TITLE VI PROGRAM

FOR JOHNSON COUNTY TRANSIT SERVICES

DRAFT 3/21/2019

SUBMITTED BY:
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BUSINESS LIAISON
JOHNSON COUNTY GOVERNMENT
1701 WEST 56 HIGHWAY
OLATHE, KANSAS 66061
__________, 2019

APPROVED BY THE JOHNSON COUNTY BOARD OF COUNTY COMMISSIONERS ON _______, 2019

______________________________
Josh Powers, Business Liaison
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Introduction

The Johnson County Transit Title VI Program is submitted in accordance with FTA Circular 4702.1B. Johnson County’s previous Title VI Program was completed on November 17, 2016 and expires on April 1, 2019. Johnson County 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

Johnson County operates commuter express service during peak periods Monday through Friday, with limited midday and off-peak 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. Johnson County also operates service into Wyandotte County, Kansas and the City of Lawrence in Douglas County, Kansas. All Johnson County transit services operate Monday through Friday, with one route providing Saturday service as well. Johnson County operates transit services out of the Murray L. Nolte Transit Center, located at 1701 West 56 Highway in Olathe, Kansas. Since February 2015, management support for Johnson County services is provided by the Kansas City Area Transportation Authority (KCATA). All public transit service in the Kansas City region operates under a new regional brand, RideKC.

While all Johnson County 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. Routes were recently renumbered in 2017 to conform to a regional structure. The type of route is designated by the first digit in the route number.

- Local routes providing primarily local service on major arterial streets and serve trips within Johnson County or connecting to Kansas City, Kansas or Kansas City, Missouri during peak periods only. Some routes may also travel on highways into downtown Kansas City, Missouri after providing local service within Johnson County. These routes are:
  - 401 Metcalf-Plaza
  - 402 Johnson-Quivira
  - 403 Antioch-Olathe
  - 404 Metcalf-Downtown
  - 405 Nall-Downtown
  - 435 JoCo-Downtown Midday
  - 475 Quivira-75th Street
  - 495 95th Street
• Express routes providing commuter service to downtown Kansas City, Missouri. These routes travel primarily on highways, using I-35 to travel into downtown. These routes are:
  o 510 K-10 Connector
  o 519 Olathe Express
  o 563 Shawnee Express
  o 569 South OP Express
  o 595 Gardner-OP Express

• Midday flex routes providing flex service within ¾-mile of a corresponding peak-hour fixed route or within a defined service area. These routes are:
  o 480 Metcalf-Plaza Flex (shown as part of 401 schedule)
  o 481 Quivira-75th Street Flex (shown as part of 475 schedule)
  o 482 Overland Park Flex

In addition, Johnson County also operates the following services:

• RideKC Freedom: a curb-to-curb paratransit service for elderly, disabled, and low-income residents of Johnson County, with trips extending into neighboring counties.
• Sheltered Workshop Industrial Fixed Transportation (SWIFT): a service that provides home to worksite commute trips for Johnson County Developmental Supports clients.

Johnson County maintains a fleet of 110 vehicles of which 61 are transit coaches, 46 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 commuter express service, the county also uses these vehicles to operate an expansive paratransit service for elderly, disabled and low-income persons. During peak periods, up to 48 vehicles are dispatched to provide fixed-route service, 7 vehicles are dispatched to provide paratransit service, and 12 to provide SWIFT service. In addition, Johnson County is served by the RideKC Freedom On-Demand program that provides taxi services to residents of the county.

Note: With 48 fixed-route transit vehicles operating during Johnson County’s peak period, Johnson County does not meet the Circular 4702.1B threshold of transit providers that operate 50 or more fixed route vehicles in peak service. However, in an effort to demonstrate Title VI compliance and in accordance with the Johnson County 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 2018, Johnson County had an average ridership of approximately 1,740 passengers each weekday. Customers using Johnson County service pay $1.50 for all routes, except for $3.00 for the 510 route. A variety of pass options are also available, and these passes are able to be used throughout the RideKC system.

<table>
<thead>
<tr>
<th>Single Ride</th>
<th>Full ($)</th>
<th>Reduced ($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regular Routes*</td>
<td>1.50</td>
<td>0.75</td>
</tr>
<tr>
<td>Select Express Routes (510, 535, 550, 570)</td>
<td>3.00</td>
<td>1.50 Only on 550</td>
</tr>
</tbody>
</table>

**Passes**
You can purchase 1-Day Passes* on a bus. You can purchase all passes or find a pass outlet at RideKC.org.

<table>
<thead>
<tr>
<th>Pass Type</th>
<th>Full ($)</th>
<th>Reduced ($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-Day Pass*</td>
<td>3.00</td>
<td>Not Available</td>
</tr>
<tr>
<td>3-Day Pass*</td>
<td>8.00</td>
<td>Not Available</td>
</tr>
</tbody>
</table>

**31-Day Passes:**

<table>
<thead>
<tr>
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<th>Reduced ($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regular Routes*</td>
<td>50.00</td>
<td>25.00</td>
</tr>
<tr>
<td>Select Express Routes (510, 535, 550, 570)</td>
<td>95.00</td>
<td>Not Available</td>
</tr>
</tbody>
</table>

**10-Ride Passes:**

<table>
<thead>
<tr>
<th>Pass Type</th>
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<th>Reduced ($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>K-10 Connector (510)</td>
<td>27.00</td>
<td>Not Available</td>
</tr>
<tr>
<td>Johnson County (400-499)</td>
<td>20.25</td>
<td>Not Available</td>
</tr>
<tr>
<td>Independence (301-306)</td>
<td>12.00</td>
<td>Not Available</td>
</tr>
</tbody>
</table>

*Excludes routes 510, 535, 550 and 570

**Figure 1** illustrates Johnson County’s current system map and Park & Ride locations.
Figure 1: Current Johnson County System Map
Notifying Beneficiaries of Their Rights under Title VI

Johnson County utilizes the following statement to notify beneficiaries of protection under Title VI and of Johnson County’s compliance:

*Johnson County 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 Johnson County’s non-discrimination policies, or if you believe you have been discriminated against and need to file a complaint, please contact:*

_Susan Maier, Title VI Coordinator_
_Josh Powers, Business Liaison_
_111 S. Cherry St._
_Suite 2300_
_Olathe, KS 66061-3441_
_(913) 715-0561_
_Susan.Maier@jocogov.org_
_Joshua.Powers@jocogov.org_

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

- Route schedule brochures: Paper schedules are available at Johnson County’s facility, KCATA’s facility, on buses, and at many public buildings in Johnson County and other jurisdictions where Johnson County routes operate. Schedules are also available at www.ridekc.org
- Johnson County’s transit website, both on the front page (www.jocogov.org/dept/transit/home) and on the page under “Civil Rights.”
- Route and System Maps posted at certain passenger shelters at transit centers and major bus stop locations, such as Mission Transit Center.

Title VI Complaint Procedures

Johnson County 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 Johnson County may file a written complaint with the Title VI Coordinator or Business Liaison at the following address:
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 Title VI Coordinator/Business Liaison 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 Administrator received the complaint. If more time is required, the Title VI Coordinator/Business Liaison 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 Johnson County’s processes relative to Title VI, as appropriate. The Review Officer shall forward his or her recommendations to the Title VI Coordinator/Business Liaison. The Title VI Coordinator/Business Liaison shall consider the recommendations of the Review Officer and subsequently issue Johnson County’s written response to the Complainant.

4. Request for Reconsideration: If the Complainant disagrees with the Title VI Coordinator/Business Liaison response, he/she may request reconsideration by submitting a written request to the Title VI Coordinator/Business Liaison at the above address within 10 calendar days after receipt of the Title VI Coordinator/Business Liaison’s written decision. The request for reconsideration shall be sufficiently detailed to contain any items the Complainant feels were not fully understood by the Title VI Coordinator or Business Liaison. The Title VI Coordinator/Business Liaison 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 Administrator 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 Title VI Coordinator/Business Liaison’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 Title VI Coordinator/Business Liaison’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 Johnson County 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 B. 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, Johnson County 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**

Since the submission of Johnson County’s last Title VI Program, no complaints were filed by customers that mentioned race as a factor.

Johnson County maintains a file where any Title VI complaints, investigations, or lawsuits are recorded and tracked. This file, with detail from two items processed during the period of the previous Title VI Plan is shown in Appendix C.
Public Participation Plan

Pursuant to the Memorandum of Understanding with the Mid-America Regional Council (MARC), Johnson County utilizes MARC’s Public Participation Plan, most recently updated in 2017. Johnson County 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, Johnson County, in coordination with the KCATA, has also developed processes that are specific to the planning and implementation of transit service. Involving customers as well as the general public in planning and decision-making processes is critical to Johnson County’s mission. Generally, Johnson County’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 ridekc.org and on Johnson County’s and RideKC’s Facebook and Twitter pages.
- 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 customers of the impacted route(s). In general, many meetings are held at or Mission Transit Center 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.
- Johnson County distributes a quarterly newsletter to customers and other interested citizens. Johnson County utilizes this newsletter to publicize important information regarding transit 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 strives to engage Title VI protected groups in public participation and involvement activities so that their issues are considered in the transit decision making process. To accomplish this goal, Johnson County 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 Johnson County 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 Johnson County’s website and the RideKC 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.

Summary of Recent Outreach Efforts

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

• Johnson County conducted training of staff as well as First Transit personnel on Title VI, Environmental Justice, and LEP policies and procedures.

• Johnson County and KCATA staff make presentations at a variety of community meetings and assesses the need for specialized techniques or materials—such as Spanish-language schedules or sign language interpretation services—based on the population expected to attend.
• Johnson County and KCATA staff conduct public meetings in regard to planned service changes, as well as facilitate other methods of public input such as online surveys and a phone number and email address set up specifically for comments on proposed changes. This process most recently occurred in October and November 2018.
• As demonstrated in past planning and outreach efforts, public input has a direct impact on route changes that are ultimately implemented.
• 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 D.

Limited English Proficiency

Johnson County, in coordination with the KCATA, is committed to providing quality transit services to all citizens of the 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 Johnson County provides services: Kansas City, Missouri; Kansas City, Kansas; and Lawrence, Kansas. Due to Johnson County’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 Johnson County’s services, LEP persons interact with Johnson County in the following ways:

• Riding as a passenger on a bus and communicating with a bus driver.
• Contacting the RideKCRegional Call Center for information on a route.
• Contacting Johnson County for information on a service.
• Attending community meetings or marketing events where Johnson County staff is present.
• Accessing the regional transit website at www.ridekc.org or Johnson County’s website at www.jocogov.org/dept/transit/home to obtain information about transportation services.
- Accessing printed route schedules or maps provided by Johnson County 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 (2013-2017), approximately 5.6 percent of the population 5 years and over in the eligible service area (4.2 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 the county’s transit services. Spanish is the most common language spoken at home other than English, at 7.6 percent of the population (4.9 percent in Johnson County). Based on the data, 3.4 percent of the population in the eligible service area (2.2 percent in Johnson County) speak Spanish at home and speak English less than very well. There are no other languages, or groups of “other” languages where more than 0.4 percent speak English less than “very well.”

Within Johnson County, the legally-defined service area, Spanish and Chinese 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 (11,941) is 2.1 percent of the population, the number of Chinese speaking LEP individuals (1,835) is 0.3 percent of the total county population.

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

<table>
<thead>
<tr>
<th></th>
<th>Johnson County, Kansas</th>
<th>Kansas City, Kansas</th>
<th>Lawrence city, Kansas</th>
<th>Kansas City, Missouri</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total:</td>
<td>540,615</td>
<td>138,260</td>
<td>89,093</td>
<td>443,764</td>
<td>1,211,732</td>
</tr>
<tr>
<td>Speak only English</td>
<td>479,437 88.7%</td>
<td>99,536 72.0%</td>
<td>79,395 89.1%</td>
<td>390,603 88.0%</td>
<td>1,048,971 86.6%</td>
</tr>
<tr>
<td>Spanish:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Speak English &quot;very well&quot;</td>
<td>26,340 4.9%</td>
<td>31,531 22.8%</td>
<td>3,101 3.5%</td>
<td>31,046 7.0%</td>
<td>92,018 7.6%</td>
</tr>
<tr>
<td>Speak English less than &quot;very well&quot;</td>
<td>11,941 2.2%</td>
<td>15,506 11.2%</td>
<td>527 0.6%</td>
<td>13,286 3.0%</td>
<td>41,260 3.4%</td>
</tr>
<tr>
<td>Chinese (incl. Mandarin, Cantonese):</td>
<td>3,740 0.7%</td>
<td>440 0.3%</td>
<td>1,760 2.0%</td>
<td>1,526 0.3%</td>
<td>7,466 0.6%</td>
</tr>
<tr>
<td>Speak English &quot;very well&quot;</td>
<td>1,905 0.4%</td>
<td>101 0.1%</td>
<td>985 1.1%</td>
<td>770 0.2%</td>
<td>3,761 0.3%</td>
</tr>
<tr>
<td>Speak English less than &quot;very well&quot;</td>
<td>1,835 0.3%</td>
<td>339 0.2%</td>
<td>775 0.9%</td>
<td>756 0.2%</td>
<td>3,705 0.3%</td>
</tr>
</tbody>
</table>

Source: Table C16001, American Community Survey 5-Year Estimates, 2013-2017

Johnson County operates a fairly minimal amount of transit service in areas with larger percentages of LEP populations. Johnson County does not believe that LEP persons are currently underserved due to language barriers. In Johnson County, where the majority of its service operates, the percentage of individuals that would be affected by a language barrier is much smaller than in Kansas City, Kansas,
where Johnson County operates little service (one route with six round trips per day).

However, the Spanish-speaking population in the county and region is growing, and Johnson County should ensure that language barriers do not become an issue in the future, especially if transit service is able to expand. Accordingly, Johnson County 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 Johnson County as well as the small percentage of LEP persons compared to the total county population, the county does not believe that it is warranted to provide translated versions of documents into Chinese at this time, except by special request. Johnson County will continue to utilize the Regional Call Center to assist passengers who speak Chinese and other languages in which the county does not routinely translate documents.

Based on the above data—and the resources available to Johnson County —there is no other language where expanded outreach through printed material is warranted, except by special request. However, Johnson County 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.

Johnson County, in coordination with KCATA, will continue to monitor LEP population statistics when new ACS datasets or other sources of information become available. Each update of the Title VI Program includes the most recent ACS data to determine if there have been significant changes in the languages spoken in the county.

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

Spanish is the most commonly-spoken language by LEP persons that encounter the county’s transit programs (Table 1). According to Johnson County 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. Contact between bus drivers and LEP populations is more frequent but still a very small percentage of overall ridership. Through communication with Johnson County contract drivers, it does not appear that these populations are less able to utilize transit services due to language barriers. Johnson County 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 route schedule brochures, some LEP individuals may be accessing
Johnson County services or information without interacting with Johnson County staff.

Through direct communication with passengers, employers, and managers of apartment complexes, Johnson County does periodically communicate with Spanish-speaking individuals that use the county’s services. Johnson County staff also occasionally come into contact with hearing-impaired individuals who access transit services, such as through the use of Telecommunications Devices for the Deaf (TDDs) on the telephone. Johnson County records do not indicate contact with Chinese speaking LEP individuals.

Johnson County, in coordination with KCATA, 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. Johnson County has also conducted an informal survey of drivers to gauge the frequency of contact with LEP individuals.

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

Johnson County’s transit service is an important service to residents and employees of the county. While many customers have some other means of transportation, some customers rely on Johnson County for their basic transportation needs. In the 2013 Johnson County Transit Passenger Survey, 5.6 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 transit materials.

Johnson County 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 bus, and procedures for utilizing transit services. Johnson County has also deployed this information at high-priority bus stop locations such as at passenger shelters.
- Planning Documents: SmartMoves 3.0 Regional Transit Vision, 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, Johnson County has produced many notices for various service, fare, or policy changes.
- Website: All of the above information is included on Johnson County's transit website (www.jocogov.org/dept/transit/home) as well as a list of staff contacts and social media updates. Web-based language translations
are available on the website. Johnson County, and all RideKC providers, have 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 county and/or KCATA staff, it is not currently warranted to provide full multi-language translations of all written materials. In addition, budget constraints do not allow Johnson County to provide a larger number of translated materials.

However, Johnson County and KCATA understand the need to provide resources to LEP individuals when the need arises. Therefore, the county does utilize the following resources to provide meaningful access to Limited English Proficient (LEP) Persons:

- Schedule brochures include a panel that provides basic information on service and fares in Spanish. Additional materials in Spanish can be provided upon request or upon identification of this need in advance of a meeting, service change, or other event.
- Johnson County’s website and the RideKC website are able to be translated by Google Translate or Microsoft Translate which can be accessed in the web browser. The website also 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) or www.ridekc.org, choosing the appropriate flag at the bottom of the screen, and navigating to the Transit 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 Johnson County or its customers.
- Johnson County’s Human Services department offers a variety of language assistance services that can be utilized for events and materials as needed. In public notices, Johnson County states that language assistance services can be made available at public meetings with advance notice.
- Johnson County 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 Johnson County can transfer calls from LEP persons for interpretation. Languages include Spanish and Chinese.
**Language Assistance Plan**

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

While Johnson County does not currently serve a large number of LEP individuals, the future growth of the system is anticipated, and the county’s population is expected to continue to grow and become more diverse. Accordingly, the number of LEP persons and the frequency of contact with county services will continue to be monitored. As services are deployed, Johnson County 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 Johnson County offices and at relevant public meetings.
- Maintain a list of points of contact with LEP individuals. Johnson County 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 (provided in One-Year and Five-Year datasets) will be utilized as appropriate. Specifically, this data will be used to determine the LEP populations that are growing and increasingly likely to utilize Johnson County 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 route schedule brochure as well as the 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 E.
- Procure and provide Spanish translations of other important documents upon request. This includes planning and project documents, meeting agendas and minutes, and other documents impacting the provision of services. Johnson County 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 Johnson County transit website notice of LEP services and the availability of translated documents. Documentation of this notice is shown in Appendix E. 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 planning documents or service changes that may impact specific geographic areas with known LEP populations.
- Continue to provide language translation services on the RideKC and Johnson County websites.
- 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 Johnson County transit website as well as on www.ridekc.org, 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 Johnson County staff when needed.
- When oral interpretation services are needed for a public meeting, Johnson County staff will attempt to access interpretation services from professional or qualified volunteer interpreters.
- In addition to interpretation services, Johnson County 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.jocogov.org/dept/transit/home as well as on www.ridekc.org.

Staff Training
- Continue to provide staff training on the Title VI and LEP policies and procedures specified in this document.
- 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 and KCATA 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 Johnson County transit office.
- Provide Census language identification flashcards and existing Spanish-language materials at the Johnson County transit 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 Johnson County transit and RideKC websites, state that interpreter services can be made available for a public meeting, with advance notification.
- On the Johnson County transit and RideKC websites, state that route maps and other transit 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

Johnson County 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 route schedules and the 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, Johnson County 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 part of Johnson County Government, Johnson County’s transit service 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 Johnson County staff. However, Johnson County staff does guide the BoCC in identifying potential candidates for appointment to JCTC. During this process, county staff will evaluate opportunities to improve the racial diversity of the JCTC by identifying qualified minority candidates.

**Monitoring of Sub-recipients**

Johnson County does not have any sub-recipients 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 has not constructed a transit 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, in coordination with KCATA, 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 staff to evaluate the route and determine if it is possible to reallocate resources to better accommodate the vehicle load on that route.

Johnson County recognizes that load factors are based on two separate capacities: seated and standing. Whenever possible, staff will address vehicle loads that surpass the 95 percent threshold by assigning a vehicle with higher seating capacity to the route. While some routes operate entirely on local streets, the majority operate at least a portion on highways. Accordingly, Johnson County 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.

Johnson County 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.

Johnson County Headways
Local 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

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 minimum standards due to budget limitations. Service levels will be increased when specific needs arise and additional operating funds can be obtained.

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

All routes – 95%

Johnson County 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 county’s transit service extends beyond Johnson County, this service being a part of county government leads to a greater emphasis on serving county residents.

Accessibility Standard: 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 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, the county’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.

Based on Census 2010 data, 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 the county 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:

Local and Express Routes:

- Service to major employment centers within Johnson County and downtown Kansas City, Missouri.
- Target high concentration residential areas such as apartment complexes.
- Signed stops spaces approximately ¼-mile on streets where safe boarding can be provided. Other factors when locating stops are the presence of large ridership generators, the adjacent street network, location of sidewalks and crosswalks, and avoiding potential hazards.
- Stops on the Metcalf-Plaza corridor (served by routes 401 and 404) are spaced further apart, approximately ½-mile to replicate BRT-style service and to promote rapid travel.

Express Routes:

- Service to major regional employment centers and 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 operating primarily on highways.
- Prioritize Park & Ride locations, with at least one Park & Ride available on each express route where passengers are allowed to park their cars in a designated location during the day.
- Service and stop spacing for portions of routes on arterial streets similar to local routes, but fewer stops in areas with low residential or employment density.

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 has developed system-wide service policies to assist the transit 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 services provide amenities including shelters, benches, bike racks, and trash receptacles at certain key locations. These amenities include route information kiosks and electronic real-time arrival signage at major boarding locations. The location of amenities is primarily 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 Mission Transit Center completed in the spring of FY 2013.
- Transit stations serving I-35 commuter routes at five popular park-and-ride locations in Olathe and Overland Park, a part of the county's Bus-on-Shoulder program.

The county 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. Johnson County also considers ridership potential based on the number of buses serving the area, development density, and other factors. Johnson County currently contracts with the KCATA to maintain each of its shelters. Johnson County analyzes the provision of the above transit amenities to ensure equal access to all 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 Johnson County’s system. In general, buses are used throughout the system and can be seen on different routes on different days. However, Johnson County has also acquired vehicles that are specialized for certain services. These include:

- Over-the-road coaches that are used for 510 K-10 Connector service, due to high ridership and “closed-door” service.
- Bus Rapid Transit-style vehicles used on 401 Metcalf-Plaza, Johnson County’s route that uses new stations on the Metcalf and Shawnee Mission Parkway corridor.
Because these and other new vehicles encompass all of Johnson County’s services, each service will have new vehicles in operation. Transit vehicles are allocated in the following manner:

Local Routes (400s): 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.

Express Routes (500s): 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. In addition, the 510 K-10 Connector route operates primarily with over-the-road coaches due to the inter-city nature of the route and high ridership.

Midday and night flex routes 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. Some flex trips may be operated in a 30-foot bus if no flex trips have been requested for that trip.

Johnson County will periodically review the assignment of vehicles throughout the 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 Johnson County

The following sections are not required to be assessed by Johnson County due to operating fewer than 50 vehicles in peak service. However, in an effort to demonstrate Title VI compliance as service may expand in the future, this report includes some items required of larger providers. These items are utilized in the planning and provision of services and are seen as important to include in this document.

Service Area Demographics

Johnson County’s transit 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 2010 Census reported a total population of 544,179 for Johnson
County, representing an increase of nearly 21 percent since 2000. The 2017 estimated population is 591,178, representing continued rapid population growth in the county.

The FY 2010 Census and the American Community Survey were the data source for service area demographics. These data sets reveal that the demographics of Johnson County have changed substantially and continue to evolve. Because the county provides transit service beyond Johnson County, demographic data has also been collected for areas that are within ½-mile of existing routes in the system. Figure 2 shows the boundaries of each area used for these calculations.

**Figure 2: Johnson County Bus Routes with ½ Mile Buffer**

![Map of Johnson County Bus Routes with ½ Mile Buffer](image)

As of the 2013-2017 American Community Survey, 17.1 percent of the population in Johnson County is considered minority; 26.2 percent of the population within ½-mile of Johnson County 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 area encompassed by
a ½ mile buffer around each route. Figure 3 shows the racial distribution of each Census Tract.

Table 2: Population by Race and Ethnicity (2013-2017 ACS)

<table>
<thead>
<tr>
<th>RACE</th>
<th>Johnson County Kansas</th>
<th>Area within 1/2 Mile of Routes^</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Population</td>
<td>578,797</td>
<td>400,986</td>
</tr>
<tr>
<td>One Race</td>
<td>561,952</td>
<td>387,765</td>
</tr>
<tr>
<td>White</td>
<td>500,737 86.5%</td>
<td>324,022 80.8%</td>
</tr>
<tr>
<td>Black or African American*</td>
<td>26,612 4.6%</td>
<td>31,572 7.9%</td>
</tr>
<tr>
<td>American Indian and Alaska Native*</td>
<td>1,454 0.3%</td>
<td>1,826 0.5%</td>
</tr>
<tr>
<td>Asian*</td>
<td>27,519 4.8%</td>
<td>19,047 4.8%</td>
</tr>
<tr>
<td>Native Hawaiian and Other Pacific Islander*</td>
<td>262 0.0%</td>
<td>228 0.1%</td>
</tr>
<tr>
<td>Some Other Race</td>
<td>5,368 0.9%</td>
<td>11,067 2.8%</td>
</tr>
<tr>
<td>Two or More Races</td>
<td>16,845 2.9%</td>
<td>13,221 3.3%</td>
</tr>
</tbody>
</table>

| HISPANIC OR LATINO        |                        |                               |
| Total Population          | 578,797                | 400,986                       |
| Hispanic or Latino(of any race) | 43,057 7.4% | 52,251 13.0%                 |
| Not Hispanic or Latino    | 535,740 92.6%          | 348,734 87.0%                 |
| Total Minority Population | 98,904 17.1%           | 104,924 26.2%                 |

Note: Population estimates are based on people residing within ½-mile of existing routes.
^ Includes areas outside of Johnson County.
* Indicates the population is included in the "Minority Population" definition.
Johnson County also maintains American Community Survey (ACS) data on income and poverty. The most recent Five-Year ACS (2013-2017) estimate that 5.6 percent of the population in Johnson County have a family income that is below the poverty level.

Figure 4 shows the percent of population living below poverty level of each Census Tract.
Evaluation of Fare and Service Changes

While Johnson County is no longer required to complete Service and Fare Equity Analyses in accordance with 4702.1B, the county recognizes its responsibility to comply with Title VI of the Civil Rights Act when these changes are proposed and implemented. Using available data, Johnson County 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 routes would result in a low sample size and unreliable data, Johnson County 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 Johnson County. 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 routes would result in a low sample size and unreliable data, the county 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 Johnson County. 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 Johnson County is not required by FTA Circular 4702.1B to complete Service or Fare Equity Analyses, these policies will assist the county 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 Johnson County to provide an opportunity for public comment on proposed service changes and fare increases for fixed route and paratransit services. Johnson County 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 fixed-route system, RideKC Freedom, or 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 public hearing will be given in the county designated newspapers that have general circulation in the Johnson County transit 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 Johnson County Title VI Program was approved by the Johnson County Transportation Council on ___________, 2019 and by the Johnson County Board of County Commissioners on ___________, 2019. Documentation of these approvals is provided in *Appendix F* and *Appendix G*. 
Appendix A – Public Notification Examples

Johnson County’s Transit website front page ([www.jocogov.org/dept/transit/about/civil-rights](http://www.jocogov.org/dept/transit/about/civil-rights))


Civil Rights, Title VI and DBE

Civil Rights and Title VI

Johnson County Transit [Title VI Program](http://ridekc.org/reader-guide/civil-rights-and-title-vi) and non-discrimination policy.

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:

We are committed to ensuring the civil rights of all people in our service area. Please see detailed information about each transit agency below.

KCATA’s Commitment to Civil Rights

Traducción en español
The Kansas City Area Transportation Authority is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color or national origin, as provided by Title VI of the Civil Rights Act of 1964, as amended. Toward this end, it is KCATA’s objective to:
### CÓMO PAGAR

**Billete de autobús**

Tarifa en efectivo: Pague la tarifa en efectivo con monedas o billetes de dólar ($1-20). Las rutas 100-199 requieren cambio exacto.

Tarifas reducidas: los niños menores de 5 años viajan gratis. Las personas mayores, los titulares de la tarjeta Medicare, las personas con discapacidades y los jóvenes de 6 a 18 años califican para tarifas y pasajes reducidos (consulte a continuación). Llame al 913-221-0660 para más información.

**Transferencias:** Después de pagar la tarifa en efectivo o de inserir una tarjeta de cambio, puede solicitar un vuelo adicional (le devolverán la tarjeta magnética, que será válida durante dos horas). Es posible que se le requiera un pago adicional cuando el vuelo se ejecute por una ruta de varias etapas.

**Transferencias de devolución de moneda:** Pague con un billete de $1, $10 o $20 y recibirá una tarjeta de cambio. Las tarjetas se debe devolver para obtener el billete de vuelta. El conductor automático regresa el sueldo de la tarifa no utilizada hasta por un año a partir de la fecha de salida. No se encuentran disponibles en las rutas 100-199.

<table>
<thead>
<tr>
<th>Tipo de viaje</th>
<th>Completo ($)</th>
<th>Reducido ($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rutas regulares*</td>
<td>1.50</td>
<td>0.75</td>
</tr>
<tr>
<td>Seleccionar rutas rápidas (201, 202, 203)</td>
<td>3.00</td>
<td>1.50</td>
</tr>
</tbody>
</table>

**Pases**
Solamente podrá comprar pases de un día en el autobús. Para todo tipo de pases, debe ir a una oficina de ventas de pasajes o comprarlos en RideKC.org.

<table>
<thead>
<tr>
<th>Tipo de pase</th>
<th>Completo ($)</th>
<th>Reducido ($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pase de un día*</td>
<td>3.00</td>
<td></td>
</tr>
<tr>
<td>Pase de tres días*</td>
<td>8.00</td>
<td></td>
</tr>
<tr>
<td>Treinta y un días*</td>
<td>50.00</td>
<td>25.00</td>
</tr>
<tr>
<td>Rutas regulares*</td>
<td>99.00</td>
<td>49.50</td>
</tr>
<tr>
<td>Pases de 10 viajes*</td>
<td>27.00</td>
<td></td>
</tr>
<tr>
<td>Johnson County (400-499)</td>
<td>20.25</td>
<td></td>
</tr>
<tr>
<td>Independence (401-409)</td>
<td>12.00</td>
<td></td>
</tr>
<tr>
<td>*Tarifa de paquete: 99.00, 198.00, 396.00</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Para más información, visite nuestra página RideKC.org

### HOW TO PAY

**Bus Fare**
Cash Fare: Pay the cash fare with coins or dollar bills ($1-20). Routes 100-199 require exact cash fare.

Reduced Fares: Children 5 and under ride free. Senior citizens, Medicare Card holders, persons with disabilities and youth age 6 to 19 qualify for reduced fare and passes (see below). Call 913-221-0660 for more information.

**Transfers:** After paying cash fare or inserting a Change Card, you can request a transfer (swipe card), which is good for two hours. Additional fare may be required when transferring to a route or a higher fare.

**Change Card:** Pay with a $5, $10 or $20 bill and receive a Change Card (depicted card) for future rides. The balance will be deducted from your account up to the nearest $1. Visit the activation desk. Not available on routes 100-199.

<table>
<thead>
<tr>
<th>Single Ride</th>
<th>Completo ($)</th>
<th>Reducido ($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regular Route*</td>
<td>1.50</td>
<td>0.75</td>
</tr>
<tr>
<td>Select Express Route (401, 402, 403)</td>
<td>3.00</td>
<td>1.50</td>
</tr>
</tbody>
</table>

**Pases**
You can purchase a 7-Day Pass* on a bus. You can purchase all passes or find a pass outlet at RideKC.org.

<table>
<thead>
<tr>
<th>Pass Type</th>
<th>Completo ($)</th>
<th>Reducido ($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-Day Pass*</td>
<td>3.00</td>
<td></td>
</tr>
<tr>
<td>3-Day Pass*</td>
<td>8.00</td>
<td></td>
</tr>
<tr>
<td>31-Day Passes:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Regular Route*</td>
<td>50.00</td>
<td>25.00</td>
</tr>
<tr>
<td>Select Express Route (401, 402, 403)</td>
<td>99.00</td>
<td></td>
</tr>
</tbody>
</table>

For more information visit RideKC.org

### RideKC BUS

1-866-221-0660 • RideKC.org • @RideKCTransit

For more information visit RideKC.org
Route Maps displayed at passenger shelters
Appendix B – Title VI Complaint Form

Johnson County Transit
Title VI Complaint Form

Note: Your complaint must be received by Johnson County 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:

    Business Liaison
    Johnson County Government
    1701 W. 56 Highway
    Olathe, Kansas 66061

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

Si se necesita información en español, por favor contacte al 913-715-2210.
Appendix C – Johnson County Transit Title VI Complaints Log

Title VI Complaints Log Format (No complaints have been filed since the 2016 Title VI Program.)

<table>
<thead>
<tr>
<th>Date</th>
<th>Summary &amp; Nature of Complaint</th>
<th>Status</th>
<th>Action(s) Taken</th>
</tr>
</thead>
<tbody>
<tr>
<td>Investigations</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lawsuits</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Complaints</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Appendix D – 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.

The following meetings in October 2018 were held to receive passenger and public feedback on the concept proposals for the Johnson County Comprehensive Operational Analysis:

- Wednesday, October 10, 11 a.m.-1 p.m., Open House at Kansas City Design Center, 1018 Baltimore Ave., Kansas City, MO. A sign-language interpreter was provided at this meeting, as requested.
- Thursday, October 11, 6-9 a.m., Pop Up meeting at Mission Transit Center, 5251 Johnson Dr., Mission, KS
- Monday, October 15, 4:30-6:30 p.m., Open House at Johnson County Art & Heritage Center, 8788 Metcalf Ave., Overland Park, KS
- Tuesday, October 16, 3-6 p.m., Pop Up meeting at Johnson County Community College – Carlsen Center bus stop, 12345 College Blvd., Overland Park, KS
- Wednesday, October 17, 4:30-6:30 p.m., Open House at Johnson County Administration Building, 111 S. Cherry St., Room LL 200 – Multipurpose Room, Olathe, KS.

Many other comments were also submitted to an email address and phone number set up to receive comments for this project. The public comments received were critical in making significant adjustments to the proposed service changes. Many of the proposed changes are not proceeding to implementation at this time, based on public comments received. Additional outreach will occur in 2019 to refine future alternatives for consideration.
Appendix E – LEP Notifications and Document Translations

Johnson County Information Panels in Combined 400s Schedule

CÓMO PAGAR

Billete de autobús

Tarifa es efectiva: Pague la tarifa en efectivo con monedas o billetes de dólar ($1-20). Las rutas 100-199 requieren cambio exacto.

Tarifas reducidas: Los niños menores de 5 años viajan gratis. Las personas mayores, los titulares de la tarjeta Medicare, las personas con discapacidades y los jóvenes de 6 a 18 años califican para tarifas y pasajes reducidos (consulte a continuación). Llame al 816.221.0660 para más información.

Transbordos: Después de pagar la tarifa en efectivo o de insertar una tarjeta de cambio, puede solicitar un transbordo (le darán una tarjeta magnética), que será válida durante dos horas. Es posible que se le requiera un pago adicional cuando el transbordo sea a una ruta de tarifa superior.

Tarifas de devolución de moneda: Pague con un billete de $5, $10 o $20 y reciba una tarjeta de cambio (tarjeta de inserción) para viajes futuros. El cobrador automático cargará el saldo de la tarifa no utilizada hasta por un año a partir de la fecha de activación. No se encontra disponible en las rutas 100-199.

<table>
<thead>
<tr>
<th>Viaje sencillo</th>
<th>Completo ($)</th>
<th>Reducido ($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rutas regulares*</td>
<td>1.50</td>
<td>0.75</td>
</tr>
<tr>
<td>Selecione rutas rápidas</td>
<td>3.00</td>
<td>1.50</td>
</tr>
</tbody>
</table>

Pases

Solamente podrá comprar pases de un día en el autobús. Para todo tipo de pases, deberá ir a una oficina de ventas de pases o comprarlos en RideKC.org.

<table>
<thead>
<tr>
<th>Tipo de pase</th>
<th>Completo ($)</th>
<th>Reducido ($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pase de un día*</td>
<td>3.00</td>
<td>No disponible</td>
</tr>
<tr>
<td>Pase de tres días*</td>
<td>8.00</td>
<td>No disponible</td>
</tr>
</tbody>
</table>

Treinta y un días pases:

| Rutas regulares* | 90.00 | 25.00 |
| Selecione rutas rápidas (500, 529, 550, 570) | 95.00 | No disponible |

Pases de 10 viajes:

| K-10 Connector (510) | 27.00 | No disponibles |
| Johnson County (400-499) | 20.25 | No disponibles |
| Independence (301-304) | 12.00 | No disponibles |

*Excluye las rutas 510, 539, 550 y 570

Para más información, visite nuestra página RideKC.org

Servicio de transporte complementario para personas con discapacidades según ADA
Los servicios de transporte complementarios según la ley de Estados Unidos con Discapacidades (ADA) están disponibles para clientes que no pueden usar los servicios de RideKC de autobús de ruta fija y tranvía a causa de su discapacidad. Las cuestiones tales como el diagnóstico, la edad, la distancia a la parada del autobús, la falta de servicio de autobuses, los vehículos superpoblados, la incapacidad de conducir, las finanzas personales, la incoordinación y/o las molestias no son fundamentos exclusivos para determinar la elegibilidad para los servicios de transporte.

Servicio de respuesta a demanda no amparado por ADA
Los servicios de respuesta a demanda no amparados por ADA se ofrecen en KCMO, KCKS, Independence y Johnson County. Cada área tiene su propio requisito de residencia, área de servicio y precios. Esta información se proporciona dentro de una guía de viaje. A continuación hay algunas pautas generales:

- KCMO y KCKS - Si tiene 65 años o más y/o tiene una discapacidad y vive en Kansas City, MO o Kansas City, KS, podría calificar para el servicio no amparado por ADA en estas áreas.
- Independence, MO - Si tiene 60 años o más y vive en Independence, MO, podría calificar para el servicio no amparado por ADA.
- Johnson County, KS - Si tiene 65 años o más, tiene una discapacidad y/o califica para asistencia por bajos ingresos, y vive en el condado de Johnson, KS, podría calificar para los servicios Special Edition (edición especial) del servicio de transporte del condado de Johnson.

La información obtenida en esta solicitud se usará para determinar su elegibilidad utilizando los estándares establecidos por la ADA y otros programas. Su información podría compartirse con una fuente de elegibilidad independiente o servicio de capacitación sobre traslados.

¿Preguntas? Llame al 816-842-9070 y presione la opción de Elegibilidad o envíe un correo electrónico a eligibility@kcata.org.
Appendix F – Johnson County Transportation Council Approval

JCTC approval will occur after review and communication with FTA staff.

Appendix G – Johnson County Board of County Commissioners Approval

BOCC approval will occur after review and communication with FTA staff.