	2,014	0.4%	4,418	0.7%
Asian*	22,743	4.2%	25,788	3.8%
Native Hawaiian and Other Pacific Islander*	299	0.1%	361	0.1%
Some Other Race	13,797	2.5%	2,024	0.3%
Two or More Races	13,638	2.5%	15,245	2.3%
HISPANIC OR LATINO				
Total population	544,179		675,758	
Hispanic or Latino (of any race)*	38,949	7.2%	74,484	11.0%
Not Hispanic or Latino	505,230	92.8%	601,274	89.0%
Total Minority Population	87,641	16.1%	165,255	24.5%

Note: Area within 1/2-mile of existing routes is based on Census Tracts that intersect this buffer.

^ Includes areas outside of Johnson County.

** Indicates the population is included in the "Minority Population" definition.*

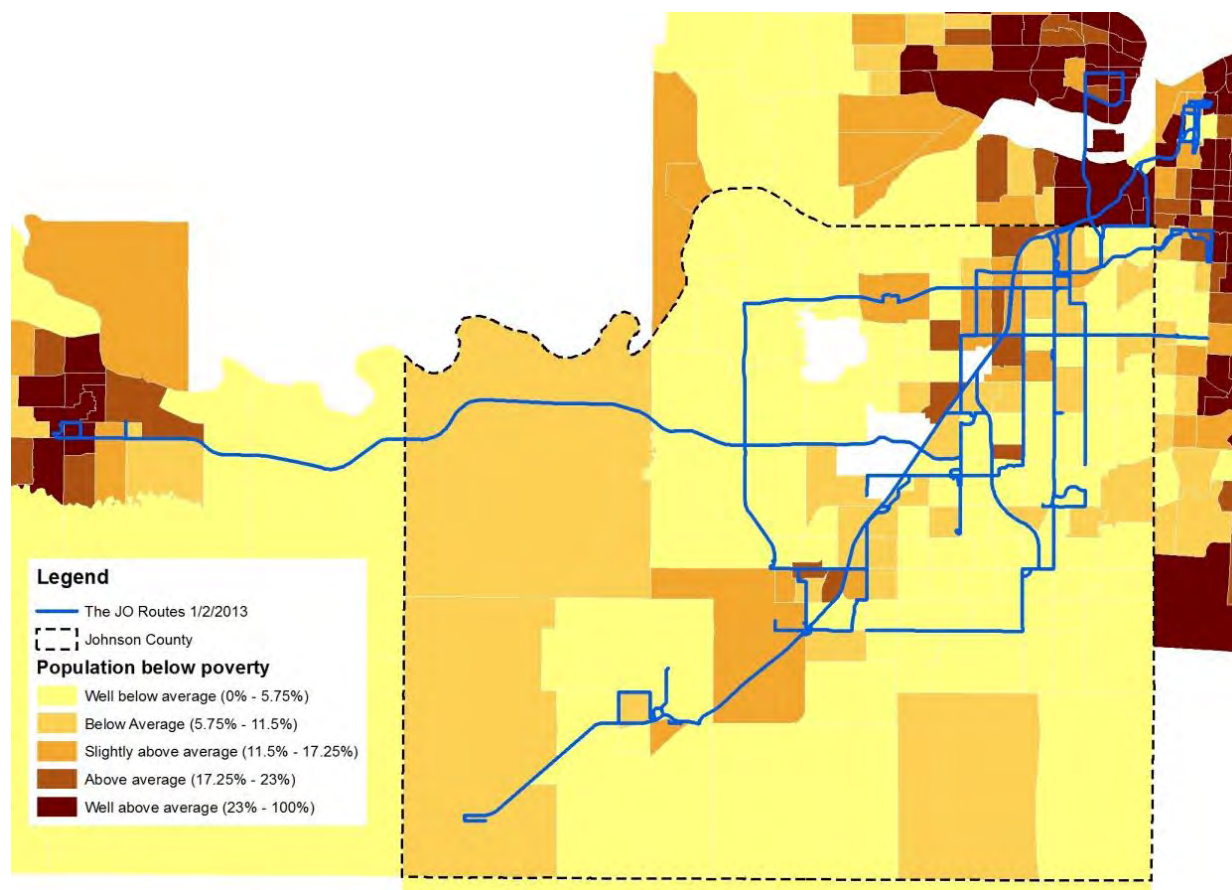
Figure 2: Minority Population by Census Tract (2010 Census)



JCT also maintains American Community Survey (ACS) data on household income. Three-Year ACS data reveal the changing economics in Johnson County. In the 2006-2008 ACS, there were an estimated 23,672 people in Johnson County living below poverty level, or 4.6 percent of the population. In the 2009-2011 ACS, the estimated number of people living in poverty increased to 36,366, or 6.7 percent of the population.

Figure 4 shows the percent of population living below poverty level of each Census Tract in areas served by *The JO*.

Figure 4: Low-Income Population by Census Tract (2006-2010 ACS)



Demographic Ridership and Travel Patterns - Surveys

JCT conducted Passenger Surveys in April 2011 and in April 2012. However, these surveys did not include questions about race or ethnicity. For purposes of analyzing proposed fare increases on **Route 710 – K-10 Connector**, JCT did conduct a survey of passengers of this route in November 2012 that included questions on race and ethnicity. The survey was completed by 269 passengers (an estimated 37 percent of the users of the route during the survey period). The survey found that **K-10 Connector** passengers are much more likely to live in lower-income households compared to passengers of other **The JO** routes as well as the general population in **The JO** service area. More than half of the survey respondents have an annual household income below \$25,000. In addition, **K-10 Connector** passengers are also much more likely to be minorities (40 percent) than the general population within **The JO** service area. While this statistic compares survey data to American Community Survey data, the magnitude of difference caused JCT to be concerned about the Title VI

implications of such a fare increase. Note: Due in part to these findings, a fare increase that would have only impacted the **K-10 Connector** was not pursued.

The most recent survey conducted of passengers of all routes—in April 2012—found the following income distribution among **The JO** passengers:

Less than \$25,000	7.2%
\$25,001-\$50,000	23.3%
\$50,001-\$75,000	19.5%
\$75,001-\$100,000	22.9%
\$100,001 or more	27.1%

An updated Passenger Survey for all routes is planned for April 2013 and will include questions on race and ethnicity. This survey, as have past surveys, will also include questions on income, age, and travel patterns.

Monitoring

JCT conducted service monitoring activities in May 2012 in accordance with FTA Circular 4702.1A. **Route 660/A – Antioch-Downtown, Route 669/I – KCK-Lenexa-Olathe**, and **Route 673/N – South OP Xpress** were selected for this analysis. These routes represent the different types of fixed-route service on **The JO**. JCT analyzed these routes compared to the Service Standards and Policies of the most recent Title VI program and found that the routes generally meet these standards and policies. Differences in the transit amenities available for each route are primarily a function of the different locations that these routes travel to outside of Johnson County where JCT does not generally provide amenities. The analysis did not reveal any discriminatory impact of the provision of transit service in Census Tracts served by the three routes.

In addition, there were no significant discrepancies of service to Title VI populations with respect to vehicle loads, vehicle assignment, or transit security among the three sample routes, or between these routes and **The JO** system as a whole. The analysis did reveal that improvements in bus stop signage are needed in order to meet JCT's service standards. These improvements have subsequently occurred as JCT has signed additional bus stops along routes throughout the system at critical locations. In addition, the analysis of **Route 673/N** did reveal a need to continue monitoring for excessive vehicle loads on certain runs. Service changes implemented in January 2013 appear to have addressed this concern by more evenly distributing ridership among multiple runs.

JCT will continue to monitor transit service to identify any discrepancies with the Service Standards and Policies defined in this document.

Evaluation of Fare and Service Changes

Due to ongoing reductions in federal and state operating revenue and the lack of increased local funding, JCT planned and implemented service reductions for The JO that became effective in January 2012 and January 2013. In accordance with FTA Circular 4702.1A (the circular in effect at the time of these analyses), JCT completed and submitted to FTA a Service Equity Analysis for each round of service reductions.

In late 2012, JCT, at the direction of JCTC, analyzed the impact of a fare increase that would only apply to ***Route 710 – K-10 Connector***. Since this fare increase was not implemented, this work never led to a completed Fare Equity Analysis. In early 2013, a revised fare increase was proposed that would affect all routes. This proposal is currently in the public comment phase. If implemented, these changes would take effect on April 15, 2013.

While JCT is no longer required to complete Service and Fare Equity Analyses in accordance with 4702.1B, JCT recognizes its responsibility to comply with Title VI of the Civil Rights Act when these changes are proposed and implemented. Using available data, JCT will evaluate major service changes and fare changes at the planning and programming stages to determine whether those changes have a discriminatory impact.

Major Service Change Policy

Any change which affects more than 25 percent of the service hours of a route will be considered a “major service change.”

Minority Disparate Impact Policy

A “disparate impact” exists if a route impacted by a major service change has a minority population that is eight percent more than the minority population in the transit system service area. Because some JCT routes would result in a low sample size and unreliable data, JCT will base this analysis on population within ½-mile of a route utilizing U.S. Census data, rather than by ridership surveys. Ridership surveys, however, will be utilized where appropriate to assist in determining a disparate impact.

This policy is based on the most recent Service Equity Analysis completed by JCT. Of the ten routes with major service changes, the minority population of each route was compared to the service area average. These percentages yielded a standard deviation of approximately eight percent.

Disproportionate Burden Policy

A “disproportionate burden” exists if a route impacted by a major service change has a percentage of population living below poverty level that is four percent more than in the transit system service area. Because some JCT routes would result in a low sample size and unreliable data, JCT will base this analysis on population within ½-mile of a route utilizing U.S. Census data, rather than by ridership surveys. Ridership surveys, however, will be utilized where appropriate to assist in determining a disproportionate burden.

This policy is based on the most recent Service Equity Analysis completed by JCT. Of the ten routes with major service changes, the population living below poverty level of each route was compared to the service area average. These percentages yielded a standard deviation of approximately four percent.

While JCT is not required by FTA Circular 4702.1B to complete Service or Fare Equity Analyses, these policies will assist JCT in determining the impact of fare or service changes in order to comply with Title VI of the Civil Rights Act.

Public Hearings

It is the policy of JCT to provide an opportunity for public comment on proposed service changes and fare increases for ***The JO*** and ***The JO – Special Edition*** services. JCT believes public participation improves the quality of the service and fare change decisions, as has been the case for recent service changes.

A notice will be published providing the opportunity for public comments and that a public hearing will be held upon request from interested private enterprises, agencies or persons.

Public hearings will be held at reasonable times and accessible places when there is a fare increase or a service change affecting more than ten percent of the riders utilizing the existing route. Exceptions to this policy are explained below.

Proposed service changes exceeding ten percent of the program (***The JO, Special Edition, SWIFT***) ridership and fare increases are to be discussed with the Johnson County Transportation Council (JCTC) and Board of County Commissioners (BOCC) at their regularly scheduled meetings. These meetings are open to the general public for comment and consideration.

Written notices of each JCT public hearing will be given in the county designated newspapers that have general circulation in the JCT service area. As appropriate, notices will be placed on transit and Special Edition vehicles as well as passenger bulletins. Notice will be published at least 21 days before the hearing date. Hearings can be held as part of regularly scheduled JCTC or

BOCC meetings. The hearings will be held within 90 days prior to the proposed change in service unless exceptional circumstances do not allow. Hearings for new routes or services will be held only if requested by the public, in writing, in response to the publicized notice.

Exceptions to the hearing requirement:

- Emergency situations requiring immediate changes in service. A hearing following the above process will be held as soon as practical to review the emergency change, if such a hearing is requested by affected parties or if such changes affect more than ten percent of the riders utilizing the affected route.
- Experimental service changes can be implemented for a period of up to 120 days without a hearing unless such a hearing is required in the manner for new routes as described above. If the change becomes permanent, the hearings required for establishing a new route will be followed.
- Temporary changes in service due to street/bridge closing and other such similar occurrences are exempted from the hearing requirement.
- Changes in fares associated with marketing and promotional events are exempted from the hearing requirement as long as such promotional or marketing changes will not be in effect for more than 90 days

Board Approval

The JCT Title VI Program was approved by the Johnson County Transportation Council on March 12, 2013 and by the Johnson County Board of County Commissioners on March 28, 2013. Documentation of these approvals is provided in ***Appendix G*** and ***Appendix H***.

Appendix A – Peak Service Table

The following table shows the “number of buses in fixed-route service” calculation based on **The JO** current schedules, effective 1/2/2013. The most buses in service at one time is 46, which occurs in the p.m. peak hours on Tuesdays and when the Route 710 – K-10 Connector is operating either the Regular or Summer schedule.

Route	Number of Buses in Service			
	AM Peak	Midday	PM Peak	Evening
546	3		3	
556	5		5	
575	3		3	
660	4.5		6	
661	6.5		7	
664	4		4	
667	1.5		2	
670	4.5		5	
672		1		
673	4		5	
678	2		2	
710 Regular Day	4	1	4	
710 Regular Night				2
710 Summer Day	4	1	4	
710 Summer Night				1
710 Break	2	1	2	
812 Flex (Tue/Fri)		1		
856 Flex		3		
875 Flex		3		
Peak Service	42	9	46	2

Peak Service occurs on Tuesdays during the 710 Regular Schedule

- all other days have equal or fewer buses in operation
- 710 Summer and Break not included in Peak Service total

Note: 0.5 indicates that a bus operates a trip on two different routes

Appendix B – Public Notification Examples

Johnson County Transit website front page (www.thejo.com/about.shtml)

- Information also provided on front page of website

Civil Rights

Disadvantaged Business Enterprise (DBE)

DBE allows for equal opportunity when bidding on projects with The JO.

- The JO's DBE [Program Overview](#) (0.9Mb pdf)
- Attachments [1-14](#) (3.3Mb pdf)
- Attachments [15](#): sample bid packet (18Mb pdf)
- Federal DBE Regulation [49 CFR Part 26](#) (link)

A listing of firms certified and eligible to participate as Disadvantage Business Enterprise firms are available on the following web sites:

Missouri Department of Transportation
www.modot.mo.gov/ecr/index.htm

Kansas Department of Transportation
<http://www.ksdot.org/divadmin/civilrights/>

Non-Discrimination Policy

Johnson County Transit does not discriminate on the basis of Race, National Origin, Sex, Religion, Age or Disability status in employment or the provision of service.

For more information on JCT's non-discrimination policies, or if you believe you have been discriminated against and need to file a complaint, please contact:

Transportation Director
Johnson County Transit
1701 West 56 Hwy
Olathe, Kansas 66061

Holidays

The JO schedule brochures.

FARES

	Full	Reduced**
Standard Express	\$2.00	\$1.50
10-Ride Pass	\$16.00	\$15.00
Monthly Pass	\$67.00	
JO Passport*	\$63.00	

Bus passes can be purchased online at www.thejo.com or by mailing a check to:
Johnson County Transit
1701 West 56 Highway
Olathe, Kansas 66061

*JO Passport is a monthly pass sold only to companies (not individuals). Have your Human Resources Department call for more information on saving 25% off the regular bus fare.

**Reduced Fares with valid ID apply to:
- Disabled Persons (application required - call 913-782-2210)
- Senior Citizens (65 & over)
- Youth (ages 6-17)

Children 5 and under ride for free. Children 12 and under must be accompanied by an adult. Johnson County Transit is not responsible for lost or stolen bus passes. No refunds will be provided. The farebox will take all modern U.S. coins and bills up to \$20. Drivers do not carry change. If you overpay, the farebox will issue a change card good toward future rides.

TRANSFERS

Passengers are eligible for one transfer. When boarding, please ask the driver for a free transfer to move between routes or to The BUS and Metro systems. Transfers are valid for two hours. Transfers are not valid for round trips. For public comments, or if any question is raised over the validity of transfer or fares, please pay fare and forward details to comments@thejo.com or call 913-715-8268.

NON DISCRIMINATION POLICY

JCT does not discriminate on the basis of race, color, national origin, sex, religion, age or disability status in employment or provision of service. For more information on JCT's non-discrimination policies, or if you believe you have been discriminated against and need to file a complaint, please contact:

Transportation Director
Johnson County Transit
1701 West 56 Highway
Olathe, Kansas 66061
(913) 782-2210

CONTACT INFORMATION

Regional Call Center: 816-221-0660
JCT Administrative Offices: 913-782-2210
JCT Lost & Found: 913-715-8267

FLAGGING POLICY

Bus will stop on route anywhere in Johnson County with a hand signal. Riders cannot board on exit/entrance ramps, highways or interstates, right-turn lanes or other possible unsafe locations.

BIKE RACKS

Bike racks are available for use on all The JO buses. Bikes may be carried onto vehicles, but space may be limited. Bikes may not interfere with other passengers.

GUARANTEED RIDE HOME

The Guaranteed Ride Home Program provides two free taxi rides home per year in case of emergency. Register by calling 816-942-RIDE (7455) or visit www.marco.org/deshare/ride.htm.

THE JO ROUTE INFORMATION

220 KCK-Johnson-Quivira	710 K-10 Connector
250 Metcalf-Plaza	715 JO Flex
255 75th Street-Quivira	255 Metcalf-Plaza Flex
260 Antioch-Downtown	270 75th Street-Quivira Flex
265 Olathe Xpress	
265 Metcalf-Downtown	
270 Nati-Downtown	
270 Gardner-OP Xpress	
270 JoCo-Downtown Midday	
270 South OP Xpress	
270 Shawnee Xpress	

SPECIAL EDITION

Special Edition is a shared ride program that provides affordable curb-to-curb transportation for elderly, disabled, and low-income residents meeting certain eligibility requirements. For questions, or to apply for this service, please call 913-782-2210.

The JO 556 Metcalf Plaza & 856 Flex

Popular Destinations

8000 Lamar (Johnson County Offices)
75th & Metcalf Shopping Center
Children's Mercy South Hospital
College Metcalf Plaza
Continental Center Shopping Center
Country Club Plaza Shopping Center
Deer Creek Marketplace
Downtown Overland Park
Fairway Shops
Gateway Plaza
Glenwood Plaza
Indian Creek Shopping Center
Indian Creek Trail
ITT Technical Institute
Kansas City Library - Plaza Branch
Matt Ross Community Center
Metcalf 103 Shopping Center
Metcalf South Shopping Center
Mission Mart Shopping Center
Nelson-Atkins Museum
Ninety Five West Shopping Center
Overland Park Farmer's Market
Pembroke Hill School
Sylvester Powell Community Center
Regency Plaza
Rockhurst University
Rosana Square Shopping Center
St. Lukes South Hospital
University of Missouri
- Kansas City
Wright Career College



SOCIAL MEDIA
Visit the JO on Facebook,
Twitter, YouTube, and Flickr
[f](#) [t](#) [y](#) [f](#)
See www.thejo.com for links.

The JO 556 Metcalf - Plaza & 856 Flex

Popular Destinations



Serving UMKC in KCMO to 137th & Antioch in Overland Park, via 47th/Cleaver, Ward Pkwy, Shawnee Mission Pkwy and Metcalf.

Plan your trip and buy passes at

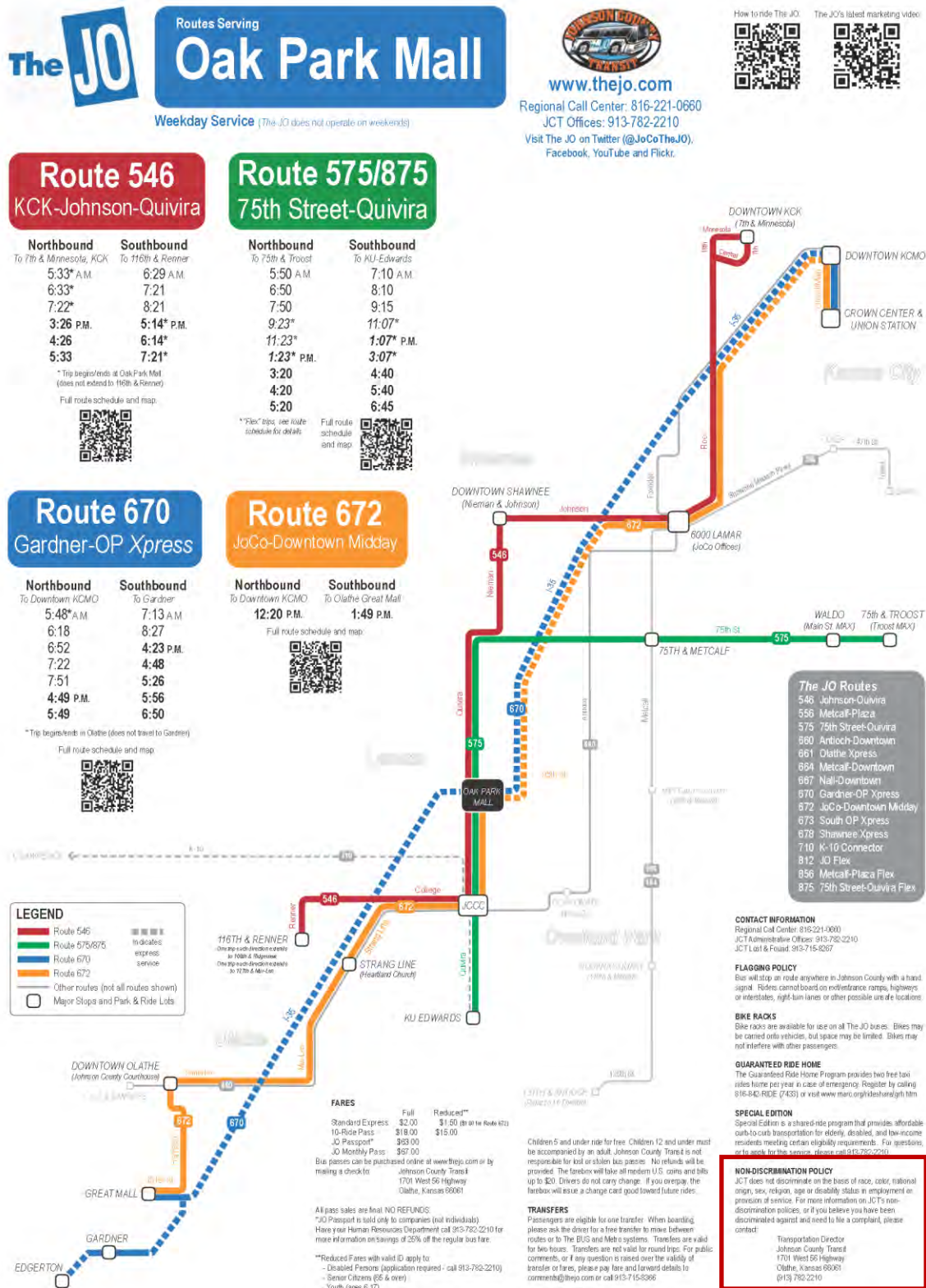
www.thejo.com

Regional Call Center: 816-221-0660

Language Translations Available
Bridget: 01A020213



Route Maps displayed at passenger shelters (e.g. Oak Park Mall)



Appendix C – Title VI Complaint Form

Johnson County Transit Title VI Complaint Form

Note: Your complaint must be received by JCT within 180 days of the alleged incident.

Section I

Name: _____

Address: _____

Telephone Numbers: (Home) _____ (Work) _____

Electronic Mail Address: _____

Accessible Format Requirements?

Large Print _____ Audio tape _____ TDD _____ Other _____

Section II

Are you filing this complaint on your own behalf? Yes _____ No _____

[If you answered "yes" to this question, go to Section III.]

If not, please supply the name and relationship of the person for whom you are complaining:

Please explain why you have filed for a third party. _____

Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.

Yes _____ No _____

Section III

I believe the discrimination I experienced was based on (check all that apply):

Race _____ Color _____ National Origin _____

Date of Alleged Discrimination (Month, Day, Year): _____

Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of

the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, use the back of this form.

Section IV

Have you previously filed a Title VI complaint with this agency (Johnson County Transit)?
Yes____ No____

Section V

Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?
Yes____ No____

If Yes, list all that apply:

Federal Agency: _____ Federal Court: _____

State Court: _____ State Agency: _____

Local Agency: _____ Other: _____

Please provide information about a contact person at the agency/court where the complaint was filed:

Name: _____ Title: _____

Agency: _____ Address: _____

Telephone: _____

Section VI

Name of agency this complaint is against: _____

Contact person: _____ Title: _____

Telephone: _____

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

Signature and date required below

Signature

Date

Please submit this form in person at the address below, or mail this form to:

Transportation Director
Johnson County Transit
1701 W. 56 Highway
Olathe, Kansas 66061

If information is needed in another language, please contact JCT at 913-782-2210.

Si se necesita información en español, por favor contacte al 913-715-2210.

Appendix D – JCT Title VI Complaints Log

Title VI Complaints Log

F:\Shared_Information\Complaints\Title VI Complaints\Title VI Complaints Log.xlsx

Date	Summary & Nature of Complaint	Status	Action(s) Taken
Investigations			
Lawsuits			
Complaints			
4/18/2012	A passenger called to complain that she boarded the bus and told the driver where she wanted to get off the bus but the driver did not stop. The driver told the passenger that she needed to tell the driver when we approach stop, and told the passenger to get back to her seat. <u>The passenger stated she thought the driver was discriminating against her. The nature or basis of this discrimination was never specified in the initial complaint.</u> She also stated that there have been a couple of times that she gave driver a “ticket” and he said she couldn’t use them on the bus. JCT told the passenger that she could also use the pull cord to alert the driver of her stop, but she stated she was not from here and not familiar where the stop was so she needed extra help from the driver.	This complaint was never filed as a formal Title VI Complaint, and the passenger was notified of this option. Accordingly, the complaint was dealt with through JCT's standard complaint procedures. This complaint is closed.	Follow up with the passenger determined that the passenger felt that the discrimination was based on race and that the driver thought she was "ugly." First Transit staff responded on 4/23/2012 that the complaint had been reviewed with the driver. The driver was a substitute driver who was not familiar with the route as to where the stop was along the way. The driver was coached on how to handle this type of issue in the future. In reviewing the situation with the passenger as well as with JCT and First Transit staff, it was determined that no discrimination occurred in this situation.
12/14/2012 (stated by TAN as the date the claim was filed with FTA)	JCT has been notified that the Transit Action Network filed a "Title VI Claim" with the FTA Civil Rights Division on 12/14/2012. The claim is primarily in regard to the January 2013 service reductions and associated Service Equity Analysis, as well as speculation about future service reductions.	Email from FTA Region VII office on 1/17/2013 states that a claim was sent to FTA headquarters and is currently under review.	The claim is under review by FTA. JCT has reviewed the content of the claim and will cooperate with FTA throughout this process.

Appendix E – Recent Public Engagement Efforts

This information supplements the summary provided in the “Summary of Recent Outreach Efforts” section of the Public Participation Plan section of the report.

- In November 2011, JCT held two public meetings to obtain feedback from the public regarding proposed service reductions to take place in January 2012. These meetings were held at the Johnson County Northeast offices at 6000 Lamar, which is also JCT’s primary transfer center for many routes. One meeting was held in the morning and one in the evening to try to maximize turnout for people with a variety of schedules.
- JCT staff present information on JCT’s services at a variety of events including City Council meetings, civic organization meetings, MARC committees, churches, senior living facilities, and other groups. Prior to these meetings, JCT staff, in coordination with other event organizers, considers the expected participants of these meetings and what methods or materials may enhance public participation. In March 2012, JCT staff presented information at a community meeting of an apartment complex that has a large population of Hispanic individuals. The apartment complex provided a Spanish-language interpreter at the meeting to assist individuals in understanding information presented by JCT. JCT also prepared Spanish-language schedules for the route serving the apartment complex and provided these schedules at the meeting.
- JCT conducted staff training on Title VI policies and procedures on May 21, 2012 to familiarize all staff with the Title VI of the Civil Rights Act of 1964, the current JCT Title VI program, Environmental Justice, and LEP procedures.
- JCT staff made a presentation at First Transit’s monthly Safety Meeting on May 17, 2012 to familiarize drivers and other First Transit staff with Title VI, Environmental Justice, and LEP requirements. Many drivers provided helpful comments on ways to improve internal coordination as well as communication and services to Title VI protected groups.
- In May 2012, JCT proposed fare increases that would affect passengers of Route 710 – K-10 Connector. To ensure that users of this route would be able to attend and provide feedback, JCT held two public meetings at locations that are directly served by these routes—Johnson County Community College and the University of Kansas-Edwards Campus—and at times that affected individuals would be able to access meetings by using transit. In October 2012, JCT had revised plans for increasing fares on the route and again held public hearings at both JCCC and KU-Edwards.
- In support of the proposed K-10 Connector fare increases, JCT also conducted a survey of passengers of the route that included questions on race, ethnicity, and income. The information obtained from this survey assisted JCT in determining the impact of proposed fare changes and ultimately led to JCT not pursuing the fare changes.
- As a part of this process for planning service reductions in January 2012, JCT communicated directly with passengers of **Route 680 – KCK-Olathe**, which all

work for the same employer and many are minority individuals. While these passengers did not support the route being eliminated, this communication helped JCT plan for the adjustment another route to provide service to these individuals. While adding travel time, the change allowed these passengers to still utilize transit to get to work.

- In October 2012, JCT held two public meetings to obtain feedback from the public regarding proposed service reductions to take place in January 2013. Both meetings were held at the Sylvester Powell Community Center in Mission, Kansas. This location is less than a block away from 6000 Lamar (meeting rooms at 6000 Lamar were under renovation at the time) and along several JCT routes. This location was also determined as the best location based on the routes to be affected, as the most-impacted routes provide service to this portion of Johnson County. Through the Service Equity Analysis process, JCT had also identified this portion of Johnson County as having a higher percentage of minority and low-income individuals compared to the rest of the county.
- As a part of this process for planning service reductions in January 2013, JCT also communicated directly with passengers of **Route 812 – JO Flex** to solicit feedback on proposed days of service. Passengers of this route were identified as being disproportionately low-income, disabled, and lacking other transportation options. A survey of these passengers assisted JCT in identifying the appropriate days of the week to provide service as well as other opportunities for improvement.
- In February 2013, JCT held two public meetings regarding proposed fare increases. These meetings were held at the Sylvester Powell Community Center due to its proximity to more routes than any other location within The JO system and its proximity to a greater number of low-income individuals (relative to the county as a whole) that are more likely to be impacted by higher fares.
- In September 2012, the JCTC reviewed recommendations for service reductions effective in January 2013. These reductions were finalized upon approval of the BoCC on October 18, 2012. Both meetings were open to the public and featured comments by citizens and transit users. The final recommendations for service reductions were dramatically different than the initial recommendations, due to the Title VI Service Equity Analysis and the hundreds of public comments that were received.

Appendix F – LEP Notifications and Document Translations

The JO Information Panels in Route 546 Schedule - Spanish Version

TARIFA Para Connex, Xpress y Standard Express			INFORMACIÓN DE CONTACTO
	Tarifa Completa	Tarifa Reducida**	
Tarifa en Efectivo	\$2.25	\$1.10	Centro Regional de Llamadas: 816-221-0660 Oficinas Administrativas JCT: 913-782-2210 Objetos perdidos y encontrados: 913-715-8267
Pase de 10 Viajes	\$20.25	\$11.00	
Pase Mensual	\$75.60	\$36.00	
JO Passport*	\$71.00		

Todas las ventas son finales pase. NO SE ACEPTAN DEVOLUCIONES.
 Para obtener una lista de puntos de venta pass, visite www.thejo.com o llame al 913-715-8366. Los pases de autobús se pueden comprar en línea en www.thejo.com o visitando o enviando un cheque a:
 Johnson County Transit
 1701 West 56 Highway
 Olathe, Kansas 66061

* JO Passport es vendido sólo a empresas (no a individuos). Pídale a su Departamento de Recursos Humanos que llame al 913-715-8347 para más información sobre ahorros del 28% en la tarifa regular del autobús.

** Tarifas Reducidas con identificación válida se aplican a:
 • Personas Discapacitadas (se requiere solicitud – llame al 913-782-2210)
 • Personas Mayores (65 años en adelante)
 • Jóvenes (edades de 6 a 17)
 Para solicitar una reducción de Identificación de Tarifa JO, llame al 913-782-2210.

Johnson County Transit no es responsable de pases perdidos o robados. No se proporcionará ningún reembolso para los pases no utilizados. Todas las ventas son finales.

Niños de 5 años o menos viajan gratis. Niños de 12 años y menores deben estar acompañados por un adulto. La caja de cobro se llevará a todas las monedas de los Estados Unidos modernos y billetes hasta \$20. Si paga más, el controlador emitirá una tarjeta de cambio válida para paseos en el futuro. Los conductores no llevan dinero en efectivo.





TRANSFERENCIAS
 Una vez a bordo, por favor pida al conductor una transferencia gratuita para cambiarse de ruta o al sistema de Metro y UG Transit. Las transferencias son válidas por dos horas y no son válidas para viajes de ida y vuelta. Para comentarios públicos, o si hay alguna pregunta sobre la validez de una transferencia o tarifas, por favor pague la tarifa y envíe los detalles a:
 E-Mail: comments@thejo.com
 Teléfono: 913-715-8366
 Correo: Johnson County Transit
 1701 West 56 Highway

POLÍTICAS DE PARADAS
 El autobús se detendrá en cualquier punto de la ruta en el Condado Johnson con una señal de la mano, excepto en el JO Connex (556/856), la Ruta 664 y Ruta 710, que sólo se detiene en los lugares designados. Los viajeros no pueden abordar en las rampas de entrada/salida, autopistas o inter-estatales, carril de giro a la derecha u otras posibles ubicaciones inseguras.

COLGADORES DE BICICLETAS
 Hay disponibles Colgadores de Bicicletas para usarse en todos los autobuses JO. Las bicicletas pueden llevarse en los vehículos, pero el espacio podría estar limitado. Las bicicletas no deben interferir con los demás pasajeros.

VIAJE A CASA GARANTIZADO
 Regístrese para el Programa de Viaje a Casa Garantizado llamando al 816-842-RIDE (7433). El Programa Viaje a Casa Garantizado (GRH) provee dos viajes en taxi gratuitos por año en caso de emergencias. www.marco.org/ndeshare/grh.htm

THE JO INFORMACION DE RUTA

 556 856 Metcalf-Plaza	 661 Olathe Xpress 670 Gardner-OP Xpress 673 South OP Xpress 678 Shawnee Xpress
 546 KCK-Johnson-Quivira 575 875 75th St-Quivira 660 Antioch-Downtown 664 Metcalf-Downtown 667 Nall-Downtown 672 JoCo-Downtown Midday 812 JO Flex	 710 K-10 Connector

The JO – Special Edition Application Packet – Spanish Version

JO – Special Edition

(Un servicio proporcionado por Tránsito del Condado de Johnson)

Brindando un transporte económico puerta a puerta para residentes elegibles del Condado de Johnson.



Para obtener información sobre el Programa JO – Special Edition, contacte a Tránsito del Condado de Johnson al 913-782-2210.

JCT Website – Front Page “Language Translation” Section

Language Translation



Google Translator is available for any Web site. Click here for [Español](#) or any other language by changing the dropdown selection.

Also, Johnson County offers language translation services for its Web sites through a service. Thirteen languages are currently available through this service including Spanish, French, German, Russian, Japanese and Chinese. To access this service go to the [Johnson County Home Page](#) and click the appropriate flag icon at the bottom of the screen. Then select Agencies/Departments and click Bus-The JO.

Language translators are available through the Regional Call Center at 816-221-0660. The JO route maps and The JO - Special Edition application packet are available in Spanish upon request. Other JCT documents can also be made available in Spanish upon request by contacting JCT at 913-782-2210.

Language interpreters can be provided at JCT public meetings with advance notice. Please contact JCT at 913-782-2210 at least ten days in advance of the meeting to request an interpreter or other communication aids.

Traductores de idiomas están disponibles a través del Call Center Regional en 816-221-0660. Mapas de rutas están disponibles en español, bajo petición. Otros documentos JCT también puede estar disponible en español a petición contactando JCT al 913-782-2210.

Servicios de un intérprete a su disposición en las reuniones públicas JCT con antelación. Por favor, póngase en contacto con JCT al 913-782-2210 por lo menos diez días antes de la reunión para pedir un intérprete o de otros instrumentos de comunicación.

New Rider Guide



Appendix G – Johnson County Transportation Council Approval

**Johnson County Transportation Council
March 12, 2013
Meeting Summary**

Council members in attendance: George Lafferty, Ray Makalous, Tim Lawler, Kurtis Ruf, Tony Privitera, Casey Cassias, Clayton Callen and James Griffith.

Excused absence: Clayton Callen, Chip Corcoran and Steve Klika, KCATA Liaison.

JCT staff in attendance: Chuck Ferguson, Mick Letcher, Shawn Strate, Pete Henschke and Tina Pederson.

First Transit Staff: Mike Rademacher and John Randle

Others in attendance: Jason Osterhaus, Board Liaison, Mark Bechtel, on detail from the Federal Transit Administration and Megan Dodge, County Managers Office.

Public in attendance: Roxie Hamil, The Kansas City Star.

Agenda Items

Item 1: Call to Order and Roll Call

George Lafferty called the meeting to order at 7:04 a.m. Chip started the meeting with introductions.

Item 2: Invitation for Comments from the General Public

There are no comments from the general public.

Item 3: Consideration of the Meeting Summary for February 12, 2013.

The meeting summary for February 12, 2013 was accepted as written.

Tim Lawler made a motion to accept the February 12, 2013 meeting summary. Ray Makalous seconded the motion. The motion passed unanimously.

Item 4a: Marketing Committee Reports

Wi-Fi for all the buses has been delayed.

Marketing goals were brought up in regard to marketing to improve ridership vs. marketing to improve public awareness and support.

Ray Makalous made a motion to accept the Marketing Committee Report. Mark Greene seconded the motion. The motion passed unanimously.

CONSENT AGENDA

Items designated as “consent” have been reviewed by the JCT staff and determined to be routine in nature, and these items constitute a separate “consent agenda” which will be acted upon under a single motion. If a member of the JCTC or a member of the public requests a separate discussion of an item designated as “consent”, it can be removed from the consent agenda and set aside for further consideration.

Item 5: December FY 2012, January FY 2013 and February FY 2013 Financial Reports

There were no questions asked from the Council regarding the financial reports.

Item 6: FY 2014 Budget Process-CIP Submittal

There were no questions asked from the Council regarding the FY 2014 Budget Process-CIP submittal.

Item 7: FY 2013 JARC Grant Proposal

There were no questions or comments regarding the FY 2013 JARC Grant Proposal.

Item 8: MCI Bus Purchase

James asked if purchasing the new bus on a piggyback of a vendor contract in the State of California incurred additional costs for JCT due to additional restrictions and regulations placed by the State of California on buses. Chuck responded that we do not pay any additional costs since we do not have to meet the California standards.

Item 9: Special Edition and SWIFT Fare Increase

There was no discussion, comments or questions regarding the Special Edition and SWIFT Fare increase from the Council.

Casey Cassias made a motion to accept the Consent Agenda. Tim Lawler seconded the motion. The motion passed unanimously.

ITEMS FOR INDIVIDUAL CONSIDERATION

Item 10: JO Fare Increase

Tony Privitera made a motion to accept the JO Fare Increase to start on April 15, 2013. Mark Greene seconded the motion. The motion passed unanimously.

Item 11: Strategic Planning

Johnson County Transit (JCT) provides a transit system that is not only a mass transit system but also a complementary paratransit system by choice. The Council discussed the prioritization of services and the likelihood that this would differ from Board priorities. Chuck will revise what was presented to the Council previously which will be discussed by the Council at the next meeting.

Item 12: Title VI Program

Shawn presented the Title VI program to the Council and described that these are the policies and procedures that JCT will follow to ensure Title VI compliance over the next three years. These policies include, but go beyond, assessing service and fare changes.

Kurtis Ruf made a motion to accept the Title VI Program. Mark Greene seconded the motion. The motion passed unanimously.

REPORTS AND COMMUNICATIONS

Item 13: Consideration of General Reports

Mike reported to the Council on the successful operation of services on the heavy snow day. Chuck also informed the Council on the efforts everyone put forth to get through the day. Staff is working on standard procedures that will improve operations on future snow days.

Item 14: Other Business

A meeting with JCT management, the County Manager's Office, Douglas County and KDOT was held last week and the goal is to have a funding agreement in place for the FY 2014 budget.

Adjournment

The next JCTC meeting will be held on April 16, 2013 at 7:30 a.m. ***The location will be KU Edwards Campus, Regnier Room 369.***

Adjournment – Ray Makalous made a motion to adjourn the meeting. Kurtis Ruf seconded the motion. The motion passed unanimously.

Appendix H – Johnson County Board of County Commissioners Approval

The Johnson County Board of County Commissioners approved the Title VI Program on March 28, 2013. The annotated agenda from this meeting is provided on the following pages.

**BOARD OF COUNTY COMMISSIONERS
ANNOTATED AGENDA
Thursday, March 28, 2013
9:30 AM**

1st District Commissioner:	C Edward Peterson	Present
2nd District Commissioner:	Jim Allen	Present
3rd District Commissioner:	Steve Klika	Present
4th District Commissioner:	Jason Osterhaus	Present
5th District Commissioner:	Michael Ashcraft	Present
6th District Commissioner:	John Toplikar	Present
Chairman:	Ed Eilert	Present

CALL TO ORDER AND OPENING CEREMONIES

... [Pledge of Allegiance](#)

... [Proclaim April 2013 as Fair Housing Month.](#)

... [Proclaim April 2013 as Sexual Assault Awareness Month.](#)

... [Proclaim April 1-7, 2013 as National Public Health Week.](#)

... [Proclaim April 2, 2013 as National Employee Benefits Day.](#)

... [Present a Certificate of Commendation to Max Sielert for 32 years of service.](#)

PUBLIC COMMENTS

NOTES FOR THE RECORD

... [Pursuant to K.S.A. 75-7044, the city of Overland Park reappointed Judge Ryan Dixon and the city of Shawnee reappointed Mark Greene to the Community Corrections Advisory Board through February 7, 2015.](#)

CONSENT AGENDA

1. [Consider approving the March 7, 2013, business session minutes.](#)
2. [IFB No. 2012-041. Consider authorizing a contract with Bryan-Ohlmeier Construction, Inc. for concrete box bridge construction, grading, surfacing, and seeding on 95th Street located 0.1 miles east of Edgerton Road in an amount to exceed \\$103,927.85.](#)
3. [RFP No. 2012-72. Consider authorizing a contract with Springsted Incorporated for financial advisory services for Johnson County Government in an amount not to exceed \\$125,000.](#)
4. [IFB No. 2013-007. Consider authorizing a contract with Deffenbaugh Industries, Inc. for disposal of grit, rags, solid waste, co-mingle recycling and for sludge hauling and disposal for Wastewater in an annual amount not to exceed \\$600,000.](#)
5. [IFB No. 2012-009. Consider authorizing a contract with Leavenworth Excavating & Equipment Co., Inc. for concrete box bridge construction, grading, and seeding on 183rd Street between Moonlight Road and Cedar-Niles Road in an amount not to exceed \\$593,595.60.](#)
6. [Consider authorizing a term and supply contract with Bound Tree Medical to furnish pre-hospital emergency medical-related supplies in an annual amount not to exceed \\$475,000 for a period of thirty-six months beginning January 1, 2013 with the option to renew for an additional five twelve-month periods, pursuant to Mid-America Regional](#)

[Council Emergency Response \(MARCER\) Bid No. MEDSUPPLIES-0-2012/JA.](#)

At the request of Commissioner Ashcraft, item No. 4 was removed from the consent agenda and set aside for further consideration. Noting the removal of the item listed above, Commissioner Allen moved to *Approve* the consent agenda, as amended. Commissioner Osterhaus seconded the motion.

Passed 7- 0-0

ACTION AGENDA

4. [IFB No. 2013-007. Consider authorizing a contract with Deffenbaugh Industries, Inc. for disposal of grit, rags, solid waste, co-mingle recycling and for sludge hauling and disposal for Wastewater in an annual amount not to exceed \\$600,000.](#)

Commissioner Peterson moved to *Authorize* a contract with Deffenbaugh Industries, Inc. for disposal of grit, rags, solid waste, co-mingle recycling and for sludge hauling and disposal for Wastewater in an annual amount not to exceed \$600,000 per Information For Bid No. 2013-007. Commissioner seconded the motion.

Passed 7- 0-0

7. [Consider accepting \\$80,000 in additional funding and re-authorizing the initial \\$250,000 sub-grant from the Metropolitan Energy Center for a total of \\$330,000 for the purpose of constructing a compressed natural gas fueling station in Mission and to convert three vans to run on CNG fuel; and authorizing additional funding for \\$115,000 from General Fund reserves to be transferred to the Fleet Management Capital Fund for a total project authorization of \\$445,000.](#)

Commissioner Peterson moved to *Accept* \$80,000 in additional funding; to *Authorize* the initial \$250,000 sub-grant from the Metropolitan Energy Center (MEC) for a total of \$330,000 for the purpose of constructing a compressed natural gas (CNG) fueling station in Mission, Kansas; to *Convert* three vans to run on CNG fuel; and to *Authorize* additional funding of \$115,000 from General Fund reserves to be transferred to the Fleet Management Capital Fund for a total project authorization amount of \$445,000. Commissioner Klika seconded the motion.

Passed 7- 0-0

8. [Bid Request No. 2013-003. Consider authorizing a contract with M.A.C. to construct the compressed natural gas fueling station at the Myron K. Nelson Wastewater Treatment Plant in Mission in an amount not to exceed \\$241,785.](#)

Commissioner Klika moved to *Authorize* a contract with M.A.C. to construct the Compressed Natural Gas (CNG) fueling station at the Myron K. Nelson Wastewater Treatment Plant in Mission, Kansas in an amount not to exceed \$241,785.00 per Invitation to Bid No. 2013-003. Commissioner Peterson seconded the motion.

Passed 7- 0-0

9. [Resolution No. WD 13-004. Consider authorizing the use of eminent domain \(condemnation\) to obtain sewer easements on the Kuhlman Diecasting property to install a gravity sewer for Blue River No. 21, Contract 1, Phase 1 in the vicinity of 164th Street and Mission Road.](#)

Commissioner Allen moved to *Approve* and *Adopt* Resolution No. WD 13-004, thereby authorizing condemnation of easements for gravity sewers for Blue River No. 21, Contract 1, Phase 1. Commissioner Peterson seconded the motion.

Passed 7- 0-0

10. [Resolution No. WD 13-009. Conduct a public hearing and consider authorizing funds for existing wastewater infrastructure improvement projects in an amount not to exceed \\$2,175,000.](#)

Commissioner Osterhaus moved to *Approve* and *Adopt* Resolution No. W.D. 13-009, thereby authorizing funds for Johnson County Wastewater existing wastewater infrastructure improvement projects in an amount not to exceed \$2,175,000. Commissioner Peterson seconded the motion.

Passed 7- 0-0

11. [IFB No. 2012-070. Consider authorizing a contract with APAC-Kansas City, Inc. Kansas City Division to provide shoulder addition, surfacing and seeding on the 159th Street and Lackman Road Safety Improvements Project in an amount not to exceed \\$1,000,996.14.](#)

Commissioner Osterhaus moved to *Authorize* a contract with APAC - Kansas City, Inc. Kansas City Division to provide shoulder addition, surfacing and seeding on the 159th Street and Lackman Road Safety Improvements Project at a cost not to exceed \$1,000,996.14 per Invitation For Bid No. 2012-070. Commissioner Klika seconded the motion.

Passed 7- 0-0

12. [Consider approving the updated Johnson County Transit Title VI Program as required by the Federal Transit Administration.](#)

Commissioner Toplikar moved to *Approve* updating JCT Title VI Program as required by the Federal Transit Administration, which will replace JCT's current Title VI Program that expires on May 31, 2013. Commissioner Klika seconded the motion.

Passed 7- 0-0

13. [Consider authorizing the purchase of one wheelchair accessible 45-foot low-emission diesel commuter coach and ancillary equipment from Motor Coach Industries to be funded with \\$456,000 of Federal Section 5307 grant funds and a County match of \\$114,000 to be funded from the FY 2013 Transit operating budget, for a total amount not to exceed \\$570,000.](#)

Commissioner Klika moved to *Authorize* the purchase of one wheelchair accessible 45-foot low emission diesel commuter coach and ancillary equipment from Motor Coach Industries, to be funded with \$456,000 of Federal Section 5307 grant funds with a County match of \$114,000 for a total amount not to exceed \$570,000. Commissioner Osterhaus seconded the motion.

14. [Consider approving a system-wide JO fare increase effective April 15, 2013.](#)

Commissioner Klika moved to *Authorize* a system-wide JO fare increase effective April 15, 2013. Commissioner Peterson seconded the motion.

Passed 7- 0-0

15. [Consider authorizing a contract with ETC Institute for the design and administration of the 2013 DirectionFinder Citizen Survey for Johnson County Government in an amount not to exceed \\$31,055.](#)

Commissioner Allen moved to *Authorize* a contract with ETC Institute for the design and administration of the 2013 DirectionFinder Citizen Survey for Johnson County Government in an amount not to exceed \$31,055. Commissioner Osterhaus seconded the motion.

Passed 6- 0-1**REPORTS AND COMMUNICATIONS**

16. Management Reports
- a. [Weekly Manager's Memo](#)
RECEIVED AND FILED
 - b. [Legislative Update](#)
RECEIVED AND FILED
 - c. [Wastewater Permit Processing Audit Report](#)

RECEIVED AND FILED

- d. [Strategic Program Area Review \(Human & Cultural Services\)](#)

RECEIVED AND FILED

- e. [Strategic Program Area Review \(General Government\)](#)

RECEIVED AND FILED[COMMISSION COMMENTS](#)**EXECUTIVE SESSION**

Commissioner Osterhaus moved to recess the Board's open meeting and to convene in executive session at 11:45 a.m., for a period of forty-five (45) minutes for the purpose of pending litigation and receiving advice of legal counsel and to reconvene in open session at approximately 12:30 p.m., or as soon thereafter as the executive session may end. Commissioner Klika seconded the motion.

Passed 6- 1-0

[RECESS](#)[RECONVENE](#)**ADJOURNMENT**