



JUMPO

**Jacksonville Urban Area
Metropolitan Planning Organization**

**2019 Title VI Recertification
to the North Carolina Department of Transportation**

Adopted 10/28/19

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Title VI Policy Statement and Notice of Non-Discrimination

It is the policy of the Jacksonville Urban Area Metropolitan Planning Organization (JUMPO), as a federal-aid recipient, to ensure that no person shall, on the ground of **race, color, national origin, Limited English Proficiency, sex, age, or disability, (and low-income, where applicable)**, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any of our programs and activities, as provided by Title VI of the Civil Rights Act of 1964, Executive Orders 12898 and 13166, the Civil Rights Restoration Act of 1987, and other pertinent nondiscrimination authorities.

If you feel you have been subjected to discrimination, you may file a complaint. Allegations of discrimination should be promptly reported to our Title VI Coordinator.

Mr. Anthony Prinz
Jacksonville Urban Area Metropolitan Planning Organization
Transportation Services Director & Title VI Coordinator
815 New Bridge Street
Jacksonville, NC 28540
(910) 938-1732
Jumpo@jacksonvillenc.gov

This policy is an expression of our commitment to nondiscrimination and support of the Title VI Program.



Robert Warden, Chairman,
Transportation Advisory Committee



Date

Implementation (Dissemination)

- This Policy Statement contains contact information for the Title Coordinator, and it will also serve as our notice to the public.
- This statement will be signed by Chairman of the Transportation Advisory Committee of Jacksonville Urban Area Metropolitan Planning Organization, and re-signed whenever a new person assumes that position.
- The signed statement will be posted on office bulletin boards, near the receptionist's desk, in meeting rooms, and disseminated within brochures and other written materials.
- The statement will be incorporated into Title VI training and acknowledgement activities.
- The statement will be posted or disseminated in languages other than English, when appropriate.
- Low-income will be applicable to our programs, policies and activities under Environmental Justice when determining if there will be disproportionately high and adverse effects.

Standard USDOT Title VI Assurances

Please refer to **Appendix A** of this Plan for a copy of our completed, signed USDOT Title VI Assurances.

Organization & Staffing

A Metropolitan Planning Organization (MPO) is the policy board of an organization created and designated to carry out the metropolitan transportation planning process. MPOs are required to represent localities in all urbanized areas (UZAs) with populations over 50,000, as determined by the U.S. Census. MPOs are designated by agreement between the governor and local governments that together represent at least 75 percent of the affected population (including the largest incorporated city, based on population) or in accordance with procedures established by applicable state or local law. When submitting a [transportation improvement program](#) to the state for inclusion in the statewide program, MPOs self-certify that they have met all federal requirements.

An urbanized area with a population over 200,000, as defined by the Bureau of the Census and designated by the Secretary of the U.S. Department of Transportation (DOT), is called a Transportation Management Area (TMA). As described in 49 U.S.C. 5303(k), and in recognition of the greater complexity of transportation issues in large urban areas, an MPO in a TMA has a stronger voice in setting priorities for implementing projects listed in the [transportation improvement program](#) and are responsible for additional planning products. The planning processes in MPOs in TMAs also [must be certified](#) by the Secretary of DOT as being in compliance with federal requirements.

The Jacksonville Urban Area Metropolitan Planning Organization (**JUMPO**) was established in 1982. Our Transportation Advisory Committee (TAC) has five members, and meets bimonthly on the second Thursday at 3:30PM generally at the Jacksonville-Onslow Commerce Center located at 1099 Gum Branch Rd, Jacksonville, NC. Our Technical Coordinating Committee (TCC) has nine members, and meets bimonthly on the second Thursday at 10:30AM generally at Jacksonville City Hall, located at 815 New Bridge Street, Jacksonville, NC. Please refer to **Appendix B** for lists of current TAC and TCC members with race, gender, and affiliation included.

Title VI Coordinator

Key responsibilities of the Coordinator include:

- Maintaining knowledge of Title VI and related requirements.
- Attending civil rights training when offered by NCDOT, FHWA or other federal agencies.
- Administering the Title VI Nondiscrimination Program and coordinating implementation of this Plan.
- Making sure internal staff and officials are familiar and complying with their Title VI obligations.

- Disseminating Title VI information internally and to the public, including in languages other than English.
- Presenting Title VI-related information to decision-making bodies for input and approval.
- Ensuring Title VI-related posters are prominently and publicly displayed.
- Developing a process to collect data related to race, national origin, sex, age, and disability to ensure minority, low-income, and other underserved groups are included and not discriminated against.
- Ensuring that non-elected boards and committees reflect the service area and minorities are represented.
- Promptly processing (receiving, logging, investigating and/or forwarding) discrimination complaints.
- Providing information to NCDOT and cooperating during compliance reviews and investigations.
- Promptly resolving deficiencies to ensure compliance with Title VI nondiscrimination requirements.

If the Transportation Services Director or Title VI Coordinator changes, the Title VI Policy Statement and USDOT Title VI Assurances, will immediately be updated, and an updated policy statement (and nondiscrimination agreement, if standalone) will be signed by the new Transportation Services Director.

Staffing

We currently employ a staff of four, which consists of the following job categories:

- Transportation Services Director & Title VI Coordinator
- MPO Coordinator
- Administrative Assistant
- Transportation Planner

An organizational chart showing the Title VI Coordinator's place within the organization is located in **Appendix C**.

Environmental Justice (EJ)

In 1994, President William Jefferson Clinton issued Executive Order (EO) 12898, Federal Actions to Address Environmental Justice (EJ) in Minority Populations and Low-Income Populations. To comply with the EO, federal agencies developed EJ guidelines for their funding recipients, including Federal Highway Administration (FHWA) Order 6640.23A. Accordingly, **JUMPO** will make achieving EJ part of its mission by identifying and addressing, as appropriate, disproportionately high and adverse human health and environmental effects of its programs, policies, and activities on minority populations and low-income populations.

EJ is the fair treatment and meaningful involvement of all people regardless of race, color, national origin, or income, with respect to the development, implementation and enforcement of environmental laws, regulations and policies. The three fundamental EJ principles that guide USDOT (affiliated) actions are:

- To avoid, minimize, or mitigate disproportionately high and adverse human health and environmental effects, including interrelated social and economic effects, on minority and low-income populations.
- To ensure the full and fair participation by all potentially affected communities in the transportation decision-making process.
- To prevent the denial of, reduction in, or significant delay in the receipt of benefits by minority and low-income populations.

To achieve EJ, our programs will be administered so as to identify and avoid disproportionately high and adverse effects on minority populations and low-income populations by:

- (1) Identifying and evaluating environmental, public health, and interrelated social and economic effects of our programs, policies and activities;
- (2) Proposing measures to avoid, minimize and/or mitigate disproportionately high and adverse environmental and public health effects, and interrelated social and economic effects, and providing offsetting benefits and opportunities to enhance communities, neighborhoods, and individuals affected by our programs, policies and activities, where permitted by law;
- (3) Considering alternatives to proposed programs, policies, and activities, where such alternatives would result in avoiding and/or minimizing disproportionately high and adverse human health or environmental impacts to minority and/or low-income populations; and
- (4) Eliciting public involvement opportunities and considering the results thereof, including soliciting input from affected minority and low-income populations in considering alternatives.
- (5) Adding an EJ section to plans and studies, such as Long Range Plans, Public Involvement Plans, and Corridor Studies.

EJ analyses will be conducted to determine if our programs, policies, or activities will result in disproportionately high and adverse human health and environmental effects on minority populations and low-income populations. EJ applies to our policies, such as where public meetings will be held, and our projects, such as when we plan to construct or expand a facility. Thus, we will look at various alternatives and seek input from potentially affected communities before making a final decision. Demographic data will be collected to document public involvement in the decision-making process. EJ analyses will remain on file indefinitely, and copies will be provided to NCDOT, upon request, during compliance reviews or complaint investigations. (See **Appendix D** – Tables for Race/Ethnicity and Poverty)

Data Collection/Analysis/Reporting

Data collection, analysis and reporting are key elements of a successful Title VI enforcement strategy. To ensure that Title VI reporting requirements are met, **JUMPO** will collect and maintain data on potential and actual beneficiaries of our programs and services. This section contains relevant population data for our overall service area. The data provides context for the Title VI Nondiscrimination Program and will be used to ensure nondiscrimination in public outreach and delivery of our programs. Please refer to **Appendix D** for demographic tables on Race & Ethnicity, Age & Sex, Disability, Poverty, and Household Income.

Population Locations

Recipients of FHWA funds are required to identify the characteristics and locations of populations they serve, particularly by race/ethnicity, poverty and limited English proficiency. We will document this narratively or through maps that overlay boundaries and demographic features on specific communities, and provide this information to NCDOT, upon request. (See **Appendix E** – Demographic Maps)

Limited English Proficiency (LEP)

Limited English Proficient (LEP) persons are individuals for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English. These individuals reported to the U.S. Census Bureau that they speak English less than very well.

To comply with USDOT's LEP Policy Guidance and Executive Order 13166, this section of our Title VI Plan outlines the steps **JUMPO** will take to ensure meaningful access by LEP persons to all benefits, services and information provided under our programs and activities. A four factor analysis was conducted to determine the LEP language groups present in our planning area and the specific language services that are needed.

Four Factor Analysis

This Four Factor Analysis is an individualized assessment that balances the following four factors:

- (1) The number or proportion of LEP persons eligible to be served or likely to be encountered by a program, activity, or service of the recipient or grantee;
- (2) The frequency with which LEP individuals come in contact with the program;
- (3) The nature and importance of the program, activity, or service provided by the recipient to people's lives; and
- (4) The resources available to the recipient and costs.

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

LANGUAGE SPOKEN AT HOME	Estimate	Margin of Error +/-	Percent of Population	Margin of Error +/- %
Total (population 5 years and over):	165,561	11	100%	(X)
Speak only English	150,462	1,151	90.9%	0.8%
Spanish or Spanish Creole:	10,124	931	6.1%	9.2%
Speak English "very well"	8,066	840	4.9%	10.4%
Speak English less than "very well"	2,058	497	1.2%	24.1%
French (incl. Patois, Cajun):	756	303	0.5%	40.1%
Speak English "very well"	520	152	0.3%	29.2%
Speak English less than "very well"	236	275	0.1%	116.5%
Japanese:	632	154	0.4%	24.4%
Speak English "very well"	271	110	0.2%	40.6%
Speak English less than "very well"	361	105	0.2%	29.1%
Tagalog::	907	260	0.5%	28.7%
Speak English "very well"	695	221	0.4%	31.8%
Speak English less than "very well"	212	136	0.1%	64.2%

There was only one LEP group that exceeded 5% of the population or more than 1,000 who speak English less than "very well" which is Spanish or Spanish Creole. The other LEP groups shown represent the next three largest LEP groups within the planning boundary. Within our planning boundary, Marines and Sailors call Camp Lejeune Marine Corps Base home which is represented in the data given the large number of people who speak more languages than English.

Factor #2: *The frequency with which LEP individuals come in contact with the program.*

JUMPO staff frequently attend meetings both in the **JUMPO** office and outside the office in various locations around the region. Additionally, **JUMPO** hosts open houses, public meetings and committee meetings regarding a range of transportation projects and planning documents. It is possible that people with limited English proficiency (LEP) may attend some of these meetings.

As a public entity, there are multiple opportunities for LEP individuals to interact with our organization through our website, public engagement surveys, public involvement meetings, and our bi-monthly meetings of the Transportation Advisory Committee and the Transportation Technical Committee. **JUMPO** provides up to date planning and project information on the website (jumpo-nc.org), as well as, current surveys, public notices, and public comment periods.

The largest LEP population in our area is Spanish or Spanish Creole. Although we typically do not receive requests for interpreters, we do offer them if needed. We will post public notices on our website as well at various locations in both Spanish and English to ensure every one of the upcoming meetings. In order to solicit feedback from this population, **JUMPO** should consider offering surveys and flyers in Spanish as a means to increase our outreach efforts.

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

Transportation is vital to everyone, whether for work or pleasure. As the region's Metropolitan Planning Organization, all modes of transportation are evaluated to determine the most efficient and effective means for connectivity for vehicles and people to travel through this region. As such, identifying the needs of the population it serves is critical to understand how to plan its growth. **JUMPO** provides public participation and education opportunities through meetings, open houses, surveys and public comment periods when plans are developed. There are multiple ways for LEP populations to provide feedback on these plans through email, phone calls, public meetings and public input meetings.

Since **JUMPO** has not received specific feedback from LEP populations, we will be more proactive in providing printed and written material in English and Spanish for dissemination during meetings. This written material will also be posted on our website.

Factor #4: *The resources available to the recipient and costs.*

JUMPO understands the importance of providing access to LEP individuals during the planning process and at public meetings. **JUMPO** strives to provide opportunities for LEP individuals as much as possible through no or low cost resources. This includes utilizing translation tools on the MPO website so that individuals of many languages can read it and translation software to translate public notices and smaller plans and documents into Spanish. Costs for these resources is limited to the time and additional printing costs. If additional resources are required, such as in-person translation or translation of larger documents, **JUMPO** will reach out to Coastal Carolina Community College for assistance to determine the most cost effective way to provide these services.

Language Assistance Plan

As a result of the above four factor analysis, a Language Assistance Plan (Plan) was required. This Plan represents our commitment to ensuring nondiscrimination and meaningful access by persons who are Limited English Proficient (LEP). This Plan also details the mechanisms we will use to reach LEP persons and the language assistance services we provide. We will provide services to any person, upon request. If an individual is LEP, we will work with the individual to ensure they receive the needed information and/or assistance requested to the best of our ability. Our employees will be routinely oriented on the principles and practices of Title VI and LEP to ensure fairness in the administration of this Plan.

Language Assistance Measures

The following general language assistance measures are reasonable and achievable for our organization at this time:

- Translating public notices posted in the local paper and at stations, stops, and in vehicles into any languages that meet the safe harbor threshold in Factor 1.
- Vital documents are translated into Spanish or Spanish Creole, across the entire service area, and available in our facilities, doctor’s offices and shopping centers.
- Making a concerted effort to inform LEP persons of available language assistance via staff, broadcast media, relationship-building with organizations, and our website.
- Posting vital bulletin board information and disseminating community surveys in various languages.
- Providing translation and interpretive services when appropriate (upon request or predetermined) at meetings.
- Determining how best to take public involvement to LEP groups directly, including through small group meetings.
- Language line translation services at our office.
- Where possible, utilizing or hiring staff who speak a language other than English and can provide competent language assistance.
 - Note: We will not ask community-based organizations (CBO) to provide, or serve as, interpreters at our meetings. Relying upon CBOs in that capacity could

raise ethical concerns. If a CBO decides (on its own) to translate any materials for its constituents, or bring interpreters it trusts to our meetings, we will not object. That is their right.

- Using language identification flashcards to determine appropriate services.
- Establishing a process to obtain feedback on our language assistance measures.

Specific Measures by Language Group

As noted above, Spanish speaking LEP persons are the primary group requiring language assistance in the **JUMPO** service area. The following are methods that **JUMPO** can use to identify LEP persons needing language assistance.

- Post notice of available language assistance at open houses/public meetings to encourage LEP persons to self-identify.
- When open houses or public meetings are held, set up a sign-in table, and have a staff member greet and briefly speak to each attendee, in order to informally gauge his/her ability to speak and understand English.
- Examine prior requests for language assistance that has been received in the past, either at meetings or over the phone, to determine whether language assistance might be needed for future events.
- Staff will be surveyed on their experience concerning any contact with LEP persons during the previous year.
- Have U.S. Census Bureau Language Identification Flashcards available at public meetings. This will assist the system in identifying language assistance needs for future events and meetings.

Written Translation and Oral Interpretation

Vital documents will be translated for each eligible LEP language group in our service area that constitutes 5% or 1,000, whichever is less, of the population of persons eligible to be served or likely to be encountered. Translated materials will be placed online and in appropriate public (or private) places accessible to LEP persons. The safe harbor provisions apply to the translation of written documents only, and do not affect the requirement to provide meaningful access to LEP individuals through competent oral interpreters where oral language services are needed and are reasonable. When appropriate, translation of any document will be communicated orally in the appropriate language.

In the event that the 5% trigger is reached for a LEP language group that is fewer than 50 persons, written notice will be provided in the primary language of that group of the right to receive competent oral interpretation of vital written materials, free of cost. The most effective method of notice, which could be an ad in the local newspaper or other publication, a radio commercial, or door hangers, will be determined in consideration of the circumstances on the ground and in coordination with LEP community contacts.

Staff Support for Language Assistance

- Our staff (including receptionists) will be provided a list of referral resources that can assist LEP persons with written translation and oral interpretation, including the Title VI Coordinator and consultants contracted to provide LEP services. This list will be updated as needed to remain current.
- All main offices will have available language assistance flashcards and materials translated into the languages that meet the safe harbor threshold. When encountering an LEP person, staff should present the individual with an iSpeak flashcard and let them choose the language. Do not assume their preferred language. Assistance may be sought from bilingual staff fluent in the identified language before contacting a referral resource. Document the encounter and report it to the Title VI Coordinator.
- Training: All employees will be instructed on our procedures for providing timely and reasonable assistance to LEP persons. New employee orientation will also explain these procedures to new hires. Staff routinely encountering LEP persons by telephone or in person will receive annual refresher training. All other employees will be reminded of LEP through annual Title VI program acknowledgements and basic Title VI trainings.

Project-Specific LEP Outreach

A project-specific four factor analysis will be conducted for any project or outreach event limited to a specific geographical area (i.e., the project study area or outreach area, respectively). Language assistance will be provided in accordance with the measures already outlined, including translating written materials for each LEP language group that is 5% or 1,000, whichever is less, of the project or outreach area population.

Monitoring and Updating the Language Assistance Plan

Monitoring of daily interactions with LEP persons will be continuous, thus language assistance techniques may be refined at any time. This Plan will be periodically reviewed—at least annually—to determine if our assistance measures and staff training are working. Resource availability and feedback from agency staff and the general public will be factors in the evaluation and any proposed updates. Among other practices, this process will include working with LEP community contacts to determine if our employees are responding appropriately to requests made with limited English or in languages other than English, and observing how agency staff responds to requests, including observing drivers or surveying riders. To the best of our ability, we will attempt to never eliminate a successful existing LEP service. Significant LEP program revisions will be approved or adopted by our board or designated official and dated accordingly. LEP data and procedures will be reviewed and updated at least once every three years.

Dissemination of Title VI Information

In accordance with 23 CFR 200.9(b)(12) and 49 CFR 21.9(d), **JUMPO** will utilize community outreach and public education to disseminate Title VI information to our employees, contractors, sub-recipients and the general public. Reasonable steps will be taken to make the public aware of their rights and our obligations under Title VI through, including, but not limited to:

- Visibly posting our Title VI Policy Statement in public areas at our facilities, on our website, at our meetings, and prominently in any documents and reports we distribute;
- Placing notices in newspapers and publications with a large circulation among minority groups in the general vicinity of projects and activities. Ads in newspapers and other publications shall include the following:

“Jacksonville Urban Area Metropolitan Planning Organization operates without regard to **race, color, national origin, limited English proficiency, sex, age or disability**. For more information on our Title VI program, or how to file a discrimination complaint, please contact (910) 938-1732; jumpo@jacksonvillenc.gov.”
- Translating information into languages other than English that meet the LEP safe harbor threshold;
- Incorporating Title VI language into our contracts and agreements (See **Appendix C** for Standard Title VI/Nondiscrimination Assurances Contract Language); and
- Ensuring any contractors and sub-recipients we have also disseminate Title VI information.

Please refer to our Public Participation Plan (PPP) for additional outreach methods we employ to comply with Title VI. Our PPP can be found in **Appendix H**.

External Discrimination Compliant Procedures

These discrimination complaint procedures outline the process used by **JUMPO** to process complaints of alleged discrimination filed under Title VI of the Civil Rights Act of 1964 and related nondiscrimination laws that are applicable to **JUMPO** programs, services, and activities. Complaints will be investigated by the appropriate authority. Upon completion of an investigation, the complainant will be informed of all avenues of appeal. Every effort will be made to obtain early resolution of complaints at the lowest level possible by informal means.

Filing of Complaints

- 1. Applicability** – These procedures apply to the beneficiaries of our programs, activities, and services, such as the members of the public and any consultants/contractors we hire.
- 2. Eligibility** – Any person or class of persons who believes that he/she has been subjected to discrimination or retaliation prohibited by any of the Civil Rights authorities based upon race, color, national origin, sex, age, or disability, may file a written complaint. The law prohibits intimidation or retaliation of any sort. The complaint may be filed by the affected individual or a representative, and must be in writing.
- 3. Time Limits and Filing Options** – A complaint must be filed no later than 180 calendar days after the following:
 - The date of the alleged act of discrimination; or
 - The date when the person(s) became aware of the alleged discrimination; or
 - Where there has been a continuing course of conduct, the date on which that conduct was discontinued or the latest instance of the conduct.

Complaints may be submitted to the following entities:

- **Jacksonville Urban Area Metropolitan Planning Organization (JUMPO), Transportation Director**, 815 New Bridge Street, Jacksonville, NC 28540; 910-938-1732 or jumpo@jacksonvillenc.gov.
 - **North Carolina Department of Transportation**, Office of Civil Rights, External Civil Rights Section, 1511 Mail Service Center, Raleigh, NC 27699-1511; 919-508-1830 or toll free 800-522-0453
 - **Federal Highway Administration**, North Carolina Division Office, 310 New Bern Avenue, Suite 410, Raleigh, NC 27601, 919-747-7010
 - **US Department of Transportation**, Departmental Office of Civil Rights, External Civil Rights Programs Division, 1200 New Jersey Avenue, SE, Washington, DC 20590; 202-366-4070
 - **US Department of Justice**, Special Litigation Section, Civil Rights Division, 950 Pennsylvania Avenue, NW, Washington, DC 20530, 202-514-6255 or toll free 877-218-5228
- 4. Format for Complaints** – Complaints shall be in **writing** and **signed** by the complainant(s) or a representative and include the complainant's name, address, and telephone number. Complaints received by fax or e-mail will be acknowledged and processed. Allegations received by telephone or in person will be reduced to writing, may be recorded and will be provided to the complainant for confirmation or revision before processing. Complaints will be accepted in other languages, including Braille.
 - 5. Complaint Basis** – Allegations must be based on issues involving race, color, national origin, sex, age, or disability. The term "basis" refers to the complainant's membership in a protected group category.

Protected Categories	Definition	Examples	Applicable Statutes and Regulations
Race	An individual belonging to one of the accepted racial groups; or the perception, based usually on physical characteristics that a person is a member of a racial group	Black/African American, Hispanic/Latino, Asian, American Indian/Alaska Native, Native Hawaiian/Pacific Islander, White	Title VI of the Civil Rights Act of 1964; 49 CFR Part 21; 23 CFR 200. <i>(Executive Order 13166)</i>
Color	Color of skin, including shade of skin within a racial group	Black, White, brown, yellow, etc.	
National Origin <i>(LEP)</i>	Place of birth. Citizenship is not a factor. Discrimination based on language or a person's accent is also covered.	Mexican, Cuban, Japanese, Vietnamese, Chinese	
Sex	Gender	Women and Men	1973 Federal-Aid Highway Act; Title IX of the Education Amendments of 1972.
Age	Persons of any age	21 year old person	Age Discrimination Act of 1975
Disability	Physical or mental impairment, permanent or temporary, or perceived.	Blind, alcoholic, para-amputee, epileptic, diabetic, arthritic	Section 504 of the Rehabilitation Act of 1973; Americans with Disabilities Act of 1990

Complaint Processing

1. When a complaint is received, an Acknowledgment Letter and a Complainant Consent/Release Form (See **Appendix F**) will be mailed to the complainant within ten (10) business days by registered mail.
2. We will consult with the NCDOT Title VI Program to determine the acceptability and jurisdiction of all complaints received. (Note: If NCDOT will investigate, the Title VI Program will be responsible for the remainder of this process. We will record the transfer of responsibility in our complaints log).
3. Additional information will be requested if the complaint is incomplete. The complainant will be provided 15 business days to submit any requested information and the signed Consent Release form. Failure to do so may be considered good cause for a determination of no investigative merit.
4. Upon receipt of the requested information and determination of jurisdiction, we will notify the complainant and respondent of whether the complaint has sufficient merit to warrant investigation.

5. If the complaint is investigated, the notification shall state the grounds of our jurisdiction, while informing the parties that their full cooperation will be required in gathering additional information and assisting the investigator.
6. If the complaint does not warrant investigation, the notification to the complainant shall specifically state the reason for the decision.

Complaint Log

1. When a complaint is received, the complaint will be entered into the Discrimination Complaints Log with other pertinent information, and assigned a **Case Number**. (Note: All complaints must be logged).
2. The complaints log will be submitted to the NCDOT's Civil Rights office during Title VI compliance reviews. (Note: NCDOT may also request the complaints log during pre-grant approval processes).
3. When reporting **no complaints**, check the **No Complaints or Lawsuits** box and sign the log.

Please refer to **Appendix F** for a copy of our Discrimination Complaint Form, Complaints Log, and Sample Investigation Template.

Review of Organizational Directives

It is the responsibility of every official who develops policies, procedures, manuals, guidelines, and other directives to ensure they have been reviewed for Title VI compliance. All staff members will assist in carrying out this requirement by making sure drafts of these documents are submitted to the Title VI Coordinator to ensure Title VI requirements are included.

Title VI Training

All employees will receive basic Title VI training at least once every three years. New hires will receive this training within 15 days of their start date. Basic training will cover all sections of this Plan and our overall Title VI obligations. Staff may receive specialized training on how Title VI applies to their specific work areas. Those who routinely encounter the public, such as office personnel, call center staff, and vehicle drivers, will receive annual refresher training. Trainings will be provided or organized by the Title VI Coordinator and will often coincide with updates to our nondiscrimination policies and procedures. Records of staff trainings, such as agendas, sign-in sheets, copies of calendars, and certificates, will remain on file for at least three years (and in personnel files).

Compliance and Enforcement Procedures

FHWA recipients must have mechanisms in place to enforce compliance with Title VI. **Jacksonville Urban Area Metropolitan Planning Organization (JUMPO)** utilizes internal training, meetings, monitoring contractors, technical assistance, and findings from periodic NCDOT reviews to identify deficiencies and potential discrimination. If NCDOT identifies deficiencies, **JUMPO** will correct all deficiencies within 90 days based on a Corrective Action Plan (CAP). If attempts by NCDOT to resolve a compliance issue are unsuccessful, NCDOT may take any or all of the following steps with FHWA's concurrence:

- a. Canceling, terminating, or suspending the contract or agreement in whole or in part;
- b. Refraining from extending any further assistance to the recipient under the program with respect to which the failure or refusal occurred until satisfactory assurance of future compliance has been received from the recipient.
- c. Taking such other action that may be deemed appropriate under the circumstances, until compliance or remedial action has been accomplished by the recipient.
- d. Referring the case to the FHWA for appropriate administrative or legal proceedings.
- e. Other means authorized by law.

To ensure compliance with Title VI, **JUMPO** will take proactive steps to prevent discrimination in our programs and activities, including the following:

- | | |
|--|---|
| <ul style="list-style-type: none">□ Conduct periodic Title VI training;□ Address Title VI issues at staff meetings;□ Participate or cooperate during compliance reviews conducted by NCDOT;□ Inform and monitor any consultants/contractors regarding their Title VI obligations, including review of contracts for nondiscrimination language; | <ul style="list-style-type: none">□ Customize public outreach according to the situation or community at hand;□ Build a system of mutual trust and two-way communication with the public;□ Maintain pertinent demographic data (statistical);□ Ensure policies and procedures support and comply with Title VI;□ Document processes & activities related to Title VI. |
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If **JUMPO** identifies compliance issues with our consultants/contractors, we will also take corrective action. If attempts at corrective action are unsuccessful, any or all of the following steps may be taken with NCDOT's concurrence:

- a. Canceling, terminating, or suspending the contract or agreement with the consultant/contractor in whole or in part.
- b. Taking such other action that may be deemed appropriate under the circumstances.
- c. Referring the case to the NCDOT for appropriate administrative or legal proceedings.

Appendix A – Title VI Nondiscrimination Assurances

United States Department of Transportation

STANDARD TITLE VI / NONDISCRIMINATION ASSURANCES

DOT Order No. 1050.2A

The *Jacksonville Urban Area Metropolitan Planning Organization (JUMPO)* (herein referred to as the "Recipient"), **HEREBY AGREES THAT**, as a condition to receiving any Federal financial assistance from the U.S. Department of Transportation (DOT), through **Federal Highway Administration (FHWA)**, is subject to and will comply with the following:

Statutory/Regulatory Authorities

- Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d et seq., 78 stat. 252), (prohibits discrimination on the basis of race, color, national origin);
- 49 C.F.R. Part 21 (entitled Nondiscrimination In Federally-Assisted Programs Of The Department Of Transportation-Effectuation Of Title VI Of The Civil Rights Act Of 1964);
- 28 C.F.R. section 50.3 (U.S. Department of Justice Guidelines for Enforcement of Title VI of the Civil Rights Act of 1964).

The preceding statutory and regulatory cites hereinafter are referred to as the "Acts" and "Regulations," respectively.

General Assurances

In accordance with the Acts, the Regulations, and other pertinent directives, circulars, policy, memoranda, and/or guidance, the Recipient hereby gives assurance that it will promptly take any measures necessary to ensure that:

"No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity, for which the Recipient receives Federal financial assistance from DOT, including the Federal Highway Administration."

The Civil Rights Restoration Act of 1987 clarified the original intent of Congress, with respect to Title VI and other Nondiscrimination requirements (The Age Discrimination Act of 1975, and Section 504 of the Rehabilitation Act of 1973), by restoring the broad, institutional-wide scope and coverage of these nondiscrimination statutes and requirements to include all programs and activities of the Recipient, so long as any portion of the program is Federally assisted.

Specific Assurances

More specifically, and without limiting the above general Assurance, the Recipient agrees with and gives the following Assurances with respect to its Federally assisted **Federal-Aid Highway Program**:

1. The Recipient agrees that each "activity," "facility," or "program," as defined in §§ 21.23(b) and 21.23(e) of 49 C.F.R. § 21 will be (with regard to an "activity") facilitated, or will be (with regard to a "facility") operated, or will be (with regard to a "program") conducted in compliance with all requirements imposed by, or pursuant to the Acts and the Regulations.
2. The Recipient will insert the following notification in all solicitations for bids, Requests For Proposals for work, or material subject to the Acts and the Regulations made in connection with all Federal-Aid Highway Program and, in adapted form, in all proposals for negotiated agreements regardless of funding source:

"The *Jacksonville Urban Area Metropolitan Planning Organization (JUMPO)*, in accordance with the provisions of Title VI of the Civil Rights Act of 1964 (78 Stat. 252, 42 U.S.C. §§ 2000d to 2000d-4) and the Regulations, hereby notifies all bidders that it will affirmatively ensure that any contract entered into pursuant to this advertisement, disadvantaged business enterprises will be afforded full and fair opportunity to submit bids in response to this invitation and will not be discriminated against on the grounds of race, color, or national origin in consideration for an award."

3. The Recipient will insert the clauses of Appendix A and E of this Assurance in every contract or agreement subject to the Acts and the Regulations.
4. The Recipient will insert the clauses of Appendix B of this Assurance, as a covenant running with the land, in any deed from the United States effecting or recording a transfer of real property, structures, use, or improvements thereon or interest therein to a Recipient.
5. That where the Recipient receives Federal financial assistance to construct a facility, or part of a facility, the Assurance will extend to the entire facility and facilities operated in connection therewith.
6. That where the Recipient receives Federal financial assistance in the form, or for the acquisition of real property or an interest in real property, the Assurance will extend to rights to space on, over, or under such property.
7. That the Recipient will include the clauses set forth in Appendix C and Appendix D of this Assurance, as a covenant running with the land, in any future deeds, leases,

licenses, permits, or similar instruments entered into by the Recipient with other parties:

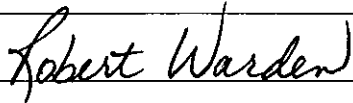
- a. for the subsequent transfer of real property acquired or improved under the applicable activity, project, or program; and
 - b. for the construction or use of, or access to, space on, over, or under real property acquired or improved under the applicable activity, project, or program.
8. That this Assurance obligates the Recipient for the period during which Federal financial assistance is extended to the program, except where the Federal financial assistance is to provide, or is in the form of, personal property, or real property, or interest therein, or structures or improvements thereon, in which case the Assurance obligates the Recipient, or any transferee for the longer of the following periods:
- a. the period during which the property is used for a purpose for which the Federal financial assistance is extended, or for another purpose involving the provision of similar services or benefits; or
 - b. the period during which the Recipient retains ownership or possession of the property.
9. The Recipient will provide for such methods of administration for the program as are found by the Secretary of Transportation or the official to whom he/she delegates specific authority to give reasonable guarantee that it, other recipients, sub-recipients, sub-grantees, contractors, subcontractors, consultants, transferees, successors in interest, and other participants of Federal financial assistance under such program will comply with all requirements imposed or pursuant to the Acts, the Regulations, and this Assurance.
10. The Recipient agrees that the United States has a right to seek judicial enforcement with regard to any matter arising under the Acts, the Regulations, and this Assurance.

By signing this ASSURANCE, the *Jacksonville Urban Area Metropolitan Planning Organization (JUMPO)* also agrees to comply (and require any sub-recipients, sub-grantees, contractors, successors, transferees, and/or assignees to comply) with all applicable provisions governing the **FHWA** access to records, accounts, documents, information, facilities, and staff. You also recognize that you must comply with any program or compliance reviews, and/or complaint investigations conducted by the **FHWA**. You must keep records, reports, and submit the material for review upon request to **FHWA**, or its designee in a timely, complete, and accurate way. Additionally, you must

comply with all other reporting, data collection, and evaluation requirements, as prescribed by law or detailed in program guidance.

The *Jacksonville Urban Area Metropolitan Planning Organization (JUMPO)* gives this ASSURANCE in consideration of and for obtaining any Federal grants, loans, contracts, agreements, property, and/or discounts, or other Federal-aid and Federal financial assistance extended after the date hereof to the recipients by the U.S. Department of Transportation under the **Federal-Aid Highway Program**. This ASSURANCE is binding on the *City of Jacksonville, NC*, other recipients, sub-recipients, sub-grantees, contractors, subcontractors and their subcontractors', transferees, successors in interest, and any other participants in the **Federal-Aid Highway Program**. The person(s) signing below is authorized to sign this ASSURANCE on behalf of the Recipient.

Jacksonville Urban Area Metropolitan Planning Organization (JUMPO)

by _____


Robert Warden, Chairman,

Transportation Advisory Committee

DATED 1/10/19

Attachments:

Appendices A, B, C, D, E

STANDARD TITLE VI / NONDISCRIMINATION ASSURANCES

APPENDIX A

During the performance of this contract, the contractor, for itself, its assignees, and successors in interest (hereinafter referred to as the "contractor") agrees as follows:

1. **Compliance with Regulations:** The contractor (hereinafter includes consultants) will comply with the Acts and the Regulations relative to Nondiscrimination in Federally-assisted programs of the U.S. Department of Transportation, Federal Highway Administration (FHWA), as they may be amended from time to time, which are herein incorporated by reference and made a part of this contract.
2. **Nondiscrimination:** The contractor, with regard to the work performed by it during the contract, will not discriminate on the grounds of race, color, or national origin in the selection and retention of subcontractors, including procurements of materials and leases of equipment. The contractor will not participate directly or indirectly in the discrimination prohibited by the Acts and the Regulations, including employment practices when the contract covers any activity, project, or program set forth in Appendix B of 49 CFR Part 21.
3. **Solicitations for Subcontracts, Including Procurements of Materials and Equipment:** In all solicitations, either by competitive bidding, or negotiation made by the contractor for work to be performed under a subcontract, including procurements of materials, or leases of equipment, each potential subcontractor or supplier will be notified by the contractor of the contractor's obligations under this contract and the Acts and the Regulations relative to Nondiscrimination on the grounds of race, color, or national origin.
4. **Information and Reports:** The contractor will provide all information and reports required by the Acts, the Regulations, and directives issued pursuant thereto and will permit access to its books, records, accounts, other sources of information, and its facilities as may be determined by the Recipient or the FHWA to be pertinent to ascertain compliance with such Acts, Regulations, and instructions. Where any information required of a contractor is in the exclusive possession of another who fails or refuses to furnish the information, the contractor will so certify to the Recipient or the FHWA, as appropriate, and will set forth what efforts it has made to obtain the information.
5. **Sanctions for Noncompliance:** In the event of a contractor's noncompliance with the Non discrimination provisions of this contract, the Recipient will impose such contract sanctions as it or the FHWA may determine to be appropriate, including, but not limited to:

- a. withholding payments to the contractor under the contract until the contractor complies; and/or
 - b. cancelling, terminating, or suspending a contract, in whole or in part.
6. **Incorporation of Provisions:** The contractor will include the provisions of paragraphs one through six in every subcontract, including procurements of materials and leases of equipment, unless exempt by the Acts, the Regulations and directives issued pursuant thereto. The contractor will take action with respect to any subcontract or procurement as the Recipient or the FHWA may direct as a means of enforcing such provisions including sanctions for noncompliance. Provided, that if the contractor becomes involved in, or is threatened with litigation by a subcontractor, or supplier because of such direction, the contractor may request the Recipient to enter into any litigation to protect the interests of the Recipient. In addition, the contractor may request the United States to enter into the litigation to protect the interests of the United States.

STANDARD TITLE VI / NONDISCRIMINATION ASSURANCES

APPENDIX B: CLAUSES FOR DEEDS TRANSFERRING UNITED STATES PROPERTY

The following clauses will be included in deeds effecting or recording the transfer of real property, structures, or improvements thereon, or granting interest therein from the United States pursuant to the provisions of Assurance 4:

NOW, THEREFORE, the U.S. Department of Transportation as authorized by law and upon the condition that the *Jacksonville Urban Area Metropolitan Planning Organization (JUMPO)* will accept title to the lands and maintain the project constructed thereon in accordance with the *North Carolina General Assembly*, the Regulations for the Administration of the Federal-Aid Highway Program, and the policies and procedures prescribed by the Federal Highway Administration of the U.S. Department of Transportation in accordance and in compliance with all requirements imposed by Title 49, Code of Federal Regulations, U.S. Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Nondiscrimination in Federally-assisted programs of the U.S. Department of Transportation pertaining to and effectuating the provisions of Title VI of the Civil Rights Act of 1964 (78 Stat. 252; 42 U.S.C. § 2000d to 2000d-4), does hereby remise, release, quitclaim and convey unto the **JUMPO** all the right, title and interest of the U.S. Department of Transportation in and to said lands described in Exhibit A attached hereto and made a part hereof.

(HABENDUM CLAUSE)

TO HAVE AND TO HOLD said lands and interests therein unto the *Jacksonville Urban Area Metropolitan Planning Organization (JUMPO)* and its successors forever, subject, however, to the covenants, conditions, restrictions and reservations herein contained as follows, which will remain in effect for the period during which the real property or structures are used for a purpose for which Federal financial assistance is extended or for another purpose involving the provision of similar services or benefits and will be binding on the **JUMPO**, its successors and assigns.

The **JUMPO**, in consideration of the conveyance of said lands and interests in lands, does hereby covenant and agree as a covenant running with the land for itself, its successors and assigns, that (1) no person will on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination with regard to any facility located wholly or in part on, over, or under such lands hereby conveyed [,] [and]* (2) that the **JUMPO** will use the lands and interests in lands and interests in lands so conveyed, in compliance with all requirements imposed by or pursuant to Title 49, Code of Federal Regulations, U.S. Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Nondiscrimination in Federally-assisted programs of the U.S. Department of Transportation, Effectuation of Title VI of the Civil

Rights Act of 1964, and as said Regulations and Acts may be amended [, and (3) that in the event of breach of any of the above-mentioned nondiscrimination conditions, the Department will have a right to enter or re-enter said lands and facilities on said land, and that above described land and facilities will thereon revert to and vest in and become the absolute property of the U.S. Department of Transportation and its assigns as such interest existed prior to this instruction].*

(*Reverter clause and related language to be used only when it is determined that such a clause is necessary in order to make clear the purpose of Title VI.)

STANDARD TITLE VI / NONDISCRIMINATION ASSURANCES

APPENDIX C: CLAUSES FOR TRANSFER OF REAL PROPERTY ACQUIRED OR IMPROVED UNDER THE ACTIVITY, FACILITY, OR PROGRAM

The following clauses will be included in deeds, licenses, leases, permits, or similar instruments entered into by the *Jacksonville Urban Area Metropolitan Planning Organization (JUMPO)* pursuant to the provisions of Assurance 7(a):

- A. The (grantee, lessee, permittee, etc. as appropriate) for himself/herself, his/her heirs, personal representatives, successors in interest, and assigns, as a part of the consideration hereof, does hereby covenant and agree [in the case of deeds and leases add "as a covenant running with the land"] that:
 - 1. In the event facilities are constructed, maintained, or otherwise operated on the property described in this (deed, license, lease, permit, etc.) for a purpose for which a U.S. Department of Transportation activity, facility, or program is extended or for another purpose involving the provision of similar services or benefits, the (grantee, licensee, lessee, permittee, etc.) will maintain and operate such facilities and services in compliance with all requirements imposed by the Acts and Regulations (as may be amended) such that no person on the grounds of race, color, or national origin, will be excluded from participation in, denied the benefits of, or be otherwise subjected to discrimination in the use of said facilities.
- B. With respect to licenses, leases, permits, etc., in the event of breach of any of the above Nondiscrimination covenants, the **JUMPO** will have the right to terminate the (lease, license, permit, etc.) and to enter, re-enter, and repossess said lands and facilities thereon, and hold the same as if the (lease, license, permit, etc.) had never been made or issued.*
- C. With respect to a deed, in the event of breach of any of the above Nondiscrimination covenants, the **JUMPO** will have the right to enter or re-enter the lands and facilities thereon, and the above described lands and facilities will there upon revert to and vest in and become the absolute property of the *NCDOT* and its assigns.*

(*Reverter clause and related language to be used only when it is determined that such a clause is necessary to make clear the purpose of Title VI.)

STANDARD TITLE VI / NONDISCRIMINATION ASSURANCES

APPENDIX D: CLAUSES FOR CONSTRUCTION/USE/ACCESS TO REAL PROPERTY ACQUIRED UNDER THE ACTIVITY, FACILITY OR PROGRAM

The following clauses will be included in deeds, licenses, permits, or similar instruments/agreements entered into by the *Jacksonville Urban Area Metropolitan Planning Organization (JUMPO)* pursuant to the provisions of Assurance 7(b):

- A. The (grantee, licensee, permittee, etc., as appropriate) for himself/herself, his/her heirs, personal representatives, successors in interest, and assigns, as a part of the consideration hereof, does hereby covenant and agree (in the case of deeds and leases add, "as a covenant running with the land") that (1) no person on the ground of race, color, or national origin, will be excluded from participation in, denied the benefits of, or be otherwise subjected to discrimination in the use of said facilities, (2) that in the construction of any improvements on, over, or under such land, and the furnishing of services thereon, no person on the ground of race, color, or national origin, will be excluded from participation in, denied the benefits of, or otherwise be subjected to discrimination, (3) that the (grantee, licensee, lessee, permittee, etc.) will use the premises in compliance with all other requirements imposed by or pursuant to the Acts and Regulations, as amended, set forth in this Assurance.
- B. With respect to (licenses, leases, permits, etc.), in the event of breach of any of the above Non discrimination covenants, the **JUMPO** will have the right to terminate the (license, permit, etc., as appropriate) and to enter or re-enter and repossess said land and the facilities thereon, and hold the same as if said (license, permit, etc., as appropriate) had never been made or issued.*
- C. With respect to deeds, in the event of breach of any of the above Nondiscrimination covenants, the **JUMPO** will there upon revert to and vest in and become the absolute property of the *NCDOT* and its assigns.*

(*Reverter clause and related language to be used only when it is determined that such a clause is necessary to make clear the purpose of Title VI.)

STANDARD TITLE VI / NONDISCRIMINATION ASSURANCES

APPENDIX E

During the performance of this contract, the contractor, for itself, its assignees, and successors in interest (hereinafter referred to as the "contractor") agrees to comply with the following nondiscrimination statutes and authorities; including but not limited to:

Pertinent Nondiscrimination Authorities:

- Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d et seq., 78 stat. 252), (prohibits discrimination on the basis of race, color, national origin); and 49 CFR Part 21.
- The Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, (42 U.S.C. § 4601), (prohibits unfair treatment of persons displaced or whose property has been acquired because of Federal or Federal-aid programs and projects);
- Federal-Aid Highway Act of 1973, (23 U.S.C. § 324 et seq.), (prohibits discrimination on the basis of sex);
- Section 504 of the Rehabilitation Act of 1973, (29 U.S.C. § 794 et seq.), as amended, (prohibits discrimination on the basis of disability); and 49 CFR Part 27;
- The Age Discrimination Act of 1975, as amended, (42 U.S.C. § 6101 et seq.), (prohibits discrimination on the basis of age);
- Airport and Airway Improvement Act of 1982, (49 USC § 471, Section 47123), as amended, (prohibits discrimination based on race, creed, color, national origin, or sex);
- The Civil Rights Restoration Act of 1987, (PL 100-209), (Broadened the scope, coverage and applicability of Title VI of the Civil Rights Act of 1964, The Age Discrimination Act of 1975 and Section 504 of the Rehabilitation Act of 1973, by expanding the definition of the terms "programs or activities" to include all of the programs or activities of the Federal-aid recipients, sub-recipients and contractors, whether such programs or activities are Federally funded or not);
- Titles II and III of the Americans with Disabilities Act, which prohibit discrimination on the basis of disability in the operation of public entities, public and private transportation systems, places of public accommodation, and certain testing entities (42 U.S.C. §§ 12131-12189) as implemented by Department of Transportation regulations at 49 C.F.R. parts 37 and 38;

- The Federal Aviation Administration's Nondiscrimination statute (49 U.S.C. § 47123) (prohibits discrimination on the basis of race, color, national origin, and sex);
- Executive Order 12898, Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations, which ensures Nondiscrimination against minority populations by discouraging programs, policies, and activities with disproportionately high and adverse human health or environmental effects on minority and low-income populations;
- Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency, and resulting agency guidance, national origin discrimination includes discrimination because of Limited English proficiency (LEP). To ensure compliance with Title VI, you must take reasonable steps to ensure that LEP persons have meaningful access to your programs (70 Fed. Reg. at 74087 to 74100);
- Title IX of the Education Amendments of 1972, as amended, which prohibits you from discriminating because of sex in education programs or activities (20 U.S.C. 1681 et seq).

Appendix B – TAC and TCC Members

Transportation Advisory Committee (TAC)

The Transportation Advisory Committee (TAC) is composed of two City Council members, two Onslow County Commissioners, and the Division 3 North Carolina Board of Transportation member. The TAC provides policy direction for the transportation planning process for the Jacksonville Urban Area Metropolitan Planning Organization, which was established in accordance with federal transportation legislation.

Race/Ethnicity			Gender	
White	Black	Hispanic	Male	Female
5	0	0	5	0

Affiliation	Number
Jacksonville City Council	2
Onslow County Commissioners	2
NCDOT Board of Transportation	1

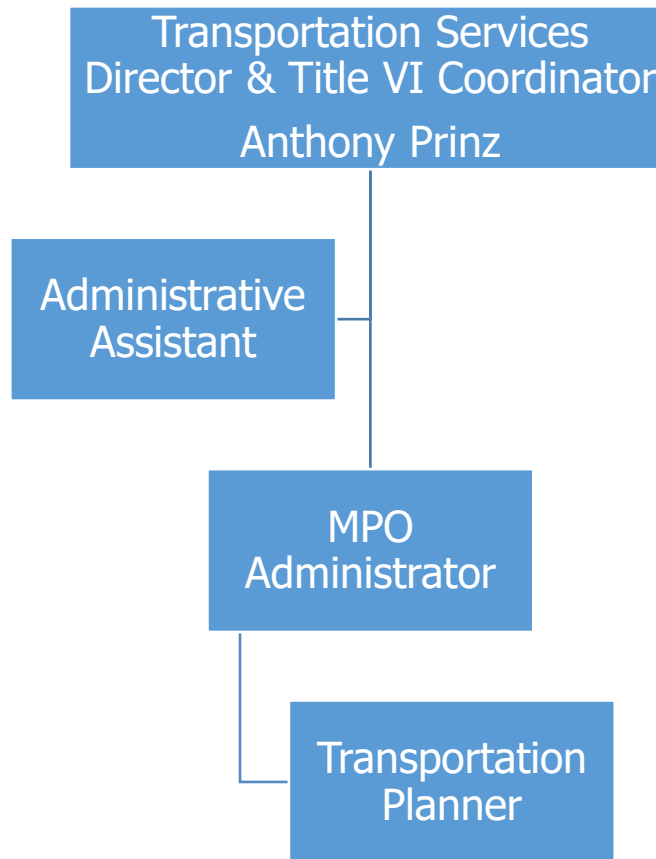
Technical Coordinating Committee (TCC)

The purpose of the Technical Coordinating Committee (TCC) is to provide general review, guidance, and coordination of the transportation planning process in the Jacksonville Urban Area. The TCC makes recommendations to the respective local, State, and Federal governmental agencies and the Transportation Advisory Committee (TAC) regarding any necessary actions relating to the continuing transportation planning process. The Committee is comprised of nine voting members.

Race/Ethnicity			Gender	
White	Black	Hispanic	Male	Female
9	0	0	5	4

Affiliation	Number
City of Jacksonville	3
Onslow County	2
Onslow United Transit System	1
Jacksonville Onslow Economic Development	1
NC Department of Transportation	2

Appendix C – Organizational Chart



Appendix D – Demographic Tables

Race and Ethnicity

The following table was completed using data from Census Table QT-P3, Race and Hispanic or Latino Origin: 2010:

Race and Ethnicity	Number	Percent
Total Population	177,772	100
White	131,590	74.0
Black or African American	27,672	15.6
American Indian or Alaska Native	1,238	0.7
Asian	3,355	1.9
Native Hawaiian and Other Pacific Islander	487	0.3
Some other Race	5,679	3.2
Two or More Races	7,751	4.4
Hispanic or Latino (of any race)	17,896	10.1
Mexican	7,924	4.5
Puerto Rican	4,727	2.7
Cuban	698	0.4
Other Hispanic or Latino	4,547	2.6

Age and Sex

The following table was completed using data from Census Table QT-P1, Age Groups and Sex: 2010:

Age	Number			Percent		
	Both sexes	Male	Female	Both sexes	Male	Female
Total Population	177,772	95,349	82,423	100	100	100
Under 5 years	16,991	8,756	8,235	9.6	9.2	10
Under 18 years	44,938	23,024	21,914	25.3	24.1	26.6
18 to 64 years	119,572	66,625	52,947	67.3	69.9	64.2
65 years and over	13,262	5,700	7,562	7.5	6	9.2
Median Age	25.7	24.2	28.5			

Disability

The following table was completed using data from Census Table S1810, Disability Characteristics:

Subject	Total		With a Disability		Percent with a Disability	
	Estimate	Margin of Error +/-	Estimate	Margin of Error +/-	Estimate %	Margin of Error +/-
Total civilian noninstitutionalized population	153,507	2,375	21,843	2,668	14.2	1.7
Population under 5 years	18,157	389	104	136	0.6	0.8
Population 5 to 17 years	29,122	390	3,147	1,068	10.8	3.6
Population 18 to 64 years	92,034	2,266	11,572	1,980	12.6	2.2
Population 65 years and over	14,194	606	7,020	1,249	49.5	8.2
Sex						
Male	71,446	2,429	10,615	1,797	14.9	2.5
Female	82,061	1,214	11,228	1,681	13.7	2.0
Race and Hispanic or Latino Origin						
White	112,852	2,750	16,786	2,355	14.9	2.1
Black or African American	26,866	1,657	3,768	1,017	14.0	3.9
American Indian and Alaska Native	N	N	N	N	N	N
Asian	3,577	992	139	164	3.9	4.9
Native American and Other Pacific Islander	N	N	N	N	N	N
Some other Race	N	N	N	N	N	N
Two or more races	6,626	1,713	673	420	10.2	6.3
Hispanic or Latino	16,763	867	1,144	534	6.8	3.2

An 'N' entry in the estimate and margin of error columns indicate that data for this geographic area cannot be displayed because the number of sample cases is too small.

Poverty

The following table was completed using data from Census Table S1701, Poverty Status in the Past 12 Months:

Subject	Total		Below poverty level		Percent below poverty level	
	Estimate	Margin of Error +/-	Estimate	Margin of Error +/-	Estimate	Margin of Error +/-
Population for whom poverty status is determined	173,335	2,445	22,347	4,138	12.9	2.4
Age						
Under 18	46,851	805	7,331	2,412	15.6	5.2
18 to 64	108,694	2,351	12,531	2,667	11.5	2.5
65 years and over	17,790	472	2,485	902	14.0	5.0
Sex						
Male	87,841	2,860	8,774	2,309	10.0	2.6
Female	85,494	1,672	13,573	2,720	15.9	3.1
Race and Hispanic or Latino Origin						
White	129,118	3,787	13,803	3,190	10.7	2.5
Black or African American	23,367	2,426	4,567	1,854	17.3	7.1
American Indian and Alaska Native	N	N	N	N	N	N
Asian	N	N	N	N	N	N
Native American and Other Pacific Islander	N	N	N	N	N	N
Some other Race	N	N	N	N	N	N
Two or more races	N	N	N	N	N	N
Hispanic or Latino	N	N	N	N	N	N
All individuals below:						
50 percent of poverty level	9,222	2,755	(X)	(X)	(X)	(X)
125 percent of poverty level	28,621	4,574	(X)	(X)	(X)	(X)
150 percent of poverty level	38,242	5,218	(X)	(X)	(X)	(X)
185 percent of poverty level	55,070	6,377	(X)	(X)	(X)	(X)
200 percent of poverty level	61,794	6,698	(X)	(X)	(X)	(X)

An 'N' entry in the estimate and margin of error columns indicates that data for this geographic area cannot be displayed because the number of sample cases is too small.

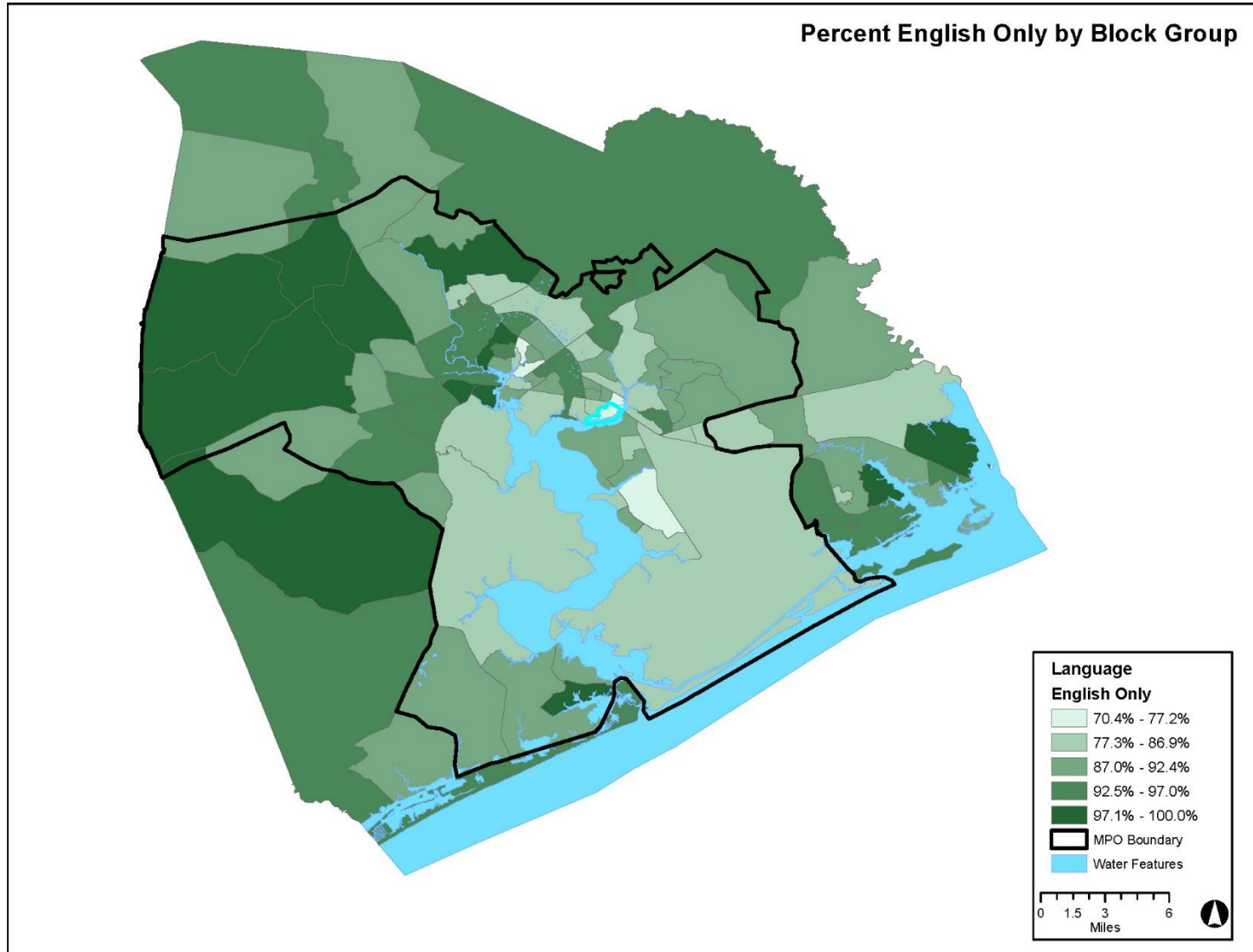
An '(X)' means that the estimate is not applicable or not available.

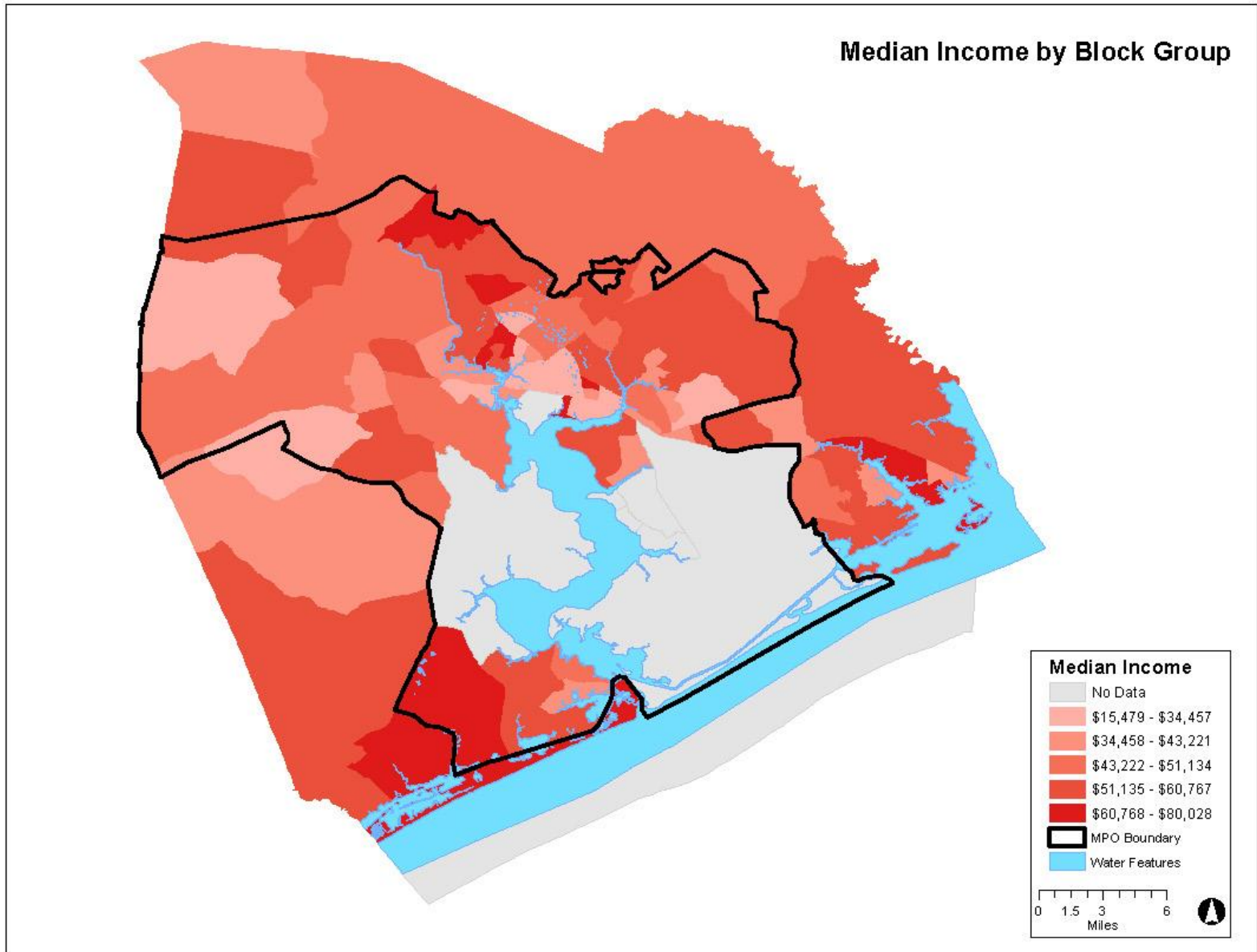
Household Income

The following table was completed using data from Census Table S1901, Income in the Past 12 Months (In 2017 Inflation-Adjusted Dollars):

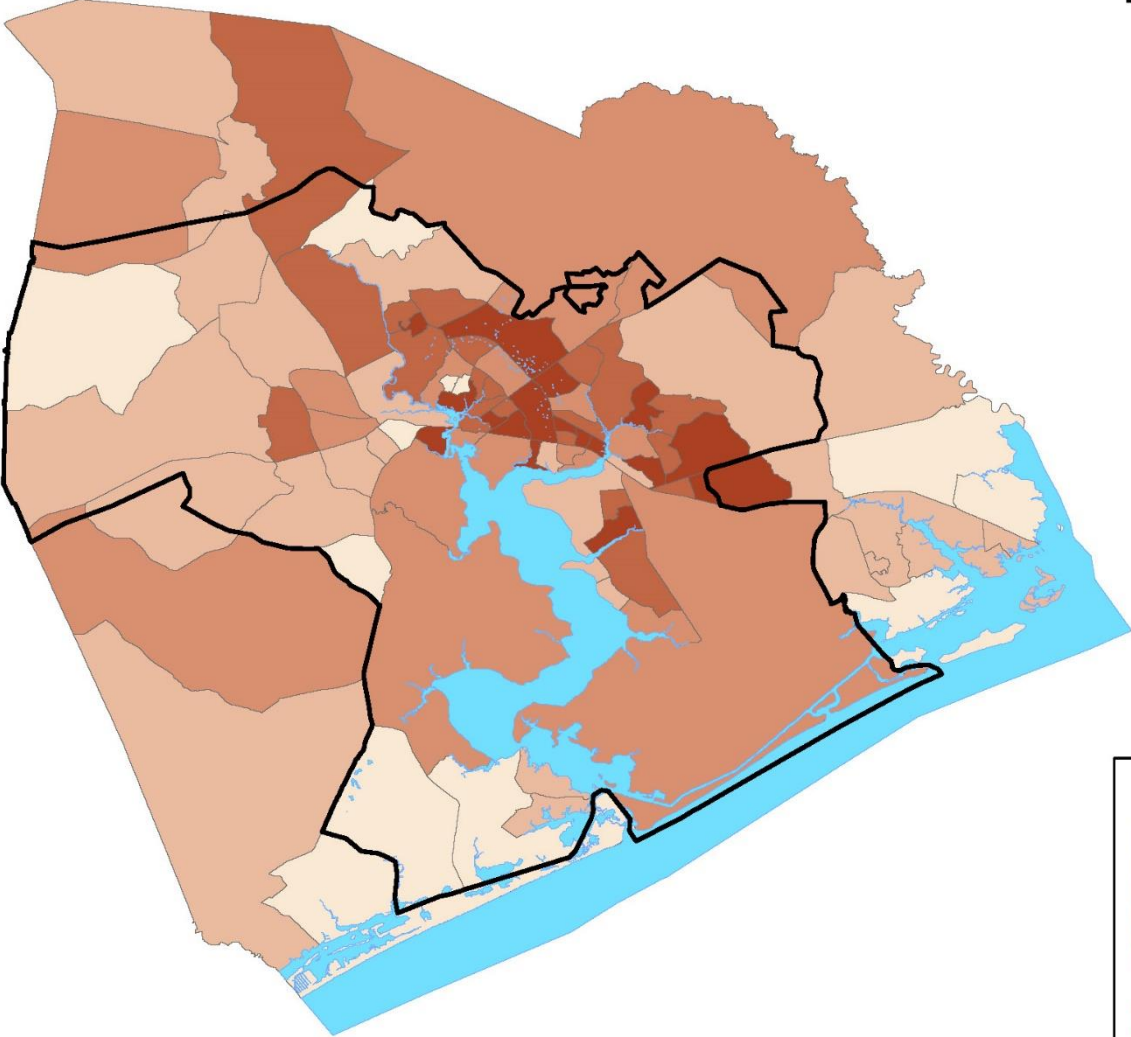
Subject	Households	
	Estimate	Margin of Error +/-
Total	60,764	2,160
Less than \$10,000	5.8%	1.6
\$10,000 to \$14,999	4.4%	1.6
\$15,000 to \$24,999	7.2%	1.9
\$25,000 to \$34,999	12.9%	3.0
\$35,000 to \$49,999	19.9%	3.7
\$50,000 to \$74,999	20.2%	3.3
\$75,000 to \$99,999	14.0%	2.6
\$100,000 to \$149,999	12.3%	2.4
\$150,000 to \$199,999	1.6%	0.8
\$200,000 or more	1.8%	0.9
Median income (dollars)	49,883	4,126
Mean income (dollars)	61,862	3,171

Appendix E – Demographic Maps (EJ)





Percent Minority by Block Group




Minority

- 0.0 - 6.1%
- 6.2% - 19.5%
- 19.6% - 29.2%
- 29.3% - 43.5%
- 43.6% - 81.5%

MPO Boundary

Water Features

0 1.5 3 6 Miles



Appendix F – Guidance, Discrimination Complaint Form, and Log

Investigative Guidance

- A. Scope of Investigation** – An investigation should be confined to the issues and facts relevant to the allegations in the complaint, unless evidence shows the need to extend the issues.
- B. Developing an Investigative Plan** – It is recommended that the investigator (i.e., Title VI Coordinator or other official trained to conduct Title VI investigations) prepares an Investigative Plan (IP) to define the issues and lay out the blueprint to complete the investigation. The IP should follow the outline below:
1. Complainant(s) Name and Address (Attorney name and address if applicable)
 2. Respondent(s) Name and Address (Attorney for the Respondent(s) name and address, if applicable)
 3. Applicable Law(s)
 4. Basis/(es)
 5. Allegation(s)/Issue(s)
 6. Background
 7. Name of Persons to be interviewed
 - a. Questions for the complainant(s)
 - b. Questions for the respondent(s)
 - c. Questions for witness(es)
 8. Evidence to be obtained during the investigation
 - a. Issue – e.g., Complainant alleges his predominantly African American community was excluded from a meeting concerning a future project which could affect the community.
 - i. Documents needed – e.g., mailing list which shows all physical addresses, P.O. Box numbers, property owner names, and dates when the meeting notification was mailed; other methods used to advertise the meeting.
- C. Request for Information** – The investigator should gather data and information pertinent to the issues raised in the complaint.
- D. Interviews** – Interviews should be conducted with the complainant, respondent, and appropriate witnesses during the investigative process. Interviews are conducted to gain a better understanding of the situation outlined in the complaint of discrimination. The main objective during the interview is to obtain information that will either support or refute the allegations.
- E. Preparing an Investigative Report** – The investigator should prepare an investigative report setting forth all relevant facts obtained during the investigation. The report should include a finding for each allegation. A sample outline for an investigative report is provided below.

Sample Investigative Report Template

I. COMPLAINANT(S) NAME

State complainant's name and/or attorney for the complainant(s) – name and address if applicable.

II. RESPONDENT(S) NAME

State respondent's name and/or attorney for the respondent(s) – name and address if applicable.

III. APPLICABLE LAW/REGULATION

State applicable law or regulation. For example, Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d); 49 CFR §21.11; 49 CFR §26.53).

IV. COMPLAINT BASIS/(ES)

For example, Race, Color, National Origin, Limited English Proficiency, Sex, Age, Disability).

V. ALLEGATIONS

Describe in logical sequence, each allegation including the prohibited basis for the alleged discriminatory conduct, (e.g., race, color, national origin, sex, age, or disability) and the specific statutory or regulatory provision the allegation would violate, if proven to be true. Follow this process for each issue that is alleged.

VI. BACKGROUND

Provide detailed information regarding the complaint, including a historical overview of the case, including any activities or actions taken prior to accepting the complaint for investigation.

VII. INVESTIGATIVE PROCEDURE

Describe in detail, methods used to conduct the investigation, such as document requests, interviews and site visits. Include witnesses' names and addresses, documents received and/or reviewed, emails sent and received.

VIII. FINDINGS OF FACT

Provide a detailed description of the investigator's analysis of each allegation, based on clear and factual findings. Include specific evidence used to support your findings.

IX. CONCLUSION

State whether discrimination did or did not occur. Conclusions must be evidence-based and defensible. Test conclusions by considering all possible rebuttal arguments from the respondent and complainant. Both respondent and the complainant should be given an opportunity to confirm or rebut the assertions of the other party and your findings, but all the evidence you've presented should speak for itself.

X. RECOMMENDED ACTIONS

Outline what should be done to remedy the findings or, if necessary, provide justice for the complainant.

APPENDIX

Include in the Appendix any supplemental materials that support your findings and conclusion.

Jacksonville Urban Area MPO Discrimination Complaint Form



Any person who believes that he/she has been subjected to discrimination based upon race, color, national origin, sex, age, or disability may file a written complaint with Jacksonville MPO, within 180 days after the discrimination occurred.

Last Name:		First Name:		<input type="checkbox"/> Male
				<input type="checkbox"/> Female
Mailing Address:			City	State
				Zip
Home Telephone:	Work Telephone:	E-mail Address		

Identify the Category of Discrimination:

<input type="checkbox"/> Race	<input type="checkbox"/> Color	<input type="checkbox"/> National Origin	<input type="checkbox"/> Age
<input type="checkbox"/> Sex	<input type="checkbox"/> Disability	<input type="checkbox"/> Limited English Proficiency	

Identify the Race of the Complainant:

<input type="checkbox"/> Black	<input type="checkbox"/> White	<input type="checkbox"/> Hispanic	<input type="checkbox"/> Asian American
<input type="checkbox"/> American Indian	<input type="checkbox"/> Alaskan Native	<input type="checkbox"/> Pacific Islander	<input type="checkbox"/> Other _____

Date and place of alleged discriminatory action(s). Please include earliest date of discrimination and most recent date of discrimination.

Names of individuals responsible for the discriminatory action(s):

How were you discriminated against? Describe the nature of the action, decision, or conditions of the alleged discrimination. Explain as clearly as possible what happened and why you believe your protected status (basis) was a factor in the discrimination. Include how other persons were treated differently from you. **(Attach additional page(s), if necessary).**

The law prohibits intimidation or **retaliation** against anyone because he/she has either taken action, or participated in action, to secure rights protected by these laws. If you feel that you have been retaliated against, separate from the discrimination alleged above, please explain the circumstances below. Explain what action you took which you believe was the cause for the alleged retaliation.

Names of persons (witnesses, fellow employees, supervisors, or others) whom we may contact for additional information to support or clarify your complaint: (Attached additional page(s), if necessary).

<u>Name</u>	<u>Address</u>	<u>Telephone</u>
1. _____	_____	_____
2. _____	_____	_____
3. _____	_____	_____

DISCRIMINATION COMPLAINT FORM

Have you filed, or intend to file, a complaint regarding the matter raised with any of the following? If yes, please provide the filing dates. Check all that apply.

- NC Department of Transportation _____
- Federal Highway Administration _____
- US Department of Transportation _____
- Federal or State Court _____
- Other _____

Have you discussed the complaint with any JUMPO representative? If yes, provide the name, position, and date of discussion.

Please provide any additional information that you believe would assist with an investigation.

Briefly explain what remedy, or action, are you seeking for the alleged discrimination.

****WE CANNOT ACCEPT AN UNSIGNED COMPLAINT. PLEASE SIGN AND DATE THE COMPLAINT FORM BELOW.**

COMPLAINANT'S SIGNATURE

DATE

MAIL COMPLAINT FORM TO:

Jacksonville Urban Area Metropolitan Planning Organization (JUMPO)
815 New Bridge Street
Jacksonville, NC 28540
(910) 938-1732

FOR OFFICE USE ONLY

Date Complaint Received: _____

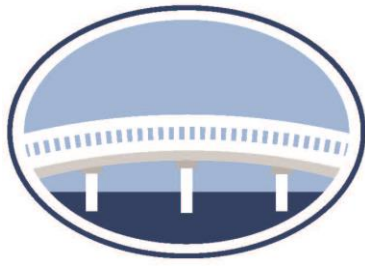
Processed by: _____

Case #: _____

Referred to: NCDOT FHWA Date Referred: _____

Appendix G – Compliance Review Checklist for FHWA Sub-Recipients

General Requirements	Completed
1. A copy of the recipient's signed USDOT Title VI Assurances	<input type="checkbox"/>
2. Title VI Policy Statement (signed)	<input type="checkbox"/>
3. Title VI Notice to Public, including a list of locations where the notice is posted	<input type="checkbox"/>
4. Name and official title of Title VI Coordinator and a list of their Title VI duties	<input type="checkbox"/>
5. Title VI Complaint Procedures (i.e., instructions to the public regarding how to file a Title VI discrimination complaint)	<input type="checkbox"/>
6. Title VI Complaint Form	<input type="checkbox"/>
7. List of Title VI complaints, investigations, or lawsuits (i.e., Title VI Complaint Log)	<input type="checkbox"/>
8. Public Participation Plan, including information about outreach methods to engage traditionally underserved constituencies (e.g., minorities, low-income, disabled), as well as a summary of outreach efforts	<input type="checkbox"/>
9. Language Assistance Plan for providing language assistance to persons with limited English proficiency (LEP), based on the DOT LEP Guidance, which requires conducting four-factor analyses	<input type="checkbox"/>
10. A table depicting the membership of any non-elected committees and councils, broken down by race and gender, and a description of the process the MPO uses to encourage minorities and women to participate on such committees	<input type="checkbox"/>
11. A copy of board meeting minutes, resolution, or other appropriate documentation showing the board of directors or appropriate governing entity or official(s) responsible for policy decisions reviewed and approved the Title VI Program	<input type="checkbox"/>
12. Compliance and enforcement procedures to ensure nondiscriminatory administration of programs and services	<input type="checkbox"/>
13. A demographic profile of your planning area that includes identification of the locations of minority, low-income, LEP, and/or other underserved populations	<input type="checkbox"/>
14. Information regarding how consultants and/or subrecipients are monitored for compliance with Title VI	<input type="checkbox"/>
15. Any environmental justice analysis conducted in the past three years and, if necessary, a description of the measures used to address any disproportionately high and adverse impacts to minority or low-income communities	<input type="checkbox"/>
16. Documentation from any Title VI compliance reviews or investigations conducted by any agency other than NCDOT-OCR in the last three years.	<input type="checkbox"/>



JACKSONVILLE URBAN AREA
JUMPO
METROPOLITAN PLANNING ORGANIZATION

Public Participation Plan

2019 – 2021

Revised – June 11, 2020

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I. Introduction

The Jacksonville Urban Area Metropolitan Planning Organization (JUMPO) strives to ensure an open transportation planning process where the free exchange of ideas and information and the opportunity for input from interested parties at all stages of the transportation planning process can take place in an effective manner. The purpose of this plan is to outline the public participation process required for the successful completion, adoption and implementation of JUMPO plans and programs. This plan also serves as the required Public Participation Plan for Jacksonville Transit.

The Public Participation Plan (PPP) defines the process for providing individuals, affected public agencies, representatives of public transportation employees, freight shippers, providers of freight transportation services, private providers of transportation (including intercity bus operators, employer-based commuting programs, such as carpool programs, vanpool programs, transit benefit programs, parking cash-out programs, shuttle programs, or telework programs), representatives of users of public transportation, representatives of users of pedestrian walkways and bicycle transportation facilities, representatives of the disabled, and other interested parties with reasonable opportunities to be involved in the metropolitan planning process.

Key components of the PPP include:

- Providing adequate notice of public participation activities and time for public review and comment
- Providing timely notice and reasonable access to information about transportation issues and processes
- Employing visualization techniques
- Making information available on the web
- Holding public meetings at convenient and accessible locations and times
- Demonstrating explicit consideration and response to public input
- Seeking out and considering the needs of those traditionally underserved by existing transportation systems, such as low-income and minority households
- Providing an additional opportunity for public comment if the final document differs significantly from the draft version
- Coordinating with the statewide transportation planning process
- Consultation with agencies and officials responsible for other planning activities
 - State and local planned growth
 - Economic development
 - Tourism
 - Natural disaster risk reduction
 - Environmental protection
 - Airport operation
 - Freight
 - Federal lands management agencies
 - Other governmental and non-profit agencies

The PPP shall be reviewed periodically by MPO staff, the Transportation Advisory Committee (TAC), and the Technical Coordinating Committee (TCC) to ensure a full and open process that is inclusive of all interested parties and conforms to federal transportation regulations is being followed. There will be a 45-day calendar minimum public review period for the PPP if changes have been made since the last opportunity for public review or if the Public Participation Plan has not been reviewed in the past three (3) years.

There are several laws and regulations that have been established by the Federal government to ensure the transportation planning process remains open and in the public interest. The following is a listing of federal legislation and regulations that guide the public participation process:

Fixing America's Surface Transportation Act (FAST Act) (PL 114-94) emphasizes participation by interested parties in the transportation plan:

- A In General: Each metropolitan planning organization shall provide citizens, affected public agencies, representatives of public transportation employees, public ports, freight shippers, providers of freight transportation services, private providers of transportation (including intercity bus operators, employer-based commuting programs), representatives of users of public transportation, representatives of pedestrian walkways and bicycle transportation facilities, representatives of the disabled, and other interested parties with a reasonable opportunity to comment on the transportation plan.
- B Contents of Participation Plan shall:
 - 1) be developed in consultation with all interested parties; and
 - 2) provide that all interested parties have reasonable opportunities to comment on the contents on the transportation plan.
- C. Method: In carrying out subparagraph A, the metropolitan planning organization shall, to the maximum extent practicable:
 - 1) hold any public meetings at convenient and accessible locations and times;
 - 2) employ visualization techniques to describe plans; and
 - 3) make public information available in electronically accessible format and means, such as the World Wide Web, as appropriate to afford reasonable opportunity for consideration of public information under subparagraph A.

National Environmental Policy Act: The Federal Highway Administration (FHWA) and the Federal Transit Administration (FTA) regulations implementing the National Environmental Policy Act (NEPA) of 1969 (as amended) outline requirements to go through an environmental review process for implementing projects from a Transportation Improvement Program (TIP). NEPA has its own set of public participation requirements for review period and notification of interested parties on a project basis. These requirements are not a substitute for earlier participation at the planning and programming stages.

Americans with Disabilities Act of 1990: The Americans with Disabilities Act (ADA) of 1990 encourages the participation of people with disabilities in the development and improvement of transportation and paratransit plans and services. Also in accordance with ADA guidelines, all meetings conducted by the MPO will take place at locations which are accessible facilities so as to accommodate persons with mobility limitations.

Title VI – Environmental Justice: Title VI of the Civil Rights Act of 1967 sets standards which authoritatively outlawed discrimination in the conduct of all Federal activities. The term Environmental Justice (EJ) was created by people concerned that everyone within the United States deserves equal protection under the country's laws. A 1994 Presidential Executive Order directed every Federal agency to make Environmental Justice (EJ) part of its mission by identifying and addressing the effects of all programs, policies, and activities on "minority populations and low-income population." The U.S. Department of Transportation (DOT) issued its DOT Order to Address Environmental Justice in Minority Population and Low-income Population in 1997. The DOT

Order accomplishes this goal by involving the potentially affected public in developing transportation projects that fit harmoniously within their communities without sacrificing safety and mobility.

FTA Circular 9030.1E Chapter 5, Section 6C: Federal transit law and joint FHWA/FTA planning regulations governing the metropolitan planning process require a locality to include the public and solicit comment when the locality develops its metropolitan long-range (twenty-year) transportation plan and its (four-year) metropolitan TIP. Accordingly, FTA has determined that when a recipient follows the procedures of the public involvement process outlined in the FHWA/FTA planning regulations, the recipient satisfies the public participation requirements associated with development of the Programming of Projects (POP) that recipients of Section 5307 funds must meet.

II. General

The Jacksonville Urban Area MPO has developed policies, procedures, and techniques that will be used to ensure opportunities for participation of the public. Some types of projects or plans (such as the Metropolitan Transportation Plan, Metropolitan Transportation Improvement Program, and State Transportation Improvement Program) require specific actions while other activities may require a more versatile set of outreach options. JUMPO will strive to incorporate the policies and techniques listed below as well as other procedures as appropriate.

The Jacksonville Urban Area MPO will maintain copies of any plans, programs or amendments on file in its offices. Copies of the proposed plans, programs or amendments shall be distributed to all TCC and TAC members. This same information shall be made available to any interested party on the JUMPO website or upon request. The following outreach methods (also referenced in Appendix A) may be utilized to notify the public of new documents or public comment periods:

- a) A notice with a link to online documents placed on the JUMPO website;
- b) Notification that new documents are available for public review be placed on social media sites;
- c) Media notifications using the City of Jacksonville media contact list (known as the Sunshine List includes approximately 8 news agencies covering printed media, television, and radio as well as 12 other media related contacts); and additional regional newspapers and non-government organizations representing other interested parties as deemed appropriate;
- d) Both the TCC and TAC shall have an open formal public comment period at the beginning of each regularly scheduled board meeting;
- e) Innovative methods to be utilized where possible to inform and involve the public in the transportation planning process. Such methods may include, but are not limited to: digital and paper maps, collages and photomontages, meetings at public gathering places such as malls or libraries, television and radio public service announcements, open house forums & public workshops, project specific web pages, PowerPoint presentations, and other visualization techniques where possible;
- f) Member jurisdictions involved in the development or amendment of any plan or program may also notify citizens of the opportunity for public comment during regularly scheduled board and council meetings as well as through distributing notification to citizen contacts via email.

These general guidelines apply to the development or amendment of any plan or program administered by the Jacksonville Urban Area MPO. Additional requirements for the Metropolitan Transportation Plan, Transportation Improvement Program, and Program of Projects are described in this document.

This Public Participation Plan shall be available for public information upon request and will remain viewable by the public on the website and in the offices of the Jacksonville Urban Area MPO.

III. JUMPO TAC and TCC Committee Meetings

Meetings of the TAC and TCC are open to the public. The schedule of meetings and past meeting materials are available on the MPO's website. If the meeting is virtual, information on how to participate in the meeting will be published on the JUMPO website which will still include a public comment period for both TCC and TAC meetings. Prior to each meeting, a contact list of interested parties receives reminder notices, meeting agendas, and other material. (To join this list, please contact a JUMPO staff member.) Persons with disabilities needing auxiliary aids or services are requested to contact the MPO office no later than 48 hours in advance of a meeting to make appropriate arrangements for their attendance.

IV. Metropolitan Transportation Plan (MTP)

The development of the MTP and all amendments shall meet all current Federal Highway Administration (FHWA), Federal Transit Administration (FTA) and North Carolina Department of Transportation (NCDOT) requirements for public participation.

Amendments to the MTP shall be categorized as Formal or Administrative. Formal amendments impact the fiscal constraint of the document through the addition or deletion of projects or major revisions to project cost and will follow the PPP to solicit public participation in the modification of the plan. Administrative modifications are clerical in nature with no fiscal impact and not subject to the PPP.

MTP Formal Amendments shall be open to public review and comment for a minimum of 25 calendar days prior to JUMPO approval. In addition to those outlined in this plan, MTP Formal Amendments should also allow for public comment period during at least one TCC and one TAC meeting, the latter serving as a public hearing.

V. Metropolitan Transportation Improvement Program (MTIP)

The development of the MTIP and all amendments shall meet all current FHWA, FTA and NCDOT requirements for public notification and participation. In addition, there will be a formal public comment period throughout the process, including the development of the draft project priority list and assignment of local input prioritization points. This comment period will be an opportunity for interested parties to comment on the project priorities and the method(s) used to derive them.

In addition to those outlined in this plan, development of the MTIP may consider the following opportunities for public participation:

- a) A 25 calendar day minimum public review and comment period will be established for the Draft MTIP;

- b) At least one public meeting will be held to provide information about the document and the projects included;
- c) Amendments to the MTIP shall be categorized as Formal or Administrative.
 - 1) Formal amendments will follow the PPP and solicit public participation in the modification of the program.
 - i) Required when changes in the first four years of the document cause:
 - (1) Addition of a project
 - (2) Deletion of a project
 - (3) Changes in project cost beyond a predetermined amount
 - (a) \$2 million AND 25% of original cost for highway projects
 - (b) \$1 million OR 25% of original cost for transit projects
 - (4) Major changes in design concept or scope
 - 2) Administrative modifications are clerical in nature and not subject to the PPP.
- d) Jacksonville Transit coordinates the development of the Programming of Projects (POP) with the MPO to ensure that the public is aware that the MTIP development process is being used to satisfy the POP requirements. All public notices will contain an explicit statement that associated public participation activities and comment periods fulfill FTA POP requirements.

1) Sample Newspaper Notification:

Public input is being solicited on a draft (INSERT DATES HERE) Jacksonville Urban Area Metropolitan Planning Organization (JUMPO) Transportation Improvement Program. The draft is available online at jumpo-nc.org or in print at Jacksonville City Hall – 815 New Bridge Street. Comments must be received on or before (INSERT DATES HERE). The Transportation Advisory Committee (TAC) will meet on (INSERT DATES HERE). Additional information regarding transportation initiatives may be found at www.jumpo-nc.org or by contacting: JUMPO, PO Box 128, Jacksonville, NC 28541-0128, 910-938-1732, jumpo@jacksonvillenc.gov

Public involvement activities outlined by the adopted JUMPO Public Participation Plan fulfill requirements of the Federal Transit Administration public involvement process and Federal Highway Title VI compliance plan for Jacksonville Transit and the MPO. TIP public participation activities and review period fulfills annual Programming of Project (POP) obligations for Jacksonville Transit. The draft TIP is final unless modified following the public input portion of the TAC meeting.

VI. Publication of Jacksonville Transit Program of Projects (POP)

On years that a MTIP is not amended or adopted, the MPO will publish a POP at the beginning of that fiscal year on behalf of Jacksonville Transit to ensure the public is aware of federal expenditures, and associated public transportation activities, planned for each fiscal year. The POP will be published on the MPO web page and will also be available in print format at Jacksonville City Hall. Upon initial publication, a notice will be issued in at least one local newspaper with regional circulation. During fiscal years where the MPO amends an existing or adopts a new MTIP, publication of a separate POP is not required. It is intended that the process utilized to adopt and/or modify the MTIP also satisfies annual POP publication requirements.

a) Sample Newspaper Notification:

In accordance with Federal Transit Administration regulations, the Jacksonville Urban Area Metropolitan Planning Organization (JUMPO) has published an annual Program of Projects on behalf of Jacksonville Transit for Fiscal Year (INSERT DATES HERE). The POP is available online at jumpo-nc.org or in print at Jacksonville City Hall – 815 New Bridge Street. Additional information regarding public transportation initiatives funded within the POP may be obtained by contacting: JUMPO, PO Box 128, Jacksonville, NC 28541-0128, 910-938-1732, jumpo@jacksonvillenc.gov

Public involvement activities outlined by the adopted JUMPO Public Participation Plan fulfill requirements of the Federal Transit Administration public involvement process for Jacksonville Transit. The published POP is final unless modified by the JUMPO Transportation Advisory Committee.

VII. Title VI Outreach Efforts

Effective public involvement is a key element in addressing Title VI in decision-making. This Public Participation Plan describes how JUMPO will disseminate vital agency information and engage the public. The MPO will seek out and consider the input and needs of interested parties and groups traditionally underserved by transportation systems who may face challenges accessing our services, such as minority and limited English proficient (LEP) persons. Underlying these efforts is JUMPO's commitment to determining the most effective outreach methods for a given project or population.

General public involvement practices will include:

- Expanding traditional outreach methods to think outside the box such as posting flyers where people congregate, community events, street fairs, etc.
- Providing for early, frequent and continuous engagement by the public.
- Use of social media and other resources as a way to gain public involvement.
- Coordinating with community- and faith-based organizations such as the Hispanic Liaison, educational institutions, and other entities to implement public engagement strategies that reach out specifically to members of affected minority and/or LEP communities.
- Providing opportunities for public participation through means other than written communication, such as personal interviews or use of audio or video recording devices to capture oral comments.
- Considering radio, television, or newspaper ads on stations and in publications that serve LEP populations. Outreach to LEP persons could also include audio programming available on podcasts.

A. Public Notification

JUMOP will inform people of their rights under Title VI and related authorities with regard to MPO related programs. The primary means of achieving this will be posting and disseminating the policy statement and notice. Additional measures may include verbally announcing our obligations and the public's rights at meetings, placing flyers at places frequented by targeted populations, and an equal opportunity tag-on at the end of radio announcements. The method of notification will be determined through an initial screening of the area.

B. Dissemination of Information

Information on Title VI and other programs will be crafted and disseminated to employees, contractors and subrecipients, stakeholders, and the general public. Public dissemination efforts may vary depending on factors present, but will generally include: posting public statements setting forth the nondiscrimination policy in eye-catching designs and locations; placing brochures in public places, such as government offices, transit facilities, and libraries; having nondiscrimination language within contracts; including nondiscrimination notices in meeting announcements and handouts; and displaying our Notice of Nondiscrimination at all our public meetings.

At a minimum, nondiscrimination information will be disseminated on our website and on posters in conspicuous areas at JUMPO's office(s). Project-related information and the most current Title VI-related information will be maintained online.

C. Meetings and Outreach

There is no one-size-fits-all approach to public involvement. A variety of comprehensive and targeted public participation methods will be used to facilitate meaningful public involvement. Methods for engaging stakeholders and target audiences, including traditionally underserved and excluded populations (i.e., minorities, youth, low-income, the disabled, etc.) will include the following:

Public Relations and Outreach

Public relations and outreach (PRO) strategies aim to conduct well-planned, inclusive and meaningful public participation events that foster good relations and mutual trust through shared decision-making with the communities JUMPO serves.

- Staff will seek out and facilitate the involvement of those potentially affected.
- Public events will aim to be collaborative, fun, and educational for all, rather than confrontational and prescriptive.
- Media plans will typically involve multiple channels of communication like mailings, radio, TV, and newspaper ads.
- Abstract objectives will be avoided in meeting announcements. Specific "attention-grabbing" reasons to attend will be used, such as "Help us figure out how to relieve congestion on [corridor name]" or "How much should it cost to ride the bus? Let us know on [date]."
- Efforts will be made to show how the input of participants can, or did, influence final decisions.
- Staff will do their best to form decision-making committees that look like and relate to the populations we serve.
- Staff will seek out and identify community contacts and partner with local community- and faith-based organizations that can represent, and help us disseminate information to, target constituencies.
- Demographic data will be requested during public meetings, surveys, and from community contacts and committee members.

Public Meetings

"Public meeting" refers to any meeting open to the public, such as hearings, charrettes, open house and board meetings.

- Public meetings will be conducted at times, locations, and facilities that are convenient

and accessible.

- Meeting materials will be available in a variety of predetermined formats to serve diverse audiences.
- An assortment of advertising means may be employed to inform the community of public meetings.
- Assistance to persons with disabilities or limited English proficiency will be provided, as required.

Small Group Meetings

A small group meeting is a targeted measure where a meeting is held with a specific group, usually at their request or consent. These are often closed meetings, as they will typically occur on private property at the owner's request.

- If it is determined that a targeted group has not been afforded adequate opportunities to participate, the group will be contacted to inquire about possible participation methods, including a group meeting with them individually.
- Unless unusual circumstances or safety concerns exist, hold the meeting at a location of the target group's choosing.
- Share facilitation duties or relinquish them to members of the target group.
- Small group discussion formats may be integrated into larger group public meetings and workshops. When this occurs, the smaller groups will be as diverse as the participants in the room.

Community Surveying

- Opinion surveys will occasionally be used to obtain input from targeted groups or the general public on their transportation needs, the quality or costs of JUMPO services, and feedback on the public outreach efforts.
- Surveys may be conducted via telephone, door-to-door canvassing, at community fairs, by placing drop boxes in ideal locations, or with assistance from other local agencies like social services.
- Surveys will be translated into languages other than English, when appropriate.

VIII. Common Transportation Terms and Acronyms

Modern transportation planning is a comprehensive process that is filled with an ever increasing array of policies, boards, and agencies that all work to meet the transportation needs of the public. A list of common transportation planning related terms and acronyms has been included as Appendix B to assist interested parties in the transportation planning process.

Appendix A - Outreach Techniques

The Public Participation Plan of the JUMPO ensures participation opportunities for interested parties by using a number of outreach techniques to organizations and individuals working through media outlets, the internet, flyers and word of mouth to raise awareness of issues, to schedule meetings, and to provide opportunities and outlets for review and comments. Distribution to media outlets primarily serving low income and minority groups is also emphasized.

Committee Meetings:

Meetings of the TAC and TCC are open to the public and meeting minutes are available to the public. The schedule of meetings and past meeting minutes are available on the MPO's website. Prior to each meeting, a contact list of interested parties receives reminder notices, meeting agendas, and other material. (To join this list, please contact a JUMPO staff member.) Persons with disabilities needing auxiliary aids or services are requested to contact the MPO office no later than 48 hours in advance of a meeting to make appropriate arrangements for their attendance.

Transportation Planning Forums:

JUMPO staff and the staff of other entities of the MPO may participate in transportation planning forums to obtain information at the time of creating or revising plans and programs such as the MTP and the TIP. The forums will be held in locations that are dispersed throughout the MPO area.

Transportation Focus Groups:

From time to time the MPO may use transportation focus groups to discuss special transportation needs of communities. Examples include environmental justice, freight movement, corridor studies and other special projects involving targeted groups.

Advisory Groups:

JUMPO staff meets with boards and commissions advising participating local governments on transportation matters relating to land use, zoning, transit, bicycle and pedestrian issues, and goods movement. In addition, the MPO staff meets with associations representing different interest groups, such as Onslow United Transit System, Jacksonville-Onslow Chamber of Commerce, and several groups associated with MCB Camp Lejeune and MCAS New River.

Newsletter:

JUMPO will utilize periodic printed and electronic newsletters to provide information on transportation planning activities. Newsletters will be distributed to the addresses on the e-mailing list and through the MPO's website www.jumpo-nc.org

Informational Material:

Informational material is a key component of the public participation process. The pamphlets and brochures published by the MPO provide information on the MPO composition, transportation planning process, and major documents and data produced by the MPO.

JUMPO Website:

The JUMPO website is a comprehensive library of MPO documents and activities. The website provides information on the MPO committee members, publications, meeting calendars, and links to other useful transportation planning websites. Visitors can use the website to stay informed and involved in the region's transportation planning process as well as submit comments and questions about JUMPO activities.

MPO Speakers:

The MPO provides speakers to civic organizations, clubs, schools, neighborhood associations, and other organizations who would like to know the transportation planning function of the MPO. The speakers provide information on the purpose, process, and products of the MPO and seek continued participation and comments from the public.

Targeted Activities for Traditionally Under-Served Communities:

Contacts with traditionally under-served communities are very important. The MPO contacts minorities, disabled and other traditionally under-served communities to exchange information regarding transportation planning.

Written Correspondence:

The MPO receives letters and comments from the public on a regular basis. These letters are always read and answered. This is an invaluable tool for maintaining an ongoing relationship with those members of the public motivated to write. Correspondents are placed on the mailing list.

News Releases:

At times, the MPO will distribute news releases to local media contacts including radio stations, television stations, and newspapers.

Public Access Channel:

The MPO posts its activities on the City of Jacksonville's television channel (G10TV).

Social Media:

The MPO will make use of social media (Facebook, Twitter, Instagram, etc.) to provide information on plans, projects, studies, meetings, and other opportunities for the public to comment and provide feedback.

Surveys:

Surveys provide an opportunity for public feedback with a minimum of time commitment. These are valuable for gaging opinions to assist with transportation planning decisions. Surveys will typically be posted on the website.

Appendix B - Common Transportation Definitions & Acronyms

ADA – Americans with Disabilities Act – Civil Rights legislation which requires accessibility of facilities and programs

CTP – Comprehensive Transportation Plan - long range, non-fiscally constrained multi-modal transportation plan that identifies regional transportation needs.

FAST Act – Fixing America’s Surface Transportation Act was signed into law on December 4, 2015 replacing MAP-21. The FAST Act builds on the changes brought about by MAP-21. It is the first long-term surface transportation authorization enacted in a decade and funds surface transportation programs for fiscal years 2016 through 2020.

FHWA – Federal Highway Administration - an agency of the U.S. Department of Transportation responsible for highways, bridges and ferries. Also responsible for ensuring ADA compliance within the public right-of-way.

FTA – Federal Transit Administration - an agency of the U.S. Department of Transportation responsible for transit systems.

ISTEA – Intermodal Surface Transportation Efficiency Act “Ice Tea” - landmark federal legislation signed into law in December 1991 called for broad changes in the way transportation decisions are made. ISTEA emphasized diversity and balance of modes, as well as the preservation of existing systems before construction of new facilities. Replaced by TEA-21.

ITS – Intelligent Transportation Systems - an integrated network of computer, electronics, communications technologies and management strategies to provide traveler information that increases the safety and efficiency of the transportation system. ITS also provides useful, real-time information to system operators. Goals of ITS are to increase safety and capacity while reducing congestion and air pollution.

JUMPO – Jacksonville Urban Area Metropolitan Planning Organization – established in 1983 to conduct comprehensive transportation planning for the designated planning area.

JUMPO Planning Area – an area of approximately 188 square miles in Onslow County that includes the Jacksonville metropolitan area, MCB Camp Lejeune and MCAS New River.

LOS – Level of Service – describes the volume of traffic in relation to the capacity of a transportation facility. LOS is defined by six categories ranging from “LOS A”, denoting free flow conditions, to “LOS F”, denoting fully congested conditions.

MAP- 21 – Moving Ahead for Progress in the 21st Century – was signed into law on July 6, 2012, replacing SAFETEA-LU. A two-year bill, it completely reorganized the federal funding categories to streamline project delivery. Replaced by the FAST Act.

MPO – Metropolitan Planning Organization – a federally required planning body responsible for the continuing, cooperative and comprehensive (“3-C”) transportation planning and project se-

lection in its region. An MPO provides a forum for cooperative decision making for the metropolitan planning area. The governor designates an MPO in every urbanized area with a population of more than 50,000. JUMPO has been designated this area's MPO by the governor of North Carolina.

MSA – Metropolitan Statistical Area - an area defined by the Office of Management and Budget as a federal statistical standard. An area qualifies as an MSA in one of two ways: if there is a city of at least 50,000 in population, or an urbanized area of at least 50,000 population and a metropolitan population of at least 100,000. An MSA must contain a county with the main city and may include additional counties that meet specific criteria concerning economic and social ties to the central city. The Jacksonville MSA area is all of Onslow County.

MTP – Metropolitan Transportation Plan - a federally required, fiscally constrained long range transportation plan with a twenty-year horizon that identifies area transportation needs in light of projected growth patterns. It addresses all modes as well as operations and maintenance of existing systems. It charts major capital investments for transportation system development to meet these projected needs.

MTIP – Metropolitan Transportation Improvement Program – the federally required programming document for funding of projects expected over the next four years from all sources for transportation projects of all types in the JUMPO region. JUMPO prepares the TIP every two years based on information submitted by local and state governments.

NCDOT – North Carolina Department of Transportation - state agency responsible for all different aspects and types of transportation throughout North Carolina.

NEPA – The National Environmental Policy Act of 1969 - basic national charter for protection of the environment. It established procedures that all federal agencies are required to implement to ensure environmental consideration is a part of an agency's decision-making process. NEPA requires all federal agencies to take into account environmental consequences when making decisions that could be considered "major federal actions." Federal agencies must assess the environmental consequences of proposed actions and consider that information when making decisions. Applies to any project using federal funds.

POP – Program of Projects – projects identified in the first-year program of an approved STIP that utilize FTA funding resources.

PPP – Public Participation Plan - a planning document that explains the way JUMPO will engage and encourage participation in the transportation planning process with interested parties such as the public, resource agencies, and planning partners.

SAFETEA-LU – Safe, Accountable, Flexible, Efficient Transportation Equity Act – a Legacy for Users - was signed into law August 10, 2005, replacing TEA-21 legislation after it expired. Continued providing for transportation facilities and programs throughout the U.S. Replaced by MAP-21.

SPOT – Strategic Planning Office of Transportation – NCDOT office responsible for the strategic prioritization process for prioritizing major transportation projects

STI – Strategic Transportation Investments Act – signed into NC law in 2013 to fund and prioritize transportation projects to ensure they provide the maximum benefit to the state.

STIP – State Transportation Improvement Program - the federally required programming document for funding of projects expected over the next four years from all sources for transportation projects of all types in North Carolina. It includes illustrative projects for an additional three years.

STBGP – Surface Transportation Block Grant Program – a federal funding program for roads that may be used for any roads that are not functionally classified as local or rural minor collectors. Funds may be used for a wide variety of purposes.

TAC – Transportation Advisory Committee - a JUMPO committee, comprised of officials from the governing bodies of JUMPO member jurisdictions as well as a member of the NC Board of Transportation. The TAC provides policy direction for the transportation planning process for the Jacksonville Urban Area Metropolitan Planning Organization.

TCC – Technical Coordinating Committee - a JUMPO committee, comprised of a broad representation of JUMPO member organizations and advisory groups. The TCC reviews the plans, programs, studies and documents related to the transportation planning area and makes recommendations to the TAC.

TEA-21 – Transportation Equity Act for the 21st Century - replaced the previous ISTEA legislation and included provisions to guarantee funding for highway and transit programs through FY2003. It represented the largest public works act in U.S. history at the time of its passage on June 9, 1998. Replaced by SAFETEA-LU.

U.S. DOT – United States Department of Transportation is the federal cabinet-level agency with responsibility for all modes of transportation (highways, mass transit, rail, motor carrier, aviation, bicycle, pedestrian, and ports). It is headed by the Secretary of Transportation.