



City of Casper

Title VI Plan

Related to

Transportation Planning and Transportation Improvements

Endorsed and Approved September 3, 2019 by the

City of Casper Council

Submitted to:

Federal Transit Administration

Region 8

1961 Stout St, Ste 13301

Denver, CO 80294-3007

September 30, 2019

RECIPIENT INFORMATION

RECIPIENT: City of Casper (City)

SUBMITTAL DATE: September 30, 2019

EXPIRATION YEAR: 2022

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I. PROVISION OF TITLE VI ASSURANCES

The City hereby certifies that, as a condition of receiving Federal financial assistance under the Urban Mass Transportation Act of 1964, as amended, it will ensure that:

- a. City shall submit on an annual basis, their Title VI Assurance, as part of their annual Certification and Assurance submission to the FTA.
- b. No person, on the basis of race, color, or national origin, will be subjected to discrimination in the level and quality of transportation services and transit-related benefits.
- c. City will compile, maintain, and submit in a timely manner, Title VI information required by FTA Circular 4702.1B and in compliance with the Department of Transportation's Title VI Regulation, 49 CFR, Part 21.7.
- d. City will make it known to the public that those persons alleging discrimination on the basis of race, color, or national origin as it relates to the provision of transportation services and transit-related benefits may file a complaint with the Federal Transit Administration and/or the U.S. Department of Transportation.

II. TITLE VI COMPLIANCE HISTORY

- a. There are no outstanding lawsuits or complaints naming the City which allege discrimination on the basis of race, color or national origin with respect to service or other transit benefits.
- b. There are no pending applications for Federal financial assistance, and there is no Federal financial assistance currently being provided to the City other than that being supplied by the Federal Transit Administration (FTA) except as follows:

<u>Funding Source</u>	<u>Description</u>
Department of Transportation	MPO
Department of Transportation	Selective Traffic Enforcement—non DUI
Department of Transportation	Selective Traffic Enforcement—DUI
Department of Homeland Security	Homeland Security—Regional Response#11
Department of Homeland Security	Homeland Security—Regional Response#12
Department of Homeland Security Terrorism	Homeland Security—Law Enforcement
Department of Housing & Urban Development	Community Development Block Grant
Department of Justice	Edward Byrne Justice Assistance Grant
Federal Highway Administration	Robertson Road Trail Extension
Federal Highway Administration	School Walkability Project
Centers for Disease Control	Achieve-Community Wellness Policy Initiative
Department of Health	PMO Remote Testing

Currently the City is applying for Section 5307 funding through the FTA.

- c. During the course of the last three (3) years, there have not been any civil rights compliance review activities conducted with respect to the City and, to the best of our knowledge, there are not presently any ongoing civil rights compliance review activities being conducted with respect to the City.
- d. There are currently no pending construction projects which would negatively impact minority communities being performed by the City.

III. INCORPORATION OF THE PROGRAM

The City of Casper (hereinafter referred to as the "City" or "Recipient") hereby agrees that, as a condition to receiving any Federal financial assistance from the Department of Transportation, it will comply with Title VI of the Civil Rights Act of 1964, 78 Stat. 252, 42 U.S.C. 2000d-42 U.S.C. 2000d-4 (hereinafter referred to as the "Act"), and all requirements imposed by or pursuant to Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Nondiscrimination in Federally-Assisted Programs of the Department of Transportation - Effectuation of Title VI of the Civil Rights Act of 1964 (hereinafter referred to as the "Regulations"), and other pertinent directives. 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 the Department of Transportation, including the Federal Transit Administration, and HEREBY GIVES ASSURANCE THAT it will promptly take any measures necessary to effectuate this agreement. This assurance is required by subsection 21.7(a) of the Regulations.

More specifically, and without limiting the above general assurance, the Recipient hereby gives the following specific assurances with respect to its Federal Transit Administration program:

- a. That the Recipient agrees that each "program" and each "facility," as defined in subsections 21.23(e) and 21.23(b) of the Regulations will be (with regard to a "program") conducted, or will be (with regard to a "facility") operated, in compliance with all requirements imposed by, or pursuant to, the Regulations.
- b. That the Recipient shall insert the following notification in all solicitations for bids for work or material subject to the Regulations and made in connection with all Federal Transit Administration programs and, in adapted form in all proposals or negotiated agreements:

The City, in accordance with Title VI of the Civil Rights Act of 1964, 78 Stat. 252, 42 U.S.C. 2000d to 2000d-4 and Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Nondiscrimination in Federally-Assisted Programs of the Department of Transportation issued pursuant to such Act, hereby notifies all bidders/proposers that it will affirmatively insure that in any contract entered into pursuant to this advertisement, minority business enterprises will be afforded full opportunity to submit bids in response to the invitation and will not be discriminated against on the grounds of race, color, or national origin in consideration for an award.

- c. That the Recipient shall insert the clauses contained herein as **APPENDIX A** in every contract subject to this Act and the Regulations.
- d. That the Recipient shall insert the clauses contained herein as **APPENDIX B**, as a covenant running with the land, in any deed from the United States affecting a transfer of real property, structures, or improvements thereon, or interest herein.
- e. That where the Recipient receives Federal financial assistance to construct a facility, or part of a facility, the assurance shall extend to the entire facility and facilities operated in connection therewith.
- f. 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 shall extend to rights to space on, over or under such property.
- g. That the Recipient shall include the appropriate clauses contained herein as **APPENDIX C**, as a covenant running with the land, in any future deeds, leases, permits, licenses, and similar agreements entered into by the Recipient with other parties: (a) for the subsequent transfer of real property acquired or improved under Federal Transit Administration programs; and (b) for the construction or use of, or access to, space on, over, or under real property acquired, or improved under Federal Administration programs.
- h. 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.
- i. The Recipient shall provide for such methods of administration for the programs 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 interest, and other participants of Federal financial assistance under such program will comply with all requirements imposed or pursuant to the Act, the Regulations and this assurance.


- j. The Recipient agrees that the United States has a right to seek judicial enforcement with regard to any matter arising under the Act, the Regulations, and this assurance.
- k. The Recipient assures that the level and quality of transit service and related benefits are provided in a manner consistent with Title VI of the Civil Rights Act of 1964.

THESE ASSURANCES are given in consideration of, and for the purpose of, obtaining any and all Federal grants, loans, contracts, property, discounts or other Federal financial assistance extended after the date hereof to the Recipient by the Department of Transportation under the Federal Administration and is binding on it, other recipients, subgrantees, contractors, subcontractors, transferees, successors in interest and other participants in the Federal Transit Administration programs.

The person whose signature appears below is authorized to sign these assurances on behalf of the grant applicant or recipient.

DATED: 9/3/19

City of Casper, Wyoming


By: J. Carter Napier
City Manager

GENERAL GUIDELINES/REQUIREMENTS

a. Annual Certification and Assurance

As stated in Section I, City shall submit annually, their Title VI assurance, as part of their annual Certification and Assurance submission to the FTA.

b. Complaint Procedures

In compliance with 49 CFR Section 21.9(b), City has developed procedures for investigating and tracking Title VI complaints filed against them. Such procedures shall be made available to the public upon request. City complaint procedures and complaint form are contained herein as **APPENDIX D**.

c. Record Title VI Activities

In compliance with 49 CFR Section 21.9(b), City shall prepare and maintain a list of any active investigations conducted by entities other than the FTA, lawsuits, or complaints naming City that allege discrimination on the basis of race, color, or nation origin. Such list shall include:

- 1) Date the investigation, lawsuit, or complaint was filed;
- 2) Summary of the allegation(s);
- 3) The status of the investigation, lawsuit, or complaint; and
- 4) Actions taken by the City in response to the investigation, lawsuit or complaint.

d. Access for LEP Persons

City shall take steps to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are Limited English Proficient (LEP). City will assist persons with limited English proficiency to participate in the transportation planning process. City Staff will make every effort to provide translators and document translation, where feasible, upon request. City's Limited English Proficiency (LEP) Plan is contained herein as **APPENDIX E**.

e. Public Notification

In compliance with 49 CFT Section 21.9(d), City shall provide information to the public regarding their Title VI obligations and apprise members of the public of the protections

against discrimination afforded to them by the Title VI. City/CATC complaint procedures and public notification information are contained herein as APPENDIX D.

f. Additional Information

City acknowledges that, at the discretion of the FTA, information other than that which is required by FTA C 4702.1A, may be requested in writing of the City, to investigate complaints of discrimination or to resolve concerns about possible noncompliance with Title VI.

g. Timely Submission

City acknowledges that their Title VI submissions and/or updates thereto, shall be supplied to their FTA Regional Office once every three (3) years. The submission shall include, but is not limited to:

- 1) A summary of public outreach and involvement activities undertaken since the last submission and a description of steps taken to ensure that minority and low-income people had meaningful access to these activities;
- 2) City's process for persons with limited English proficiency (LEP);
- 3) Title VI Complaint and Tracking procedures;
- 4) A list of any Title VI investigations, complaints or lawsuits filed since the last submission; and
- 5) A copy of City's public notice regarding Title VI compliance and public access and instructions to City Title VI complaint procedures.
- 6) A table depicting the membership of non-elected committees and councils, the membership of which is selected by the Recipient, broken down by race, and a description of the process the agency uses to encourage the participation of minorities on such committees.
- 7) 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.

h. Environmental Analysis of Construction Projects

City shall integrate an environmental justice analysis into their National Environmental Policy Act (NEPA) documentation of transit related construction projects of which

require NEPA. If a Categorical Exclusion (CE) is performed, City shall complete the FTA's standard CE check-list which includes a section on community disruption and environmental justice. While preparing an Environmental Assessment (EA) or Environmental Impact Statement (EIS), City shall integrate into their documents, the following:

- 1) A description of the low-income and minority population within the study area affected by the project, and a discussion of the method used to identify this population;
- 2) A discussion of all adverse effects that would affect the identified minority and low-income population;
- 3) A discussion of all positive effects that would affect the identified minority and low-income population;
- 4) A description of all mitigation and environmental enhancement actions incorporated into the project to address the adverse effects, including, but not limited to, any special features of the relocation program that go beyond the requirements of the Uniform Relocation Act and address adverse community effects such as separation or cohesion issues, and the replacement of the community resources destroyed by the project, if applicable;
- 5) A discussion of the remaining effects, if any, and why further mitigation is not proposed; and
- 6) For projects that traverse predominantly minority and low-income and predominantly non-minority and non-low-income areas, a comparison will be completed of mitigation and environmental enhancement actions between the two stated areas. If there is no basis for such a comparison, City shall describe why this is so.

i. Public Participation

The City shall seek out and consider viewpoints of minority, low-income, and LEP populations in the course of conducting public outreach and involvement activities in regards to proposed transportation decisions. City shall make every effort to include the following practices:

- 1) Coordination with individuals, institutions, or organizations and implementing community-based public involvement strategies to reach out to members in the affected minority and/or low-income communities;
- 2) Provision of 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;
- 3) Utilization of locations, facilities and meeting times that are convenient and accessible to low-income and minority communities;
- 4) Utilization of different meeting sizes or formats, or varying the type and number of news media used to announce public participation opportunities; and
- 5) Implementation of DOT's policy guidance regarding City's responsibilities to LEP persons.

j. Casper Area Boards and Committees relevant to the City's Transit Program, broken down by Gender, Race, and Ethnicity.

Citizen's Advisory Committee		<i>White</i>	<i>Black</i>	<i>Hispanic</i>	<i>Asian</i>	<i>NA/AN</i>	<i>NH/PI</i>	<i>Multiracial</i>	<i>Other</i>
Men	Women								
5	5	10	0	0	0	0	0	0	0
MPO Technical Committee		<i>White</i>	<i>Black</i>	<i>Hispanic</i>	<i>Asian</i>	<i>NA/AN</i>	<i>NH/PI</i>	<i>Multiracial</i>	<i>Other</i>
Men	Women								
7	1	8	0	0	0	0	0	0	0
MPO Policy Committee		<i>White</i>	<i>Black</i>	<i>Hispanic</i>	<i>Asian</i>	<i>NA/AN</i>	<i>NH/PI</i>	<i>Multiracial</i>	<i>Other</i>
Men	Women								
8	1	9	0	0	0	0	0	0	0
Casper City Council		<i>White</i>	<i>Black</i>	<i>Hispanic</i>	<i>Asian</i>	<i>NA/AN</i>	<i>NH/PI</i>	<i>Multiracial</i>	<i>Other</i>
Men	Women								
8	1	8	0	1	0	0	0	0	0
Casper Area Transportation Coalition		<i>White</i>	<i>Black</i>	<i>Hispanic</i>	<i>Asian</i>	<i>NA/AN</i>	<i>NH/PI</i>	<i>Multiracial</i>	<i>Other</i>
Men	Women								
9	2	11	0	0	0	0	0	0	0

The City of Casper's Council is an elected body. The City of Casper does not have a subrecipient. The MPO Policy Committee is an elected body, with the exception of the District Engineer for WYDOT. The MPO Technical Committee consists of professional staff appointed by elected officials from member agencies of the MPO. The Citizen Transportation Advisory Committee is selected from applicants appointed by each governing board of MPO member agencies.

The City of Casper utilizes a vendor, Casper Area Transportation Coalition (CATC), to provide transit operations and has no control over the selection over its Board of Directors.


k. Narrative Describing Subrecipient Monitoring

The City of Casper does not have a subrecipient. The City of Casper utilizes a vendor, Casper Area Transportation Coalition (CATC), to provide transit operations.

The person whose signature appears below is authorized to sign on behalf of the grant applicant or Recipient.

DATED: 9/3/19

City of Casper, Wyoming


By: J. Carter Napier
City Manager

APPENDIX A TO TITLE VI ASSURANCE
(to be inserted into every contract subject to Title VI)
The City of Casper is herein referred to as the "City"

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 shall comply with the Regulations relative to nondiscrimination in federally assisted programs of the Department of Transportation (hereinafter, "DOT") Title 49, Code of Federal Regulations, Part 21, as they may be amended from time to time, (hereinafter referred to as the Regulations), 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, shall 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 shall not participate either directly or indirectly in the discrimination prohibited by Section 21.5 of the Regulations, including employment practices when the contract covers a program set forth in Appendix B of the Regulations.
- (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 shall be notified by the contractor of the contractor's obligations under this contract and the Regulations relative to nondiscrimination on the grounds of race, color, or national origin.
- (4) Information and Reports: The contractor shall provide all information and reports required by the Regulations or directives issued pursuant thereto, and shall permit access to its books, records, accounts, other sources of information, and its facilities as may be determined by the City or the Federal Transit Administration to be pertinent to ascertain compliance with such Regulations, orders and instructions. Where any information required of a contractor is in the exclusive possession of another who fails or refuses to furnish this information the contractor shall so certify to the City or the Federal Transit Administration, as appropriate, and shall set forth what efforts it has made to obtain the information.
- (5) Sanctions for Noncompliance: In the event of the contractor's noncompliance with nondiscrimination provisions of this contract, the City shall impose contract sanctions as it or the Federal Transit Administration may determine to be appropriate, including, but not limited to:
 - (a) Withholding of payments to the contractor under the contract until the contractor complies; and/or
 - (b) Cancellation, termination, or suspension of the contract in whole or in part.

- (6) Incorporation of Provisions: The contractor shall include the provisions of paragraphs (1) through (6) in every subcontract, including procurements of materials and leases of equipment, unless exempt by the Regulations, or directives issued pursuant thereto. The contractor shall take such action with respect to any subcontract or procurement as the City or the Federal Transit Administration may direct as a means of enforcing such provisions including sanctions for noncompliance: Provided, however, that in the event a contractor becomes involved in, or is threatened with, litigation with a subcontractor or supplier as a result of such direction, the contractor may request the City to enter into such litigation to protect the interests of the City, and, in addition, the contractor may request the United States to enter into such litigation to protect the interests of the United States.

APPENDIX B TO TITLE VI ASSURANCE
(to be inserted into real property transactions)
The City of Casper is herein referred to as the "City"

The following clauses shall be included in any and all deeds effecting or recording the transfer of real Property, structures or improvements thereon, or interest therein from the United States.

(GRANTING CLAUSE)

NOW, THEREFORE, the Department of Transportation, as authorized by law, and upon the condition that the City will accept title to the lands and maintain the project constructed thereon, in accordance with The State of Wyoming, the Regulations for the Administration of Program and the policies and procedures prescribed by the Federal Transit Administration and, also in accordance with and in compliance with all requirements imposed by or pursuant to Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Nondiscrimination in Federally assisted Programs of the Department of Transportation (hereinafter referred to as the Regulations) 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 City all the right, title and interest of the 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 City 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 shall be binding on the City, its successors and assigns.

The City, 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 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 with regard to any facility allocated wholly or in part on, over, or under such lands hereby conveyed, (2) that the City shall 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, Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Nondiscrimination in Federally-Assisted Programs of the Department of Transportation - Effectuation of Title VI of the Civil Rights Act of 1964, and as said Regulations may be amended, and (3) that in the event of breach of any of the above-mentioned nondiscrimination conditions, the Department shall have a right to re-enter said lands and facilities on said land, and the above described land and facilities shall thereon revert to and vest in and become the absolute

property of the Department of Transportation and its assigns as such interest existed prior to this instruction.

APPENDIX C TO TITLE VI ASSURANCE
(to be inserted into Federally funded real property transactions or improvements)
The City of Casper is herein referred to as the "City"

The following clauses shall be included in all deeds, licenses, leases, permits, or similar instruments entered into by the City pursuant to the provisions of Assurance 7(a).

The (grantee, licensee, lessee, permittee, etc., as appropriate) for herself/himself, 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 in the event facilities are constructed, maintained, or otherwise operated on the said property described in this (deed, license, lease, permit, etc.) for a purpose for which a Department of Transportation program or activity is extended or for another purpose involving the provision of similar services or benefits, (the grantee, licensee, lessee, permittee, etc.) shall maintain and operate such facilities and services in compliance with all other requirements imposed pursuant to Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Nondiscrimination of Federally-Assisted Programs of the Department of Transportation - Effectuation of Title VI of the Civil Rights Act of 1964, and as said Regulations may be amended.

[Include in licenses, leases, permits, etc.]*

That in the event of breach of any of the above nondiscrimination covenants, the City shall have the right to terminate the (license, lease, permit, etc.) and to re-enter and repossess said land and the facilities thereon, and hold the same as if said (licenses, lease, permit, etc.) had never been made or issued.

[Include in deeds]*

That in the event of breach of any of the above nondiscrimination covenants, the City shall have the right to re-enter said lands and facilities thereon, and the above described lands and facilities shall thereupon revert to and vest in and become the absolute property of the City and its assigns.

The following shall be included in all deeds, licenses, leases, permits, or similar agreements entered into by the City pursuant to the provisions of Assurance 7(b).

The (grantee, licensee, lessee, permittee, etc., as appropriate) for herself/himself, his/her personal representatives, successors in interest, and assigns, as a part of the consideration hereof, does hereby covenant and agree (in case of deeds, and leases add "as a covenant running with the land") that (1) no person on the grounds of race, color, or national origin shall be excluded from participation in, be 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 services thereon, no person on the grounds of race, color, or national origin shall be excluded from the participation in, be denied the benefits of, or be otherwise subjected to discrimination, and (3) that the (grantee, licensee, lessee, permittee, etc.) shall use the premises in compliance with all other requirements imposed by or pursuant to Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, Office of the Secretary, Part 21,

Nondiscrimination in Federally-Assisted Programs of the Department of Transportation - Effectuation of Title VI of the Civil Rights Act of 1964, and as said Regulations may be amended.

[Include in licenses, leases, permits, etc.]*

That in the event of breach of any of the above nondiscrimination covenants, the City shall have the right to terminate the (license, lease, permit, etc.) and to re-enter and repossess said land and the facilities thereon, and hold the same as if said (license, lease, permit, etc.) had never been made or issued.

[Include in deeds]*

That in the event of breach of any of the above nondiscrimination covenants, the City shall have the right to re-enter said land and facilities thereon, and the above described lands and facilities shall thereupon revert to and vest in and become the absolute property of the City and its assigns.

APPENDIX D
TITLE VI PUBLIC NOTICE OF RIGHTS / COMPLAINT PROCESS
City of Casper, Wyoming is herein referred to as the "City"

Public Notice of Rights

The following statement shall be posted on site at the City office, the Casper Area Transportation Coalition (CATC) office, on the CATC website www.catcbus.com, permanently displayed on public transit vehicles; and other appropriate materials made available to the public: *(Documents will be translated into languages other than English, upon request.)*

STATEMENT OF RIGHTS: CATC/The Bus is committed to ensuring that no person is excluded from participation in or denied the benefits of or be subject to discrimination in the receipt of its services on the basis of race, color, national origin or any other characteristics protected by law including Title VI of the Civil Rights Act of 1964 as amended. If you believe you have been subjected to discrimination, you may file a written complaint no later than one-hundred and eighty (180) calendar days after the alleged discrimination with the Director of CATC/The Bus 1715 East 4th Street Casper, WY 82601. If you need assistance with a written complaint (o si no habla ingles, llama por) call the supervisor at (307) 265-1313 during regular business hours.

Title VI Information, Limited English Proficient (LEP) information and Complaint Process (for printed materials, website, and other mediums upon request)

The City of Casper (City) grants all citizens equal access to all its public transportation services. It is further the intent of the City that all citizens are aware of their rights to such access. This is designed to serve as an educational tool for citizens so that they may understand one of the civil rights laws that protect their benefit of the City programs and services, specifically, as it relates to Title VI of the Civil Rights Act of 1964.

What is Title VI?

Title VI is a section of the Civil Rights Act of 1964 requiring 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 subjected to discrimination under any program or activity receiving federal financial assistance." Note that Title VI does not address gender discrimination. It only covers race, color, and national origin. Other Civil Rights laws prohibit gender discrimination.

What is LEP?

As part of Title VI requirements, the City/CATC has developed a Limited English Proficiency (LEP) Plan to help identify reasonable steps to provide language assistance for LEP persons seeking meaningful access to City services as required by Executive Order 13166 "Improving Access to Services for Persons With Limited English Proficiency," reprinted at 65 FR 50121 (August 16, 2000). A Limited English Proficiency person is one who does not speak English as their primary language and who has a limited ability to read, speak, write, or understand English.

City's Complaint and Investigation Procedures

These procedures cover all complaints filed under Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990, for alleged discrimination in any transportation program or activity administered by the City.

These procedures do not deny the right of the complainant to file formal complaints with other State or Federal agencies or to seek private counsel for complaints alleging discrimination. Every effort will be made to obtain early resolution of complaints at the lowest level possible. The option of informal mediation meeting(s) between the affected parties and the City may be utilized for resolution. Any individual, group of individuals or entity that believes they have been subjected to discrimination prohibited under Title VI and related statutes may file a complaint.

The following measures will be taken to resolve Title VI complaints:

- 1) A formal complaint must be filed within calendar one-hundred and eighty (180) days of the alleged occurrence. Complaints shall be in writing and signed by the individual or his/her representative, and will include the Complainant's name, address and telephone number; name of alleged discriminating official, basis of complaint (race, color, or national origin) and the date of alleged act(s). A statement detailing the facts and circumstances of the alleged discrimination must accompany all complaints.

The City strongly encourages the use of the attached *City of Casper, Wyoming/CATC Title VI Complaint Form* when filing official complaints. The preferred method is to file your complaint in writing using the *City of Casper, Wyoming/CATC Title VI Complaint Form*, and sending it to:

Title VI Coordinator – Community Development
City of Casper, Wyoming
200 North David
Casper, WY 82601-1815

- 2) In the case where a Complainant is unable or incapable of providing a written statement, a verbal complaint of discrimination may be made to the City Title VI Coordinator. Under these circumstances, the Complainant will be interviewed, and the City Title VI Coordinator will assist the Complainant in converting the verbal allegations to writing.
- 3) When a complaint is received, the Title VI Coordinator will provide written acknowledgment to the Complainant, within ten (10) calendar days by registered mail.
- 4) If a complaint is deemed incomplete, additional information will be requested, and the Complainant will be provided sixty (60) calendar days to submit the

required information. Failure to do so may be considered good cause for a determination of no investigative merit.

- 5) Within fifteen (15) calendar days from receipt of a complete complaint, the City will determine its jurisdiction in pursuing the matter and whether the complaint has sufficient merit to warrant investigation. Within five (5) calendar days of this decision, the City Transit Grant Manager or his/her authorized designee will notify the Complainant and Respondent, by registered mail, informing them of the disposition.
 - a. If the decision is not to investigate the complaint, the notification shall specifically state the reason for the decision.
 - b. If the complaint is to be investigated, the notification shall state the grounds of the City's jurisdiction, while informing the parties that their full cooperation will be required in gathering additional information and assisting the investigator.
- 6) When the City does not have sufficient jurisdiction, the City Grant Transit Manager or his/her authorized designee will refer the complaint to the appropriate State or Federal agency holding such jurisdiction.
- 7) If the complaint has investigative merit, the City Transit Grant Manager or his/her authorized designee will instruct the Title VI Coordinator to fully investigate the complaint. A complete investigation will be conducted, and an investigative report will be submitted to the Transit Grant Manager within sixty (60) calendar days from receipt of the complaint. The report will include a narrative description of the incident, summaries of all persons interviewed, and a finding with recommendations and conciliatory measures where appropriate. If the investigation is delayed for any reason, the Title VI Coordinator will notify the appropriate authorities, and an extension will be requested.
- 8) The City Transit Grant Manager or his/her authorized designee will issue letters of finding to the Complainant and Respondent within (ninety) 90 calendar days from receipt of the complaint.
- 9) If the Complainant is dissatisfied with the City's resolution of the complaint, he/she has the right to file a complaint with the:

Federal Transit Administration - Region 8
Attn: Civil Rights Officer
1961 Stout St, Ste 13301
Denver, CO 80294-3007
303-362-2400
Fax 303-362-2424

FTA Complaint procedures can also be found on the FTA web site at: www.fta.dot.gov. These procedures are also outlined in FTA Circular 4702.1B, Chapter IX.

APPENDIX D (Continued)
TITLE VI PUBLIC NOTICE OF RIGHTS / COMPLAINT PROCESS
CITY OF CASPER, WYOMING (CITY)/CATC



Title VI Complaint Form



Complaint Form

Instructions: If you would like to submit a Title VI complaint to the City of Casper, Wyoming (City) The Bus Transit System, please fill out the form below and send it to: Casper Area MPO/The Bus, Attn: Title VI Coordinator/Community Development Director, 200 North David, Casper, WY 82601-1815. For questions or a full copy of the City's Title VI policy and complaint procedures call the Casper Area MPO at 307-235-8255, Casper Area Transit Coalition (CATC)/The Bus at 307-237-4287.

1. Name (Complainant):	
2. Phone:	3. Home address (street no., city, state, zip):
4. If applicable, name of person(s) who allegedly discriminated against you:	
5. Location and position of person(s) if known:	6. Date of incident:
<div>7. Discrimination because of:</div> <div style="margin-left: 20px;"><input type="checkbox"/> Race <input type="checkbox"/> National origin <input type="checkbox"/> Color <input type="checkbox"/> Other</div> <div style="text-align: right; margin-top: 10px;">Please specify:</div>	

8. Explain as briefly and clearly as possible what happened and how you believe you were discriminated against. Indicate who was involved. Be sure to include how you feel other persons were treated differently than you. Also, attach any written material pertaining to your case.

9. Why do you believe these events occurred?

10. What other information do you think is relevant to the investigation?

11. How can this/these issue(s) be resolved to your satisfaction?

12. Please list below any person(s) we may contact for additional information to support or clarify your complaint (witnesses):

Name:

Address:

Phone number:

13. Have you filed this complaint with any other federal, state, or local agency; or with any federal or state court?

☐ Yes

☐ No

If yes, check all that apply:

☐ Federal agency

☐ Federal court

☐ State court

☐ Local agency

☐ State agency

If filed at an agency and/or court, please provide information about a contact person at the agency/court where the complaint was filed.

Agency/Court:

Contact's Name:

Address:

Phone number:

Signature (Complainant):

Date of filing:



CATC
Come ride with us



TITLE VI / LEP COMPLAINT LOG

January 1, 2016 to December 31, 2016 - NONE

January 1, 2017 to December 31, 2017 – NONE

January 1, 2018 – December 31, 2018 - NONE

January 1, 2019 to date - NONE



CASPER AREA

METROPOLITAN PLANNING ORGANIZATION

Bar Nunn | Casper | Evansville | Mills | Natrona County | WYDOT

City of Casper, Wyoming/CATC Limited English Proficiency (LEP) Plan APPENDIX E



Submitted to:

Federal Transit Administration

Region 8

1961 Stout St, Ste 13301

Denver, CO 80294-3007



July 2019

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I INTRODUCTION

The purpose of this limited English proficiency policy guidance is to clarify the responsibilities of recipients of federal financial assistance from the U.S. Department of Transportation (DOT) and assist them in fulfilling their responsibilities to limited English proficient (LEP) persons, pursuant to Title VI of the Civil Rights Act of 1964 and implementing regulations. It was prepared in accordance with **Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, et seq.**, and its implementing regulations provide that no person shall be subjected to discrimination on the basis of race, color, or national origin under any program or activity that receives federal financial assistance, and;

II EXECUTIVE ORDER 13166

Executive Order 13166 "Improving Access to Services for Persons With Limited English Proficiency," reprinted at 65 FR 50121 (August 16, 2000), directs each Federal agency that is subject to the requirements of Title VI to publish guidance for its respective recipients clarifying that obligation. Executive Order 13166 further directs that all such guidance documents be consistent with the compliance standards and framework detailed in the Department of Justice's (DOJ's) Policy Guidance entitled "Enforcement of Title VI of the Civil Rights Act of 1964--National Origin Discrimination Against Persons With Limited English Proficiency." (See 65 FR 50123, August 16, 2000 DOJ's General LEP Guidance). Different treatment based upon a person's inability to speak, read, write, or understand English may be a type of national origin discrimination.

Executive Order 13166 applies to all federal agencies and all programs and operations of entities that receive funding from the federal government, including state agencies, local agencies such as the City of Casper, Wyoming (City), and governments, private and non-profit entities, and subrecipients.

III PLAN SUMMARY

The City has developed this Limited English Proficiency Plan (LEP) to help identify reasonable steps to provide language assistance for LEP persons seeking meaningful access to transit services as required by Executive Order 13166. A Limited English Proficiency person is one who does not speak English as their primary language and who has a limited ability to read, speak, write, or understand English.

This plan details procedures on how to identify a person who may need language assistance, the ways in which assistance may be provided, training staff, how to notify LEP persons that assistance is available, and information for future plan updates.

In developing the plan while determining the City's extent of obligation to provide LEP services, the City undertook a U.S. Department of Transportation four factor LEP analysis which considers the following: 1) The number or proportion of LEP persons eligible in the City service area who maybe served or likely to encounter an City transit program, activity, or service; 2) the

frequency with which LEP individuals come in contact with a transit services; 3) the nature and importance of the program, activity or service provided by the City to the LEP population; and 4) the resources available to the City and overall costs to provide LEP assistance. A brief description of these considerations is provided in the following section.

IV FOUR FACTOR ANALYSES

1. The number or proportion of LEP persons eligible in the City service area who may be served or likely to encounter a City Transit program, activity, or service

The City examined the American Community Survey from 2013-2017 and was able to determine that approximately 6.8%, or 5,120 people spoke a language other than English. Of the 5,120 people reporting they speak other languages than English, 1,473 or 2.0% of respondents either speak English “not well” or “not at all.” (See SUB-APPENDIX A City Languages Spoken at Home Chart).

2. The frequency with which LEP individuals come in contact with a City transit program, activity, or service

The City assesses the frequency at which staff and drivers have or could possibly have contact with LEP persons. This includes documenting phone inquiries and surveying completed by the drivers. The City and CATC has never had a request for interpreters. The City provides, on its own accord, the public transportation bus schedules that are translated into Spanish. The City and CATC has had zero requests for other translated transit documents. The staff and drivers have had very little contact with LEP individuals.

3. The nature and importance of the program, activity, or service provided by the City and CATC to LEP community

There is no large geographic concentration of any one type of LEP individuals in the Casper service area. The overwhelming majority of the population, 93.2% or 70,392, speak only English. The Spanish speaking population appears to be bi-lingual with only 2.0% or 1,473 individuals that reported speaking English “less than very well.”

Several organizations in the community are able to provide outreach services to LEP individuals within the Casper service area.

4. The resources available to the City transit and CATC and overall costs

The City assessed its available resources that could be used for providing LEP assistance. This included determining which documents would be the most valuable to be translated if and when the population supports, determining what staff could assist with translation efforts, and what level of staff training may be needed.

After analyzing the four factors, the City developed the plan outlined in the following section for assisting persons of limited English proficiency.

V LIMITED ENGLISH PROFICIENCY PLAN OUTLINE

- a) **How to Identify an LEP Person who Needs Language Assistance** - Below are tools to help identify persons who may need language assistance:
- Examine records requests for language assistance from past meetings and events to anticipate the possible need for assistance at upcoming meetings;
 - When City transit or CATC sponsored workshops or conferences are held, post on the public notices contact information for people with special needs. Also set up a sign-in sheet table, have a staff member greet and briefly speak to each attendee. To informally gauge the attendee's ability to speak and understand English, ask a question that requires a full sentence reply;
 - Have the Census Bureau's "I Speak Cards" be made available (contained herein as **SUB-APPENDIX A**) when needed and have the cards available at the CATC Office and on buses; and
 - Frequently survey drivers and other first line staff of any direct or indirect contact with LEP individuals.
- b) **Language Assistance Measures** - The City has or will implement the following LEP procedures. The creation of these steps are based on the very low percentage of persons speaking other languages or not speaking English at least "well," in the Casper transit area:
- CATC's website has a "Translate" tab that will translate the webpage into any one of 66 languages. www.catchbus.com
 - Census Bureau's "I Speak Cards" are to be located at the CATC office at all times. Bus drivers will also be required to carry Basic Spanish for Transit Employees from CDOT on their routes.
 - When the City transit/CATC hosts public meetings or conferences and a special need is identified in advance, the City/CATC will make every effort to have a translator available at the meeting.
 - When the City/CATC's website is redesigned, translation software will be explored as a possible added feature.
 - When an interpreter is needed, in person or on the telephone, an available bilingual CATC staff member will attempt to assist. If a bilingual staff member is not available, staff will first attempt to determine what language is required. Staff shall use the telephone interpreter service - Language Line Services at <http://www.language.com>.

On the Language Line home page the staff will select the Need an Interpreter Now link and follow the directions to receive an access code.

- c) **Staff Training** - All transit staff will be provided with the LEP Plan and will be educated on procedures to follow. This information will also be part of the TOB staff orientation process for new hires. Training topics are listed below:
- Understanding the Title VI policy and LEP responsibilities;
 - What language assistance services the City/CATC offers;
 - Use of LEP "I Speak Cards";
 - How to use the Language Line interpretation and translation services;
 - Documentation of language assistance requests;
 - How to handle a Title VI and/or LEP complaint (this process is contained in APPENDIX D of the City of Casper Title VI Plan)
- d) **Outreach Techniques** - As of July 2019, the City/CATC does not have a formal practice of outreach techniques due to the lack of LEP population and resources available in the service area. However, the following are options that the City/CATC will incorporate when and/or if the need arises for LEP outreach:
- If staff knows that they will be presenting a topic that could be of potential importance to an LEP person or if staff will be hosting a meeting or a workshop in a geographic location with a known concentration of LEP persons, meeting notices, fliers, advertisements, and agendas will be printed in an alternative language, based on known LEP population in the area.
 - When running a general public meeting notice, staff will insert the clause, based on the LEP population and when relevant, that translates into "A (insert alternative Language) translator will be available". For example: "Un traductor del idioma español estará disponible." This means "A Spanish translator will be available".
 - Key print materials, including, but not limited to, schedules and maps, will be translated and made available by request.
- e) **Monitoring and Updating the LEP Plan** - This plan is designed to be flexible and is one that can be easily updated. At a minimum, the City will follow the Title VI Program update schedule for the LEP Plan. However, major updates most likely will not occur until the 2020 Census data is released, unless the City finds it necessary and crucial for an update before such time.

Each update should examine all plan components such as:

- How many LEP persons were encountered?
- Were their needs met?
- What is the current LEP population in the Casper service area?
- Has there been a change in the types of languages where translation services are needed?
- Have the City's available resources, such as technology, staff, and financial costs changed?
- Has the City/CATC fulfilled the goals of the LEP Plan? and
- Were any complaints received?

f) **Dissemination of the City/CATC Limited English Proficiency Plan** - The City includes the LEP Plan with its Title IV Policy and Complaint Procedures. The City's Notice of Rights under Title VI to the public is posted in the CATC office, City building, and on all transit vehicles.

Any person, including social service, non-profit, and law enforcement agencies and other community partners will be able to access the plan.

Copies of the LEP Plan will be provided, on request, to any person(s) requesting the document via phone, in person, by mail or email. LEP persons may obtain copies/translations of the plan upon request.

Any questions or comments regarding this plan should be directed to the City Title VI Coordinator.

City Title VI Coordinator – Community Development Director
City of Casper
200 North David
Casper, WY 82601
Phone: 307-235-8241
Fax: 307-235-8362
Email: lbecher@casperwy.gov

SUB-APPENDIX A

City of Casper Languages Spoken at Home Chart

Casper Metropolitan Area Languages Spoken at Home		
Based on 2013-2017 American Community Survey		
LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER	Total	Percent of population
Total resident population 5 years and over	75,512	100.00%
Speak only English	70,392	93.2%
Language other than English	5,120	6.8%
Speak English less than “very well”	1,473	2.0%
Speak Spanish	3,570	4.7%
Speak English less than “very well”	1,057	1.2%
Speak Other Indo-European Languages	865	1.1%
Speak English less than “very well”	128	<1.0%
Speak Asian and Pacific Island Languages	516	<1.0%
Speak English less than “very well”	215	<1.0%
Final findings on City of Casper “Non” or “Limited” Spanish/Other Speaking Persons: There is a very small population of potential City riders or current riders who speak Spanish/Other Languages, and those that do, the majority speak English “very well” and “well”.		

LANGUAGE IDENTIFICATION FLASHCARD

<input type="checkbox"/>	ضع علامة في هذا المربع إذا كنت تقرأ أو تتحدث العربية.	1. Arabic
<input type="checkbox"/>	Խոսո՞ւմ ե՞սք հայերեն կամ արաբական, հին ևսոսո՞ւմ կամ կարդո՞ւմ եք հայերեն:	2. Armenian
<input type="checkbox"/>	যদি আপনি বাংলা পড়েন বা বলেন তা হলে এই বাক্সে দাগ দিন।	3. Bengali
<input type="checkbox"/>	ឈ្មួញក្នុងប្រជុំនេះ បើអ្នកអាន ឬនិយាយភាសា ខ្មែរ ។	4. Cambodian
<input type="checkbox"/>	Motka i kahhon ya yangin ûntûngnu' manaitai pat ûntûngnu' kumentos Chamorro.	5. Chamorro
<input type="checkbox"/>	如果你能读中文或讲中文, 请选择此框。	6. Simplified Chinese
<input type="checkbox"/>	如果你能讀中文或講中文, 請選擇此框。	7. Traditional Chinese
<input type="checkbox"/>	Označite ovaj kvadratić ako čitate ili govorite hrvatski jezik.	8. Croatian
<input type="checkbox"/>	Zaškrtněte tuto kolonku, pokud čtete a hovoříte česky.	9. Czech
<input type="checkbox"/>	Kruis dit vakje aan als u Nederlands kunt lezen of spreken.	10. Dutch
<input type="checkbox"/>	Mark this box if you read or speak English.	11. English
<input type="checkbox"/>	اگر خواندن و نوشتن فارسی بلد هستید، این مربع را علامت بزنید.	12. Farsi

<input type="checkbox"/> Cocher ici si vous lisez ou parlez le français.	13. French
<input type="checkbox"/> Kreuzen Sie dieses Kästchen an, wenn Sie Deutsch lesen oder sprechen.	14. German
<input type="checkbox"/> Σημειώστε αυτό το πλαίσιο αν διαβάσετε ή μιλάτε Ελληνικά.	15. Greek
<input type="checkbox"/> Make kazye sa a si ou li oswa ou pale kreyòl ayisyen.	16. Haitian Creole
<input type="checkbox"/> अगर आप हिन्दी बोलते या पढ़ सकते हैं तो इस बक्स पर चिह्न लगाएँ।	17. Hindi
<input type="checkbox"/> Kos lub voj no yog koj paub twm thiab hais lus Hmoob.	18. Hmong
<input type="checkbox"/> Jelölje meg ezt a kockát, ha megérti vagy beszél a magyar nyelvet.	19. Hungarian
<input type="checkbox"/> Markaam daytoy nga kahon no makabasa wenno makasaoka iti Ilocano.	20. Ilocano
<input type="checkbox"/> Marchi questa casella se legge o parla italiano.	21. Italian
<input type="checkbox"/> 日本語を読んだり、話せる場合はここに印を付けてください。	22. Japanese
<input type="checkbox"/> 한국어를 읽거나 말할 수 있으면 이 칸에 표시하십시오.	23. Korean
<input type="checkbox"/> ໃຫ້ໝາຍໃສ່ຊ່ອງນີ້ ຖ້າທ່ານອ່ານຫຼືປາກົດພາສາລາວ.	24. Laotian
<input type="checkbox"/> Prosimy o zaznaczenie tego kwadratu, jeżeli posługuje się Pan/Pani językiem polskim.	25. Polish

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<input type="checkbox"/>	Assinale este quadrado se você lê ou fala português.	26. Portuguese
<input type="checkbox"/>	Însemnați această căsuță dacă citiți sau vorbiți românește.	27. Romanian
<input type="checkbox"/>	Пометьте этот квадратик, если вы читаете или говорите по-русски.	28. Russian
<input type="checkbox"/>	Обележите овај квадратик уколико читате или говорите српски језик.	29. Serbian
<input type="checkbox"/>	Označte tento štvorček, ak viete čítať alebo hovoriť po slovensky.	30. Slovak
<input type="checkbox"/>	Marque esta casilla si lee o habla español.	31. Spanish
<input type="checkbox"/>	Markahan itong kuwadrado kung kayo ay marunong magbasa o magsalita ng Tagalog.	32. Tagalog
<input type="checkbox"/>	ໂທດາດກື່ອງໝາຍລູກໃນຟອມດ້ານຫນ້າຫຼືດ້ານຫຼັກພາສາໄທ.	33. Thai
<input type="checkbox"/>	Maaka 'i he puha ni kapau 'oku ke lau pe lea fakatonga.	34. Tongan
<input type="checkbox"/>	Відмітьте цю клітинку, якщо ви читаете або говорите українською мовою.	35. Ukranian
<input type="checkbox"/>	اگر آپ اردو پڑھتے یا بولتے ہیں تو اس خانے میں نشان لگائیں۔	36. Urdu
<input type="checkbox"/>	Xin đánh dấu vào ô này nếu quý vị biết đọc và nói được Việt Ngữ.	37. Vietnamese
<input type="checkbox"/>	באצייכנט דעם קעסטל אויב איר לייענט אדער רעדט אידיש.	38. Yiddish

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Economics and Statistics Administration
U.S. CENSUS BUREAU

APPENDIX F – CATC's PASSENGER GUIDELINES

(Subject to change without prior notice)

Rules and Safety Considerations

General Rider Guideline Policies CATC & The Bus

Drivers are specially trained to assist you. Drivers will:

- Deploy lifts and ramps for persons using mobility devices and those without mobility devices who cannot navigate the bus steps upon request;
- Secure passengers using mobility devices with no fewer than four tie downs—no exceptions. Passengers refusing to be secured will not be transported;

To ensure your safety and the safety of our drivers, CATC & The Bus has the following restrictions:

- Drivers will not assist passengers using wheelchairs up or down steps. Passengers are required to have someone else assist them with steps. (See Accessibility Policy)
- Drivers will not search a passenger's body for the appropriate fare or ticket.
- Drivers will not clear pathways of ice, snow, or other barriers anywhere except the transfer station.

To ensure your safety and the safety of our drivers, CATC & The Bus has the following restrictions:

Strollers, grocery carts and walkers must be folded and stored out of the aisles.

If a passenger uses oxygen, the tank(s) must be portable, i.e., the passenger must be able to carry the tank(s) into the vehicle themselves. If the passenger is in a wheelchair the oxygen tank must be secured.

The number of packages a passenger can have on CATC is limited to six (6) grocery bags. The Bus passengers are limited to four (4) grocery bags.

Working service animals are permitted.

A companion animal is permitted if it is in a small carrier, any behavior problems will result in the loss of this privilege.

CATC passengers are required to use the seat belt that comes with their wheelchair. If this is not available CATC will provide a gate belt as well as the tie down seat belt. The Bus passengers using wheelchairs are encouraged to use the tie down seat belt.

CATC & The Bus employees are prohibited from entering a passenger's residence.

It is the passenger's responsibility to assure their residence is accessible, **(see Accessibility Policy)**. CATC will not provide service if the residence is not accessible.

CATC and The Bus passengers are required to use seat belts.

Riders' Code of Conduct

As a rider on CATC and The Bus, I agree to:

Be ready to board when the CATC bus arrives. CATC will arrive in the 15 minute window and will be considered on time. CATC drivers can only wait three (3) minutes.

Arrive at The Bus stop at least five (5) minutes before departure time.

Have exact change ready as the driver cannot make change.

Refrain from smoking, chewing tobacco, eating or drinking on CATC and The Bus.

Yield the seats in front of the vehicle for senior and disabled customers.

Refrain from bringing on-board CATC and The Bus any article defined as a weapon.

Refrain from fighting, using vulgar, offensive or abusive language, pushing, shouting or participating in rough behavior.

Respect the instructions of CATC & The Bus driver in regard to the vehicle's operation.

Refrain from bringing prohibited items on CATC & The Bus including flammable liquids gasoline, vehicle batteries, fireworks, large packages or other items such as furniture, air conditioners, etc.

Children may not remain in strollers during vehicle movement.

Passengers must clean all spills of body fluids if physically able to do so and at the driver's discretion.

Complaints or Problems

Concerns or complaints should be submitted to:

CATC/The Bus
1715 East 4th Street
Casper, WY 82601

Denial of Service

CATC & The Bus reserve the right to refuse service to anyone. Inappropriate behavior, language or conduct toward any passenger or employee of CATC or the Bus will not be tolerated and with ample warnings can result in loss of service.

CATC & THE BUS

1715 E. 4th Street
Casper, WY
Phone (307) 265-1313
(307) 237-4287
Fax (307) 235-0551
www.catchbus.com

APPENDIX G – Other Title VI Program Documents

1. A copy of the board resolution, meeting minutes, or similar as evidence that the City Council has approved the Title VI Program.
2. Evidence that a requirement to Notify Beneficiaries of Protection is prominently posted on the agency's website.
3. A copy of the established public participation program.
4. A copy of an equity analysis to determine site or location of facilities.
5. A copy of System-wide Service Standards, including:
 - a. Vehicle load
 - b. Vehicle headway
 - c. On-time performance
 - d. Service availability
 - e. Distribution of transit amenities
 - f. Vehicle assignment

CATC & THE BUS

STATEMENT OF RIGHTS:

CATC/The Bus is committed to ensuring that no person is excluded from participation in or denied the benefits of or been subject to discrimination in the receipt of its services on the basis of race, color, national origin or any other characteristics protected by law including Title VI of the Civil Rights Act of 1964 as amended. If you believe you have been subjected to discrimination, you may file a written complaint no later than 180 calendar days after the alleged discrimination with the Director of CATC/The Bus 1715 East 4th Street Casper, WY 82601. If you need assistance with a written complaint (o si no habla ingles, llama por) call the Supervisor (307) 265-1313 during regular business hours. The office hours are Monday through Friday 8:00 a.m. to 5:00 p.m.

Declaracion De Derechaos:

CATC/The BUS esta cometoado hacia asegurar que ninguno este excluido en participar, o negado los beneficios, o que ninguno e sido discriminado al ser recipiente de este servicio, basado por su raza, color, origen nacional, o cualquier otro caracteristico.

Protegido por la ley incluyendo Titulo VI del Acta De Derechos Civil de 1964 como e sido enmendado. Si usted cree que a sido sujeto de la discriminacion usted puede solicitar su queja por escrito no menos de 180 dias aviles, despues de la alegacion de

Discriminacion, con el Director de CATC/The BUS 1715 E. 4th Street Casper, Wy.82601

Si usted necesita asistencia con la solicitud de su queja o si no hablas ingles por favor llmas al supervisor al (307)265-1313 durante el horario de negocio. El horario de oficina es de Lunes aViernes de las 8:00am asta las 5:00pm

CATC & THE BUS

STATEMENT OF RIGHTS:

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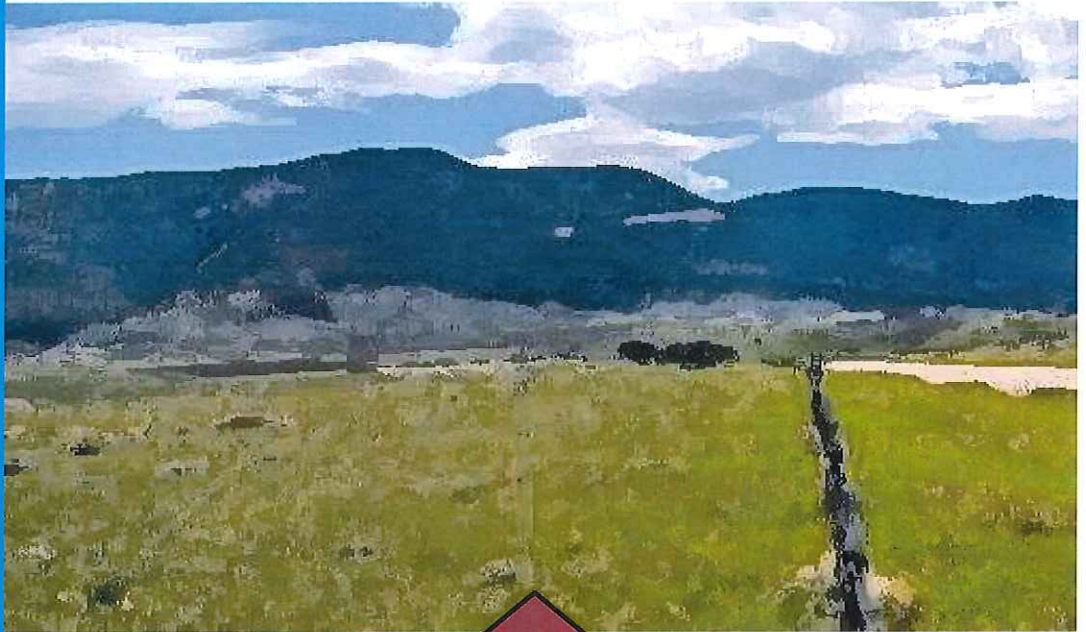
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Public

Participation

Plan



CASPER AREA

METROPOLITAN PLANNING ORGANIZATION

Working with the public, elected officials, and professional staff to plan our road, trail, bus, and rail systems.

Bar Nunn | Casper | Evansville | Mills | Natrona County | WYDOT

Public Participation Plan

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Chapter 1 – Introduction

The Casper Area Metropolitan Planning Organization (MPO) promotes quality transportation systems in the urbanized portion of Natrona County through a commitment to excellence and the pursuit of mutually agreed upon goals, policies, and objectives which satisfy the community's present and future needs. The success of the MPO is dependent upon public participation core values and the following specific actions and programs:

1. Promote the cooperative recommendations through the forum of the planning process, in responding to transportation needs.
2. Assess transportation system impacts and identify solution alternatives in support of plan recommendations.
3. Solicit citizens' participation at all levels of the planning process to ensure that matters of importance to the public are reflected in final recommendations.
4. Plan, design, and construct transportation facilities supportive of a safer, more efficiency transportation system.
5. Oversee operating and funding policies for public transportation systems within the urbanized area with an emphasis on bus service for the general public, elderly, and persons with disabilities.
6. Encourage multipurpose programs demonstrating the contribution transportation can provide to both the physical and economic environment of Natrona County.
7. Carry out the responsibilities of the transportation planning process in a cost effective manner within the constraints of available federal, state, and local funds.

Section 1.1 – Purpose and Overview

The Public Participation Plan is an adopted document of the MPO. The intent is to involve the public early on in the transportation planning process and include public involvement opportunities beyond formal hearings. The plan has also been established to help explain and describe how the public can be involved in the transportation planning process. The MPO understands the important of ensuring broad public involvement during development, review, and implementation of regional transportation projects and programs.

Public involvement incorporates public concerns, needs, and values into governmental decision making. It is two-way communication, with the overall goal of making better decisions that have public support. Public involvement goes beyond just informing the public through one-way communication, although that is an essential component of the process. Public involvement also includes two way communications that solicit the public's ideas, issues, and concerns.

The International Association for Public Participation (IAP2) has developed seven public participation core values that provide a framework for designing a public outreach strategy. They include the following:

1. Public participation is based on the belief that those who are affected by a decision have a right to be involved in the decision making process.
2. Public participation includes the promise that the public's contribution will influence the decision.

3. Public participation promotes sustainable decisions by recognizing and communicating the needs and interests of all participants, including decision makers.
4. Public participation seeks out and facilitates the involvement of those potentially affected by or interested in a decision.
5. Public participation seeks input from participants in designing how they participate.
6. Public participation provides participants with the information they need to participate in a meaningful way.
7. Public participation communicates to participants how their input affected the decision.

Federal legislation requires an MPO to develop and implement a continuing, cooperative, and comprehensive transportation planning process. Moving Ahead for Progress in the 21st Century (MAP-21) requires the MPO to design and use a public participation plan that is developed in consultation with all interested parties and provides reasonable opportunities to comment on all aspects of the MPO transportation planning process.

Section 1.2 – History of the MPO

The Casper area was designated as a metropolitan statistical area as a consequence of the 1980 Census (see Appendix A). At that time, the Casper Area Transportation Planning Process (CATPP) was authorized as an MPO. The member jurisdictions of the MPO are:

- Town of Bar Nunn
- City of Casper
- Town of Evansville
- Town of Mills
- Natrona County
- Wyoming Department of Transportation (WYDOT)

These jurisdictions use the MPO to develop transportation planning activities within the Casper Metropolitan Area. MPO staff is employed by the City of Casper and is permanently assigned to transportation planning duties. The MPO is a division of the Community Development Department. As such, it coordinates transportation planning activities under the direction of the Community Development Director. This relationship assures that transportation projects will be coordinated with the area planning process. The types of projects requiring coordination include master plans, recreational plans, and other plans which affect or are affected by transportation issues in the city, county, and state areas within the Casper metropolitan planning area boundaries. MPO staff also respond to the transportation planning needs of all member jurisdictions.

The work undertaken by the MPO is devoted to intermodal transportation planning activities which will eventually create a more effective and efficient transportation system. These activities include, but are not limited to:

1. Assisting member agencies, governing bodies, and officials in making decisions on the development of the urban transportation system.

2. Describing planning activities to be undertaken during the program year cooperatively by the MPO, WYDOT, and member agencies.
3. Establishing and maintaining transportation planning, and providing a guide for in-house administrative tasks, as well as more specialized assignments relating to specific transportation modes and programs.
4. Maintaining qualifications for the Casper area to participate in Federal aid highway construction and transit programs for improvements and additions to the existing urbanized area street and highway system.

Section 1.3 – Policy Framework

Transportation is one of the key contributors to the Casper area quality of life and economic viability. Generally, the need for transportation stems from our need to access goods, services, and other people within and beyond the region. The ease by which we are able to get from home to school, to a job, to medical services, to shopping centers and back again, is dependent upon the efficiency and effectiveness of the region's transportation system. The transportation planning must be viewed in terms of regional and community goals and values such as protection of the environment, effect on the regional economy, and maintaining the quality of life that area residents enjoy. The goals, policies, and objectives are consistent with the region's overall policy framework for regional planning as set forth in the comprehensive plans adopted by the Casper Area MPO.

Section 1.4 – Decision Making Authority

The ongoing planning program is carried out with the cooperation of the MPO's member jurisdictions at MPO committee meetings. These meetings are open to the public. There are three committees, including the Citizens' Advisory Committee, the Technical Committee, and the Policy Committee. Bikeway, pedestrian, transit, and highway advisory committees are developed on an ad-hoc basis as needed. The committees and their duties are discussed in further detail below.

1.3.1 – MPO Policy Committee

Coordinating the overall transportation planning process within the federally approved Casper metropolitan planning area boundaries is provided by the MPO Policy Committee. The membership of the Committee includes representatives from the City of Casper, Natrona County, Bar Nunn, Mills, and Evansville, WYDOT, the area transit operator, and the Casper/Natrona County International Airport. Only WYDOT and the municipalities have a vote on the committee. A Federal Highway Administration (FHWA) representative attends the Policy Committee as a nonvoting member.

The Policy Committee reviews and approves the Unified Planning Work Program (UPWP) and the Metropolitan Transportation Improvement Program (MTIP). It also develops and adopts policy regarding the long and short-range elements of the transportation plan. The Committee acts as the approval authority for the federally financed surface transportation projects within the MPO boundary. The UPWP is submitted to WYDOT after MPO approval by the Policy Committee, while the MTIP is submitted to WYDOT after being approved by the MPO and the governing bodies of the member jurisdictions. After it has reviewed and approved these documents, WYDOT forwards the UPWP to FHWA for final review and

approval. The MTIP is approved by the governor or his designated representative and is incorporated into the State Transportation Improvement Program (STIP), which is federally approved.

1.3.2 – MPO Technical Committee

The Technical Committee is composed of professional engineers and planners who represent the MPO's member jurisdictions, including WYDOT. This committee provides ongoing technical assistance on various planning studies. The Committee defines specific work products, aids in the development of requests for proposals (RFPs), and interviews prospective consultants.

1.3.3 – MPO Citizens' Advisory Committee

The Citizens' Advisory Committee is a grassroots organization which provides community-based input on various transportation issues to the MPO. The Committee is appointed by the local councils of the member's residence. Committee members may appoint ad-hoc committees to consider various issues on an as-needed basis. Members of the Committee inform the Technical and Policy Committees of the need for various community projects, and take information back to the community regarding construction schedules and other transportation-related information.

Chapter 2 – Regulatory Review

The MPO is required to abide by federal law and regulations in the administration of its programs. Moving Ahead for Progress in the 21st Century (MAP-21) is the current federal surface transportation legislation that funds 90% of MPO activities.

Section 2.1 – MAP 21

MAP-21 (P.L. 112-141) was signed into law by President Obama on July 6, 2012. It includes funding for federal-aid highways construction, Public Transportation, and transportation planning, among many other categories. It establishes national performance measurement criteria used to determine projects and funding levels. These measures include:

1. Safety
2. Infrastructure condition
3. Congestion reduction
4. System reliability
5. Freight movement and economic vitality
6. Environmental sustainability
7. Reduced project delivery delays

The MPO shall consult, as appropriate, with State and local agencies responsible for land use management, natural resources, environmental protection, conservation, and historic preservation concerning the development of a long range transportation plan and MTIP.

The MPO's Public Participation Plan shall be developed in consultation with all interested parties and shall provide that all interested parties have reasonable opportunities to comment on the contents of the LRTP and the MTIP's updates and major revisions.

The Public Participation Plan is a living document and will be continually reviewed for possible revisions. Revisions to plans are summarized in Appendix A.

Section 2.2 – Title VI

Title VI of the Civil Rights Act requires that Federal-aid recipients prevent discrimination in all programs whether these programs are federally-funded or not. The MPO is required to implement strategies of Environmental Justice that ensure that there are no barriers to citizen involvement and that minority and low income populations are engaged in transportation decision-making. The MPO will follow three general principles provided by Environmental Justice. They include:

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

By providing the opportunity for everyone to participate in the transportation planning process, the MPO is ensuring that residents have the ability to express their needs and concerns thereby influencing transportation planning in their community.

Chapter 3 – Casper Area MPO Governing Documents and Plans

Section 3.1 – Unified Planning Work Program (UPWP)

The objective of the Unified Planning Work Program (UPWP) is to provide local officials and participating agencies with a method of ensuring that local and federal transportation planning resources are allocated in accordance with established governmental policies. It also provides a tool for the financial management of the programs undertaken by the MPO. The UPWP is prepared annually and describes the work activities which will be undertaken by the MPO.

The UPWP gives a general overview of the planning process and a description of the planned work program for the coming fiscal year. The UPWP is intermodal, including highway, transit, freight, and bikeway/pedestrian planning projects. Direct aviation projects are developed and overseen by the Natrona County Airport Board of Trustees, and are not included in the UPWP.

The UPWP provides guidance and structure for development of planning projects of importance to MPO members. Development of a UPWP project listing allows for the efficient use of scarce funding. The UPWP also provides a work program for the staff of the MPO.

Section 3.2 – Long Range Transportation Plan (LRTP)

The Casper Area Long Range Transportation Plan (LRTP) represents a comprehensive, cooperative, and continuing planning process for the MPO. The LRTP analyzes existing and future roadway conditions, transit operations, non-motorized facilities, rail operations, and airport operations. Specific

recommendations to address transportation deficiencies are provided in the LRTP, but more importantly the plan is intended to be flexible and capable of responding to a constantly changing community. The LRTP, along with future updates of the plan, will help the Casper MPO plan for the changing dynamics of the regional transportation system.

The LRTP analyzes individual transportation modes but also stresses the interrelationships between modes and encourages the integration of the various transportation components into a comprehensive system to meet the mobility needs of all the area's transportation users. The LRTP reflects the vision and directions of local officials, relevant agencies, stakeholders, and the general public. The LRTP is updated every five years, is formed with a proactive public involvement process, and is designed to be financially realistic.

The MPO shall provide residents, affected public agencies, representatives of public transportation employees, freight shippers, providers of freight transportation services, private providers of transportation, 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 LRTP and MTIP's major revisions and updates.

Section 3.3 – Transportation Improvement Program (TIP)

The Casper Area MPO Metropolitan Transportation Improvement Program (MTIP) is the product of a comprehensive, continuing, and cooperative effort to improve the regional transportation system by local officials from the City of Casper, Bar Nunn, Evansville, Mills, Natrona County, and WYDOT.

Each year, the MPO receives federal funding from the Federal Highway Administration (FHWA) and Federal Transit Administration (FTA) which is used to fund a portion of the area's highway construction, planning projects, and transit programs. Regulations established by FHWA and FTA require that all urbanized areas develop a Metropolitan Transportation Improvement Program in order to avoid duplication in planning and funding. Development of the MTIP is a prerequisite to receiving federal funds.

The TIP covers three Federal Fiscal Years. Each year covers October 1 through September 30. The first year indicated in the MTIP is the annual element. The annual element is a list of projects proposed for implementation during the first year of the program. The MTIP includes capital, planning, construction, and administration costs. The MTIP provides a framework for the efficient expenditure of transportation funds in a manner consistent with local needs and priorities during that planning period.

The projects shown in the MTIP are also components of the State Transportation Improvement Program (STIP). The MTIP, therefore, implements the various goals and objectives included in the STIP.

Only projects listed in the annual element are projects for which funding has been allocated. Funding for projects shown in the remaining years of the MTIP are not guaranteed. These projects are reviewed and reevaluated every two years. During the reevaluation process, projects may be added depending on community need. Projects are deleted if they are complete, under construction, or no longer necessary.

In conformance with the Public Participation Plan, the draft MTIP is distributed for a federally mandated 40 day public review and comment period. Following completion of the review period, any comments or issues received are addressed and reflected in the final MTIP. The fully endorsed MTIP is then approved by the Policy Committee and distributed to local jurisdictions, state agencies, and the FTA and FHWA.

Section 3.4 – FTA Program of Projects

Because the City of Casper houses the MPO and is the designated recipient of FTA Section 5307 grant funds (transit operating assistance), this public participation plan is used to satisfy the City's responsibilities for public participation on its annual Transit Program of Projects (POP). The City, through the MPO, develops projects for the MTIP which includes transit operations funding, rolling stock, and other capital expenses.

All public notices for the MTIP must have an explicit statement that public involvement activities and times established for public review of and comments on the MTIP will satisfy the POP requirements.

Chapter 4 – Goals, Guidelines, and Policies

This Chapter defines the goals, objectives, and policies that govern the implementation of public involvement for MPO transportation planning activities. These standards document the commitment on the part of the MPO to pursue actions that will ensure effective and continuing public involvement. These objectives may be achieved using the methods provided in this section and Chapter 5.

Section 4.1 – General Guidelines

This Public Participation Plan is intended to provide direction for public involvement activities to be conducted by the MPO and contains the policies, goals, objectives, and techniques used by the MPO for public involvement. In its public participation process, the MPO will:

1. Provide timely information about transportation issues and processes to citizens, affected public agencies, representatives of transportation agencies, private providers of transportation, other interested parties, and segments of the community affected by transportation plans, programs, and projects (including but not limited to local jurisdiction concerns).
2. Provide reasonable public access to technical and policy information used in the development of the Long Range Transportation Plan, the Metropolitan Transportation Improvement Program, and other appropriate transportation plans and projects, and conduct open public meetings where matters related to transportation programs are being considered.
3. Give adequate public notice of public participation activities and allow time for public review and comment at key decision points.
4. Respond in writing, when applicable, to public input. This is required when significant written and oral comments are received on draft plans as a result of the public participation process.
5. Solicit the needs of those under-served by existing transportation systems, including but not limited to (1) the transportation disadvantaged, (2) minorities, (3) seniors, (4) persons with disabilities, and (5) low income households. The MPO shall provide reasonable opportunities for the affected public agencies, representatives of public transportation employees, freight shippers, providers of freight transportation facilities, representatives of users of pedestrian walkways and

bicycle transportation facilities, representatives of the disabled, and other interested parties with a reasonable opportunity to comment on the transportation planning process.

6. Provide a public comment period of 45 calendar days prior to the adoption of the Public Participation Plan and/or any amendments. Notice of the comment period will be advertised in a newspaper of general circulation and various other publications prior to the commencement of the 45 day comment period. Notice will also be mailed to the entire MPO mailing list prior to the start of the 45-day comment period.
7. Provide a public comment period of not less than 30 calendar days prior to the adoption of the Long Range Transportation Plan, the Metropolitan Transportation Improvement Program, the Unified Planning Work Program, Transit Development Plans, any formal amendments or updates, and other appropriate transportation plans and projects.
8. Coordinate the Public Participation Process with statewide Public Participation Processes wherever possible to enhance public consideration of the issues, plans and programs, and reduces redundancies and costs.

Section 4.2 – Goals and Policies

Goal 1

To provide the public with thorough information on transportation planning services and project development in a convenient and timely manner, the MPO shall actively engage the public in the transportation planning process according to the policies contained in this Public Participation Plan and according to state and federal law.

Policy 1.1

The MPO shall maintain an updated database of contacts to provide all interested parties reasonable opportunities to comment on the transportation planning process and products, including, at a minimum, the following persons:

- General public
- Directly affected public
- Elected officials
- Affected public agency staff, including public works departments, Wyoming Department of Environmental Quality, Natrona County School District, etc.
- Property owners, including those of abutting properties and those in the vicinity of a proposed project
- Freight shippers, providers, and users of freight transportation services
- Providers and users of public transportation services, including private providers
- Business community
- Advocacy groups (Chamber of Commerce, Casper Area Economic Development Alliance (CAEDA), bicycle and pedestrian groups, various other interest groups
- Traditionally underrepresented communities including people with disabilities, children and youth, elderly, low income, and racial/ethnic minorities
- Non-English speaking public

- Emergency service providers and users
- Citizens' Advisory Committee

Policy 1.2

The MPO shall, when feasible, electronically mail meeting announcements to the MPO contact list or to targeted groups for upcoming activities.

Policy 1.3

The MPO shall employ visualization techniques to depict transportation plans. Examples of visualization techniques include charts, graphs, photo interpretation, maps, use of Geographic Information Systems (GIS), artist renderings, physical models, and/or computer simulation.

Goal 2

The MPO shall keep the public informed of ongoing transportation related activities on a continuous basis.

Policy 2.1

The MPO shall make all necessary publications and work products available electronically to the public via the MPO's webpage and at the MPO office. It will employ visualization techniques to describe transportation actions.

Policy 2.2

MPO staff shall be available to provide general and project-specific information at a central location during normal business hours and after hours at the request of community interest groups with reasonable notice.

Policy 2.3

The MPO shall produce a regional electronic newsletter for distribution to the MPO contact list. A newsletter shall be produced a minimum of four times in a year and will be sent out to all interested parties upon request. The newsletter should include, at a minimum, updates on current or recently completed projects, design projects, announcements of upcoming meetings, and contact information.

Policy 2.4

The MPO shall maintain and update a website that will provide the most current and accurate transportation planning information available. The website shall, at a minimum, contain the following information:

- a. Contact information
- b. Current MPO committee membership
- c. Meeting dates
- d. Work products and publications
- e. Links to related agencies
- f. Current by-laws
- g. Public Participation Plan

Goal 3

The MPO shall encourage the involvement of all area citizens in the transportation planning process.

Policy 3.1

Target audiences shall be identified for each planning study conducted by the MPO, including residents, business and property owners, and those traditionally underserved and underrepresented populations.

Policy 3.2

The MPO shall, whenever feasible, hold public meetings at a site convenient to potentially affected citizens.

Goal 4

The MPO shall strive to continuously improve public participation.

Policy 4.1

The MPO shall continuously evaluate public involvement techniques.

Policy 4.2:

This Public Participation Plan shall be reviewed and adopted, with revisions if necessary, at least every five (5) years in order to assess and improve the effectiveness of public involvement. If amendments are needed based on changes in local, state, or federal legislation, or in response to the assessment of the effectiveness of the public participation techniques that are used by the MPO, appropriate MPO policies must be followed. The assessment will be based upon available information, such as the availability of meeting notices and information on planning activities, number and diversity of persons attending meetings and/or providing input to the process, media coverage, visits to the MPO website, comments received from meeting attendees, and results from the public involvement survey forms.

Chapter 5 – Opportunities for Public Involvement and Input

This chapter describes the core public involvement opportunities for the key MPO work products, including the Public Participation Plan, the Long Range Transportation Plan, the Metropolitan Transportation Improvement Program, and the Unified Planning Work Program. The MPO gathers public comment on each key work product and forwards the comment to the MPO Policy Committee for consideration as part of the decision making process. Section 5.1.A describes the products and shows the core public involvement tools for each key work product and some of the special work products of the Casper MPO. The core techniques form the framework for public involvement for each key MPO product. In addition, a specific public outreach strategy will be developed for the update of each work product that will include details such as location and timing, core public involvement tools to be used, as well as any additional tools as appropriate and affordable. The public outreach will be tailored to the unique aspects of the process depending on the geographic scope, the type of projects included, the characteristics of affected communities, and the level of public interest. The intent is to provide public notice as far in advance of MPO Policy Committee's decisions as feasible in each situation to give citizens as much time as possible to provide well-thought out comments.

Section 5.1 – General Opportunities

Public Comment Period

A formal public comment period for submission of written comment via mail, email, or fax is held prior to the adoption of the transportation plan or program or to the adoption of amendments to the plan or program. Table 1 indicates which key MPO products have a public comment period, which is 45 days for the Public Participation Plan and generally is 30 days for the other key MPO products. The Policy Committee can decide to extend the public review period. Notice of the public review period will be issued prior to the start of the public comment period by placement of an advertisement in the Casper Star-Tribune newspaper and on the MPO website. In addition, the MPO may advertise notice in other publications and send news releases and media alerts.

The MPO staff shall review all comments received from the public. A record of all comments received for any plan, program, or document shall be kept and filed with the plan/program documents, and a summary of any public comments received shall be presented to the MPO Policy Committee at the time the plan, program, or document is adopted.

Public Meetings, Workshops, and Open Houses

All notices of public meetings, public hearings, and public comment periods for regional plans and programs shall be published in a newspaper of general circulation and on the MPO website a minimum of fifteen (15) days prior to the meeting date. MPO staff shall mail all notices of meetings, public hearings, and public comment periods for regional plans and programs to any other organizations or persons expressing interest. If a special meeting is called, the notice shall be published a minimum of three (3) days prior to the meeting.

The official notice and any press releases shall note the location, time, and date of the meeting or public hearing, length of public review period, length of public comment period, and how to submit comments, and as required by other sections of this plan, the topic(s) of the meeting.

In addition, MPO staff will post notices of the public meetings at key public locations such as Casper City Hall, the Natrona County Public Library, and on local public transit to reach underserved populations.

Staff Availability

MPO staff is available at all public meetings and during regular office hours, ideally by appointment. MPO staff responds promptly to requests for information, and take any comments via email, telephone, fax, or regular mail.

Document Availability

MPO draft and final documents are available for review and comment in the City of Casper Planning Department and the Natrona County Library prior to adoption, on other electronic media (flash drive, CD, etc.), and in paper format by request. See **Appendix E**. This includes the MTIP, the LRTP, the TDP, the PPP, and all studies funded entirely or in part by funds under MPO control. MPO staff shall obtain copies of the STIP and make them available for public review. The MPO charges a nominal fee for printing documents.

5.1.A – Summary Table of Public Involvement

Section 5.2 – Specific Outreach Tools

Direct Mail

Direct mailings are used to announce upcoming meetings or activities or to provide information to a targeted area or group of people. Direct mailings can be post cards, letters, or flyers. An area may be targeted for a direct mailing because of potential impacts from a project. Groups are targeted that may have an interest in a specific issue. Mailings may announce project-specific meetings, public hearings, workshops, open houses, corridor studies, subarea plans, other planning studies, new publications, special events, or major activities.

Email

Meeting announcements and MPO information is emailed to interested persons that have submitted their email addresses to MPO staff. This email can provide updates or announcements about, project-specific meetings, public hearings, workshops, open houses, corridor studies, subarea plans, other planning studies, new publications, special events, recruitment to the MPO Citizens' Committee, or major activities.

Meetings

There are several different types of public meetings that can be used in the public participation process. These meeting options are as follows:

Informal Meetings with other stakeholders

Informal meetings are meetings the MPO may attend or host with individual stakeholder groups that have particular interest in an activity. These meetings may be in the setting of an existing group unrelated to the MPO. They may also be held in an informal setting, such as a resident's home or a local meeting place. Informal meetings allow interested citizens and local officials to discuss issues and concerns. Staff responsible for the facility receives firsthand information from interested community members, interest groups, and elected officials, while residents have the opportunity to ask questions and explore topics of interest regarding a project in question.

Small group meetings

Meetings with small groups that have an interest in projects such as planning studies are also appropriate. Meetings could be with homeowners or neighborhood groups, civic groups, interest groups, or other groups affected. The meetings generally include a presentation by staff followed by a question/answer period. Staff follows up on questions and comments by responding back to the group and documenting the comments through meeting notes.

Town Hall meetings

This meeting format is more informal than council meetings and provides open communication between the public and members of the representative organization. The main purpose of a town hall meeting is to develop open communication between the public and those individuals who control the organization or committee.

Public information meetings

The MPO will use the comments received during the comment period as a gauge to indicate whether a public information meeting is needed. The meeting starts with all the stakeholders, such as the decision making agencies and the representative from the member jurisdiction, briefly explaining their role, process, and the essential components of the topic. Then, the meeting is opened for questions and comments from the audience, with staff on hand to provide answers.

Public meetings

Public meetings are different from public hearings. Public hearings are regulatory requirements that provide a formal opportunity for the public to present comments and oral testimony on a proposed agency action. Public meetings, on the other hand, are less formal. There are no formal time limits on statements and the permitting agency and/or the MPO staff, committees, or representatives usually answer questions. The purpose of the meeting is to share information and discuss issues, not to make decisions. Due to their openness and flexibility, public meetings are preferable to hearings as a forum for discussing complex or detailed issues. Public meetings sometimes complement public hearings. Public meetings can be especially useful for allowing discussion before a public hearing. Comments made during a public meeting do not become part of the official administrative record as they do during a hearing. Public Meetings provide two-way communication, with community members asking questions and the permitting agency providing responses.

Newspaper or print advertisements

As with meetings, the newspaper or other print materials allow for several different options when disseminating information for public involvement. Some of these tools include:

Display ads

These ads are used to promote meetings that are not regularly scheduled, such as public workshops for the MTIP, project specific meetings, or public hearings. They are published in the local section of the newspaper to reach a larger audience than those that typically read legal ads.

Legal Notice

Legal notices are the publication of an announcement in a newspaper which has been regularly issued at least once each week for a period of fifty-two (52) consecutive weeks prior to the date of the first publication of such notice or advertisement. Where required, MPO staff will place an advertisement which includes the time, place, and agenda for any regular, special, or emergency meeting, along with contact information.

Newsletters and free publications

Placing a notice in a newsletter distributed by a local government, a civic or community organization, neighborhood association, or in another free publication (a newspaper that highlights local or community activities) is generally an inexpensive way to target a specific audience or segment of the community. At the same time, some publications may not be appropriate for communicating information about the MPO or its projects. By publishing information through a group that has specific political interest or bias, the MPO may be perceived as endorsing these views. Permitting agencies may want to avoid associations with groups that appear to represent the agency's interests. In any case, the relationship between the MPO and the newsletter or publication should be clear to

the public. Local governments, planning commissions, zoning boards, or utilities often distribute regular newsletters. They are often willing to include information about permitting activities. Newsletters distributed by civic, trade, agricultural, religious, or community organizations can also disseminate information to interested readers at low cost. Some segments of the affected community may rely on a free local flyer, magazine, independent or commercial newspaper to share information.

Newspaper advertisements

Traditionally, public notices have often appeared as legal advertisements in the classified section of a newspaper. While this method provides a standard location for the ads, display advertisements (located along with other commercial advertisements) are more likely to reach a larger audience. Display advertisements offer an advantage since they are larger, easier to read, and are more likely to be seen by the casual reader.

Newspaper inserts

Inserts stand out from other newspaper advertisements since they come as a “loose” section of the newspaper (a format often used for glossy advertisements or other solicitations). Using texture or shapes works well to set inserts apart from other text or advertising. They provide a way to reach beyond the most-involved citizens to inform a broader segment of the community.

Open House, Workshop, or Charette

Open House

Open houses are informal meetings in a public location where people can talk to involved officials on a one-on-one basis. The meetings allow residents to ask questions and express their concerns directly to project staff. This type of gathering is helpful in accommodating individual schedules. These techniques can be set up to allow residents to talk with representatives from all interested organizations, find out more about all sides of an issue, and speak with agency officials, staff, representatives, and other groups.

Workshops/Charettes

Workshops are seminars or gatherings of small groups of people, usually between 10 and 30, led by a small number of specialists with technical expertise in a specific area. In workshops, participants typically discuss a specific project or design. Experts may be invited to explain certain aspects of the project. Workshops may help improve public understanding and to prevent or correct misconceptions. Workshops may also identify residents’ concerns and encourage public input. Workshops usually include some facilitated activity like a mapping exercise or design development. These are public meetings that are generally open and informal, with information displays, handouts, and project team members interacting with the public on a one-on-one basis. Usually set up on a drop-in basis, they may include short presentations. These are used for a wide range of MPO activities from general to specific. The purpose is to provide project information to the public and to solicit public comment. An attendance record is kept and attendees are given the opportunity to sign up for the mailing list. Workshops can focus on a single site or topic area. These types of workshops may be by invitation, last up to one full day, and involve a site visit.

Public hearing

These are public meetings used to solicit public comment on a project or issue being considered by the MPO. Hearings provide a formal setting for residents to provide comments to the MPO. They are recorded and transcribed for the record. All the major MPO activities, such as the MTIP and the LRTP, will require a public hearing as part of the adoption process.

Public Service Announcement (PSA) or Press Release

Providing information about public involvement through the news media is another great tool. The following are several methods which can be used for this purpose.

Broadcast announcements and advertisements

Notices for public meetings or other information can be, and sometimes must be, broadcast over radio or another medium. Providing notice via a paid TV advertisement or over a local cable TV station can be an effective way to disseminate information. Paid advertisements can be expensive and may be seen by the public as "taking a side." This drawback can be eliminated by limiting information to the facts (time, date, and location). Some local access cable TV stations run a text-based community bulletin board, which may provide a useful way to distribute information.

Public Service Announcements

Radio and television stations often broadcast, without charge, a certain number of announcements on behalf of charities, government agencies, and community groups. In particular, they are likely to run announcements of public meetings, events, or other opportunities for the public to participate.

Press releases and Press kits

Press releases are statements that the MPO sends to the news media. They are used to publicize progress or key milestones in the MPO process. Press releases can effectively and quickly disseminate information to large numbers of people. They also may be used to announce public meetings, report the results of public meetings or studies, and describe how resident concerns were considered in the plan or project development. Press kits consist of a packet of relevant information that the MPO distributes to reporters. The press kit should summarize key information about the permitting process or corrective action activities.

Web notice

Web notices can be issued through either a project-specific website or through the MPO website housed through the City of Casper.

Project-specific website

General or project-specific websites offer an opportunity for public input that is flexible and not staff intensive. The general MPO site provides background information about the MPO, its activities, the transportation planning process, and opportunities for the public to become involved. Project-specific websites can be used to display extensive information about individual projects, such as major MPO activities like the LRTP. These sites are used when project information is too extensive to be included on the MPO site. Project websites can contain study area maps, meeting announcements, descriptions of potential alternatives, comment forms, user surveys, and project

team contact information. The general MPO site provides links to project sites. The public may provide input through either the MPO website or project specific websites. Websites offer the option of interactive ways to reach the public.

MPO website

The Casper Area MPO website provides basic information about the MPO process, members, meeting times, and contact information. The site includes information about specific products of the MPO, such as an update of the LRTP. MPO documents, such as the Public Participation Plan and the MTIP will also be made available for downloading from the site. The site provides many links to other transportation-related sites. The site is used to promote regular and special meeting, planning studies, publications, and work products.

Chapter 6 – Public Participation Tools

Section 6.1 – Public Participation Tools

Citizens' Committee

A local Citizens' Committee provides an opportunity for gathering input from residents. Elected officials usually appoint the members of this Committee. Typically, the committee meets several times throughout the year, depending on the issues or number of studies taking place at a given time. Their comments and concerns are forwarded to the MPO Technical and Policy committees.

Comment Form

Comment forms are often used to solicit public comment on specific issues presented at a workshop, open house, or other public meeting or hearing. Comment forms can be very general in nature or can ask for very specific feedback. For example, a comment form may ask for comments on specific alignment alternatives considered during a corridor study, or may ask for a person's general feelings about any aspect of transportation. Comment forms can also be included in publications and on websites to solicit input regarding the subject of the publication and/or the format of the publication or website. These are ideal for residents who are intimidated by public speaking at a standard public hearing.

Consultation with agencies

Involving and engaging representatives of public transportation employees, freight shippers, providers of freight transportation services, private providers of transportation, 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 is an important function given the significance these entities serve in the understanding of transportation issues and opportunities in the region. MPO staff will assemble and maintain a database of names and addresses of interested social and civic groups, neighborhood and community associations, and individuals to assist in the public outreach. The electronic list of names will also serve as a direct mailing list for notification of meetings. Notification of the meetings and documents will be made in a timely manner to provide adequate notice of public meetings and opportunities to

comment on the documents. The current list of interested parties is listed in Appendix C. To supplement the database, members of the public will be asked if they would like to be included on the mailing list at each public meeting. Mailing and email addresses will be requested. Email messages and/or post cards will be sent to individuals and groups notifying them of meetings.

Focus group

Focus groups involve an invited group of participants interacting with an experienced moderator for a short time frame. The focus group consists of screened participants, usually selected randomly from a targeted group or groups. Often, the moderator uses the same discussion outline or questions to obtain input from several focus groups, each group targeting a different segment of the community, such as from a particular geographic location or age group. The focus group provides qualitative feedback from the community and offers flexibility for the moderator to probe relevant topics that arise from the discussion. Examples of uses for focus groups include identifying perceptions and misperceptions around issues, and identifying potential problem areas and barriers for particular user groups. Focus groups complement interviews during community assessments or important activities surrounding a project. The MPO may want to consider focus groups to gauge public opinion before controversial activities or processes.

Key person interviews

MPO staff interviews key persons during many planning processes to gain insight into their specializations, needs, and function in making transportation planning/engineering decisions. Key persons can be consulted throughout a planning process, but are typically consulted early on regarding existing conditions information, issues, opportunities, and goals for a given project.

Presentations

MPO staff presents information to the public and interest groups during all its planning processes. MPO staff is available to present about any MPO plan or program upon request.

Public outreach strategy

A public outreach strategy is developed for the update of each specific work product. It includes details, such as location and timing, about the core public involvement tools for the specific update as well as any additional tools (if appropriate and affordable). The public outreach strategy will be tailored to the unique aspects of the process, depending on the geographic scope, scale of the product update (major or minor), the type of projects included, the characteristics of affected communities, and the level of public interest.

Public Participation Plan

A public participation plan, sometimes called a public involvement plan, is an adopted document that directs the MPO regarding the core public involvement tools to use when developing the key MPO products. The purpose of the plan is to provide broad public participation during the development, review, and refinement of regional transportation programs.

Question and Answer session

These sessions make knowledgeable staff available to stakeholders to discuss activities, projects, or issues. Question and answer sessions typically accompany a presentation, briefing, or meeting. Anyone at the event who needs more information will have the opportunity to speak with officials after the event. These sessions can be informal or formal.

Stakeholder and community interviews

These interviews are informal, face-to-face or telephone interviews held with local residents, elected officials, community groups, and other individuals to acquire information on citizen concerns and attitudes about a study. The interviews may be conducted by facility staff, the citizens' advisory committee, or other volunteers. Interviews can play an important role in the community assessment, which usually takes place at the beginning of a process or project. Interviews will not be necessary in every situation. They are particularly helpful in situations where there is perceived controversial issues or there is potential to receive high levels of public interest. This method allows the MPO, related agencies, and public interest groups to tailor regulatory requirements and additional activities to fit the needs of particular areas. Information obtained through these interviews is typically used to assess the community's concerns and information needs and to prepare a public participation plan, which outlines a community-specific strategy for responding to the concerns identified in the interview process.

Surveys, Questionnaires, and Telephone Polls

Surveys are used when very specific input from the public is desired. A survey can be used to ask very specific questions or a broad general set of questions. Surveys are also used to gather technical data during corridor and planning studies. A survey can also be used to measure public awareness about transportation choices. Other uses for surveys include gathering information about daily travel patterns, gathering input on proposed strategies or alternatives, and asking the public about the best way to involve them in transportation planning. Surveys may be oral or written, used in person or by mail, and distributed either to specific segments of the community or to representative samples. Informal surveys can be a short questionnaire on the comment sheet, verbal at the sign-up table, or even asking meeting attendees a few questions to gauge the group's sentiment on an issue.

Task force

The task force is comprised of invited participants with a high level of knowledge about transportation planning and a willingness to commit to what is usually an extended meeting or series of meetings. The work of the task force is in depth and often technical in nature, such as identifying and evaluating strategies for achieving the goals and objectives of a specific plan, providing input on ways to reduce demand on the transportation system, and evaluating strategies for urban development that reduce the need to rely on the automobile. The task force requires a high level of involvement on the part of both participants and staff, but provides more extensive and in-depth input than possible with outreach techniques that target the general public.

Visual preference survey

The visual preference survey involves many residents in a unique, interactive manner. Participants rate images of development and facilities based on their initial reaction. A primary goal of this

technique is to offer “regular citizens” a way to participate by evaluating the desirable and undesirable physical, visual, and spatial features of transportation systems and development. A questionnaire obtains a demographic profile of the participants. Participation can be through a slide show or PowerPoint presentation at viewing events, social media, or cable television.

Section 6.2 – Information Tools

Database and distribution lists

MPO staff will maintain a master database of all contacts, both business and public, on a continuous basis. The database includes committee membership, mailing information, phone and fax numbers, and email addresses. Mailing lists are both important databases and essential communication tools. Mailing lists ensure that concerned community members receive relevant information. The database is used for maintaining up-to-date committee membership lists, interested parties, interest groups, homeowner’s association contacts, and the newsletter mailing list. Mailing lists typically include concerned residents, elected officials, appropriate federal, state, and local government contacts, local media, organized environmental groups, civic, religious and community organizations, facility employees, and local businesses. The database will be used to establish and maintain a list of email contacts for meeting notification and announcements. The database is used to enhance other public involvement activities.

Door to Door Canvassing

Canvassing is a way to collect and distribute information by calling on community members individually and directly. Public interest groups have long used such techniques, and they also may be useful for MPO staff as a way to gauge public interest during the community assessment stage. The MPO may consider using this tool to interact with the community in situations where public interest is very high or in other situations where direct contact with residents is essential. During these interactions, canvassers can field questions about activities, discuss concerns, and provide fact sheets or other materials. Some residents may want to find out more about the activity by signing up for mailing lists or by attending an upcoming event.

Exhibits, displays, signs, posters, and bulletin boards

A variety of exhibits and displays can provide general information, such as introducing a large project. Locations for the displays include community workshops, public locations, open houses, and similar events designed to attract the public. Signs can be a useful means of public notice, especially for residents and neighbors of the facility or planned facility. A sign on the site should be large enough so that passers-by, whether on foot or in a vehicle, can read it. Another option is to place posters or bulletins on community bulletin boards where people are likely to see them. The signs should contain the same information as a written or broadcast notice.

Fact sheets or brochures

Fact sheets, infographics, or brochures provide summary information regarding MPO policy, process, programs, and projects. Fact sheets can be distributed at public meetings, on the MPO website, at grocery stores, and in public places such as libraries and community centers. Individuals and interest

groups can request fact sheets directly from the MPO staff office or download them from the MPO website if posted. The fact sheet, infographic, or brochure should be public-friendly, i.e., brief, easy to read and understand, written for the eighth grade reading level, use direct language free of acronyms and jargon, and include liberal use of graphics to help deliver the message.

Information repository

An information repository is a collection of documents related to an activity, program, or corrective action. A repository can take information readily available to people who are interested in learning about MPO activities in their community in greater detail. The MPO website is a good resource for storing detailed information in an organized manner. Staff will maintain a log of all previous studies, including tagged references, available on the website. Visitors at the website can request studies based on their reference number, and an electronic copy of that study will be sent to the requestor.

Logo

A logo representing the MPO will identify products and publications of the MPO. A logo helps the public become familiar with the different activities of the MPO by providing a means of recognizing MPO products. The logo should be used on all materials, including those developed by consultants working on MPO sponsored projects.

Newsletter

Newsletters, either hard copy or in electronic version, can be used for ongoing communication or for an as-needed project-specific basis. Distribution can be general or targeted. The general mailing list includes all interest parties, agencies, media, and individuals. Targeted mailings are usually sent to residents, businesses, and property owners in the area impacted by a particular party. Residents are added to the general distribution list by their own request. Opportunities to request being added to the list occur during public meetings hosted by the MPO, on the MPO website, and when residents contact MPO staff. Each issue of the newsletter includes staff contact information, upcoming meeting schedules, the MPO website address, project highlights, and current planning or project status reports. The newsletter can be used to highlight major MPO projects or activities, such as the adoption of project priorities, and report information regarding significant transportation issues, MPO awards and other one-time activities. The newsletter can be used to inform the public of upcoming special meetings, alternatives being proposed in the area, planning studies, publications, and work products. When MPO or project-specific newsletters are not used, articles may be prepared for publication in other newsletters produced by municipalities, neighborhood groups, homeowner associations, church groups, civic groups, or others that may have an interest in the project. These articles are subject to the publication dates and space restrictions of the individual publishers.

Response to comments

Often called a Comments and Response Summary, this responds to the comments received during a formal public comment period. This document includes staff recommendation to decision makers for changing the draft project or document in response to the comment, and the reason for those changes. The response to comments briefly describes and responds to all significant comments that were received during the public comment period. The response to comments should be written in a

clear and understandable style so that it is easy for the community to understand the reasons for the final decision and how public comments were considered.

Telephone networks, phone trees, or automated phone messages

This method provides an inexpensive, yet personal, manner of spreading information. The lead agency, facility, or organization calls the first list of people who, in turn, are responsible for calling an additional number of interested people. Phone trees are a good way to provide back up plans or reminders while reducing the number of calls made by individual staff members. As an alternative to calling the first tier, the lead agency, facility, or organization may want to distribute a short written notice. Using an automated phone message system is another alternative.

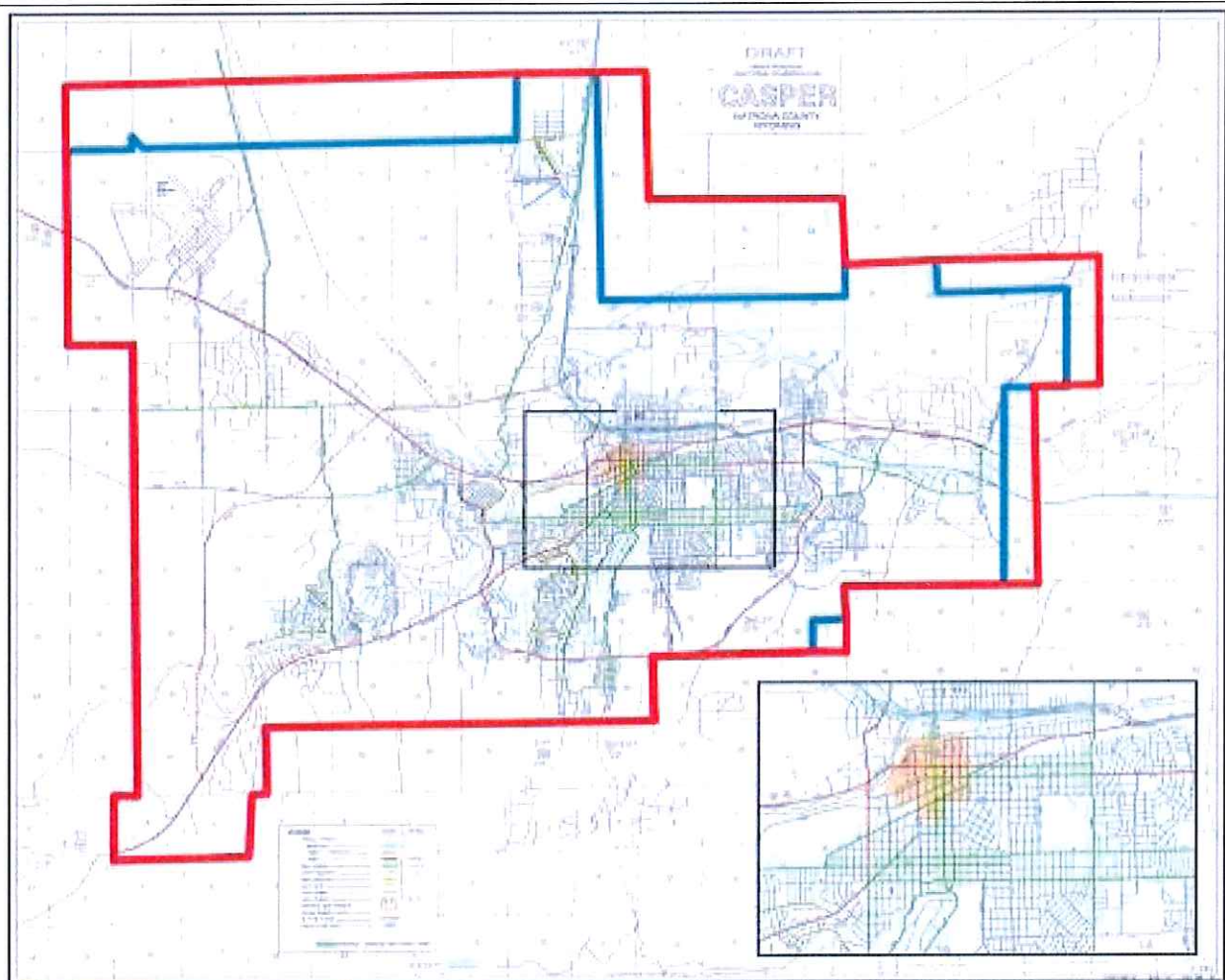
Presentations, videos, PowerPoint, and Prezi

Visual presentations can be used as informational tools and to document public involvement events. They help improve public understanding of the issues associated with a permitting or corrective action. They can be broadcast on public television channels, shown at events, loaded onto a website, and used for a presentation to public officials. These graphic tools are an effective way to stretch staff resources in making presentations and help generate interest in the topic.

Unsolicited information and office visits

Information may arrive in the form of unsolicited phone calls, letters, and meetings. While this type of information is not always asked for, it can be helpful. Resident stakeholders may want to visit the agency's office or the facility itself. In this situation, the visiting stakeholders will want to meet with the person who works most directly with their concerns.

Appendix A – Casper Area MPO Boundary Map



Appendix B – Casper Area MPO Contact Information

Mail: Supervisor
Casper Area Metropolitan Planning Organization
200 North David Street

Casper, WY 82061

Phone: (307) 235-8255
Fax: (307) 235-8362
Email: anelson@cityofcasperwy.com
Website: www.casperwy.gov

Appendix C – Interested Parties List

Name	Address	Phone	Email
Chamber of Commerce	500 N Center St, Casper, WY 82601	307-234-5311	
Casper Area Economic Development Alliance	300 So. Wolcott St., Suite 300, Casper, WY 82601	307-577-7011	bill@caeda.net noelle@caeda.net
Downtown Development Authority	109 W 2nd St, Casper, WY 82601	307-235-6710	ceo@downtowncasper.com
WYDOT District 2	900 Bryan Stock Trail, Casper, WY 82601	307-473-3200	
Wyoming Trucking Association	555 North Poplar, Casper, Wyoming 82601	307-234-7082	
Casper/Natrona County Int'l Airport	8500 Airport Parkway, Casper, WY 82604	307-472-6688	glenn@iflycasper.com
Wyoming Independent Living	305 W First Street Casper, WY 82601	307-266-6956	bthomas@wilr.org
Casper Area Transportation Coalition	1715 East 4 th Street, Casper, WY 82601	307-237-4287	marge@catchbus.com
Natrona County School District	970 North Glenn Road, Casper, WY 82601	307-253-5200	kelly_eastes@natronaschools.org
Natrona County Commission	200 North Center Street, Casper, WY 82601	307-235-9202	nccommissioners@natronacounty-wy.gov
Evansville Public Works	235 Curtis St, Evansville, WY 82636	307-234-6530	
Mills Public Works		307-234-6679	mcoleman@millswy.com
Casper Public Services	200 North David Street, Casper, WY 82601	307-235-8400	abeamer@cityofcasperwy.com
Town of Bar Nunn	4820 Wardwell Industrial Avenue, Bar Nunn	307-237-7269	townofbarnunn@townofbarnunn.com
Rocky Mountain Power	2840 E. Yellowstone Hwy, Casper WY 82609	307-577-6933	
U.S. Bureau of Land Management	2987 Prospector Drive, Casper, WY 82604	307-261-7600	
Federal Highway Administration	2617 East Lincolnway Ste D, Cheyenne WY 82001	307-772-2101	Wyoming.FHWA@dot.gov
Natrona County Emergency Mgt	200 North Center Street, Casper WY 82601	307-235-9205	ncema@natronacounty-wy.gov

Other unspecified parties which may be interested in MPO projects may include:

- Developers
- Directly affected public
- General public
- Human Service agencies
- Non-English speaking public
- Users of public transportation services
- Traditionally underrepresented communities

Appendix D – Locations for Review of MPO Documents

City of Casper Community Development Department
200 North David Street
Casper, WY 82601

Natrona County Public Library
307 East 2nd Street
Casper, WY 82601

Appendix E – Glossary of Acronyms and Definitions

Acronyms

3-C	Continuing, comprehensive, and cooperative planning process
3R	Resurfacing, restoring, and rehabilitating
AAA	American Automobile Association
AASHO	American Association of State Highway Officials
AASHTO	American Association of State Highway & Transportation Officials
ADA	Americans with Disabilities Act
ADT	Average Daily Traffic
AMPO	Association of Metropolitan Planning Organizations
APA	American Planning Association
APTA	American Public Transportation Association
BMS	Bridge Management System
BRT	Bus Rapid Transit
BTS	Bureau of Transportation Statistics
CAA	Clean Air Act
CAAA	Clean Air Act Amendments
CATPP	Casper Area Transportation Planning Process
CFR	Code of Federal Regulations
CIP	Capital Improvement Program
CMAQ	Congestion Mitigation and Air Quality Program
CMS	Congestion Management System
COG	Council of Governments
DEIS	Draft Environment Impact Statement
DEQ	Department of Environmental Quality
DOT	Department of Transportation
EEO	Equal Employment Opportunity
EIS	Environmental Impact Statement
EJ	Environmental Justice
EPA	Environmental Protection Agency
FAA	Federal Aviation Administration
FEIS	Final Environmental Impact Statement
FHWA	Federal Highway Administration
FRA	Federal Railroad Administration
FTA	Federal Transit Administration
FY	Fiscal Year
GIS	Geographic Information System
GPS	Global Positioning System
HCM	Highway Capacity Manual
HOW	High Occupancy Vehicle

HRB	Highway Research Board
HSR	High Speed Rail
IFB	Invitation for Bid, or sealed bid
I/M	Inspection and Maintenance
ICC	Interstate Commerce Commission
HIS	Interstate Highway System
IM	Interstate Maintenance
ITS	Intelligent Transportation Systems
IVHS	Intelligent Vehicle Highway Systems
JARC	Job Access and Reverse Commute
LCDC	Land Conservation and Development Commission
LOS	Level of Service
LRT	Light Rail Transit
LRTP	Long Range Transportation Plan (see MTP)
MAP-21	Moving Ahead for Progress in the 21 st Century
MIS	Major Investment Study
MOA	Memorandum of Agreement
MOU	Memorandum of Understanding
MPC	Metropolitan Policy Committee
MPO	Metropolitan Planning Organization
MSA	Metropolitan Statistical Area
MTP	Metropolitan Transportation Plan (see LRTP)
MTIP	Metropolitan Transportation Improvement Program
MUTCD	Manual on Uniform Traffic Control Devices
NAA	Non-attainment Area
NAAQS	National Ambient Air Quality Standards
NEPA	National Environmental Policy Act of 1969
NHS	National Highway System
NHTSA	National Highway Traffic Safety Administration
PCR	Pavement Condition Rating
PE	Preliminary Engineering
PL	Planning Funds
PMS	Pavement Management System
POP	Program of Projects
PPM	Policy and Procedure Memorandum
PS&E	Plans, Specifications, and Estimates
RFP	Request for Proposal
RFQ	Request for Qualifications
ROW	Right of Way
RR	Railroad
RTP	Regional Transportation Plan
SDC	System Development Change

SHTF	State Highway Trust Fund
SIB	State Infrastructure Bank
SIP	State Implementation Plan
SOV	Single Occupancy Vehicle
SPR	State Planning and Research funds
STA	Special Transportation Area
STIP	State Transportation Improvement Program
STP	Surface Transportation Program
STPP	Surface Transportation Policy Project
TAC	Technical Advisory Committee
TAZ	Traffic Analysis Zone
TCM	Transportation Control Measure
TDM	Transportation Demand Management
TDP	Transit Development Plan
TIP	Transportation Improvement Program
TMA	Transportation Management Area
TMSF	Transportation Management System Fee
TO	Transportation Options
TOD	Transit Oriented Development
TPC	Transportation Planning Committee
TPR	Transportation Planning Rule
TRB	Transportation Research Board
TSI	Transportation System Improvements
TSM	Transportation System Management
TSP	Transportation System Plan
TUF	Transportation Utility Fee
UGB	Urban Growth Boundary
UPWP	Unified Planning Work Program
V/C	Volume to Capacity
VMT	Vehicle Miles Traveled
VPD	Vehicles per Day
WYDOT	Wyoming Department of Transportation

Equity Analysis (Construction Projects)

CATC has not engaged in any project requiring land acquisition and/or displacement of persons from their residences or businesses during this reporting period, nor has any plans to do so. As standard policy, CATC integrates environmental justice analysis into any NEPA documentation required in connection with any construction projects. Those involving categorical exclusions are submitted to the FTA and include a section on community disruption and environmental justice. CATC policy and reporting integrates the following into environmental assessments or impact statements:

- Description of low-income and minority population within the area affected by the project, and description of the method used to identify the population;
- Discussion of adverse effects of the project during and after construction;
- Discussion of positive effects;
- Description of mitigation and environmental enhancement actions incorporated into the project to address any adverse effects of a construction project;
- Discussion of remaining effects and, if any, why further mitigation is not proposed;
- A comparison of mitigation and environmental enhancement actions that affect predominately low-income and minority areas with mitigation implemented in predominately low-income and minority areas.

CATC Policy on Disparate Impact

The requirement for this policy comes from Federal Transit Administration (FTA) Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients" which became effective October 1, 2012. The Circular requires any FTA recipient that operates 50 or more fixed route vehicles in peak service and serving a population of 200,000 or greater to evaluate any fare change and any major service change at the planning and programming stages to determine whether those changes have a discriminatory impact. Even though at this time CATC does not meet the size criteria specified for this policy, CATC is committed to ensuring that changes made to transit services do not have disparate impacts on any citizens or neighborhoods within the CATC service area.

The purpose of this policy is to establish a threshold which identifies when adverse effects of a major service change or any fare change are borne disproportionately by minority populations.

A disparate impact occurs when the minority population adversely affected by a fare or service change is ten percent more than the average minority population of the CATC service area.

Disparate impacts on routes with either span of service changes and/or frequency changes will be determined by analyzing all routes with such changes together. Disparate impacts on routes with segment elimination, re-routing, or route elimination will be determined on a route by route basis.

If CATC finds a potential disparate impact, the agency will take steps to avoid, minimize or mitigate impacts then reanalyze the modified service plan to determine whether the impacts were removed. If CATC chooses not to alter the proposed changes, the agency may implement the service or fare change if there is substantial legitimate justification for the change AND the agency can show that there are no alternatives that would have less of an impact on the minority population and would still accomplish the agency's legitimate program goals.

Casper Area Transportation Coalition (CATC / The Bus) Service and Facility Guidelines

Purpose of Transit Guidelines and Standards

Many public transit agencies implement guidelines and standards to guide transit service development, design, and provision. Service design guidelines identify methods, procedures, and criteria for designing, evaluating, and adjusting the performance of fixed-route public transit services. They act as tools for maximizing the overall usefulness of the public transportation system for customers, ensuring consistency of the route structure, and providing consistent criteria for establishment of service levels.

Guidelines differ from standards in that guidelines tend to be more flexible in nature. A standard on the other hand is a firmer measure used as a basis for judgment or comparison.

Guiding Factors for CATC Service and Facility Development

CATC guidance for service and facility development comes from many sources including historical agency guidelines, published industry best practices, and application of professional knowledge and judgment. For the purposes of this discussion, service and facility guidelines standards are considered for those elements of CATC's system which are not already specifically guided by federal, state or local laws or regulations, which themselves may direct or define CATC services.

CATC has at different points in time identified service guidelines to provide direction for tracking performance, evaluating service changes and identifying services not meeting the desired levels of performance as well as identifying design guidelines for facility development. Given the evolution of CATC's transit system and the ongoing evolution of best practices across the transit industry, some previously-identified guidelines are no longer relevant. Consequently, there is no one document that CATC points to as the basis for service and facility development decisions but rather decision-making rests upon a variety of sources. These sources include planner knowledge and experience, adaptations of previously identified guidelines, national research by industry experts such as the Transportation Research Board, and review of service and facility guidelines used by other agencies.

Examples of Service and Facility Guidelines

There are certain guidelines that CATC uses regularly and which affect various aspects of CATC's service design, delivery and system management investments. Some guidelines suggest best practices for service design, methods of evaluating service quality or to identify thresholds at which service or facility investments should be made. For example:

- *Service Quality – Overloads:* A route is defined as overloaded when it is at or above 1.2 times seated capacity or at 1.1 times seated capacity with passengers standing for 20 minutes or longer
- *Service Quality – Schedule adherence:* A route is defined as on-time if it is less 5 minutes late and never arrives early. CATC targets to achieve an 85 percent on-time rate.
- *Service Design – Deviation:* Routings should only deviate from a more direct pathway where the number of riders boarding/alighting on deviation offsets the number of minutes lost for through riders.
- *Facility Investment – Threshold for installation of a shelter:* 20 or more riders per day in Casper, 15 or more outside of Casper.

General service planning principles and samples of service guidelines to help document the basis for decision-making is included in Appendix A.

Service Evaluation Guidelines

CATC has established service evaluation guidelines for regular assessment of the performance of all routes. The evaluation process is intended to provide clear, consistent information about the performance of individual transit services to aid planners and decision-makers in developing service changes. The intent of the process was to identify very successful services as well as unsuccessful ones, utilize simple evaluation criteria to improve the consistency of use, and define performance thresholds that reflect unique performance aspects of different markets and types of service.

The service evaluation guidelines are applied in the annual Route Performance Report, which assesses service performance of all regular service. Performance assessment is based on comparison to other members of the same group of routes and routes are grouped by subarea and time period for similarity in operating conditions. Thresholds for “strong” and “below average” performance are determined for each subarea and time-period group, based on average route performance in each group.

The Route Performance report focuses on four measures: riders per revenue hour, fare revenue to operating expense ratio, passenger miles per revenue hour and passenger miles divided by platform miles.

Principles for Developing New Guidelines and Measures

General principles identified as part of CATC’s service evaluation update process state that guidelines should:

- 1) Be simple to use and understand by a wide audience
- 2) Rely on criteria that are measurable and methods that are quantifiable to ensure consistent application over time
- 3) Require all services to meet minimum expectations at some point so that limited public resources can be responsibly and efficiently targeted
- 4) Clearly delineate actions stemming from both poor and strong performance
- 5) Provide more than one chance for a service to demonstrate performance but limit the amount of time a service has to perform before resources are reallocated (i.e. poor performers cannot continue forever)

Published Industry Research and Best Practices

Published research is a valuable source of information and guidance, for both service design and facility design. Some of the specific documents used by CATC include:

- Transportation Research Board (TRB) Transit Cooperative Research Program (TCRP) Report 100: *Transit Capacity and Service Quality Manual*
- Transportation Research Board (TRB) Transit Cooperative Research Project (TCRP) Report 19: *Guidelines for the Location and Design of Bus Stops*
- Transportation Research Board (TRB) Transit Cooperative Research Program (TCRP) Report 95: Chapter 9: *Transit Scheduling and Frequency*
- Transportation Research Board (TRB) Transit Cooperative Research Program (TCRP) Report 95: Chapter 10: *Bus Routing and Coverage*.

Other Agency Guidelines, Standards and Practices

Additionally, planners often review practices of other agencies. Appendix B includes a more detailed description of some of the other agency guidelines currently in use.

Overview of Possible Factors Addressed By Guidelines

Service and facility guidelines can play a role in helping an agency meet its goals and objectives by providing flexible performance targets. Therefore, it is important that an agency select guidelines that correspond with their performance goals and targets.

This section is designed to provide an overview of quality of service measures and guidelines included in the TCRP *Transit Capacity and Quality of Service Manual* and a briefing of current service guideline practices of other transit agencies.

Land Use

Land use affects the level and nature of travel demand, and therefore influences transit service levels. Where employment centers and high density development exist, there is a greater opportunity for a greater transit market, given that other attributes present in the area are transit supportive. On the national scale, a ten percent increase in population density has been shown to correspond with a five percent increase in transit boardings.

CATC serves a mix of areas including neighborhoods and commercial centers. Residential densities in neighborhoods in the City vary greatly and these differences offer unique challenges to transit service that affects decisions made about service frequency and service coverage. Land use and development patterns also affect accessibility to transit. To make transit service more attractive and to enhance service levels, areas served with transit service must also provide accessibility to pedestrians.

Access to Transit

Access to a transit stop or transit center is a critical point in connecting citizens with transit service. Best practices suggest that a quarter mile is the farthest transit agencies should expect passengers to walk to buses. CATC attempts to locate bus stops so that customers walk no more than a quarter of a mile to access a bus stop. There are multiple components to transit

accessibility that include not only walking distance, but factors such as street design and pedestrian pathways.

Street designs, pedestrian crossings, weather and topography also affect pedestrian accessibility and willingness to walk. When streets are designed to provide more direct access for pedestrians to transit routes and neighborhood amenities, this may encourage more people to travel via alternative modes. Wide and busy streets can discourage pedestrian travel, so the provision of signalized crossings in such areas makes pedestrian travel friendlier. The difficulty pedestrians have crossing the street can be expressed by the amount of delay they experience when crossing the street. Pedestrians become impatient when their wait exceeds 30 seconds and display risk-taking behaviors such as jay-walking or running across the street. For transit providers, locating transit stops where there are designated pedestrian crossings and adequate pedestrian amenities can help encourage further use of the transit system. TCRP's *Manual* suggests pedestrian access be measured through pedestrian level of service (LOS), which could be measured by determining traffic volumes, facility type, and amount of separation between pedestrians and traffic in the vicinity of a transit stop.

Service Quality Factors

Aside from factors that affect actual service provision, there are additional components of service that impact service quality and ultimately, transit system performance. These areas including service frequency, on-time performance and travel time can serve as both performance measurements and service guideline areas for transit agencies to consider.

Service Frequency

Service frequency is important to attracting more transit riders. Service frequency determines how often a user can access the transit mode available, provided it is during the time and destined for the place the user wishes to travel. TCRP Report 100 identifies average headway as the commonly used service measure for frequency. With more frequent service, transit users have more flexibility in selecting travel times and shorter waits when a bus is missed or the schedule is unknown. Increased service frequencies can make transit a more attractive form of travel. Many transit agencies have implemented policy headways, which specify the frequency in minutes that a type of transit service operates. Policy headways are considered a guideline that provides a minimum requirement for different types of service including express, local and commuter services.

On-Time Performance

On-time performance is the commonly used measure for service reliability, which is tied to service frequency. If the service is scheduled for arrival every 20 minutes, but arrives late, it impacts both the frequency and reliability of the service. CATC employs on-time performance as a measure to manage transit route performance. The TCRP Manual identifies "on-time" as a vehicle being 0 to 5 minutes late, with early departures not considered to be on-time. Transit vehicles running early can be a significant contributor to low on-time performance. On-time performance is particularly valuable to measure vehicles with less frequent service while headway adherence may be a better measure to determine reliability on transit service operating at headways of 15 minutes or less. Headways are an important guideline in service

reliability because vehicles that do not adhere to headways can cause longer wait times for passengers and a stacking of transit vehicles, leading to a decline in the efficiency of the service.

Travel Times

Travel times for commuters are also a consideration in thinking about service guidelines. Total trip time for transit users includes travel time to the transit stop, wait time for the transit vehicle, on-board travel time and any additional transfer or walking time to their final destination. Passengers perceive travel times differently during portions of their trip. Travelers tend to value waiting and walking time to transit higher than in-vehicle time. Transfers further impose a perceived cost on riders. From the perception of a transit user, transfer wait time costs tend to be greatest during the first few minutes and decline as waiting duration increases. When passengers have to transfer, it is estimated that the penalty is 5-15 minutes of in-vehicle time. There are means to reduce perceived travel times through increased comfort, improvements in walking conditions, reduced waiting times and increases in speed and reliability of a service.

Passenger Loads

Transit can become less attractive for passengers when they encounter crowded vehicles. Crowded transit vehicles can deter users while also slowing down transit operations. The degree of passenger crowding, can be measured by load factor. CATC regularly monitors the load factor on route trips through available data and with a load factor of 1.0, meaning that there are an equal number of seats and passengers on that trip at its maximum load point. Passenger loads and service frequencies interact, with higher boarding volumes and higher frequency, passengers can be assured that their waiting time will be minimal for the next bus.

Use of Guidelines

- **Tie Between Guidelines and Performance Measures** - Many agencies develop guidelines to help guide and evaluate service. There tends to be a close linkage between service standards or guidelines, and agency performance measures.
- **Guidelines as One Component of an Evaluation System** – Established guidelines are one component of an evaluation system which sets expectations for route or system performance, they are not used in isolation to discontinue poorly performing routes. Services that consistently perform poorly are subject to monitoring, review and possible action to modify or improve it. Poor performing services will be put on probation and evaluated on a continual basis. If efficiency becomes even more urgent in the context of global warming and rising operating costs, CATC may need to consider applying the route performance thresholds and other service evaluation in a more aggressive manner.

Issues for Discussion

Many transit agencies have developed guidelines to help track and evaluate performance. Published guidelines or standards can help provide a basis for planners to make difficult decisions when balancing service quality with efficiency. Identified guidelines can assist policymakers and stakeholders in judging whether an agency's actions are consistent and based

on established criteria. They can also help ensure consistency across service, service types and facilities. As CATC's system evolves due to initiatives such as the Transit Study and fluctuations in the transit market there may be value in updating guidelines to better reflect and guide CATC's service and facility development. In addition, it may be important to establish guidelines to help respond to the emerging issues of climate change, fuel shortages, and increasing demand for transit which suggest that new, innovative approaches to service delivery may be needed to meet demand.

- 1) A "standard" typically establishes a direct link between identified criteria and specific actions, providing consistency but lacking flexibility. Where does CATC need standards?**
- 2) A "guideline" typically establishes an indirect link between identified criteria and specific actions, providing flexibility and opportunity for the application of professional and political judgment to dynamic situations and conditions. Where does CATC need guidelines?**
- 3) Where should CATC use the emerging best practices and industry standards?**
- 4) Should CATC's guidelines be compiled in a single document including annotations of industry documents and sources defining best practices or regulations?**
- 5) What is the right balance between detailed guidelines and simplicity?**

Casper Area Transportation Coalition (CATC) Distribution of Transit Amenities

Transit amenities for the CATC system include, but are not limited to, bus stops, benches, shelters, bike racks, transit centers, schedules, system maps, intelligent transportation systems, and language proficiency measures. CATC has a fixed bus stop program.

Bus Stops

CATC's service standard is to provide, at a minimum, landing pads at all bus stops. Where funding and right-of-way allow, CATC will also improve sidewalks and pedestrian ramps. CATC conducts an analysis of all current bus stops using the following factors to prioritize which bus stops should receive enhancements and to determine what enhancements to implement:

- 1) Stop usage
- 2) Number of routes serving a stop
- 3) Existing condition of stop
- 4) Need to acquire right-of-way (ROW) to make necessary improvements
- 5) Improvements already planned by local and state jurisdictions
- 6) Density of elderly population in area
- 7) Density of low income population in area
- 8) Density of minority population in area
- 9) Nearby destinations
- 10) Walkability to the bus stop
- 11) Pedestrian safety concerns

Stops serving elderly, low income, and minority origins and destinations are weighted higher, therefore, they receive a higher priority. CATC will utilize these analyses to evaluate modifications to the transit amenities at the fixed stops. CATC will use federal transit funds to complete this work.

Benches

The CATC service standard is to have a bench at every stop that has enough right-of-way (ROW) to allow for a bench. If a specific need is identified by drivers or customer comments, based on the stop usage or demographics of the population using a stop, CATC may install a bench at a particular stop.

The locations will be compared against the minority/nonminority and low income/ non low-income routes.

Casper Area Transportation Coalition (CATC) Transit Vehicle Assignment Policy

All Casper Area Transportation Coalition (CATC) vehicles are of similar capacity and CATC's revenue service vehicle fleet is 100% accessible to individuals with disabilities. Our City takes great pride in its vehicle maintenance record and fleet availability is at or above 90% at all times. For these reasons, no vehicle assignment will ever have any disparate impacts on services.

Sub-Appendix G-a.: Sample Guidelines for Transit Service Design

The following sample guidelines for transit service design represent some common service planning principles used by CATC. They have been adapted from CATC's documents, national industry research and service guidelines used by other transit agencies.

Coverage: The closeness of a transit route to a person's origin or destination is a key factor in choosing to use transit. A suggested standard for bus route spacing is approximately every 0.5 mile in urban, higher density areas, and every 1.0 mile in lower density areas. Closer spacing may be justified where the nature of the terrain discourages pedestrian travel. Adequate and well-maintained sidewalks along with good street lighting encourage transit use. One-quarter mile in flat terrain is the accepted standard for walking access to bus transit; some studies suggest pedestrians will walk greater distances to access more frequent service. General-purpose dial-a-ride service that has flexible routing can be used to expand the coverage of fixed-route service where demand levels, topography, or poor street connectivity restrict fixed-route coverage.

Route travel time: Both absolute travel time and transit travel time in relation to competing modes are factors that influence the choice to use transit. Total transit travel time is influenced by route length, route spacing, service frequency and distance between stops, posted speed limits, traffic congestion, signal timing, and the fare-collection system. Transit routes should be designed to be as short as possible to serve their markets. A maximum travel time of 60 minutes per one-way trip is highly desirable to maximize productivity and maintain acceptable schedule reliability in mixed-traffic conditions.

Directness of travel: Circuitous transit routings are not attractive because they lengthen transit travel times to be more unfavorable in relation to automobile travel. Transit travel times should be no more than 20-25% longer than comparable trips by automobile. As a general rule, bus routes should not serve off-route stops where a significant number of through riders would be delayed. Service should be provided in both directions on the same street wherever possible to maximize customer convenience and service effectiveness. One-way routes, loops, and snakes" should be avoided when designing bus routes except where required by street configurations or route terminals, since they increase travel times for through riders.

Level of service: The level of service for a bus route can be defined in terms of either the number of trips per hour past a given point, or the frequency in minutes (also called headway") between bus trips. The two definitions are not necessarily the same for the customer. For example, a route could operate four trips per hour, but not an even 15-minute frequency, if the trips are not scheduled evenly. Service frequency is also an important measure of convenience for transit riders. Either levels of demand for service or policy determine how often transit service operates. "Policy headways" are a quality control tool used by some transit agencies to specify certain service frequencies that maximize customer attraction while meeting a minimum standard of effectiveness. Frequencies of every 30 minutes during weekday rush hours and every 60 minutes during other times are considered minimum thresholds for effective fixed-route service in urban areas.

Span of service: The number of hours per day when transit service is provided along a route, segment of route, or between two locations also plays a role along with frequency and coverage in determining the availability of transit service to potential users. Transit service

must be available near the time a trip needs to be made in order for transit to be a travel option. Ideally, transit service should operate according to the standard time periods specified (peak rush hours, midday, evening, etc.) to minimize customer uncertainty. Minimum frequencies, or "policy headways," can be set by type of route and time period.

Load standards: Load standards are thresholds of the ratio of passengers on board to seats available. Historically, CATC's guidelines provided everyone a seat during nonpeak periods and tolerated standees for no longer than 20 minutes during weekday peak hours.

CATC's identified *Transportation Service Guidelines* gave the highest priority to alleviating peak loads greater than 1.2, load factors between 1.1 and 1.2 where passengers are standing 20 minutes or longer, and loads between 1.0 and 1.2 during non-peak periods. Peak trips with load factors between 1.0 and 1.2 are the second priority. A full seated load would have a load factor of 1.0. Today, CATC attempts to address any load where passengers are standing 20 minutes or longer, and any passenger load exceeding a 1.2 average load factor on fixed routes.

Route duplication: Operation of more than one route on the same street should be avoided when the routes serve common destinations, except for streets approaching a downtown or urban center, transit center, or park-and-ride facility.

Transfers: Requiring transfers between routes can add to a rider's total trip time by transit, but can provide increased choice of destinations accessible by transit. Waiting times for changing from one route to another can be minimized by providing frequent service on one or several routes, or by coordinating schedules at certain locations such as transit centers, park-and-ride facilities, or key intersections. One form of schedule coordination is called "timed transfer," where routes arrive and leave at the same time, with at least a five-minute wait. These recurring waits are known as "pulses." Routes sometimes can be scheduled to arrive a certain number of minutes before or after the service to which they are connecting. Other, more limited forms of coordination are also used, such as scheduling connections in the predominant direction of travel. Scheduling for timed connections sometimes requires additional buses and service hours.

Turnbacks: On longer transit routes, a turnback (sometimes called a "shortline") might be used where passenger loads decline sharply, or where ridership cannot justify a higher service frequency. Turnbacks tend to be more common on higher frequency routes operating every 15 minutes or more often, where the potential savings in operating cost from not operating the same frequency over the entire route are greater.

Sub-Appendix G-b: Examples of Service and Facility Development Resources

Service Planning and Implementation

TCRP Report 19: *Guidelines for the Location and Design of Bus Stops*

TCRP Report 100: *Transit Capacity and Quality of Service Manual*

TRB's Transit Cooperative Research Program (TCRP) Report 95: Chapter 9 – *Transit Scheduling and Frequency* http://www.trb.org/news/blurb_detail.asp?id=3747

TRB's Transit Cooperative Research Program (TCRP) Report 95: Chapter 10 – *Bus Routing and Coverage*. http://www.trb.org/news/blurb_detail.asp?id=4045

TRB's Transit Cooperative Research Program (TCRP) Report 30: *Transit Scheduling*. http://www.trb.org/news/blurb_detail.asp?id=2617

Myths and realities in Walkable Catchments: The Case of Walking and Transit. *Roads & Transport Research*. Jun 2003, page no. unknown by Ker, I., & Ginn, S. (2003).

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http://www.findarticles.com/p/articles/mi_qa3927/is_200306/ai_n9255068.

King, R. D. (1998). New designs and operating experiences with low-floor buses (TCRP report 41).

Benn, H. P. (1995). Bus route evaluation standards (TCRP Synthesis of Transit Practice 10). Washington DC: Transportation Research Board.

Transit Route Facilities Development Resources

ADA Accessibility Guidelines for Buildings and Facilities, amended August 2005

APTA Standard Bus Procurement Guidelines – June 28, 2002

Sub-Appendix G-c.: Current Guidelines at Casper Area Transit (It should be noted that Casper Area Transit operates only a single mode – Bus):

Load Factors:

	<u>Capacity</u>	<u>Load Factor</u>	<u>Standees</u>
26-Foot Body on Chassis Bus	16	1.0	0
30-Foot Body on Chassis Bus	26	1.2	5*

***CATC Policy:**

- *Service Quality – Overloads:* A route is defined as overloaded when it is at or above 1.2 times seated capacity or at 1.2 times seated capacity with passengers standing for 20 minutes or longer.

Headway:

- *Route travel time* - Both absolute travel time and transit travel time in relation to competing modes are factors that influence the choice to use transit. Total transit travel time is influenced by route length, route spacing, service frequency and distance between stops, posted speed limits, traffic congestion, signal timing, and the fare-collection system. Transit routes should be designed to be as short as possible to serve their markets. A **maximum travel time** of 60 minutes per one-way trip is highly desirable to maximize productivity and maintain acceptable schedule reliability in mixed-traffic conditions.
- *Level of service* - The level of service for a bus route can be defined in terms of either the number of trips per hour past a given point, or the frequency in minutes (also called headway”) between bus trips. CATC develops route services with frequencies of every 60 minutes.

On-Time Performance:

- *Service Quality – Schedule adherence:* A route is defined as on-time if it is up to 5 minutes late and never early. CATC targets to achieve an 85 percent on-time rate.

Service Availability:

- *Span of Service* – CATC provides services Monday through Friday to all areas during the hours from 6:00 AM to 7:00 PM and Saturday from 7:00 AM to 3:45 PM. On those identified routes, service will be provided at least hourly. Routes are surveyed and evaluated annually to determine the necessity of service expansions and adjustments to schedules are made accordingly based upon these evaluations.