



**NOTICE OF MEETING OF THE
CARSON AREA METROPOLITAN PLANNING
ORGANIZATION (CAMPO)**

Day: Wednesday
Date: March 14, 2018
Time: Beginning at 4:30 pm
Location: Community Center, Sierra Room, 851 East William Street, Carson City, Nevada

AGENDA

AGENDA NOTES: The Carson Area Metropolitan Planning Organization (CAMPO) is pleased to make reasonable accommodations for members of the public who are disabled and wish to attend the meeting. If special arrangements for the meeting are necessary, please notify Carson Area Metropolitan Planning Organization staff in writing at 3505 Butti Way, Carson City, Nevada, 89701, or Comments@CarsonAreaMPO.com, or call Dirk Goering at (775) 887-2355 at least 24 hours in advance.

For more information or for copies of the supporting material regarding any of the items listed on the agenda, please contact Dirk Goering, Acting Transportation Manager, at (775) 887-2355. Additionally, the agenda with all supporting material is posted on the CAMPO website at www.carson.org/agendas, or is available upon request at 3505 Butti Way, Carson City, Nevada, 89701.

1. ROLL CALL AND DETERMINATION OF A QUORUM

2. AGENDA MANAGEMENT NOTICE: The Chair may take items on the agenda out of order; combine two or more agenda items for consideration; and/or remove an item from the agenda or delay discussion relating to an item on the agenda at any time.

3. DISCLOSURES: Any member of the CAMPO Board may inform the Chair of his or her intent to make a disclosure of a conflict of interest on any item appearing on the agenda or on any matter relating to the CAMPO's official business. Such disclosures may also be made at such time the specific agenda item is introduced.

4. PUBLIC COMMENT: Members of the public who wish to address the CAMPO Board may approach the podium and speak on any matter relevant to or within the authority of CAMPO. Comments are limited to three minutes per person per topic. If your item requires extended discussion, please request the Chair to calendar the matter for a future CAMPO meeting. No action may be taken upon a matter raised under this item of the agenda until the matter itself has been specifically included on an Agenda as an item upon which action may be taken.

5. APPROVAL OF MINUTES:

5.A (For Possible Action) February 14, 2018 Draft Minutes

6. PUBLIC MEETING ITEM(S):

6.A (For Possible Action) To approve an amendment to the Federal Fiscal Year (FFY) 2018-2021 Transportation Improvement Program (TIP).

Staff Summary: The amendment proposes to add two projects, a reconstruction project on Fairview Drive and a Nevada Department of Transportation (NDOT) planning study for the Carson City Sheriff's Office.

6.B (For Possible Action) To approve the Federal Fiscal Year 2017-2019 Title VI Program document update.

Staff Summary: As required by the Federal Transit Administration (FTA), staff has prepared an update to the Title VI Program. The program document must be updated every three years, and affirms that "no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."

7. INTERNAL COMMUNICATIONS AND ADMINISTRATIVE MATTERS (Non-Action Items):

7.A Future Agenda Items

8. BOARD COMMENTS (Information only): Status reports and comments from the members of the CAMPO Board.

9. PUBLIC COMMENT: Members of the public who wish to address the CAMPO Board may approach the podium and speak on any matter relevant to or within the authority of CAMPO. Comments are limited to three minutes per person per topic. If your item requires extended discussion, please request the Chair to calendar the matter for a future CAMPO meeting. No action may be taken upon a matter raised under this item of the agenda until the matter itself has been specifically included on an Agenda as an item upon which action may be taken.

10. The Next Meeting is Tentatively Scheduled: 4:30 p.m., Wednesday, April 11, 2018, at the Sierra Room - Community Center, 851 East William Street.

11. ADJOURNMENT: For Possible Action

This agenda has been posted at the following locations on Thursday, March 8, 2018, before 5:00 p.m.:

City Hall, 201 North Carson Street
Community Center, Sierra Room, 851 East William Street
Carson City Public Works, 3505 Butti Way
Carson City Planning Division, 108 E. Proctor Street
Douglas County Executive Offices, 1594 Esmeralda Avenue, Minden
Lyon County Manager's Office, 27 South Main Street, Yerington
Nevada Department of Transportation, 1263 S. Stewart Street, Carson City
City Website: www.carson.org/agendas
State Website: <https://notice.nv.gov>

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A regular meeting of the Carson Area Metropolitan Planning Organization was scheduled for 4:30 p.m. on Wednesday, February 14, 2018 in the Community Center Sierra Room, 851 East William Street, Carson City, Nevada.

PRESENT: Chairperson Mark Kimbrough
Vice Chairperson Brad Bonkowski
Member Lori Bagwell
Member Jon Erb
Member Bob Hastings
Member Chas Macquarie
Ex-Officio Member Sondra Rosenberg

STAFF: Darren Schulz, Public Works Department Director
Lucia Maloney, Transportation Manager
Dirk Goering, Senior Transportation Planner
Hailey Lang, Transportation Planner
Jason Link, Chief Financial Officer
Iris Yowell, Deputy District Attorney
Kathleen King, Chief Deputy Clerk

NOTE: A recording of these proceedings, the CAMPO's agenda materials, and any written comments or documentation provided to the Clerk, during the meeting, are part of the public record. These materials are available for review, in the Clerk's Office, during regular business hours.

1. CALL TO ORDER AND DETERMINATION OF A QUORUM (4:30:13) - Chairperson Kimbrough called the meeting to order at 4:30 p.m. Ms. King called the roll; a quorum was present.

2. AGENDA MANAGEMENT NOTICE (4:30:36) - Chairperson Kimbrough entertained modifications to the agenda. Ms. Maloney advised that an ethics training session, previously scheduled for after the RTC meeting, would be postponed until the CAMPO / RTC vacancy could be filled.

3. DISCLOSURES (4:31:00) - Chairperson Kimbrough entertained disclosures. Member Macquarie advised that he would have a disclosure for item 6(A).

4. PUBLIC COMMENT (4:31:23) - Chairperson Kimbrough entertained public comment; however, none was forthcoming.

5. ACTION ON APPROVAL OF MINUTES - January 10, 2018 (4:31:40) - Chairperson Kimbrough entertained a motion. **Vice Chairperson Bonkowski moved to approve the minutes, as presented. Member Bagwell seconded the motion. Motion carried 6-0.**

6. PUBLIC MEETING ITEM(S):

6(A) POSSIBLE ACTION TO PRIORITIZE THE TRANSPORTATION ALTERNATIVES PROGRAM ("TAP") GRANT SUBMITTED WITHIN THE CAMPO PLANNING AREA (4:32:05) - Chairperson Kimbrough introduced this item, and entertained disclosures. Member Macquarie read a prepared disclosure statement into the record, and advised that he would participate in discussion and

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action. Ms. Lang reviewed the agenda materials, and responded to questions of clarification. Ex-Officio Member Rosenberg provided additional clarification, and responded to follow-up questions. Chairperson Kimbrough entertained additional CAMPO member questions or comments and, when none were forthcoming, public comments. When no public comments were forthcoming, Chairperson Kimbrough entertained a motion. **Member Bagwell moved to prioritize the Transportation Alternative Program's grants submitted within the CAMPO planning area. Vice Chairperson Bonkowski seconded the motion.** Chairperson Kimbrough entertained discussion on the motion and, when none was forthcoming, called for a vote. **Motion carried 6-0.**

6(B) POSSIBLE ACTION TO APPROVE AN AMENDMENT TO THE 2040 REGIONAL TRANSPORTATION PLAN WITH INCORPORATED FIXING AMERICA'S SURFACE TRANSPORTATION ("FAST") ACT SAFETY PERFORMANCE TARGETS (4:36:19) - Chairperson Kimbrough introduced this item, and Ms. Lang reviewed the agenda materials. Vice Chairperson Bonkowski expressed understanding for this item, but pointed out that "our numbers are so low as far as these targets ..., ranging from zero to four fatalities in a year, that one accident is going to make or break those numbers. ... we need to keep that in mind in that this is something that we have to do and we're doing the best job that we can but it's not really relevant material in our area ..."

Member Macquarie expressed appreciation for staff's time in reviewing the safety performance targets with him. Chairperson Kimbrough entertained additional questions or comments of the CAMPO members and, when none were forthcoming, of the public. When no public comment was forthcoming, Chairperson Kimbrough entertained a motion. **Vice Chairperson Bonkowski moved to approve an amendment to the 2040 Regional Transportation Plan with incorporated Fixing America's Surface Transportation Act Safety Performance Targets. Member Bagwell seconded the motion.** Chairperson Kimbrough entertained discussion on the motion and, when none was forthcoming, called for a vote. **Motion carried 6-0.**

6(C) POSSIBLE ACTION TO APPROVE THE SUBMITTAL OF A REQUEST TO THE NEVADA DEPARTMENT OF TRANSPORTATION TO CLASSIFY NORTH LOMPA LANE, BETWEEN U.S. 50 AND BUTTI WAY, AS A MINOR COLLECTOR ROADWAY (4:38:56) - Chairperson Kimbrough introduced this item, and Mr. Goering reviewed the agenda materials. Mr. Goering responded to questions of clarification, and discussion followed. Chairperson Kimbrough entertained public comment and, when none was forthcoming, a motion. **Member Bagwell moved to approve the submittal of a request to the Nevada Department of Transportation to classify North Lompa Lane, between U.S. 50 and Butti Way, as a minor collector roadway. Member Erb seconded the motion.** Chairperson Kimbrough entertained discussion on the motion and, when none was forthcoming, called for a vote. **Motion carried 6-0.**

6(D) INFORMATION ON CAMPO'S ANNUAL OBLIGATION REPORT DOCUMENT (4:45:21) - Chairperson Kimbrough introduced this item, and Ms. Lang reviewed the agenda materials. Chairperson Kimbrough entertained questions or comments of the CAMPO members and of the public; however, none were forthcoming.

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7. INTERNAL COMMUNICATIONS AND ADMINISTRATIVE MATTERS; FUTURE AGENDA ITEMS (4:46:36) - Chairperson Kimbrough introduced this item, and Ms. Maloney advised that Mr. Goering would serve as lead staff at the March CAMPO meeting. Ms. Maloney reviewed the tentative agenda for the March CAMPO meeting.

8. CAMPO MEMBER COMMENTS (4:48:15) - Chairperson Kimbrough introduced this item. Ex-Officio Member Rosenberg reported that “progress continues on the NDOT Statewide Long-Range Plan. ... We’re really emphasizing a performance-based planning process.” She expressed the hope to work through some details and will be providing “some good information in the coming months.” She further reported that “as part of that ... we’re doing an I-11 Planning and Environment Linkages Document. While it’s unlikely to come through this area directly, it certainly may be affected ...” Ms. Rosenberg advised of a series of public information meetings, which will start at the end of March. In response to a question, Ms. Rosenberg offered to bring information on the Highway 50 fencing project to the March meeting. Chairperson Kimbrough entertained additional CAMPO member comments; however, none were forthcoming.

9. PUBLIC COMMENT (4:50:17) - Chairperson Kimbrough entertained public comment; however, none was forthcoming.

10. THE NEXT CAMPO MEETING IS TENTATIVELY SCHEDULED FOR 4:30 P.M. ON WEDNESDAY, MARCH 14, 2018 IN THE COMMUNITY CENTER SIERRA ROOM, 851 EAST WILLIAM STREET (4:50:22) - Chairperson Kimbrough read this information into the record.

11. ACTION TO ADJOURN (4:50:30) - Member Bonkowski moved to adjourn the meeting at 4:50 p.m.

The Minutes of the February 14, 2018 Carson Area Metropolitan Planning Organization meeting are so approved this _____ day of March, 2018.

MARK KIMBROUGH, Chair



STAFF REPORT

Report To: The Carson Area Metropolitan Planning Organization (CAMPO)

Meeting Date: March 14, 2018

Staff Contact: Dirk Goering, Senior Transportation Planner

Agenda Title: (For Possible Action) To approve an amendment to the Federal Fiscal Year (FFY) 2018-2021 Transportation Improvement Program (TIP).

Staff Summary: The amendment proposes to add two projects, a reconstruction project on Fairview Drive and a Nevada Department of Transportation (NDOT) planning study for the Carson City Sheriff's office.

Agenda Action: Formal Action/Motion

Time Requested: 5 minutes

Proposed Motion

Move to approve an amendment to the Federal Fiscal Year (FFY) 2018-2021 Transportation Improvement Program (TIP).

Background/Issues & Analysis

TIP amendments are required for the following actions:

- Adding a new project
- Significantly changing a project (by scope or cost)

The Fairview Drive Project includes a combination of pavement treatments, including reconstruction and mill and overlay between South Carson Street and Roop Street. The total project cost is estimated at \$592,583, with the design phase starting in 2018 and the construction phase starting in 2019.

The NDOT Planning Study includes data collection and analysis pertaining to crash data. The total project cost is estimated at \$173,196. There is no cost to the RTC for this project.

TIP amendments require a 30-day public comment period, the public comment period for this action ended on February 28, 2018. No public comment was received.

Applicable Statute, Code, Policy, Rule or Regulation

CFR 450.104

Financial Information

Is there a fiscal impact? Yes No

If yes, account name/number: See explanation below.

Is it currently budgeted? Yes No

Explanation of Fiscal Impact: The Fairview Drive Reconstruction Project is anticipated to be budgeted for in FY 2019. The estimated project cost is \$592,583 with a 5% local match of \$29,629.

Alternatives

N/A

Supporting Material

- Project Report for Fairview Drive Reconstruction
- Project Report for Carson City Sheriff Office Data Collection and Analysis

Board Action Taken:

Motion: _____

1) _____

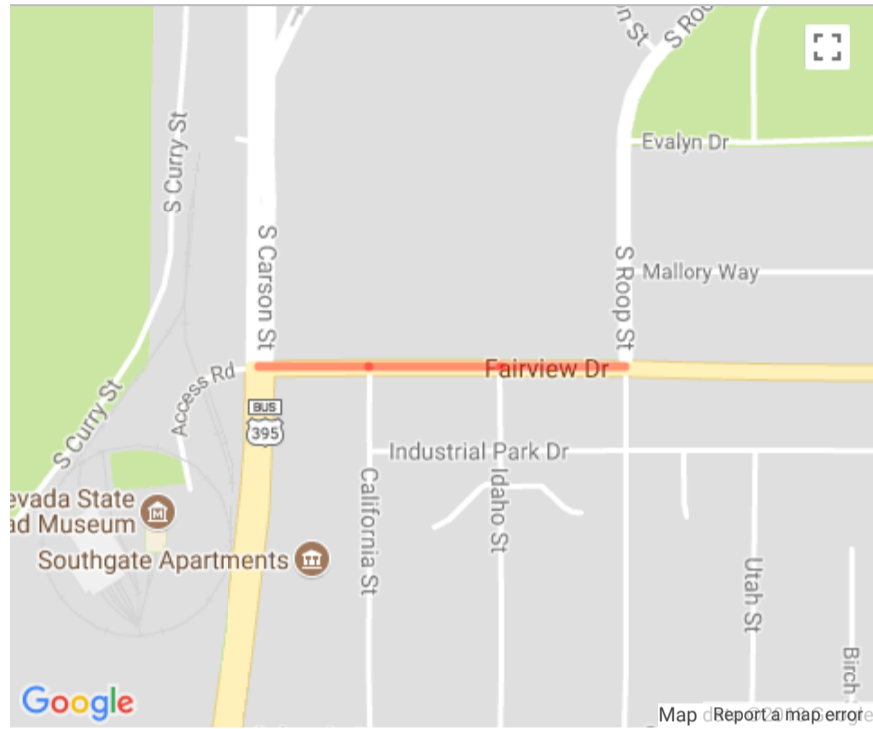
2) _____

Aye/Nay

(Vote Recorded By)

State TIP ID	CC20180009	MPO/TIP	CAMPO 18-03	Local ID		Total Cost	\$592,583
Lead Agency	Carson Area MPO	Contact	Dirk Goering (775) 283-7431	NDOT	District 2	County	CARSON CITY
Project Type	Rd Recons/Rehab/Resurf	Air Quality		TCM		Construction	2019 start
Project Name	Fairview Drive Reconstruction						
Project Limits	At Fairview Drive From S. Carson Street To Roop Street of Distance (mile) .23						
Description	Reconstruction and Mill and Overlay with Surface Transportation Block Grant funding.						

Phase	Fund Source	Prior	FY2018	FY2019	FY2020	FY2021	FY2022	Future	Total
PE	Local Fund	-	\$1,000	-	-	-	-	-	\$1,000
PE	STBG 5K-200K	-	\$19,000	-	-	-	-	-	\$19,000
<i>Total Preliminary Engineering</i>		-	\$20,000	-	-	-	-	-	\$20,000
CON	Local Fund	-	-	\$28,629	-	-	-	-	\$28,629
CON	STBG 5K-200K	-	-	\$543,954	-	-	-	-	\$543,954
<i>Total Construction</i>		-	-	\$572,583	-	-	-	-	\$572,583
Total Programmed		-	\$20,000	\$572,583	-	-	-	-	\$592,583



Version History

TIP Document	MPO Approval	State Approval	FHWA Approval	FTA Approval
18-03 Amendment 2018-2022	Pending	Pending	Pending	N/A

Current Change Reason

SCHEDULE / FUNDING / SCOPE - New Project

<i>State TIP ID</i>	CC20180010	<i>MPO/TIP</i>	CAMPO 18-03	<i>Local ID</i>		<i>Total Cost</i>	\$173,196
<i>Lead Agency</i>	Nevada DOT	<i>Contact</i>	Jaime Tuddao (775)888-7467	<i>NDOT</i>	District 2	<i>County</i>	CARSON CITY
<i>Project Type</i>	Study/Planning	<i>Air Quality</i>		<i>TCM</i>		<i>Construction</i>	N/A
<i>Project Name</i>	Carson City Sheriff Office Data Collection and Analysis						
<i>Project Limits</i>							
<i>Description</i>	Improve crash data collection and analysis in Carson City						

Phase	Fund Source	Prior	FY2018	FY2019	FY2020	FY2021	FY2022	Future	Total
OTHER	HSIP	-	\$164,536	-	-	-	-	-	\$164,536
OTHER	State Match - Nv	-	\$8,660	-	-	-	-	-	\$8,660
	<i>Total Other</i>	-	\$173,196	-	-	-	-	-	\$173,196
	Total Programmed	-	\$173,196	-	-	-	-	-	\$173,196

*Not Location Specific

Version History

<i>TIP Document</i>	<i>MPO Approval</i>	<i>State Approval</i>	<i>FHWA Approval</i>	<i>FTA Approval</i>
18-03 Amendment 2018-2022	Pending	Pending	Pending	N/A

Current Change Reason

SCHEDULE / FUNDING / SCOPE - New Project



STAFF REPORT

Report To: The Carson Area Metropolitan Planning Organization (CAMPO)

Meeting Date: March 14, 2018

Staff Contact: Graham Dollarhide, Transit Coordinator

Agenda Title: (For Possible Action) To approve the Federal Fiscal Year 2017-2019 Title VI Program document update.

Staff Summary: As required by the Federal Transit Administration (FTA), staff has prepared an update to the Title VI Program. The program document must be updated every three years, and affirms that “no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.”

Agenda Action: Formal Action/Motion

Time Requested: 5 minutes

Proposed Motion

Move to approve the Federal Fiscal Year 2017-2019 Title VI Program document update.

Background/Issues & Analysis

The Title VI Program document must be submitted to the FTA every three years. The proposed document updates the Federal Fiscal Year 2014-2016 document. As part of the Triennial Review process, which will culminate in a site visit this May, the FTA requires submission of an updated Title VI Program document.

Applicable Statute, Code, Policy, Rule or Regulation

49 C.F.R. 21

Financial Information

Is there a fiscal impact? Yes No

If yes, account name/number: N/A

Is it currently budgeted? Yes No

Explanation of Fiscal Impact: The Title VI Program update is a requirement for all direct recipients of FTA funding.

Alternatives

N/A

Supporting Material

Draft Federal Fiscal Year 2017-2019 Title VI Program

Board Action Taken:

Motion: _____

1) _____

2) _____

Aye/Nay

(Vote Recorded By)



Serving Carson City, Northern Douglas County and Western Lyon County

Title VI Program

Federal Fiscal Year 2017-19

**Proposed Adoption
March 2018**

OBJECTIVES

The Carson Area Metropolitan Planning Organization (CAMPO) intends to:

- a. Ensure that the level and quality of transportation service is provided without regard to race, color or national origin;
- b. Identify and address, as appropriate, disproportionately high and adverse human health and environmental effects, including social and economic effects of programs and activities on minority populations and low-income populations;
- c. Promote the full and fair participation of all affected populations in transportation decision making;
- d. Prevent the denial, reduction or delay in benefits related to programs and activities that benefit minority populations or low-income populations; and
- e. Ensure meaningful access to programs and activities by persons with limited English proficiency.

1. Requirement to Provide an Annual Title VI Certification and Assurance

CAMPO shall submit its annual Title VI assurance as part of its annual Certification and Assurance submission to the Federal Transit Administration (FTA) in TrAMS.

CAMPO shall collect an annual Title VI assurance from its subrecipients as part of the annual Certifications and Assurances provided by subrecipients to CAMPO.

2. Requirement to Develop Title VI Complaint Procedures

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by CAMPO or the JAC transit system may file a Title VI complaint by completing and submitting CAMPO's Title VI Complaint Form.

Title VI complaints received by CAMPO shall be documented by the representative receiving the complaint on a form provided for this purpose (see Attachment A). Documentation shall include the name of the person filing the complaint, the time, date and place the alleged incident occurred, as well as any other information necessary to fully explain the situation. The complaint shall be dated and assigned a control number for tracking purposes. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by CAMPO. All Title VI complaints shall be investigated and addressed with a formal written response within 90 days of the date the complaint is received. If more information is needed to resolve the case, CAMPO may contact the complainant. The complainant has 30 days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 30 days, CAMPO can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case. After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. An LOF summarizes the allegations and

the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur. If the complainant wishes to appeal the decision, she/he has 30 days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

Subrecipients of CAMPO shall use the Title VI complaint investigation and tracking procedures developed by CAMPO.

3. Requirement to Keep a Record of Title VI Investigations, Complaints and Lawsuits

Neither CAMPO nor its subrecipients have any active investigations, complaints or lawsuits that allege discrimination on the basis of race, color or national origin at this time.

CAMPO shall prepare and maintain a list of any active investigations conducted by entities other than FTA, lawsuits, or complaints naming CAMPO or its subrecipients that allege discrimination on the basis of race, color or national origin. This list shall include the date the investigation, lawsuit or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit or complaint; and actions taken by CAMPO or its subrecipients in response to the investigation, lawsuit or complaint.

4. Requirement to Provide Language Access

CAMPO has developed a Language Assistance Plan (LAP) specific to the public transportation system operating in Carson City (see Attachment B). The LAP applies the Four Factor Framework specified by the U.S. Department of Transportation (DOT), and includes an implementation plan that is consistent with the DOT Limited English Proficient (LEP) Guidance.

5. Requirement to Notify Beneficiaries of Protection Under Title VI

CAMPO staff oversees the Jump Around Carson (JAC) public transportation system in the urbanized area of Carson City, and has included a notice of beneficiary rights under Title VI on both the JAC website and route brochure (see Attachment C). The route brochure is distributed at more than three dozen locations convenient to the public throughout Carson City, as well as on every transit vehicle.

6. Requirement to Provide Additional Information Upon Request

CAMPO and its subrecipients shall respond to all written requests from FTA for information to investigate complaints of discrimination or to resolve concerns about possible noncompliance with Title VI.

7. Requirement to Prepare and Submit a Title VI Program

CAMPO shall submit a Title VI Program to the FTA Region IX civil rights officer once every three (3) years.

8. Guidance on Conducting an Environmental Justice Analysis of Construction Projects

CAMPO does anticipate a construction project—repurposing of a facility to an administrative office and bus yard—for the JAC system during the report period. The proposed facility conversion primarily consists of grading and paving land for transit buses and employee parking. The project will also include relatively minor modifications to the main building on the site in order to make it more suitable for transit administrative and operational purposes. However, the project will exist entirely on a City-owned parcel (no land acquisition required) across the street from the existing facility within the same Census Tract (the Census Block for the old and new parcel is nearest to the same residential/populated Census Block), the disturbance to the land will be minor, and the project does not encroach on the surrounding environs.

9. Guidance on Promoting Inclusive Public Participation

CAMPO has implemented a Public Participation Plan (see Attachment D) in accordance with the guidelines under the Final Rule of 23 CFR §450.316 Metropolitan Transportation Planning and in compliance with all federal laws and regulations throughout the public participation process, including adherence to Title VI of the Civil Rights Act of 1964 and the Americans with Disabilities Act of 1990.

CAMPO does not have a transit-related, non-elected planning board, advisory council, or similar board, the membership of which is selected by CAMPO. Any such boards that are created in the future will encourage the participation of minorities.

10. Requirement to Set System-Wide Service Standards and Policies

As CAMPO provides fixed route transit service, it has developed a set of system-wide service standards and policies. Currently, the only fixed route mode provided by CAMPO is local bus service, but should any other fixed route modes be implemented in the future, a separate set of standards and policies will be developed for that mode. Attachment E contains service standards and policies in accordance with the guidelines established in Circular 4702.1B.

For the set of system-wide service standards, CAMPO has established quantitative standards for the following indicators:

- Vehicle Load
- Vehicle Headways
- On-time Performance
- Service Availability

For the service policies, CAMPO has established qualitative policies for the following service indicators:

- Distribution of Transit Amenities
- Vehicle Assignment



TITLE VI COMPLAINT FORM

Date Complaint Taken _____ Tracking No. _____

Name of Complainant _____

Address _____ Phone No. _____

Email Address _____

Accessible Format Requirements? Large Print Audio Tape TDD Other _____

Person Discriminated Against (if other than Complainant) _____

Address _____ Phone No. _____

Email Address _____

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

Date, Time & Place Incident Occurred _____

Nature of Complaint Race Color National Origin

Details of Complaint: please 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, please use the back of this form.

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, or mail to:

Carson Area Metropolitan Planning Organization
Transportation Manager
3505 Butti Way Carson City, NV 89701

Complaint Taken By _____

INVESTIGATION _____

ACTION RECOMMENDED _____

By _____

RECORD OF FINAL ACTION _____

By _____



TÍTULO VI FORMULARIO DE QUEJA

Fecha en que se presentó la queja _____ número de seguimiento de la queja _____

Nombre del demandante _____

Dirección _____

Número de Teléfono _____

Dirección de correo electrónico _____

Requisitos de formato accesible? Impresión grande _____ Cinta de Audio _____ TDD _____ Otro _____

Persona que fue discriminada (si no es el demandante)

Dirección _____

Número de Teléfono _____

Dirección de correo electrónico _____

Explique por qué ha solicitado una tercera persona:

Confirme que ha obtenido el permiso de la parte perjudicada si está presentando una demanda en nombre de un tercero: Sí _____ No _____

Fecha, hora y lugar en que ocurrió el incidente _____

Naturaleza de la queja Raza _____ Color _____ Origen nacional _____

Detalles de la Queja: por favor describa a todas las personas que estuvieron involucradas. Incluya el nombre y la información de contacto de la persona(s) que lo discriminó (si lo conoce), así como los nombres y la información de contacto de los testigos. Si necesita más espacio, utilice la parte de atrás de este formulario.

Puede adjuntar cualquier material escrito u otra información que considere relevante para su reclamo.

Firma y Fecha son requeridas a continuación

Firma

fecha

Someta este formulario en persona o envíelo por correo a:

Carson Area Metropolitan Planning Organization Transportation Manager
3505 Butti Way Carson City, NV 89701

Queja tomada por _____

INVESTIGACIÓN _____

ACCIÓN

RECOMENDADA _____

Hecha por _____

REGISTRÓ DE ACCIÓN FINAL

Hecha por _____

Improving Access for Persons Identified as Limited English Proficient (LEP)

Four Factor Analysis

Carson Area Metropolitan Planning Organization (CAMPO) has conducted this analysis to meet requirements under Title VI of the Civil Rights Act of 1964, which seeks to improve access to services for persons identified as Limited English Proficient (LEP). The purpose is to ensure that no person shall, on the basis of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

Analysis Using Four Factor Framework

CAMPO has conducted the following analysis for its Jump Around Carson (JAC) public transportation system, using the four factors identified in the DOT LEP Guidance:

Factor 1: The number and proportion of LEP persons served or encountered in the eligible service population.

Task 1, Step 1: Examine prior experiences with LEP individuals

JAC serves a largely English-speaking community, although Carson City has experienced more growth in the Latino population recently. JAC transit operators and customer service representatives were surveyed in January 2018 about their interactions with LEP persons, and reported interaction with persons speaking Spanish as their primary language to varying degrees. While there wasn't a consensus on how often interactions with LEP persons take place, the interactions that do occur do not seem to be hindered by communication issues, as only 47 percent of transit employees surveyed indicated a belief that language assistance was needed for the services JAC provides.

In most cases, the information needed from JAC relates to use of transit services, including requests for information about routes, schedules, fares, transfers, etc. Much of the transit information distributed to the public is already translated into Spanish, and often family members or other bus passengers are available to interpret oral communications, if needed. The top five areas identified by transit employees surveyed as particular areas in Carson City where a significant population of Spanish-speaking persons reside are all served by multiple routes (a pair of bi-directional routes).

Task 1. Step 2: Become familiar with data from the U.S. Census.

The *2012-2016 American Community Survey (ACS) 5-Year Estimates* was used to obtain language data for Carson City, since the Census 2010 data set is not as current.

Task 1. Step 2A: Identify the geographic boundaries of the area that your agency serves.

JAC's service area is defined as the urbanized area of Carson City; an area encompassing approximately 28.08 square miles. A map of JAC's service area, including the $\frac{3}{4}$ mile zone required by ADA for complementary paratransit service, and an additional $\frac{1}{4}$ mile non-ADA zone identified by Carson City as a matter of policy, is shown in Appendix A.

Task 1. Step 2B: Obtain Census data on the LEP population in your service area.

ACS data on English proficiency in Carson City, including the languages spoken in Carson City, the number of persons speaking each language and the number of persons who speak English less than “very well,” is as follows:

LANGUAGE SPOKEN AT HOME		
Population 5 years and over	51,623	100%
English only	41,051	79.5%
Language other than English	10,572	20.5%
Speak English less than "very well"	4,518	8.8%
Spanish	8,403	16.3%
Speak English less than "very well"	3,839	7.4%
Other Indo-European languages	1,003	1.9%
Speak English less than "very well"	368	0.7%
Asian and Pacific Islander languages	997	1.9%
Speak English less than "very well"	274	0.5%
Other languages	169	0.3%
Speak English less than "very well"	37	0.1%

Source: 2012-2016 American Community Survey 5-Year Estimates

Task 1. Step 2C: Analyze the data you have collected.

Limited English Proficient (LEP) persons are described as those who speak English less than “very well.”

- A total of 4,518 persons (8.8%) in Carson City are identified as LEP.
- Of the total LEP population, 3,839 persons (85 percent) are Spanish speaking.
- The Spanish-speaking LEP population represents 7.4 percent of the total population five years and over of Carson City.
- The next highest concentration of LEP persons is the Other Indo-European languages group, with 368 persons, or 0.7 percent of the total population five years and over.

Task 1. Step 2D: Identify any concentrations of LEP persons within your service area.

A census tract map showing the distribution of persons who speak a language other than English at home and who speak English “less than very well” in relation to the JAC service area is shown in Appendix B. Another map shows the distribution of persons who speak Spanish and who speak English “less than very well”.

These maps show consistency in other-than-English populations and support conclusions that the LEP population is dominated by Spanish-speakers, and about where other-than-English language groups reside in relation to the bus routes.

Task 1. Step 3: Consult state and local sources of data.

The 2017 Nevada Education Data Book supports the conclusion that Spanish-speaking persons comprise the greatest number of LEP individuals in Carson City. As shown in the excerpt from the document (Appendix C), the language spoken at home by the Nevada Early Childhood Education (ECE) Program parents and guardians ranges from 30-48% Spanish from 2008-2015. It is only about 5% for “Other” languages over this same span. In addition, ethnicity of ECE children varies from 49-61%, while all other ethnicities make up only about 11-19% of the population.

As for overall statewide demographics, 11.9% of residents 5 years of age and older are identified as LEP. Spanish-speaking LEP persons in Nevada comprise 72.4 percent of the total population that speaks English less than “very well.” This is compared to 85 percent in Carson City – revealed by the 2012-2016 ACS – indicating that the state may be more diverse than Carson City. The only demographic identified as necessitating “Safe Haven” accommodations for Carson City is Spanish-speaking populations; that may be expanded to include additional populations statewide or other regions of the state. According to census data, Nevada is the state with the highest percentage change of growth in LEP population from 1990 to 2010. With this information in mind, it may be in the best interest of the state as a whole to make special considerations for LEP persons.

Task 1. Step 4: Community organizations that serve LEP persons.

CAMPO has current and ongoing associations with State and local government, educational institutions and community organizations that provide services for LEP persons.

Task 1. Step 4A: Identify community organizations.

The following organizations are the most involved in serving LEP (Spanish-speaking) persons locally:

- United Latino Community
- Carson City Health & Human Services
- Carson City School District
- Western Nevada College
- Latin American Chamber of Business
- Nevada Office of Minority Health

Task 1. Step 4B: Contact relevant community organizations.

In January 2018 each of these organizations was contacted with a request for information to help CAMPO improve language services provided. A sample of the survey is provided in Appendix D.

Task 1. Step 4C: Obtain information.

CAMPO received written responses from four of the six community organizations identified in Step 4A. These agencies were extremely pleased to be contacted by CAMPO, and eager to be a resource to assist in ensuring that transit services in Carson City were language accessible to those who speak limited English.

Factor 2: The frequency with which LEP individuals come into contact with your programs, activities, and services

Task 2, Step 1: Review the relevant programs, activities and services you provide.

As identified in Task 1, LEP individuals inquire about, use and are affected by the services that JAC provides on a daily basis. Operational services include fixed route service and ADA complementary paratransit service. LEP individuals also come into contact with JAC by calling the operations office, as well as using the JAC website.

Task 2. Step 2: Review information obtained from community organizations.

The United Latino Community (ULC) indicated that they interact with Spanish-speaking clients several times per day, and that it is not uncommon for them to be asked about public transportation. The agency suggested JAC staff educate ULC, Western Nevada College (WNC) and Latino grocery staff members on how to use the system and what special programs are available (i.e., free senior bus pass program). Most of its clients live in lower income areas, and all of the specific locations mentioned by staff are served by JAC. Clients have expressed the need for service to jobs, shopping and medical and social service locations. JAC provides adequate coverage to these types of services, and there was nothing specific mentioned by staff that was not already served by JAC. Aside from their own agency, ULC staff suggested the following strategies for obtaining more input from the Latino population:

- Talk with community organizations that represent them
- Utilize Parent Advocates at schools to disseminate and gather information
- Talk with owners/employees of Latino grocery stores
- Make inquiries with WNC's Adult Education program coordinators about needs or obtaining input

The agency believed that the Latino community would most trust churches and friends, word of mouth or FaceBook to deliver language appropriate messages. They also felt the best way to get people talking and spreading a message amongst friends and family was to start the dialogue with ULC staff or other social service agencies that the Spanish-speaking population would trust.

Carson City Health & Human Services reported that it interacts with LEP (Spanish-speaking) persons on a daily basis. The agency did not have strong feelings about where persons who speak limited English generally reside in Carson City, but suggested the Woodside Drive area and north end of Carson Street—areas served well by transit routes. The agency believed that the best ways to obtain input from the LEP population was through brief surveys in their preferred language and through focus groups with interpretive services. In addition to social service agencies, the agency indicated that the LEP community would be most likely to trust churches in delivering language appropriate messages.

Carson City School District reported that it interacts daily with Spanish-speaking LEP students, who mainly reside in the Empire and Mark Twain Elementary School zones. This is consistent with what was learned from Health & Human Services. When asked about what locations Spanish-speaking persons needed to access, the school district identified all schools as important, also noting that those within one mile of the school need access to transportation since no school bus is provided for those families. The school district believes that focus groups with interpretive services and Parent Liaisons (possibly through use of surveys) are a good way to obtain input from the Spanish-speaking community; and that the LEP population would most trust churches and schools for language appropriate messages. In their experience, most Spanish-speaking individuals are suspicious of government agencies, especially in today's climate of a stronger focus on enforcement of immigration laws. Any events or public input opportunities put together by a governmental agency would most likely be viewed by this population as a "trick" and they would not attend. Most of the inquiries made by Spanish-speaking people about accessing public transportation had to do with transportation for Pre-K students (there is now transportation provided through the schools for this) or for those within the one mile school bus zone. Some attempted to use JAC for these purposes but found it difficult to make work due to varying schedules between the schools as compared to JAC.

The mission of the *Nevada Office on Minority Health* is to improve the quality of health care services for members of minority groups; to increase access to health care services for members of minority groups; and to disseminate information to, and to educate the public on, matters concerning health care issues of members of minority groups. While the office is not as familiar with local issues in this regard, they are a good resource for the state's minority populations, and they do interact with individuals whose proficiency in English is limited several times per day. As such, they are not aware of specific locations within Carson City that LEP persons reside or need access to, but they did state that their office has received phone calls from constituents who have problems with obtaining transportation between Carson City and Reno for medical-related appointments. It was also noted that generally speaking, LEP populations need access to and from "public and medical facilities (i.e., schools, state/local government offices, hospitals, public utilities, health and human services/non-profits, DMV, courts/legal services, housing services, and parks)." While JAC may not service every office of each of these types of services, it does directly serve at least one of each of these categories. The office also felt that the best way to obtain input from the LEP population is through community organizations that represent them, parent/teacher meetings, and media outlets sharing information in their primary language. Similarly, it felt media outlets, schools attended by their children, social service agencies, and churches would be most trusted in delivering language appropriate messages. Finally, the office noted the need for public transportation services and how to access them is a statewide issue. In particular, LEP populations need to know about new routes, fare changes, discounted fares, and services for disabled individuals (specifically how to apply for and maintain these services).

Western Nevada College operates English as a Second Language (ESL) programs. While they did not respond to email, phone or in-person inquiries, they do provide an important service to LEP communities and were responsive during the previous update to this plan. Outreach efforts to appropriate WNC staff will continue to be made, and any information obtained will be incorporated into future document updates.

Latin American Chamber of Business has the general objective of representing and guiding the Latino business community in Nevada, on the pursuit of its objectives and goals, and to increase opportunities for all Nevada businesses. While this organization may not have insight to the Spanish-speaking population in general, they are a valuable resource in the community for at least a segment of this population and they conduct regular meetings and events that are popular amongst this community. No comment was received from this agency in response to email and phone inquiries. However, a response was received from this agency during the most recent Disadvantaged Business Enterprise Program Goal update, and a relationship does exist between the Latin American Chamber of Business and CAMPO. Continuous outreach efforts will be made and any information obtained on this topic will be incorporated into future document updates.

Task 2. Step 3: Consult directly with LEP persons.

CAMPO conducted a survey of users of the JAC service in October/November 2017. Of the 295 survey responses, 11 were returned on a form translated into Spanish. While no language-specific questions were included on the survey, there were also no requests for language assistance in the areas provided for open-ended comments. Instead, like the majority of respondents, those who completed a survey in Spanish were very complimentary of the transit service and indicated a desire for expanded service hours and area.

In future surveys, CAMPO will include questions to ask LEP persons if they are aware of the types of language assistance provided, which forms are most helpful, and what, if any, additional language assistance measures would be beneficial.

Factor 3: The importance to LEP persons of your program, activities and services

Task 3, Step 1: Identifv your agency's most critical services.

Using public transportation is important to LEP persons as indicated from interactions with community organizations that represent them and survey results. CAMPO's most critical services are:

- JAC fixed route service
- JAC Assist ADA complementary paratransit service

If limited English is a barrier to using these services then the consequences for the individual can be significant, including the potential for limited access to health care, education or employment. Critical information from CAMPO and JAC that can affect access includes the following:

- Route and schedule information
- Fare and payment information
- Fare media distribution system
- System rules
- Information about how to ride
- Safety and security information
- Public service announcements
- Complaint and commendation procedures
- Communication related to transit planning

Task 3. Step 2: Review input from community organizations and LEP persons.

Of the total LEP population in Carson City, the Spanish-speaking community represents the most significant number and is the group with which JAC comes into contact on a daily basis. This is made evident by the responses received from JAC staff, community organizations, and the 2017 rider survey. According to all sources, no barriers exist that would prevent the Spanish-speaking community from obtaining information about or using the services of the JAC transit system.

Factor 4: The resources available to the recipient and costs

Task 4. Step 1: Inventory language assistance measures currently being provided, along with associated costs.

- JAC route brochures with Spanish translation
- Critical information on JAC website translated into Spanish, with Google Translate feature provided throughout website
- Safety reminders and "how to ride" tips on bus interior car cards translated into Spanish
- Application for Senior Bus Pass Program translated into Spanish
- Phone number to bilingual staff person at Health and Human Services for Spanish-speaking persons to obtain basic transit information

The cost of these measures has been less than \$1,000 annually.

Task 4. Step 2: Determine what, if any, additional services are needed to provide meaningful access.

Due to the small size of our agency and limited resources – as well as the demographic reality in our community – JAC should focus its language assistance measures on extending access for persons speaking Spanish.

The following should be translated into Spanish:

- Critical printed information
- Critical website information
- Safety and security related announcements
- JAC Assist paratransit information

In addition to translation of general public information, JAC should consider providing Spanish-language materials on transit shelters and in vehicles whenever information in English is provided.

Information technology systems that have or may be implemented to provide real-time departure information and next-stop announcements using electronic signage and internet tools should also be reviewed in consideration of any needed translations. While not all information on the JAC website is translated through JAC's typical translation resources (i.e., Health and Human Services), the Google Translate feature is available for any web page on the site. This can be used by any person at any time to obtain at least a general understanding of the web page's content.

On-demand translation services by telephone should be implemented to assist LEP persons when calling the operations office. This could be provided through implementation of basic Spanish language instruction for 1-2 dispatch employees at the operations office. Translation services from a bilingual bus operator should also be scheduled for community events in which JAC participates. If no bilingual bus operators are on staff, 1-2 bus operators could also participate in basic Spanish language instruction.

Finally, issues related to LEP persons should be included in the training of bus operators as well as dispatch and other operations office staff.

Task 4. Step 3: Analyze your budget.

Like most public agencies, CAMPO's budget is constrained by several factors and staff resources are also limited. CAMPO should devote resources in the printing and advertising/promotional budgets to LEP implementation measures. In addition, budget increases for signage inside of transit facilities and vehicles should be considered. Finally, additional administrative costs may need to be included in the transit budget for telephone translation or staff language training services.

Task 4. Step 4: Consider cost effective practices for providing language services.

CAMPO should collaborate with the community organizations identified in Task 1 to provide cost effective practices. CAMPO could partner with these organizations to provide:

- Translation of printed and online information
- Distribution channels for printed information and surveys
- Delivery of language appropriate messages from a trusted source
- Translation assistance for LEP persons
- Educational and outreach opportunities to help improve access for LEP persons
- Spanish language instruction or classes

In addition, CAMPO should research and pursue language assistance products and translation services developed and paid for by local, regional or state government agencies.

Plan for Implementation

I. Identifying LEP individuals who need language assistance

Research and field work completed in the four factor analysis indicates that a significant proportion of Spanish-speaking LEP persons reside in Carson City. Of the total population, 4,518 (8.8 percent) are persons with limited English proficiency, and the largest non-English group – Spanish – represents 85 percent of the LEP population. Research among bus operators and customer service staff indicates that the frequency of contact with LEP persons speaking Spanish is daily or almost daily.

II. Language assistance measures

The following resources will be used to provide Spanish language assistance, both written language and telephone services:

- Health & Human Services
Irma Arellano, Office Specialist
900 E. Long St.
Carson City, NV 89706
(775) 887-2190
iarellano@carson.org
- United Latino Community
Yaraseth Anaya-Lugo
1711 N. Roop St.
Carson City, NV 89706
(775) 885-1055
Yaralugov@hotmail.com

When a phone call from a Spanish-speaking LEP customer is received, or when the customer comes into the operations office in person, the first step will be to contact one of these local agencies to obtain interpretation services. If neither agency is available (or in the case of languages other than Spanish), customer service staff should use any identified governmental resources from Task 4, or enlist the services of Language Line or a similar system.

When written communication from an LEP person is received it shall be forwarded to the Transit Coordinator, who will in turn forward it to Health & Human Services (in the case of Spanish) or another appropriate agency for translation into English and translation of the response into the native language.

It may be difficult for a non-bilingual bus operator to provide assistance to an LEP person who boards the vehicle and requests information. In such circumstances, the bus operator could ask if another passenger on the bus could serve as an interpreter, or the driver could provide the phone number for customer service (775-841-7433) for interpretation assistance. If available, the bus operator could also direct the passenger to translated passenger information such as printed brochures or the Health & Human Services direct line listed above.

It is important for CAMPO to ensure the competency of interpreters and translation services. CAMPO will review competency as part of its triennial Title VI Program update by undertaking these steps:

- Ask the interpreter or translator to demonstrate that he/she can communicate or translate information accurately in English and the other language
- Train the interpreter or translator in specialized terms and concepts associated with JAC's policies and procedures
- Instruct the interpreter or translator that he/she shall not deviate into a role as counselor, legal advisor, or any other role aside from interpreting or translation
- Ask the interpreter or translator to attest that he/she does not have a conflict of interest on the issues for which interpretation services are provided

As of January 2018, the competency of the translation providers listed above is assured. Each has demonstrated the ability to provide accurate translation and is familiar with specialized terms and concepts associated with public transportation. Each understands that translation functions are limited to interpretation and translation only, and that the interpreter/translator shall not deviate into other roles. Each has attested that there is no conflict of interest.

III. Training staff

JAC operations staff is likely to continue to interact with LEP persons on a regular basis. This includes bus operators, dispatchers, street supervisors, customer service personnel, receptionists, and management. Training on CAMPO's responsibility to serve LEP persons shall be implemented by the following means:

- Orientation and initial training for new bus operators, and ongoing training to be provided at least once per year, will include information on serving LEP persons
- By the end of 2018, the Transit Coordinator will conduct research on and implement training resources (e.g., videos, handouts, presentations) described in the DOT guidance on LEP implementation (April 13, 2007, pp. 28-29)
- Dispatchers, street supervisors, customer service personnel, receptionists, and management staff will take part in ongoing training, with at least one training session per year on the topic of serving LEP persons.

IV. Providing notice to LEP persons

CAMPO incorporates a variety of methods to communicate with transit users and the public. These include printed schedule information, signs inside of vehicles and on passenger shelters, website, customer service phone line, mobile app, news releases, advertising, community meetings and participation in local events. CAMPO will use these methods to notify LEP persons of the availability of language assistance, and, when applicable, to notify customers of the availability of translated documents.

Implementation of this Language Assistance Plan (LAP) will be complete by the end of 2018. In the last quarter of 2018, CAMPO will conduct additional outreach efforts to the organizations identified in Task 1 of the four factor analysis, as well as to any communities or bodies suggested by the identified organizations. The Transit Coordinator will conduct these efforts.

V. Monitoring and Updating the Language Assistance Plan

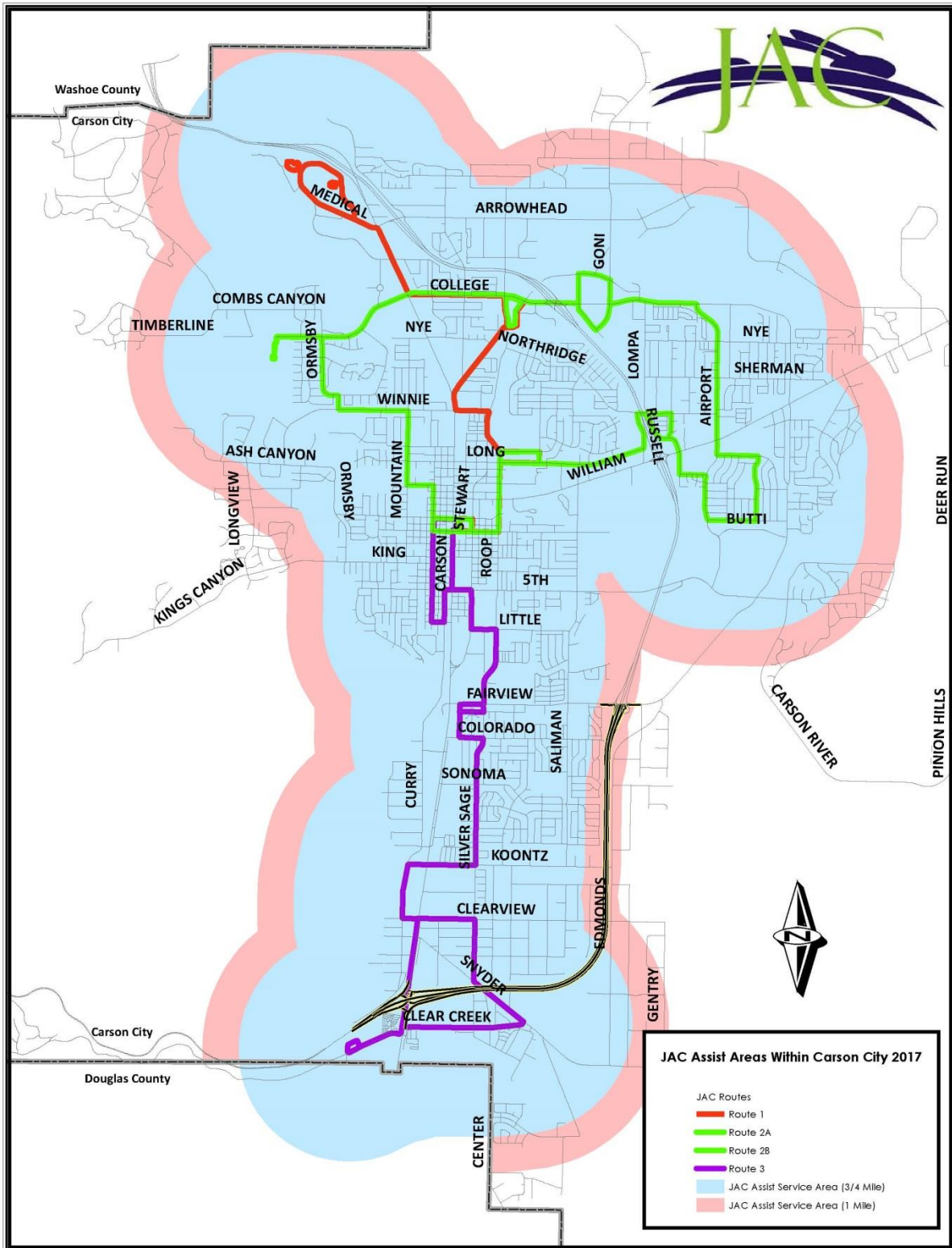
Ongoing outreach efforts will include a process to obtain feedback on JAC's language assistance measures. Monitoring of the program will be assigned to the Transit Coordinator. Specific tasks will include semi-annual contact with the organizations to measure results and discuss needs of LEP persons. These efforts will reveal any changes to the implementation plan that may be necessary, including any noticeable changes in demographics of the LEP population or the availability of new resources.

The DOT guidance also recommends internal monitoring by performing ride checks, in which LEP persons are engaged to ride and report on the experience. It should be noted that this activity is designed to collect information on LAP implementation, not to monitor the performance of any specific employees resulting in corrective or disciplinary action. Based on the feedback received, CAMPO may make incremental changes to the type of written and oral language assistance provided. Evaluation may result in expansion of language assistance measures that are effective, or the modification or elimination of measures which are not effective.

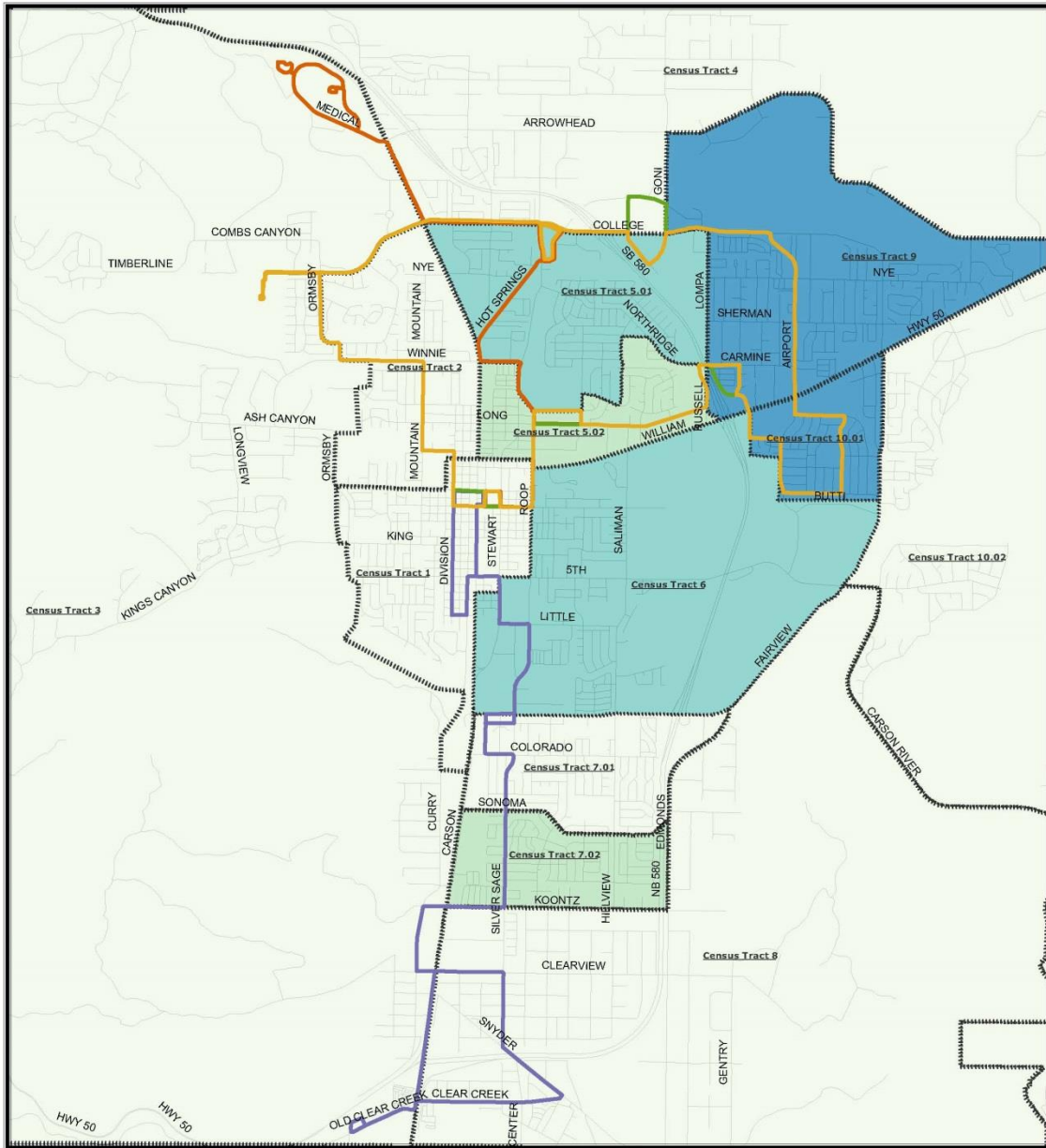
If service is expanded into areas with high concentrations of LEP persons, CAMPO shall consider modifying the implementation plan as needed in order to ensure meaningful access by previously unserved or underserved LEP persons.

Any results, updates, or adjustments to this attachment of the Title VI Program document or CAMPO and JAC policies and procedures resulting from implementation of the activities discussed above will be added as a new section of this attachment. It is important to document new or changing information as it becomes available, and to adjust the Language Assistance Plan as necessary based on findings from this analysis.

Appendix A – JAC Service Area



Appendix B – Languages Other Than English by Census Tract

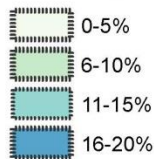


Percentage of Carson City Residents that Speak English less than "Very Well" by Census Tract

— Streets

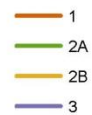
Source: ACS 2012-2016

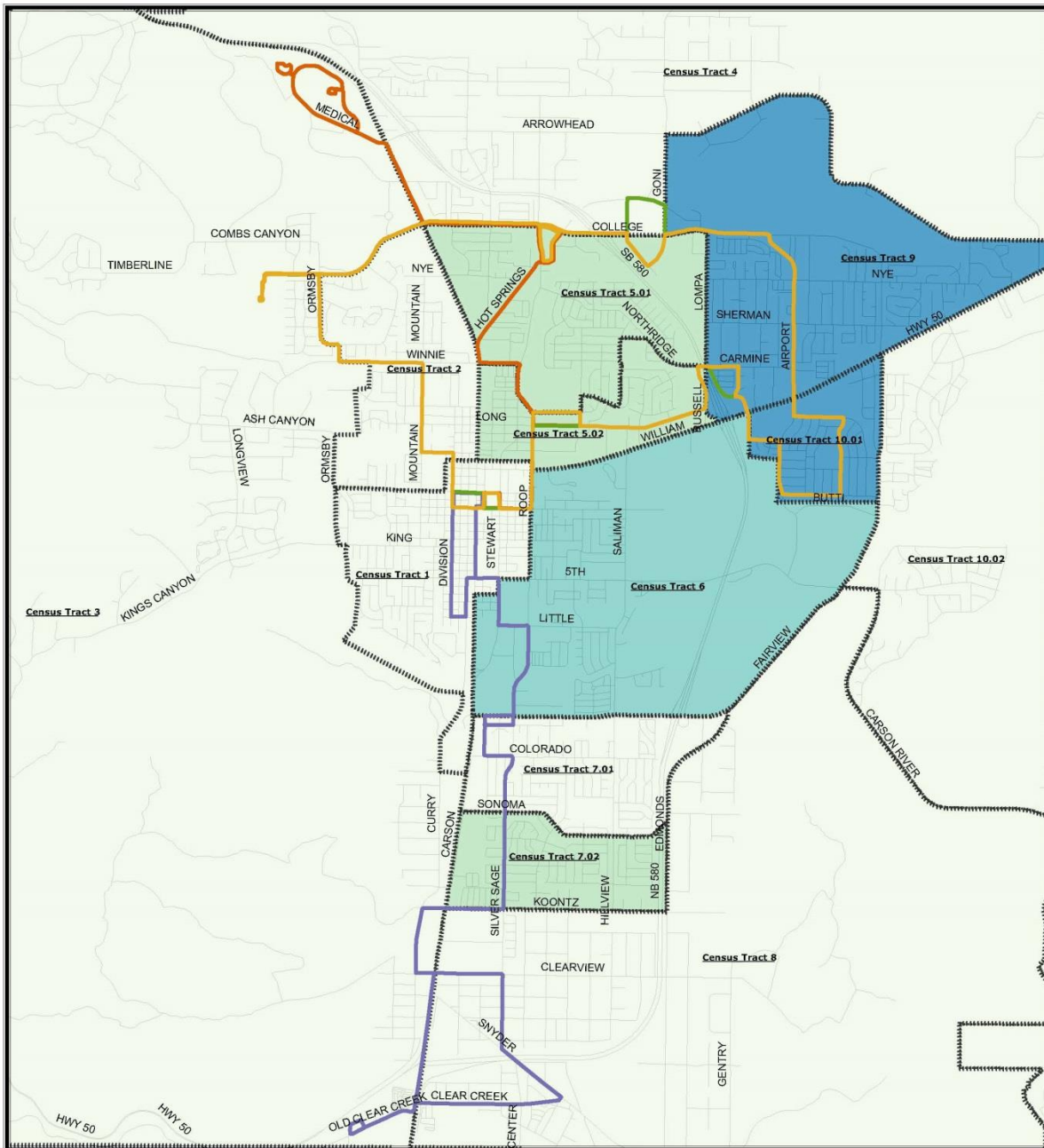
Percentage by Tract



JAC

Fixed Route Number

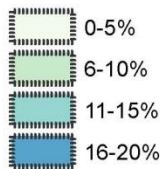




Percentage of Carson City Residents that Speak Spanish and Speak English less than "Very Well" by Census Tract

— Streets
 Source: ACS 2012-2016

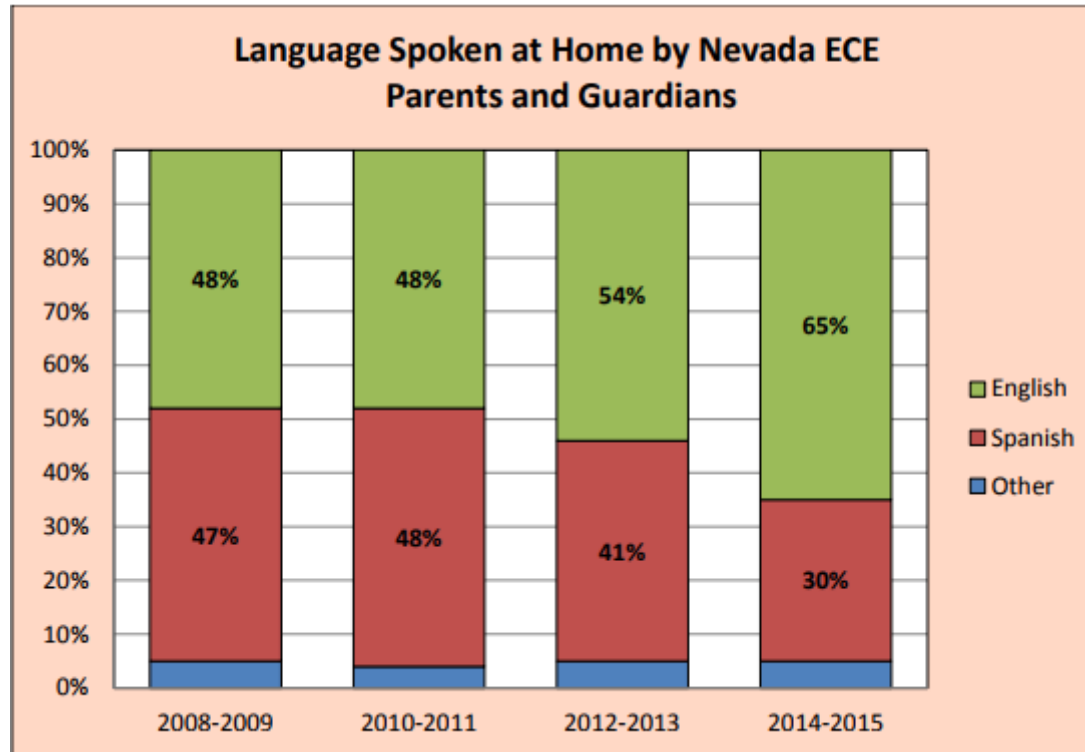
Percentage by Tract

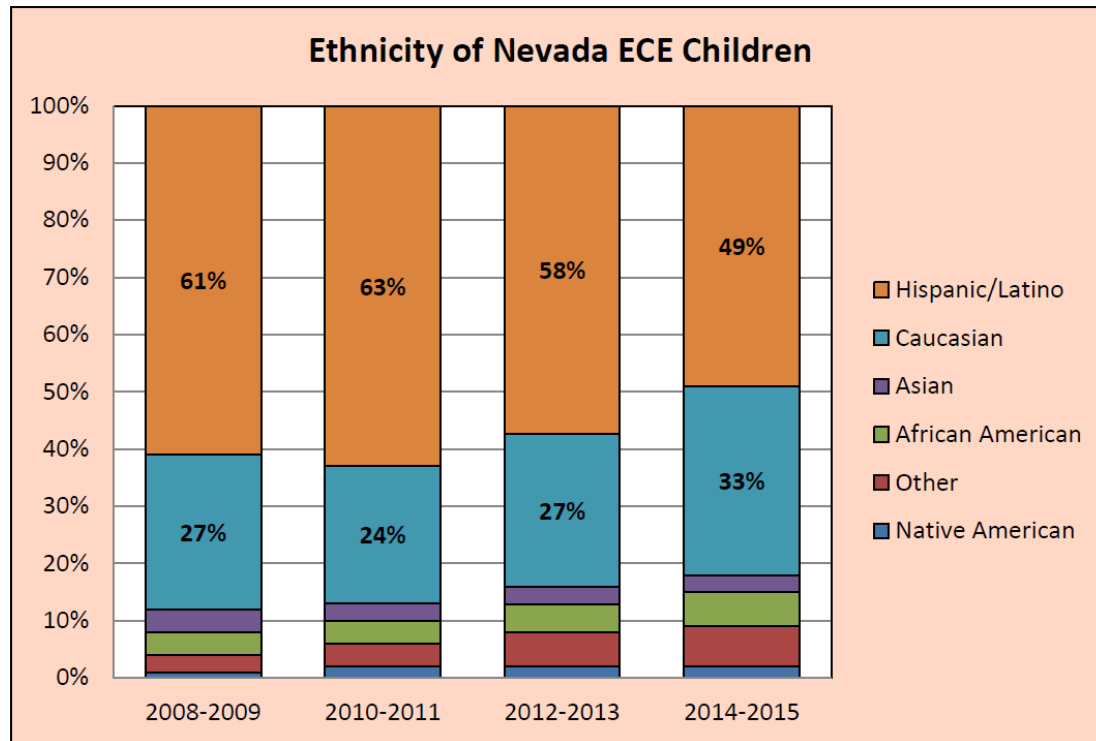


JAC Fixed Route Number



Appendix C – 2017 Nevada Education Data Handbook LEP Students in Carson City School District





Appendix D – Survey Provided to Community Organizations



LIMITED ENGLISH PROFICIENT (LEP) POPULATIONS: SURVEY OF COMMUNITY ORGANIZATIONS IN CARSON CITY

CAMPO is conducting a survey of community organizations that may provide services for Limited English Proficient (LEP) persons in Carson City. This information will be useful in the development of a language assistance plan for the Jump Around Carson (JAC) transit system. Specifically, we are working to ensure that our transit services are language accessible by those who speak limited English.

1. How often do you interact with an individual whose proficiency in English is limited?
 - a. Several times per day
 - b. Daily
 - c. About once per week
 - d. About once per month
 - e. Almost never

2. In your experience, is there a particular area of Carson City where significant numbers of LEP populations reside?
 Yes No
If yes, where? _____

3. In your experience, are there particular locations in Carson City that LEP populations need to access?
 Yes No
If yes, where? _____

4. What is the best way to obtain input from the LEP population?
 - Brief surveys in their preferred language
 - Focus groups with interpretive services
 - Community organizations that represent them
 - Other (describe) _____

5. Who would the LEP population trust most in delivering language appropriate messages?
 - Social service agency
 - Church
 - Local business
 - Other (describe) _____

6. Has the LEP population inquired about how to access public transportation or expressed a need for public transportation service? Please explain.

- Carson City Municipal Code
- City Facts
- City Services
- Climate And Weather
- Community Links
 - Services
 - Education Services Information Sources
 - Health Services Information Sources
 - JAC - Jump Around Carson
 - Routes & Schedules
 - Fares
 - Transfers
 - About JAC
 - FAQs
 - JAC Assist
 - Bus & Shelter Advertising
 - Contact Us
 - En Español
 - Nevada Rural Housing Authority
 - Relocation Services Information Sources
 - Social Services Information Sources
 - Utilities Services Information

- Demographics
- Emergency Contact Information
- Emergency Notification
- Employment
- Events In & Around Carson City
- Frequently Asked Questions
- + History
- Library
- Parks
- Perks Program
- Public Transportation
- Recreation Programs
- Residential Deer
- Road Work Reports
- Sign Up For E-Notices
- Veterans
- Visiting Carson City
- Volunteer Opportunities


About JAC

Font Size: [+](#) [-](#) [Share & Bookmark](#) [Feedback](#) [Print](#)



About JAC

[Rider Alerts / Holiday Schedule / Community Events / Beneficiary Rights Under Title VI / ADA Policies and Procedures for Fixed Route Service](#)

JAC (Jump Around Carson) is Carson City, Nevada's public transit system serving the community with a fleet of bright green and purple buses that feature a sleek, hopping jackrabbit (a Northern Nevada icon). JAC began operating in October 2005 and is governed by the Carson City Regional Transportation Commission. The JAC system features the JAC fixed route system as well as JAC Assist, a curb-to-curb program that provides transportation for eligible persons with disabilities.

Ridership continues to grow as residents discover the convenience and value of the bus system for going to work, school, shopping, medical appointments and recreation facilities. Strategically placed stops throughout the community make it easy for passengers to conveniently visit a number of the city's most popular destinations. Fares are only \$1.00 per one-way trip for adults; and seniors, persons with disabilities and youth may ride for only \$0.50 per one-way trip.

Interested in finding out more about JAC? Click [here](#) for the JAC Fact Sheet.

Rider Alerts

Detour List

JAC makes every effort to operate as scheduled, but schedules may vary due to weather, traffic or other conditions, including construction. If construction or special events should affect any of JAC's routes, detours will be listed on the JAC Home page. Check back occasionally to see if any construction detours may affect your trip. Please understand the start and end times of the detours may change without notice due to construction or other delays.

Weather Alert

Since JAC operates at the base of the Sierra Nevada Mountains, the buses are equipped with chains to safely navigate snowy conditions. However, please be advised that bus service may be delayed without notice due to snow and/or icy conditions. We appreciate your understanding.

Holiday Schedule

JAC observes the following holidays and therefore, no service is available and the office is closed.

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving
- Christmas Day

Community Events

Throughout the year, JAC attends community events to give Carson City residents and visitors a chance to meet the bus drivers, check out the inside of the buses, and get more information on routes and schedules. If you are planning an upcoming event and would like JAC to attend, please contact the office staff at (775) 841-RIDE.

Beneficiary Rights Under Title VI

JAC is committed to ensuring that no person shall, on the basis of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal assistance, and that no discrimination takes place in any of the programs it and its subrecipients operate. To obtain more information on JAC's nondiscrimination obligations, send a written request to the address below. If anyone feels that he/she or others protected by Title VI have been discriminated against, a complaint may be filed. To file a complaint, send a written notice to Transportation Manager, 3505 Butti Way, Carson City, NV, 89701, RE: Title VI Complaint. A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

ADA Policies and Procedures for Fixed Route Service

In addition to the requirements under the Dept. of Transportation (DOT) Americans with Disabilities Act (ADA) for the complementary paratransit service, JAC also follows DOT ADA requirements for its fixed route service. These are provided here so that our customers may have an even knowledge base with the employees serving them. [Click here](#) to view these policies and procedures.

Nevada 2-1-1

Seniors receive free rides on the JAC system through a grant provided by the State of Nevada Aging and Disability Services Division (ADSD). The ADSD has partnered with Nevada 2-1-1 in order to provide Nevada's most comprehensive resource directory for health and human services. For more information about this program and to access additional resources, please visit their website at www.nevada211.org.

Short Range Transit Development Plan

The Short Range Transit Development Plan (TDP) is a document that serves to evaluate the existing JAC transit system, and also as a short-term strategic guide for public transportation in the Carson City area. The TDP has been developed (and will be updated) to meet local priorities for Carson City's existing transportation services, including capital improvements, operating changes to the existing system, and how Carson City will fund existing program needs over a five year period. The TDP was developed with consideration of public comments that were obtained during the development of the document, and can be viewed [here](#).

[JAC Home](#) / [Routes & Schedules](#) / [Fares](#) / [Transfers](#) / [About JAC](#) / [FAQs](#) / [JAC Assist](#) / [Bus & Shelter Advertising](#) / [Contact Us](#) / [En Español](#)

Free viewers are required for some of the attached documents. They can be downloaded by clicking on the icons below.



FARES

Adult (19-59): \$1.00

Disabled/Youth/Senior: \$0.50

Child (4 and under): FREE

Medicare cards are accepted for the reduced fare. Youth is 18 and under. Senior is 60 and over. Drivers do not carry change.

MONTHLY PASS

Adult (19-59) \$25.00

Youth/Disabled \$12.50

10-RIDE PUNCH PASS

Adult (19-59): \$8.00

Youth/Senior/Disabled: \$4.00

For seniors 60 and over, free bus passes are available at the Carson City Senior Citizen's Center. For more information, call 841-7433.

Medicare cards are accepted for the reduced fare. Youth is 18 and under.

Passes may be purchased at the following locations:

- JAC Operations Office, 3303 Butti Way, Bldg. 1
- Treasurer's Office, City Hall, 201 N. Carson St.
- Carson City Library, 900 N. Roop St.
- Carson City Senior Center, 911 Beverly Dr.
- WNC Bookstore, 2201 W. College Parkway

TRANSFERS

Transfers are FREE to passengers with cash fares or punch passes. Transfers are issued to go directly from one bus to another to complete a trip in one direction only, and cannot be used to get back on the same bus. Transfers must be used within one hour of the time they are issued.

Las transferencias son gratis para los pasajeros con tarifas en efectivo o pases paseos. Las transferencias son emitidas para ir directamente de un autobús a otro para completar un viaje en una sola dirección, y no se puede utilizar para volver en el mismo autobús. Las transferencias deben ser utilizadas dentro de una hora del tiempo de su emisión.

NEED A LIFT HOME?

JAC now provides a \$1.00 Taxi pickup service from Western Nevada College. Vouchers are available in the WNC Bookstore for a taxicab ride home from Carson City's WNC Campus to a destination within Carson City.

Valid Monday-Thursday, 7:30pm to 10:00pm during the 2017-2018 School Year. ADA Accessible. Voucher only valid with Capital Cab Company. Must present Student ID.

\$1.00 Student Fare required.

**Call Capital Cab Company
(775) 885-0300**

GENERAL INFORMATION

Welcome Aboard! Our goal is to provide you with safe, dependable and friendly service. Thank you for riding JAC!

Plan Your Ride by Phone: Call (775) 841-7433

Our customer service staff is available on weekdays, from 8:00 a.m. to 5:00 p.m., and on Saturdays, from 8:00 a.m. to 4:00 p.m., to provide you with personalized trip information.

INFORMACIÓN GENERAL

¡Bienvenidos! Nuestro objetivo es proporcionarle un servicio seguro, confiable y amistoso. Gracias por viajar con JAC!

Para Planificar Su Viaje Por Teléfono Llame al (775) 841-7433

Nuestro personal de servicio esta disponible de lunes a viernes, de 8:00 a.m. a 5:00 p.m. y los sábados, de 8:00 a.m. a 4:00 p.m. para ofrecerle información personal sobre su viaje.

BUS RIDING BASICS

All buses operate hourly from 6:30 a.m. to 7:30 p.m. Monday through Friday; and 8:30 a.m. to 4:30 p.m. Saturday. Buses do not run on Sunday or the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day.

- Be at the nearest bus stop at least five minutes before the bus is due to arrive.
- Have the exact change or your pass ready when boarding the bus. Drivers do not carry change. No refunds will be given.
- Pass holders must show their pass to the bus operator each time they board the bus.
- If you need to catch another bus to complete your trip, ask the operator for a Transfer as soon as you board the bus.
- About one block before your stop, pull the yellow cord to let the operator know you want off the bus.
- Remain seated until the bus comes to a complete stop.
- Always cross the street at the nearest crosswalk.

FUNDAMENTOS DE VIAJAR EN EL AUTOBÚS

Todos los autobuses funcionan cada hora de 6:30 a.m. a 7:30 p.m. lunes a viernes; y de 8:30 a.m. a 4:30 p.m. los sábados. Los autobuses no funcionan los domingos o en los siguientes días festivos: El Año Nuevo, Día Memorial, Día de Independencia, Día Del Trabajo, Día de Dar Gracias, Día de Navidad.

- Este en la parada de autobús más cercana por lo menos cinco minutos antes de que el autobús este por llegar.
- Tenga el cambio exacto ó su pasaje listo al abordar el autobús. Conductores no llevan cambio. No se dará ningunos reembolsos.
- Los titulares de pases deben mostrar su pase al conductor del autobús cada vez que borden el autobús.
- Si usted necesita tomar otro autobús para completar su viaje, pida al conductor una transferencia tan pronto como usted sube al autobús.
- Alrededor de una cuadra antes de su parada, jale el cable amarillo para indicarle al conductor que quiere bajar del autobús.
- Permanezca sentado hasta que el autobús se detenga por completo.
- Siempre crucé la calle en el cruce de peatones más cercano.

ROUTE 1

Leave Downtown Transfer Plaza	Beverly & Roop (Senior Center)	Hot Springs & Retail (Walmart)	Medical Parkway @ Carson Tahoe Regional Medical Center - Main Entrance	Hot Springs & Retail (Walmart)	Beverly & Roop (Senior Center)	Arrive Downtown Transfer Plaza
6:30	6:35	6:43	6:54	7:07	7:16	7:24
7:30	7:35	7:43	7:54	8:07	8:16	8:24
8:30	8:35	8:43	8:54	9:07	9:16	9:24
9:30	9:35	9:43	9:54	10:07	10:16	10:24
10:30	10:35	10:43	10:54	11:07	11:16	11:24
11:30	11:35	11:43	11:54	12:07	12:16	12:24
12:30	12:35	12:43	12:54	1:07	1:16	1:24
1:30	1:35	1:43	1:54	2:07	2:16	2:24
2:30	2:35	2:43	2:54	3:07	3:16	3:24
3:30	3:35	3:43	3:54	4:07	4:16	4:24
4:30	4:35	4:43	4:54	5:07	5:16	5:24
5:30	5:35	5:43	5:54	6:07	6:16	6:24
6:30	6:35	6:43	6:54	7:07	7:16	7:24

Note: Shaded area is our Saturday schedule. AM Times are shown in lightface type, PM Times are shown in boldface type.

ROUTE 2A

Leave Downtown Transfer Plaza	Western Nevada College	Hot Springs & Retail (Walmart)	Woodside & Airport @ FoodMaxx	Russell & Northridge (MAC)	Long & Roop @ Health & Human Services	Arrive Downtown Transfer Plaza
6:30	6:39	6:48	7:02	7:12	7:18	7:24
7:30	7:39	7:48	8:02	8:12	8:18	8:24
8:30	8:39	8:48	9:02	9:12	9:18	9:24
9:30	9:39	9:48	10:02	10:12	10:18	10:24
10:30	10:39	10:48	11:02	11:12	11:18	11:24
11:30	11:39	11:48	12:02	12:12	12:18	12:24
12:30	12:39	12:48	1:02	1:12	1:18	1:24
1:30	1:39	1:48	2:02	2:12	2:18	2:24
2:30	2:39	2:48	3:02	3:12	3:18	3:24
3:30	3:39	3:48	4:02	4:12	4:18	4:24
4:30	4:39	4:48	5:02	5:12	5:18	5:24
5:30	5:39	5:48	6:02	6:12	6:18	6:24
6:30	6:39	6:48	7:02	7:12	7:18	7:24

Note: Shaded area is our Saturday schedule. AM Times are shown in lightface type, PM Times are shown in boldface type.

ROUTE 2B

Leave Downtown Transfer Plaza	Beverly & Roop (Senior Center)	Russell & Northridge (MAC)	Woodside & Sharon @ FoodMaxx	Hot Springs & Retail (Walmart)	Western Nevada College	Arrive Downtown Transfer Plaza
6:30	6:35	6:39	6:49	7:03	7:13	7:24
7:30	7:35	7:39	7:49	8:03	8:13	8:24
8:30	8:35	8:39	8:49	9:03	9:13	9:24
9:30	9:35	9:39	9:49	10:03	10:13	10:24
10:30	10:35	10:39	10:49	11:03	11:13	11:24
11:30	11:35	11:39	11:49	12:03	12:13	12:24
12:30	12:35	12:39	12:49	1:03	1:13	1:24
1:30	1:35	1:39	1:49	2:03	2:13	2:24
2:30	2:35	2:39	2:49	3:03	3:13	3:24
3:30	3:35	3:39	3:49	4:03	4:13	4:24
4:30	4:35	4:39	4:49	5:03	5:13	5:24
5:30	5:35	5:39	5:49	6:03	6:13	6:24
6:30	6:35	6:39	6:49	7:03	7:13	7:24

Note: Shaded area is our Saturday schedule. AM Times are shown in lightface type, PM Times are shown in boldface type.

ROUTE 3

Leave Downtown Transfer Plaza	Little & Roop @ NDOT	Old Clear Creek @ Fuji Park	Curry @ Fandango	Little & Stewart @ NDEP	Carson @ City Hall	Arrive Downtown Transfer Plaza
6:30	6:39	6:55	7:04	7:16	7:21	7:24
7:30	7:39	7:55	8:04	8:16	8:21	8:24
8:30	8:39	8:55	9:04	9:16	9:21	9:24
9:30	9:39	9:55	10:04	10:16	10:21	10:24
10:30	10:39	10:55	11:04	11:16	11:21	11:24
11:30	11:39	11:55	12:04	12:16	12:21	12:24
12:30	12:39	12:55	1:04	1:16	1:21	1:24
1:30	1:39	1:55	2:04	2:16	2:21	2:24
2:30	2:39	2:55	3:04	3:16	3:21	3:24
3:30	3:39	3:55	4:04	4:16	4:21	4:24
4:30	4:39	4:55	5:04	5:16	5:21	5:24
5:30	5:39	5:55	6:04	6:16	6:21	6:24
6:30	6:39	6:55	7:04	7:16	7:21	7:24

Note: Shaded area is our Saturday schedule. AM Times are shown in lightface type, PM Times are shown in boldface type.

Carson City Regional Transportation Commission • Effective April 2017

www.rideJAC.com • 775-841-RIDE



Search "Jump Around Carson" in the App Store or Google Play.



JUMP AROUND CARSON SYSTEM MAP & TRANSIT GUIDE

FOR YOUR SAFETY

For the safety of yourself and all those around you, please observe the following safety rules:

- No smoking, eating or drinking is allowed on the bus.
- Do not talk to the operator while the bus is moving.
- You may use audio/visual equipment only if it has earphones.
- Loud and/or disruptive behavior is not permitted.
- Firearms and hazardous materials like batteries, plate glass and gasoline cans cannot be taken on the bus.
- If you set something on the floor, do not block the aisle with it.
- Baby strollers must be folded up before getting on the bus.
- Make yourself visible to an approaching bus, especially during dark mornings or evenings or signal your presence by wearing reflective clothing or carrying a small blinker light or flashlight.

PARA SU SEGURIDAD

Para su seguridad y para la seguridad de los cuales le rodean, favor de tomar en cuenta las siguientes reglas de seguridad:

- No se permite fumar, comer o beber en el autobús.
- No trate de hablar con el conductor mientras el autobús esta en movimiento.
- Se permite usar equipo de audio y visual mientras se usen auriculares.
- Comportamiento ruidoso y / o perturbación no se permite.
- Armas de fuego y materiales peligrosos como baterías, placas de vidrio y botes de gasolina no se permiten en el autobús.
- No bloquee el pasillo si establece algo en el suelo.
- Cochecitos de bebé tiene que estar doblados y recogidos antes de subir al autobús.
- Hágase usted visible cuando el autobús se aproxima, Especialmente durante las mañanas oscuras o en la tardes, señale su presencia mediante el uso de ropa reflectante o cargando una pequeña luz parpadeante o linterna.

Title VI Policy / Título VI Política

JAC is committed to ensuring that no person shall, on the basis of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal assistance, and that no discrimination takes place in any of the programs it and its subrecipients operate. To obtain more information on JAC's nondiscrimination obligations, send a written request to the address below. If anyone feels that he/she or others protected by Title VI have been discriminated against, a complaint may be filed. To file a complaint, send a written notice to Transportation Manager, 3505 Butti Way, Carson City, NV, 89701, RE: Title VI Complaint.

JAC se compromete a garantizar que ninguna persona podrá ser excluida de su participación sobre la base de raza, color u origen nacional o estar sujeto a discriminación bajo cualquier programa o actividad que recibe Asistencia Federal y que ninguna discriminación tiene lugar en cualquiera de los programas cuales son operados por los beneficiarios. Para obtener más información sobre la obligación de no discriminar de JAC, envíe una solicitud por escrito a la dirección abajo. Si alguien siente que el/ella o otros protegidos sobre el "Title VI" han sido discriminados, una queja puede ser sometido. Para someter una queja, envíe una solicitud por escrito a: Manejador de Transportación, Acerca de: Queja sobre Title VI, 3505 Butti Way, Carson City, NV, 89701.

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Attachment C



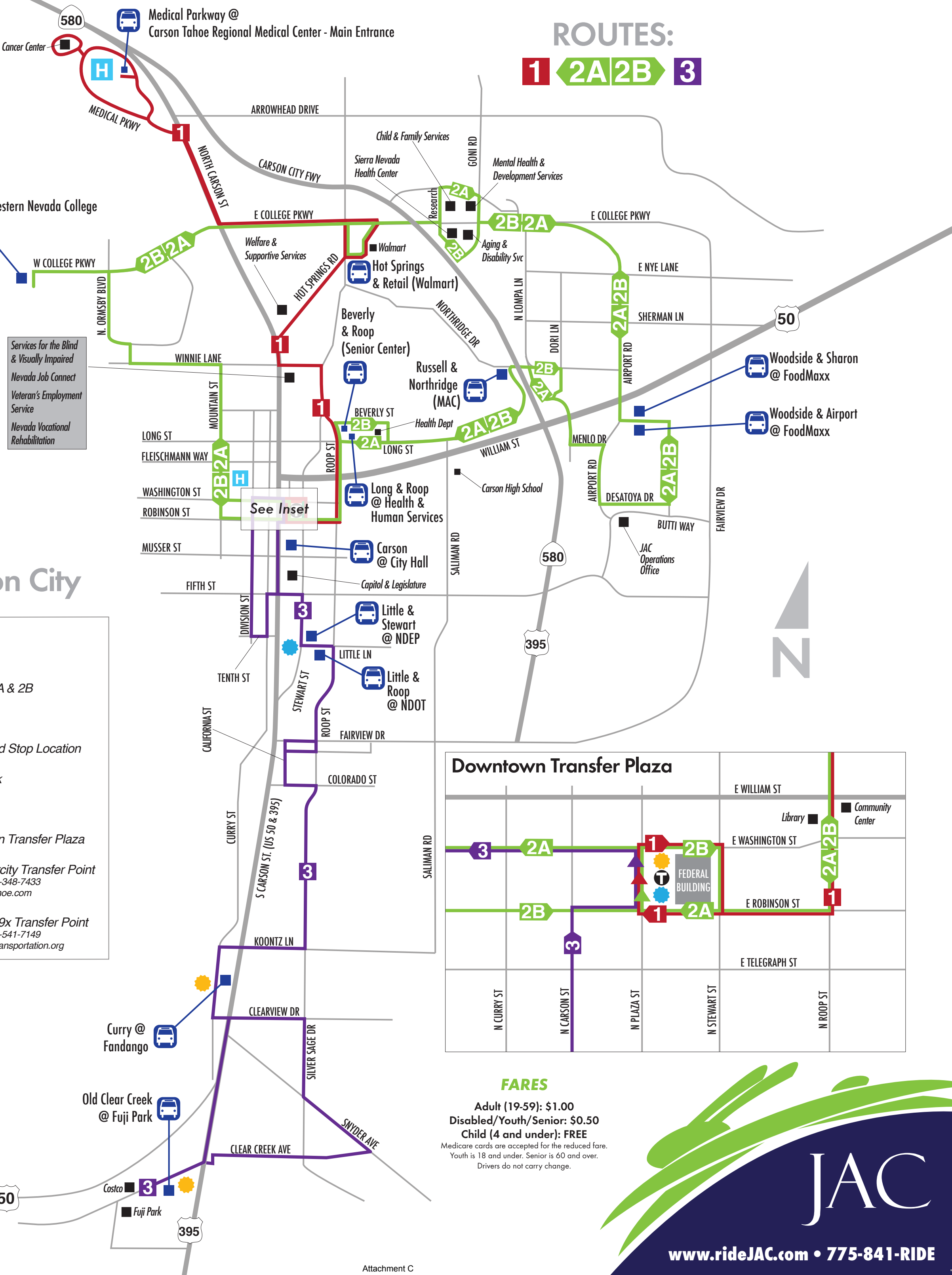
ROUTES:

1 **2A/2B** **3**

Carson City

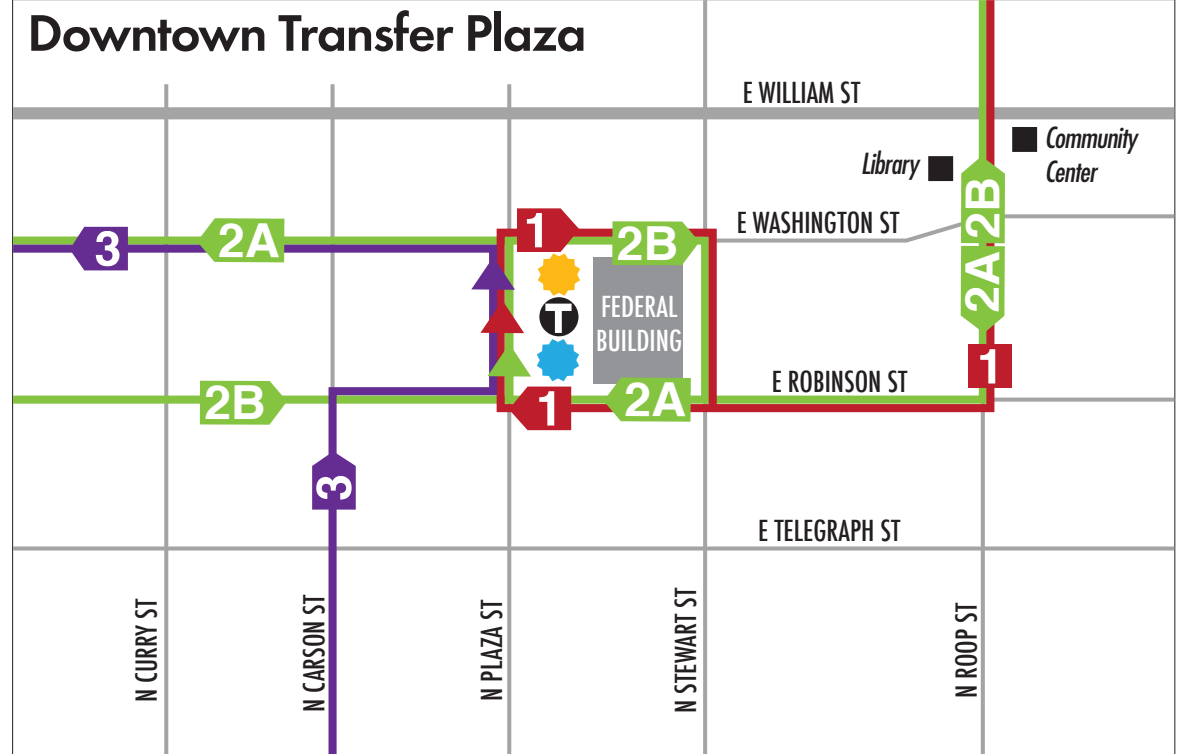
Legend:

- 1** Route 1
- 2A/2B** Routes 2A & 2B
- 3** Route 3
- Scheduled Stop Location
- Landmark
- Hospital
- Downtown Transfer Plaza
- RTC Intercity Transfer Point
For info: 775-348-7433
www.rtcwashoe.com
- BlueGo 19x Transfer Point
For info: 530-541-7149
www.tahoetransportation.org



Services for the Blind & Visually Impaired
Nevada Job Connect
Veteran's Employment Service
Nevada Vocational Rehabilitation

See Inset



FARES

Adult (19-59): \$1.00
 Disabled/Youth/Senior: \$0.50
 Child (4 and under): FREE
 Medicare cards are accepted for the reduced fare.
 Youth is 18 and under. Senior is 60 and over.
 Drivers do not carry change.

JAC

www.rideJAC.com • 775-841-RIDE

CARSON AREA METROPOLITAN PLANNING ORGANIZATION



PUBLIC PARTICIPATION PLAN

**Amended 5/12/10
Administrative Modification 7/3/12**

This report was funded in part through grants from the Federal Highway Administration and Federal Transit Administration, U.S. Department of Transportation. The views and opinions of the Carson Area Metropolitan Planning Organization expressed herein do not necessarily state or reflect those of the U.S. Department of Transportation.

Carson Area Metropolitan Planning Organization
Serving Carson City, Northern Douglas County and Western Lyon County
Attachment D

Introduction

In 2002, the US Census Bureau announced the release of the Carson City Urbanized Area geography (according to the 2000 Census), with a population that had surpassed the threshold of 50,000. The urbanized area consists of Carson City, as well as the adjacent, relatively densely inhabited portions of Douglas and Lyon Counties. As a result of surpassing the population criteria of 50,000, the area was required to form a Metropolitan Planning Organization for its transportation planning and programming activities. The Nevada Governor, in accordance with Federal regulations, designated the Carson Area Metropolitan Planning Organization (CAMPO) as a newly formed MPO in the State of Nevada. In 2012, the Census Bureau updated the urbanized area boundaries based on data collected during the 2010 Census, though changes were minor.

CAMPO carries out transportation planning activities within the Metropolitan Planning Area (MPA), shown in Figure 1. The MPA encompasses the urbanized area and a larger area that is likely to continue to urbanize within the next 20 years. Currently, there are two urban clusters, as defined by the US Census Bureau, within the MPA. They are the Johnson Lane area in Douglas County and Dayton in Lyon County.

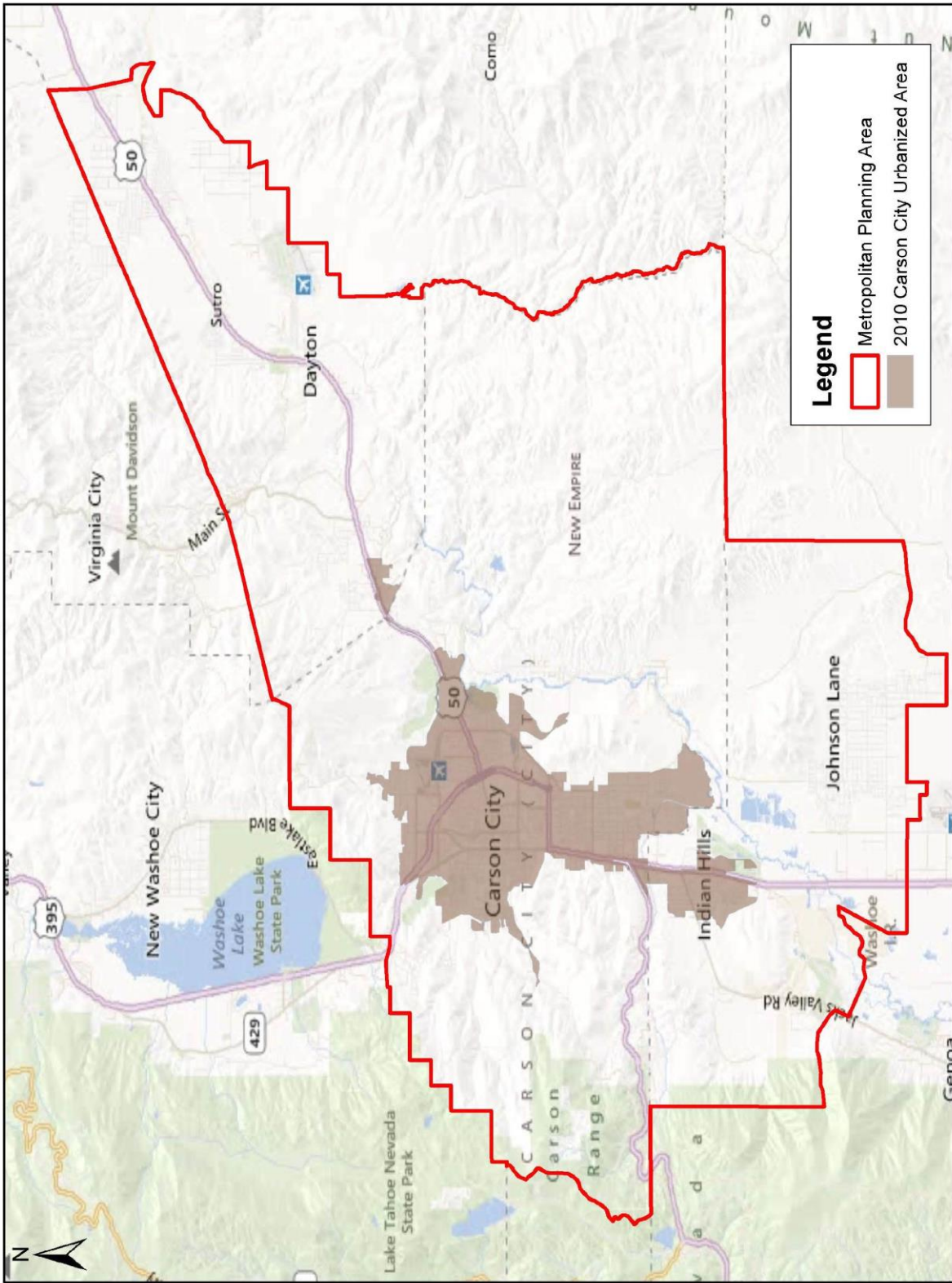
CAMPO is governed by a seven-member Policy Board consisting of representatives of Carson City, Douglas County, and Lyon County. A representative of the Nevada Department of Transportation (NDOT) serves as an ex-officio, non-voting member. Carson City operates a transit system within the CAMPO planning area. The representation on the MPO Policy Board from Carson City also represents the interests of the transit system.

The primary responsibility of CAMPO is the continuous, cooperative, and comprehensive multimodal transportation planning process for the urbanized area. Among other state and federal requirements, this includes the development of a Regional Transportation Plan (RTP) with a minimum 20-year planning horizon and a Transportation Improvement Program (TIP) with a minimum of a four-year horizon.

On August 10, 2005, the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU) was signed into law. With guaranteed funding for highways, highway safety, and public transportation totaling \$244.1 billion nationwide, SAFETEA-LU represented the largest surface transportation investment in U.S. history. This document was created in accordance with the SAFETEA-LU requirements regarding public participation in the metropolitan transportation planning process. On October 1, 2012, the current transportation legislation, Moving Ahead for Progress in the 21st Century (MAP-21) took effect, reaffirming the role of MPOs. This document, as it existed under SAFETEA-LU, satisfies the requirements of the new MAP-21 legislation. The following sections further describe the procedures, strategies, and desired outcomes of the public participation process as it pertains to citizen and interested party input in the CAMPO transportation planning process.

Figure 1

CAMPO Metropolitan Planning Area - Approved 12/10/12



Objectives of the Public Participation Plan

The Public Participation Plan (PPP) has been drafted in accordance with the guidelines under the Final Rule of 23 CFR §450.316 Metropolitan Transportation Planning. CAMPO is committed to compliance with all federal laws and regulation throughout the public participation process including adherence to Title VI of the Civil Rights Act of 1964 and the Americans with Disabilities Act of 1990. The following is a list of objectives that CAMPO has committed to achieve through the Public Participation Plan.

1. Notification of the Public and Targeted Groups
2. Solicited Input
3. Demonstrated Consideration
4. Continued Evaluation

These four general objectives are further expanded upon in the corresponding sections below as strategies with their corresponding outcomes (bulleted).

1. Notify all citizens and interested parties of metropolitan planning issues and processes and provide access to information and public participation activities in a timely manner.
 - Adequate public notice and an agenda consisting of the time and location of CAMPO meetings will be posted in multiple locations and be made available upon request. This policy is also in accordance with the Nevada open meetings laws (NRS: Chapter 241 – Meetings of State and Local Agencies).
 - All agendas/meeting notices and, to the extent possible, all other technical information will be made electronically available on the official CAMPO website at www.carsonareampo.com. In addition, all agenda materials will be written in a concise manner that can be easily understood by the general public.
 - CAMPO currently maintains a diverse mailing list of potential interested parties including various federal, state and local agencies, organizations, private providers, minority groups, tribes, and local media. Meeting agendas are physically or electronically mailed to every individual on the mailing list.
 - All CAMPO meetings will be held at convenient and accessible locations in close proximity to public transportation with consideration and accommodation made for individuals covered under the Americans with Disabilities Act (ADA).
 - CAMPO Policy Board meetings are generally held on the second Wednesday of each month. With the exception of a scheduling conflict, meetings are typically held in the Sierra Room at the Community Center at 851 East William Street in Carson City. The Community Center and Sierra Room are ADA accessible. All agendas are posted prior to the meeting (as per NRS 241) at the following locations.

➤ CARSON CITY CITY HALL, 201 North Carson Street

- CARSON CITY LIBRARY, 900 North Roop Street
- CARSON CITY COMMUNITY CENTER, SIERRA ROOM, 851 East William Street
- CARSON CITY PUBLIC WORKS, 3505 Butti Way
- CARSON CITY DEVELOPMENT SERVICES, PLANNING DIVISION, 2621 Northgate Lane, Suite 62
- DOUGLAS COUNTY EXECUTIVE OFFICES, 1594 Esmeralda Avenue, Minden
- LYON COUNTY DAYTON SERVICE OFFICE, 801 Overland Loop, Suite 201, Dayton
- NEVADA DEPARTMENT OF TRANSPORTATION, 1263 S. Stewart Street, Carson City

- Every special meeting of the CAMPO Board or other project-specific public open house events will be publicly noticed under the legal notice section of the *Nevada Appeal*. CAMPO may also notice the event in multiple newspapers and may issue a press release summarizing the content of the event. In addition, documentation will be prepared and distributed to all contacts on a CAMPO maintained list.
- An effort will be made to meet requests for CAMPO documents made by Limited English Proficient (LEP) individuals and persons with visual impairments. CAMPO will seek the services of an interpreter/translator as needed.

2. Solicit the participation of citizens and interested parties in the transportation planning process and provide a reasonable opportunity to comment on proposed planning documents and projects.

- CAMPO Staff will create Advisory Workgroups specific to the development and adoption of transportation planning documents as required and other special studies as warranted. Advisory Workgroups will generally consist of representatives from federal, state, and local government agencies; tribes; private transportation providers; the freight industry; and local organizations with knowledge, expertise, and/or an interest in the subject matter of the planning document that is being developed or updated.
- A period devoted to comment from the public and interested parties will be provided at all CAMPO meetings.
- Comments may be submitted at anytime on the CAMPO website.
- Significant updates to CAMPO documents, excluding administrative modifications, will be given a minimum 30-day public review and comment period; with the exception of this Public Participation Plan, which will be given a minimum of 45 days for review and public comment. All public comment and review periods will be adequately noticed prior to the official opening. An administrative modification, as defined in 23 CFR §450.104, is a minor revision to a long-range metropolitan transportation plan or Transportation Improvement Program (TIP) that includes minor changes to project/project phase costs, minor

changes to funding sources of previously-included projects, and minor changes to project/project phase initiation dates. An administrative modification is a revision that does not require public review and comment or redemonstration of fiscal constraint.

- CAMPO will follow the same criteria for an administrative modification that the Nevada Department of Transportation has adopted, which has been approved by the Federal Highway Administration. An administrative modification, as it pertains to the Transportation Improvement Program (TIP), will be applied under the following situations.
 1. When there is a change in a public funding category with no change in the priority of a project in the TIP.
 2. When a project is moved from the third or fourth year to the first or second year or a project is moved from the second to the first year of the TIP (project is moved forward).
 3. When moving a project from the first to the second, third or fourth year of the TIP or moving a project from the second or third year to the fourth year (project is moved back).
 4. When a positive cost estimate change of less than \$5 Million is requested/anticipated.
 5. When a positive cost estimate change is requested/anticipated that is greater than \$5 Million, but less than 20 percent of the estimated dollar amount of the project.
 6. When a positive or negative change in the un-programmed balance forward is received.
 7. When a positive or negative change in the anticipated fund allocation is received.
 8. When a project is added to use Federal Funds for repayment of previously authorized work and all repayments will come from unallocated funds.
 9. When a new planning study is identified.
 10. When a project is Advance Constructed.
- In the event that the final draft of a document significantly differs than the preliminary draft at the close of a public comment period, an additional opportunity to review and comment will be provided following the completion of the revised draft.
- When applicable, and to the extent possible, CAMPO will employ visualization techniques in the form of maps, graphs and other techniques in an effort to best convey information being presented on transportation planning documents and related issues to citizens and interested parties. Information will be presented in a clear, concise manner and all technical terms will be defined.
- Any member of the general public may request to receive emails containing project updates, meeting agendas, and CAMPO documents. Citizens can sign up to be included on an email list at any CAMPO meeting or event, or via a request submitted on the CAMPO web site.

- CAMPO will identify and consider the needs of those traditionally underserved by existing transportation systems and those that may face challenges in accessing employment and other services, as appropriate to specific planning activities.
 - CAMPO will seek the services of an interpreter for public meetings when necessary.
3. Demonstrate explicit consideration to public input received.
- CAMPO Staff will address any questions or comments received in a timely and courteous manner.
 - CAMPO will demonstrate explicit consideration to all public input received during the development of any transportation planning document. Staff will consider citizen and interested party comments before making a recommendation to the CAMPO Board.
 - The extent to which any comments from the public or an interested party are considered will be explained in the record of public comment.
 - Records of public comment will be provided to CAMPO Board members and those on the CAMPO mailing list prior to any CAMPO action, and will be made available to the public.
4. Continue to evaluate the public participation process and provide improvements to the plan when possible.
- The outreach effort will be evaluated following the completion of each plan development or update.
 - If it is determined that an outreach effort could be improved upon, the Public Participation Plan will be reviewed and modified as needed.

Participation Efforts Specific to CAMPO Plan Updates and Studies

Regional Transportation Plan

The Regional Transportation Plan (RTP) is the official multimodal transportation plan which addresses a minimum 20-year planning horizon that is developed, adopted and updated by CAMPO through the transportation planning process. The RTP typically includes, but is not limited to, the following elements: Status of the Existing Transportation System, Demographics, and Land Use, and the Effect of Anticipated Growth; Goals and Objectives; Planned Improvements to all Transportation Modes; and an Implementation Plan including a Financial Plan. An update to this document will include the formation of an Advisory Workgroup that will meet periodically based upon a pre-determined plan development schedule as the development of each section progresses. A final draft will be available for review by the Advisory Workgroup, CAMPO Board, and general public during an official public review period not less than 30 days. Any comments received during the formal public review period will be documented in a record of public comment developed specifically for each update and provided to CAMPO for its consideration prior to taking final action on the plan. All documented comments will be made available to the general public. In the event

of an administrative modification, CAMPO staff may act to implement minor revisions to the RTP without public review or comment. The CAMPO Board will be informed of any administrative modifications that occur at the next meeting of the Board following the modification.

Transportation Improvement Program

The Transportation Improvement Program (TIP) is a prioritized listing of transportation projects covering a period of four years that is developed and formally adopted by CAMPO as part of the metropolitan transportation planning process. The TIP is a requirement for projects to be eligible for federal funding. The final draft will be presented for public review for a period not less than 30 days. Any comments received during the formal public review period will be documented in a record of public comment developed specifically for each update and provided to CAMPO for its consideration prior to taking final action on the plan. All documented comments will be made available to the general public. In the event of an administrative modification, CAMPO staff may act to implement minor revisions to the TIP without public review or comment. The CAMPO Board will be informed of any administrative modifications that occur at the next meeting of the Board following the modification. CAMPO's public participation process satisfies the public participation process for the Program of Projects.

Unified Planning Work Program

The Unified Planning Work Program (UPWP) is a statement of work identifying the planning priorities and activities to be undertaken within the CAMPO planning area. The UPWP at a minimum includes a description of planning work and resulting products, details on whom will perform the work, the timeframe for completing each of the work elements, the cost of each of the work elements and the source of funding for each of the work elements. The final draft will be presented for public review for a period not less than 30 days. Any comments received during the formal public review period will be documented in a record of public comment developed specifically for each update and provided to CAMPO for its consideration prior to taking final action on the plan. All documented comments will be made available to the general public.

Public Participation Plan

The Public Participation Plan (PPP), which is the scope of this document, is to be developed in consultation with all interested parties and shall describe the procedures, strategies and desired outcomes of the public participation process as it pertains to the CAMPO transportation planning process. The effectiveness of the PPP will be periodically reviewed to ensure that the plan continues to provide an easily accessible process for all of those wishing to be involved. If the CAMPO Board or staff determines that the existing PPP can be improved, a new public comment period will ensue following any significant changes to the document. An update to this document will include the formation of an Advisory Workgroup that will meet periodically based upon a pre-determined plan development schedule as the development of each section progresses. A final draft will be available for review by the Advisory Workgroup, CAMPO Board, and general public during an official public review period not less than 45 days. Any comments received during the formal public

review period will be documented in a record of public comment developed specifically for each update and provided to CAMPO for its consideration prior to taking final action on the plan. All documented comments will be made available to the general public.

Other Transportation Planning Studies

Other transportation planning studies refers to any other document or plan development that may seek to improve any or all modes of transportation within the CAMPO area, but is not necessarily a requirement in securing metropolitan transportation planning funds. Some examples of these types of plans may include a Travel Demand Model Development, Transit Development Plan (TDP), a specific corridor study, etc. These types of plans would still benefit from the public participation process. The development of a document of this type may warrant the formation of an Advisory Workgroup that will meet periodically based upon a pre-determined plan development schedule as the development of each section progresses. A final draft will be available for review by the Advisory Workgroup, CAMPO Board, and general public during an official public review period not less than 30 days. Any comments received during the formal public review period will be documented in a record of public comment developed specifically for each update and provided to CAMPO for its consideration prior to taking final action on the plan. All documented comments will be made available to the general public.

How to Contact CAMPO

All comments received at a CAMPO meeting or event will be recorded or accepted in person at the time of a meeting. In addition, comments will be accepted at any other time and may be submitted via mail or faxed to the following address.

Carson City Public Works Department
Attention: Transportation Division
3505 Butti Way
Carson City, NV 89701
(P) 775-887-2355
(F) 775-887-2112

Comments may also be submitted on the CAMPO web site at www.carsonareampo.com.

System-Wide Service Standards Manual

Pursuant to requirements set forth in the Federal Transit Administration's (FTA) Circular 4702.1B, fixed route public transit providers that receive Federal financial assistance must establish system-wide standards and policies for each specific fixed route mode of service it provides. These standards and policies must address how service is distributed across the transit system, and must ensure that the manner of the distribution affords users access to these assets.

The system-wide service standards are to be quantitative in nature, and are to be set by individual transit providers, applying agency-wide rather than industry-wide. Providers of fixed route public transportation shall also adopt system-wide service policies to ensure service design and operations practices do not result in discrimination on the basis of race, color, or national origin. Service policies differ from service standards in that they are not necessarily based on a quantitative threshold.

System-Wide Service Standards

The FTA requires all fixed route transit providers of public transportation to develop quantitative standards for the following indicators:

1. Vehicle Load
2. Vehicle Headway
3. On-time Performance
4. Service Availability

The service standards developed by CAMPO for the indicators listed above and contained herein are used to develop and maintain efficient and effective fixed route transit service.

1. Vehicle Load

Vehicle load factor is described by the FTA in Circular 4702.1B as follows:

Vehicle load can be expressed as the ratio of passengers to the total number of seats on a vehicle. For example, on a 40-seat bus, a vehicle load of 1.3 means all seats are filled and there are approximately 12 standees. A vehicle load standard is generally expressed in terms of peak and off-peak times.

CAMPO calculates vehicle load by dividing the average peak passenger load on each route by the number of seats on the type of bus typically assigned to that route. Vehicle load will be monitored to ensure customer comfort and to determine whether additional capacity should be added to specific trips or routes based on changing demand patterns. All Jump Around Carson fixed routes utilize buses with a capacity of 32 seated passengers. However, there are two distinct vehicle types in the fleet. CAMPO has established a vehicle load factor for each type—front engine and rear engine. Vehicle load factor for the front engine buses has been set at 1.47, which means that these buses would reach capacity once all 32 seats had been filled and there are 15 standees. Vehicle load factor for the rear engine buses has been set at 1.63, which means that these buses would reach capacity once all 32 seats had been filled and there are 20 standees. The variance in standees is due to the differences in vehicle gross vehicle weight rating (GVWR).

2. Vehicle Headway

Vehicle headway is described by the FTA in Circular 4702.1B as follows:

Vehicle headway is the amount of time between two vehicles traveling in the same direction on a given line or combination of lines. A shorter headway corresponds to more frequent service. Vehicle headways are measured in minutes (e.g., every 15 minutes); service frequency is measured in vehicles per hour (e.g., 4 buses per hour). Headways and frequency of service are general indications of the level of service provided along a route. Vehicle headway is one component of the amount of travel time expended by a passenger to reach his/her destination. A vehicle headway standard is generally expressed for peak and off-peak service as an increment of time (e.g., peak: every 15 minutes; and off-peak: every 30 minutes). Transit providers may set different vehicle headway standards for different modes of transit service. A vehicle headway standard might establish a minimum frequency of service by area based on population density. For example, service at 15-minute peak headways and 30-minute off-peak headways might be the standard for routes serving the most densely populated portions of the service area, whereas 30-minute peak headways and 45-minute off-peak headways might be the standard in less densely populated areas. Headway standards are also typically related to vehicle load. For example, a service standard might state that vehicle headways will be improved first on routes that exceed the load factor standard or on routes that have the highest load factors.

Each of the JAC fixed routes has a headway of one hour. Each route leaves the transfer plaza in downtown Carson City at half past the hour and returns approximately 54 minutes later. The routes repeat every hour and only one bus travels along each route per hour. The current service levels of the JAC system are sufficient to meet demand during peak and off-peak hours.

3. On-Time Performance

On-time performance is described by the FTA in Circular 4702.1B as follows:

On-time performance is a measure of runs completed as scheduled. This criterion must first define what is considered to be "on time." For example, a transit provider may consider it acceptable if a vehicle completes a scheduled run between zero and five minutes late in comparison to the established schedule. On-time performance can be measured against route origins and destinations only, or against origins and destinations as well as specified time points along the route. Some transit providers set an on-time performance standard that prohibits vehicles from running early (i.e., ahead of schedule) while others allow vehicles to run early within a specified window of time (e.g., up to five minutes ahead of schedule). An acceptable level of performance must be defined (expressed as a percentage). The percentage of runs completed system-wide or on a particular route or line within the standard must be calculated and measured against the level of performance for the system. For example, a transit provider might define on-time performance as 95 percent of all runs system-wide or on a particular route or line completed within the allowed "on-time" window.

A bus is determined to be on-time if it departs its scheduled "time point" zero to five minutes later than the published time (the generally accepted industry standard of "on-time"). Buses are considered early if they depart from a published time point prior to the scheduled departure. It is JAC's goal to be on-time at least 85 percent of the time. While JAC will continue to strive toward a 100 percent on-time rate, a more realistic goal has been established given the operating conditions and past experience. JAC supervisory staff regularly monitors on-time performance and counsels operators who consistently fail to meet on-time performance standards that are within their control. Discussions with bus operators are also used to identify vehicle scheduling issues which may be corrected through service changes. Recent non-attainment of this goal has resulted in changes to bus routes, which has led to on-time rates consistently exceeding 95 percent.

4. Service Availability

Service availability is described by the FTA in Circular 4702.1B as follows:

Service availability is a general measure of the distribution of routes within a transit provider's service area. For example, a transit provider might set a service standard to distribute routes such that a specified percentage of all residents in the service area are within a one-quarter mile walk of bus service or a one-half mile walk of rail service. A standard might also indicate the maximum distance between stops or stations. These measures related to coverage and stop/station distances might also vary by population density. For example, in more densely populated areas, the standard for bus stop distance might be a shorter distance than it would be in less densely populated areas, and the percentage of the total population within a one-quarter mile walk of routes or lines might be higher in more densely populated areas than it would be in less densely populated areas.

The goal for JAC fixed route service is to provide bus service within one-quarter mile of 75 percent of Carson City residents. This represents an increase from the previous (and original) goal of 60 percent. The presence of JAC transit service is particularly strong in more densely populated low-income and minority parts of the service area. Service availability is determined by mapping all active bus routes within the system and then calculating the population, based on Census blocks, within a one-quarter mile radius of any route. Per the guidance provided in the FTA's "Title VI Service & Fare Equity Analysis" Video Transcript, when only a portion of the area is within the one-quarter mile buffer, data from the entire Census block is included in the calculation. The resulting total population figure is then divided by the total Carson City population. A map of Carson City Census blocks with full or partial area within one-quarter mile of JAC bus routes can be seen in Appendix A of this Attachment. Recent changes to bus route configurations have not caused the service availability rate to fall below the 75 percent goal.

System-Wide Service Policies

The FTA also requires fixed route transit providers to develop system-wide policies for given service indicators. Transit providers may also opt to set policies for additional indicators as appropriate. The following system-wide policies differ from service standards in that they are not necessarily based on meeting a quantitative threshold, but rather qualitative evaluation results:

1. Distribution of Transit Amenities
2. Vehicle Assignment

The service standards developed by CAMPO for the indicators listed above and contained herein are used to develop and maintain an equitable and effective fixed route transit system.

1. Distribution of Transit Amenities

Distribution of transit amenities is described by the FTA in Circular 4702.1B as follows:

Transit amenities refer to items of comfort, convenience, and safety that are available to the general public. Fixed route transit providers must set a policy to ensure equitable distribution of transit amenities across the system. Transit providers may have different policies for the different modes of service that they provide. Policies in this area address how these amenities are distributed within a transit system, and the manner of their distribution determines whether transit users have equal access to these amenities. This subparagraph is not intended to impact funding decisions for transit amenities. Rather, this subparagraph applies after a transit provider has decided to fund an amenity.

Transit amenities are distributed along JAC fixed routes on a system-wide basis. Transit amenities include benches, shelters, waste receptacles, and solar lighting. The location of transit amenities is determined based on greatest need, factors of which include ridership, public input/requests, and staff recommendations. Printed information (route

map/fares/schedules) is provided at the JAC Operations building as well as on all JAC buses and at all ticket outlets.

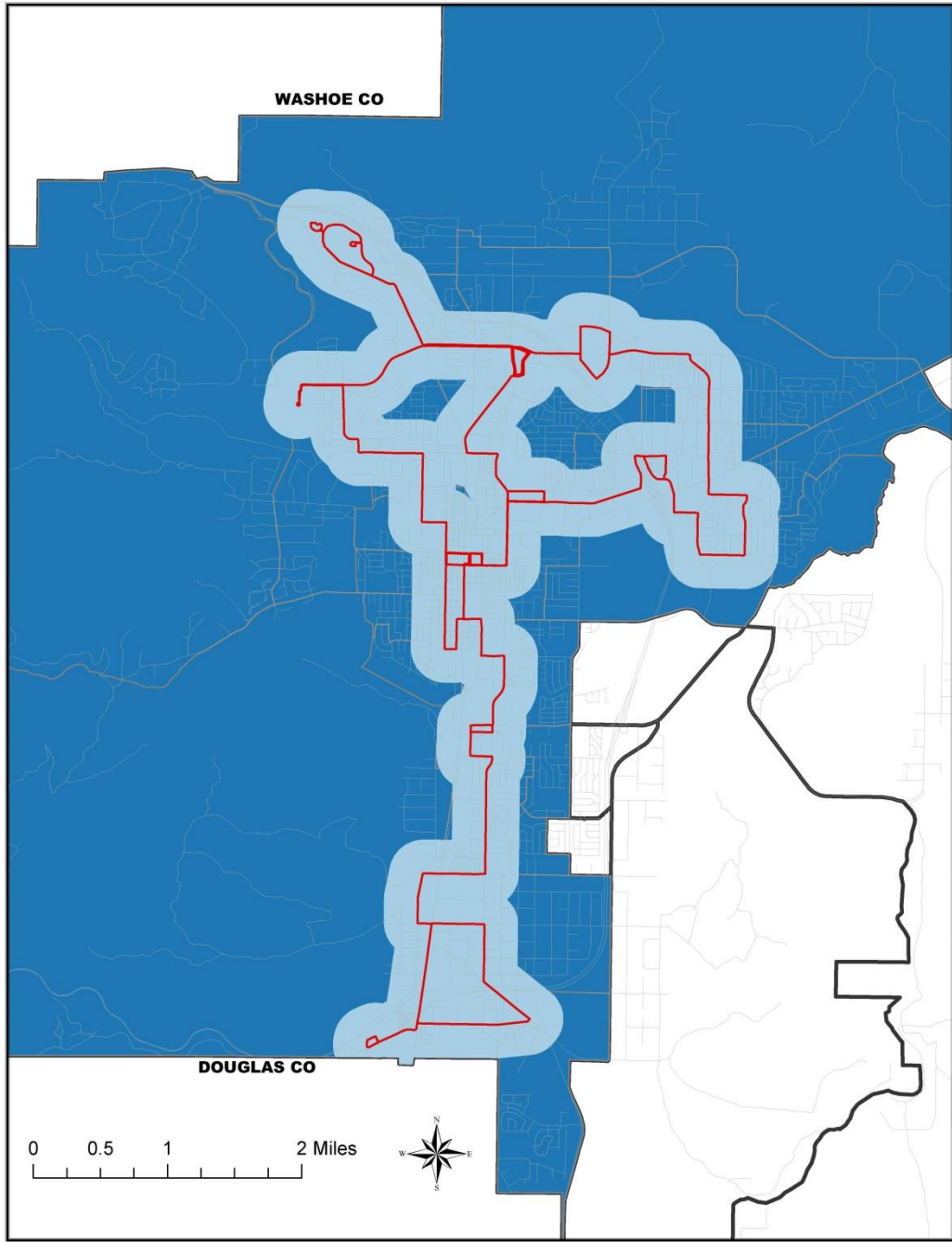
2. Vehicle Assignment

Vehicle assignment is described by the FTA in Circular 4702.1B as follows:

Vehicle assignment refers to the process by which transit vehicles are placed into service in depots and on routes throughout the transit provider's system. Policies for vehicle assignment may be based on the age of the vehicle, where age would be a proxy for condition. For example, a transit provider could set a policy to assign vehicles to depots so that the age of the vehicles at each depot does not exceed the system-wide average. The policy could also be based on the type of vehicle. For example, a transit provider may set a policy to assign vehicles with more capacity to routes with higher ridership and/or during peak periods. The policy could also be based on the type of service offered. For example, a transit provider may set a policy to assign specific types of vehicles to express or commuter service. Transit providers deploying vehicles equipped with technology designed to reduce emissions could choose to set a policy for how these vehicles will be deployed throughout the service area.

There are two types of fixed route buses in the JAC system, and each type varies in model year. All buses have a capacity of 32 passengers, are ADA compliant (with wheelchair ramp and securement area), and are equipped with two-way radio communications, air conditioning, bike racks, and video surveillance. Any fixed route bus in the fleet may be dispatched to any route in the system on any given day.

Appendix A – Census Blocks within One-Quarter Mile of JAC Bus Routes



JAC Routes

Total Carson City Population = 54,482 People
 Clipped Score = 47,865 People
 Population Percentage Reached = 88%

Source: ACS 2015-2016 US Census

Map Elements

- JAC Routes
- Roads
- Census Blocks- Clipped to Buffer
- Census Blocks- Intersected with Buffer
- Census Blocks