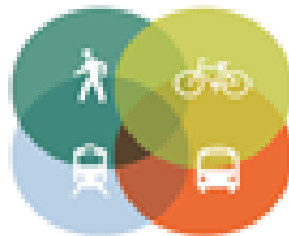


# Tennessee Department of Transportation

## Title VI Implementation Plan

2017-2020



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# I. Overview

The Tennessee Department of Transportation (TDOT) is a “primary recipient” of federal transportation funds. As a regulatory condition of receiving these funds, TDOT is required to administer a program that establishes Title VI goals and objectives which pertains to highway and transportation programs. TDOT Civil Rights Division (CRD) is responsible for administering, implementing and monitoring compliance with the Title VI program.

The Small Business Development, Affirmative Action, and Title VI Programs endeavor, collectively, to accomplish the CRD’s mission of ensuring adherence to Equal Employment Opportunity, Title VI and Small and Disadvantaged Business initiatives. This mission is accomplished by working to ensure equal employment opportunity within TDOT, striving to level the playing field of small and disadvantaged business enterprises by promoting and providing opportunities to participate on TDOT projects/activities and to plan, implement and provide guidance to prevent discrimination in federal aid programs and activities.

The focal point of nondiscrimination law is Title VI of the 1964 Civil Rights Act, which prohibits discrimination on the basis of race, color, or national origin. However, the broader application of nondiscrimination law may be found in other statutes, regulations, and executive orders. Discrimination based on sex, disability, and age is prohibited as well as inequitable treatment of persons as a result of projects which are undertaken with federal financial assistance. The Civil Rights Restoration Act of 1987 clarified the intent of Title VI to include all programs and activities whether they are federally funded or not.

Executive Order 12898, “Federal Actions to Address Environmental Justice in Minority Populations and Low-income Populations,” signed in February of 1994, requires a federal agency to achieve environmental justice as a part of its mission by identifying disproportionately high and adverse human health or environmental effects of its programs, policies, and activities on minority and low-income populations. The Federal Highway Administration (FHWA) required TDOT to carry out environmental justice responsibilities as part of its nondiscrimination program.

The CRD is responsible for initiating and monitoring the activities of all of TDOT’s divisions, all program areas, and oversight of subrecipients for Title VI compliance. Subrecipients include cities, local governments, or any other entity receiving funds from TDOT. TDOT is required to protect the public interest by developing a plan for their benefit. In addition, the Title VI plan delineates what TDOT will do to prevent discrimination in federally funded activities and projects, how it will achieve its objective, and the procedures it will take to monitor for Title VI compliance.



Title VI assurances are the foundation of our commitment to nondiscrimination. TDOT monitors its subrecipients for compliance with the principles specifically set forth in the law. TDOT also acknowledges its responsibilities to work toward increased effectiveness regarding Title VI compliance.





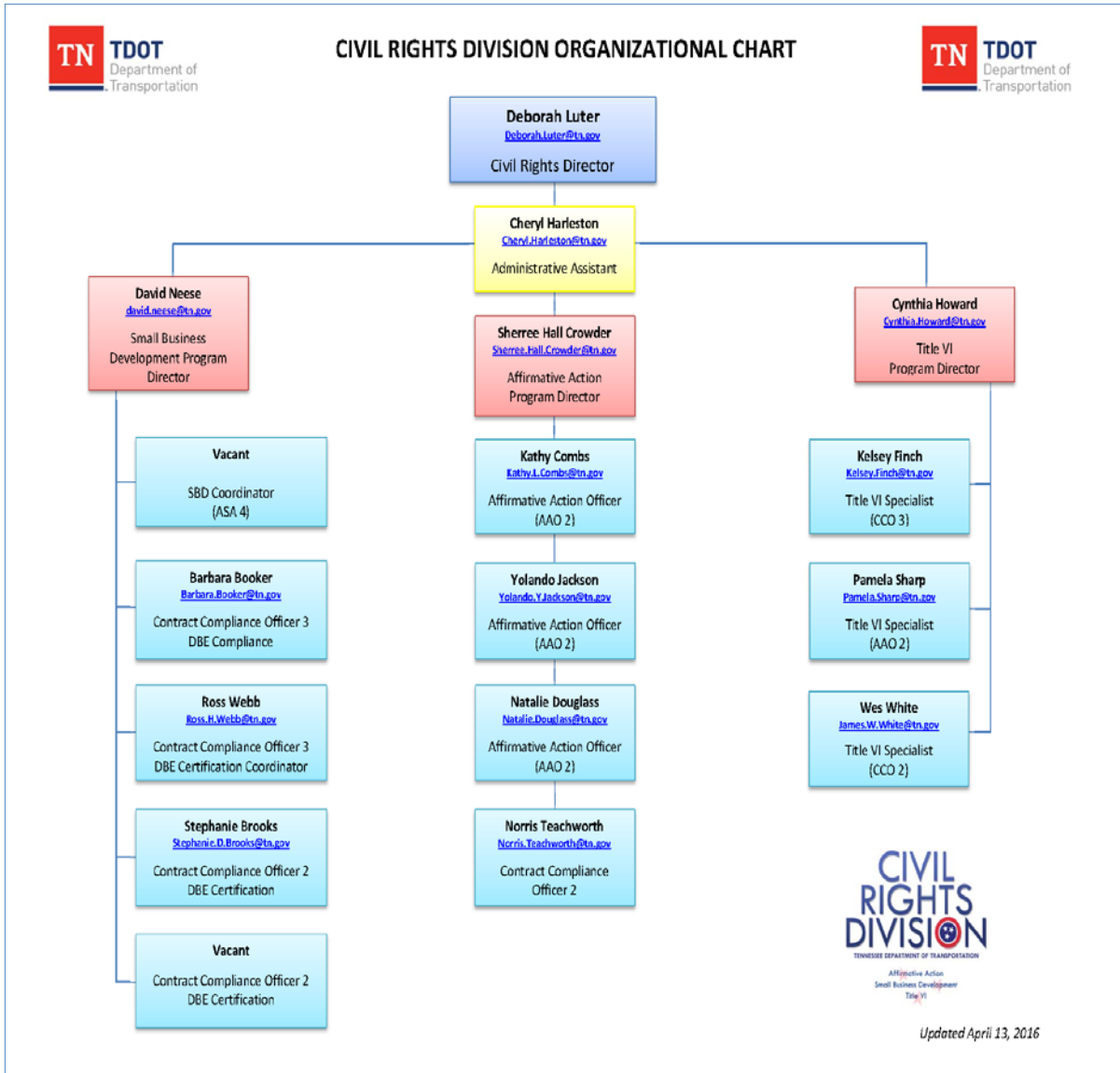


Figure 1: Civil Rights Division Organization Chart



## Civil Rights Division Director

The Tennessee Department of Transportation's (TDOT) Civil Rights Division's (CRD) Director is responsible for ensuring full compliance with the provisions of Title VI of the 1964 Civil Rights Act and has directed that nondiscrimination is required in all TDOT programs and services. The director, who reports directly to the Deputy Commissioner of TDOT, provides leadership, guidance, direction, and support for TDOT's Title VI Program. Pursuant to 23 CFR 200.9 (b) (1), the director has established an adequately staffed Civil Rights Office to fulfill the Title VI statutory and regulatory requirements.

## Title VI Program Director

The Title VI Program Director oversees the Title VI Program, providing day-to-day guidance and support. The Title VI Program is located in the CRD. The Title VI Program Director, who reports directly to the CRD director, is charged with the responsibility for training, implementing, monitoring, investigating and resolving Title VI complaints, and ensuring TDOT and its subrecipients are in compliance with Title VI regulations. The Title VI Program is staffed by a Title VI Coordinator, 2 Title VI Specialists, and an Administrative Assistant.

The Title VI Program Director:

- Develops and coordinates the implementation of TDOT's Title VI and Nondiscrimination Program;
- Processes, investigates, and resolves all Title VI complaints in accordance with the Title VI complaint procedure and time limitation;
- Coordinates the Title VI and Nondiscrimination Program with all TDOT Divisions And other program area managers or designees, including subrecipients;
- Prepares annual reports to Federal Highway Administration (FHWA), Federal Transit Administration (FTA), and the Tennessee Human Rights Commission (THRC);
- Resolves any deficiencies which may be discovered in TDOT's Title VI/Nondiscrimination Program;
- Collects statistical data necessary to evaluate the effectiveness of compliance with Title VI requirements of TDOT's subrecipients;
- Develops Title VI information for dissemination to the public in its education and outreach program, where appropriate;
- Monitors TDOT procedures and programs for compliance with Title VI requirements in all program areas;
- Establishes procedures for resolving Title VI problem areas;
- In accordance with 23 CFR 200.9 (a) (4), conduct reviews of program areas and subrecipients annually to determine the effectiveness of Title VI programs;
- Advises on Title VI matters;
- Reviews TDOT's divisions and subrecipients procedures and guidelines as they relate to various program directives, manuals, and other regulations to determine compliance with Title VI Civil



Rights provisions. Where corrections are necessary, the Title VI Program Director will coordinate with the appropriate actions;

- Provides and prepares data, information, and reports as requested by the CRD Director; and
- Maintains knowledge of and adheres to TDOT's Title VI and nondiscrimination program.

### **Title VI Specialist**

The Title VI Specialist:

- Works closely with the Title VI Program Director to develop and implement policies and procedures to monitor and ensure Title VI compliance in all of TDOT's programs and activities;
- Conducts Title VI training and provides technical assistance;
- Assists subrecipients (contractors, consultants, suppliers, vendors, universities, colleges, planning agencies, cities, counties and all TDOT's Divisions) in devising and implementing Title VI programs;
- Reviews TDOT's divisions and subrecipients procedures for Title VI compliance;
- Makes recommendations on corrective action;
- Reviews Public Meeting transcripts for Environmental Justice and Title VI issues; Where necessary, make recommendations to Title VI Program Director for corrective action;
- Conducts pre-award and post award reviews;
- Conducts onsite reviews;
- Identifies deficiencies and remedies in Subrecipients Title VI Program;
- Maintains Title VI Program Website;
- Develops, writes, and disseminates Biannual E-Newsletter;
- Maintains correspondence for the Title VI Program;
- Maintains tracking forms for reviews conducted; and
- Maintains Title VI files.



## II. FTA Grant Programmatic Overview

TDOT is designated as the administrator and recipient by the Governor pursuant to the provisions of 49 U.S.C. § 5303, 5309, 5310, 5311, 5316, 5317, and 5339. The legal authority for the TDOT's ability to carry out capital, administrative, operating assistance or technical assistance projects directly, by lease, contract or otherwise is set forth below.

TDOT is authorized under the Tennessee Code Annotated (TCA), Title 13 Public Planning and Housing, Chapter 10, Mass Transit, Sections 13-10-101 thru 13-10-109, to enter into agreements with any bureau, department or agency of the United States government dealing with or concerning the planning, design, acquisition, construction, maintenance or supervision of any public mass transportation program, or the operation thereof.

TDOT may additionally enter into agreements with any other bureau, agency or department of the state; or any individual, firm, partnership, corporation, association or other organization to carry out the foregoing. The authority of TDOT to provide for its share of project funds is set forth in Section 13-10-107. Where projects involve a local share provided by a city /municipality, county, tribal government, or firm, partnerships, corporation, association or other organization, a description of the anticipated source(s) of local funding should be provided.

As the administrator for administering federal transit grants, TDOT's Division of Multimodal Transportation Resources (DMTR) has the primary responsibility for the following:

- developing and coordinating a general public transit program and policy for the state in order to encourage the efficient development, implementation, operations, evaluation and monitoring of public transit systems, both public and private;
- developing and implementing public transportation programs throughout the state;
- ensuring adherence to federal program guidelines by all recipients;
- notifying eligible local recipients of the availability of the program;
- developing project selection criteria;
- soliciting applications;
- ensuring fair and equitable distribution program funds;
- ensuring the maximum feasible coordination of transit resources at both the State and local level; and



- ensuring a process whereby private transit and paratransit operators are provided an opportunity to participate to the maximum extent feasible.

The DMTR administers all FTA Programs in the State, although the 11 Metropolitan Planning Areas may be direct recipients of FTA grants.

## ***A. Program Goal and Objectives***

TDOT is committed to using the available Federal Funds to accomplish the following goals and objectives:

1. Ensure that adequate transportation service is available in non-urbanized areas.
2. Provide technical assistance and other support services to assist in the development, improvements, and use of the public transportation systems to ensure that all programs are well managed.
3. Encourage coordination in the use of funds and the delivery of services to maximize the effectiveness of all available funding sources.
4. Encourage participation of private transportation providers.
5. Provide an equivalent level of transportation services to citizens with disabilities and low income individuals in non-urbanized areas and minority populations.

## ***B. Program-Specific Requirements***

TDOT is the direct recipient of FTA Section 5303, 5309, 5310, 5311, 5316, 5317, and 5339 funds. These funds are distributed to subrecipients (rural transit providers, non-profit agencies, urban transit providers, and private operators of public transportation) within the state of Tennessee.

**Section 5303:** The Metropolitan Planning Program provides formula grant funding for planning activities reflecting transportation investment priorities. 49 U.S.C. 5303

**Section 5309:** The Transit Capital Grant Program provides funding through a competitive grant process for capital investments. 49 U.S.C. 5309

**Section 5310:** The Enhanced Mobility of Seniors and Individuals with Disabilities Program provides funding to the state for the purpose of assisting private nonprofit agencies in meeting the transportation needs of older adults and individuals with disabilities when the transportation service provided is unavailable, insufficient, or inappropriate to meeting the needs. Seniors include all persons 65 years of age or older. 49 U.S.C. 5310



**Section 5311:** The Rural Formula Grant Program provides formula funding for capital planning and operating assistance to support public transportation in rural areas. The program also provides funding for training and technical assistance through the Rural Transportation Assistance Program. 49 U.S.C. 5311

**Section 5316:** The Job Access and Reverse Commute (JARC) Program is the FTA formula grant program for projects relating to the development and maintenance of transportation services designed to transport welfare recipients and eligible low income individuals to and from jobs and activities related to their employment, and for public transportation projects designed to transport residents of urbanized areas and non-urbanized areas to suburban employment opportunities. 49 U.S.C. 5316

**Sections 5317:** The New Freedom Program is the FTA formula grant program for new public transportation services and public transportation alternatives beyond those required by the Americans with Disabilities Act of 1990 (ADA) (42 U.S.C. 12101 et seq.) which assist individuals with disabilities with transportation, including transportation to and from jobs and employments support services. 49 U.S.C. 5317

**Section 5339:** The Buses and Bus Facilities Grants Program provides competitive funding to replace, rehabilitate, and purchase of buses, vans, and related equipment, and to construct bus-related facilities, including technological changes or innovations to modify low or no emission vehicles. 49 U.S.C. 5339/Fast Act Section 3017

### ***C. Eligible Subrecipients***

The TCA authorized the creation of Human Resource Agencies as the delivery system for human resources in the rural areas. (13.26.102. Creation authorized.) Tennessee’s nine human resource agencies were created by Chapter 289 of the Public Acts of 1973, known as the Human Resource Agency Act of 1973, and operate under the authority of Title 13, Chapter 26, as amended, of the TCA. This legislation provides a regional system to deliver human resource programs in the state’s counties and cities. [Acts 1973, Ch. 289, 2; TCA, § 13-2102.]

In Tennessee, the rural public transportation programs serve 2.9 million citizens in the state’s 95 counties. In order to meet the special needs of the clients with disabilities, over seventy-five percent (75%) of the fleet vehicles are equipped with wheelchair lifts. Tennessee’s eleven rural transportation providers (eight Human Resource Agencies, one Development District, and Two municipal government agencies) and the areas they serve are shown in Table 2. The Human Resource Agencies and Development District in Tennessee operate “demand response” service in all 95 counties. The two municipal government agencies operate fixed-route service in Sevier County. There are approximately 1,500 vehicles available to provide transportation services for the non-urbanized, low income and the disabled and elderly population.



## ***D. Funding***

Each of Tennessee's 95 counties is served by a public transit agency, all of which have been designated by local state officials as the appropriate agency to receive the funds. TDOT's annual state allocation of funds is not a dedicated source, and therefore, the amount needed to continue existing services is not assured from year to year. TDOT does, however, encourage the existing subrecipients to subcontract with other agencies to improve effectiveness and efficiency. Also, TDOT makes special efforts to identify potential minority subrecipients by using the resources of the TDOT's Civil Rights Division.

## ***E. State Grant Application Process, Timeline, and Program of Projects (POP) Development***

State grant applications to FTA are prepared each year and submitted electronically via the Transit Award Management System (TrAMS) for Sections 5303, 5310, 5311, and 5339. Once notification is received from FTA of Tennessee's forthcoming year's program allocation, the State's grant application begins. Transit organizations, including governmental bodies and agencies that serve seniors and individuals with disabilities, are notified at the beginning of the application process. The DMTR publishes notices in newspapers statewide, announcing the solicitation of applications.

## ***F. Data Collection and Reporting Requirements***

Sequentially to comply with 49 CFR Section 21.9(b), TDOT is required to collect and analyze racial, ethnic, and income data, showing the extent to which members of minority and low income groups are beneficiaries of programs receiving Federal financial assistance. DMTR provides this information by the use of Demographic and Service Profile Maps and Charts. The maps and charts are prepared to help determine if transit service is available to minority, low income populations, and the elderly and disabled within the recipient's service area.



## ***G. Demographic and Service Profile Maps and Charts***

The FTA Circular C4702.1B specifies that “minority populations” means “any readily identifiable group of minority persons who live in geographic proximity and, if circumstances warrant, geographically dispersed/transient populations (Such as migrant workers or Native Americans) who will be similarly affected by a proposed DOT program, policy, or activity”, and that “minority persons” means all of the following:

- American Indian and Alaska Native, which refers to people having origins in any of the original peoples of North and South America (including Central America), and who maintain tribal affiliation or community attachment.
- Asian, which refers to people having origins in any of the origin peoples of the Far East, Southeast Asia, or the Indian subcontinent, including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam.
- Black or African American, which refers to people having origins in any of the Black racial groups of Africa.
- Hispanic or Latino, which includes persons of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin, regardless of race.
- Native Hawaiian or other Pacific Island, which refers to people having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands.

**Table 2** provides a state profile of non-urbanized areas in tabular format. 2012 American Community Survey 5-year estimates (2008-2012 data) were used, since they provide the most recent data that has population estimates at various geographic levels. GIS software was used to estimate the allocation of urban versus persons by census tract, using a clip feature based on the Census Bureau’s Urbanized Area boundary files.

The current ACS questionnaire includes separate questions about race and Hispanic/Latino ethnicity. Following the FTA guidance, “minority” was defined as any person who identified their race as anything other than “white alone” or who identified their ethnicity as Hispanic/Latino. In addition, estimates and maps were prepared for the following minority groups separately: Black non-Hispanic, Asian non-Hispanic, Hispanic, and Other Minority. The latter includes American Indian, Alaska Native, Native Hawaiian, Other Pacific Islander, and those identifying as multiple races.

Following, thematic maps, **Figures 2 and 3**, show percent minority and percent in each of the above race/ethnicity groups at both the county and block group level. The Demographic Profile and Thematic maps also include low income populations, which the FTA Circular





C4702.1B defines as those below poverty level 1. Although not required for Title VI analysis, examining the effect of Federal spending on low income persons is part of the FTA Environmental Justice process and thus relevant to any examination of transit funding distribution.



Rural Transit	Total Numbers					Share of Statewide Total Rural Areas				
	Transit Funding 2015	Rural Trips NTD 2015	Census Population 2010	Persons in Poverty 2010	Minority Persons 2010	Transit Funding 2015	Rural Trips NTD 2015	Census Population 2010	Persons in Poverty 2010	Minority Persons 2010
1. City of Gatlinburg	\$839,395	893,606	3,944	1,368	579	2.51%	18.66%	0.14%	0.28%	0.16%
2. Delta Human Resource Agency	\$1,556,458	61,889	163,472	26,507	64,272	4.66%	1.29%	5.67%	5.46%	17.80%
3. East TN Human Resource Agency	\$5,125,131	173,894	533,675	91,643	30,146	15.35%	3.63%	18.53%	18.86%	8.35%
4. First TN Human Resource Agency	\$3,050,270	157,446	247,293	38,101	9,405	9.14%	3.29%	8.58%	7.84%	2.60%
5. Mid-Cumberland Human Resource Agency	\$5,000,187	279,660	481,1524	59,821	78,139	14.98%	5.84%	16.72%	12.31%	21.64%
6. NW TN Human Resource Agency	\$2,783,562	177,177	254,605	46,682	42,141	8.34%	3.70%	8.84%	9.61%	11.67%
7. Pigeon Forge Fun Trolleys	\$606,100	2,287,113	5,875	935	1,140	1.82%	47.77%	0.20%	0.19%	0.32%
8. South Central TN Development District	\$5,335,705	297,152	423,343	64,272	43,949	15.98%	6.21%	14.70%	13.23%	12.17%
9. SE TN Human Resource Agency	\$2,493,776	116,511	247,482	39,043	15,642	7.47%	2.43%	8.59%	8.04%	4.33%
10. SW Human Resource Agency	\$2,441,010	141,906	181,212	43,571	49,132	7.32%	2.96%	6.29%	8.97%	13.61%
11. Upper-Cumberland Human Resource Agency	\$4,155,646	201,778	338,158	73,966	26,547	12.45%	4.21%	11.74%	15.22%	7.35%
<b>Totals</b>	\$33,389,340	4,788,132	2,880,583	485,908	361,092					

Table 1: Funding programs: Federal Sections 5303, 5309, 5310, 5311, 5316, and 5339



Rural Transit Region	County	Non-Urbanized Areas Only										
		Total Population	Persons in Poverty	% of Population that is in Poverty	Total Minority Population	% of Population that is Minority	Non-White Persons	Total Minority (Non-Anglo) Persons	Black or African American	Latino	Asian	Other
East Tennessee	Anderson	24,951	4,495	18.26%	999	4%	835	994	273	263	133	324
South Central	Bedford	45,060	8,434	18.95%	9,628	21.37%	8,210	9,669	3,437	5,083	339	810
Northwest	Benton	16,420	3,302	20.41%	935	5.70%	752	926	321	291	62	252
Southeast	Bledsoe	12,898	2,699	23.14%	939	7.28%	828	940	469	255	17	199
East Tennessee	Blount	33,494	3,727	11.18%	1,545	4.61%	1,197	1,524	259	570	166	528
Southeast	Bradley	22,185	2,670	12.15%	1,536	6.92%	1,224	1,564	391	715	146	313
East Tennessee	Campbell	40,629	9,464	23.65%	1,197	2.95%	938	1,206	117	472	103	514
Upper Cumberland	Cannon	13,797	2,239	16.45%	606	4.39%	476	611	167	210	19	215
Northwest	Carroll	28,486	5,267	19.17%	4,071	14.29%	3,767	4,067	2,851	595	51	570
First Tennessee	Carter	18,995	4,193	22.47%	597	3.14%	483	610	108	243	37	222
Mid-Cumberland	Cheatham	39,103	4,543	11.73%	2,186	5.59%	1,731	2,191	552	910	139	590
Southwest	Chester	17,043	2,680	16.90%	2,282	13.39%	2,110	2,294	1,561	343	53	337
East Tennessee	Claiborne	32,025	7,149	22.96%	1,156	3.61%	989	1,162	280	265	165	452
Upper Cumberland	Clay	7,842	1,528	19.71%	331	4.22%	272	337	100	126	7	104
East Tennessee	Cocke	35,631	9,140	26.03%	2,056	5.77%	1,751	2,064	659	628	105	672
South Central	Coffee	52,853	10,751	20.62%	5,299	10.03%	4,235	5,257	1,820	2,007	449	981
Northwest	Crockett	14,567	2,742	19.23%	3,322	22.80%	3,108	3,333	1,837	1,274	25	197
Upper Cumberland	Cumberland	56,144	9,112	16.42%	2,332	4.15%	1,787	2,341	146	1,307	237	651
Mid-Cumberland	Davidson	47,521	4,300	9.17%	17,219	36.23%	16,359	17,511	12,484	2,635	1,380	1,013
Southwest	Decatur	11,732	2,404	20.92%	803	6.85%	618	810	337	308	25	140
Upper Cumberland	DeKalb	18,770	3,489	18.99%	1,733	9.23%	1,371	1,743	233	1,239	48	223
Mid-Cumberland	Dickson	46,332	7,263	15.83%	4,502	9.72%	3,840	4,547	1,884	1,528	199	936
Northwest	Dyer	38,234	7,219	19.15%	7,356	19.24%	6,903	7,291	5,433	1,002	188	668
Delta	Fayette	38,349	4,996	13.18%	12,183	31.77%	11,828	12,213	10,736	858	186	434
Upper Cumberland	Fentress	17,945	4,452	25.37%	428	2.39%	336	437	26	189	34	188
South Central	Franklin	40,972	6,140	15.90%	4,113	10.04%	3,792	4,213	2,086	1,029	299	799
Northwest	Gibson	49,594	9,039	18.60%	11,159	22.50%	10,695	11,112	9,307	1,012	106	687
South Central	Giles	29,439	5,356	18.62%	4,236	14.39%	4,005	4,264	3,006	471	111	676
East Tennessee	Grainger	22,613	4,488	20.18%	901	3.98%	679	904	101	530	24	249
First Tennessee	Greene	68,755	15,062	22.46%	4,199	6.11%	3,473	4,194	1,355	1,690	249	900
Southeast	Grundy	13,751	3,917	29.03%	387	2.81%	309	382	36	113	24	209
East Tennessee	Hamblen	9,913	1,135	11.51%	793	8.00%	644	800	233	360	73	134
Southeast	Hamilton	36,592	4,001	11.01%	3,080	8.42%	2,734	3,180	1,449	769	445	518

Table 2: County by County Demographic and Social Economic Breakdown



Rural Transit Region	County	Non-Urbanized Areas Only										
		Total Population	Persons in Poverty	% of Population that is in Poverty	Total Minority Population	% of Population that is Minority	Non-White Persons	Total Minority (Non-Anglo) Persons	Black or African American	Latino	Asian	Other
Southwest	Hardeman	27,193	5,470	23.01%	11,955	43.96%	11,874	12,056	11,228	376	145	307
Southwest	Hardin	25,987	5,683	22.24%	1,929	7.42%	1,642	1,916	888	497	102	429
First Tennessee	Hawkins	33,556	5,827	17.59%	1,277	3.80%	1,112	1,279	388	339	115	437
Southwest	Haywood	18,673	3,918	21.21%	10,414	55.77%	10,170	10,368	9,431	723	21	193
Southwest	Henderson	27,835	4,808	17.50%	3,336	11.98%	3,005	3,287	2,169	532	76	510
Northwest	Henry	32,271	5,499	17.39%	3,916	12.13%	3,503	3,808	2,578	553	95	582
South Central	Hickman	24,481	3,729	16.29%	2,059	8.41%	1,770	2,033	1,102	455	47	429
Mid-Cumberland	Houston	8,375	1,770	21.68%	497	5.93%	411	495	190	129	25	151
Mid-Cumberland	Humphreys	18,428	2,540	13.99%	1,048	5.69%	909	1,040	455	278	34	273
Upper Cumberland	Jackson	11,526	2,733	24.09%	363	3.15%	251	371	29	164	10	168
East Tennessee	Jefferson	36,215	6,630	18.81%	2,140	5.91%	1,653	2,153	520	957	112	565
First Tennessee	Johnson	18,199	4,173	25.42%	884	4.86%	700	871	373	269	35	194
East Tennessee	Knox	38,811	4,212	11.03%	2,973	7.66%	2,510	2,905	1,295	666	380	564
Northwest	Lake	7,780	1,630	30.33%	2,380	30.59%	2,342	2,423	2,162	136	11	114
Delta	Lauderdale	27,772	6,480	26.09%	10,692	38.50%	10,579	10,780	9,676	564	55	485
South Central	Lawrence	41,779	7,415	17.99%	2,221	5.32%	1,819	2,179	637	689	120	733
South Central	Lewis	12,050	2,267	19.43%	648	5.37%	505	654	198	221	43	192
South Central	Lincoln	33,295	5,372	16.35%	3,802	11.42%	3,520	3,959	2,256	885	115	703
East Tennessee	Loudon	19,730	2,251	11.53%	1,084	5.49%	734	1,083	140	611	99	233
Upper Cumberland	Macon	52,231	9,458	18.50%	5,123	9.81%	4,307	4,987	2,019	1,480	384	1,104
Southwest	Madison	26,001	6,018	23.51%	2,292	8.81%	2,150	2,359	1,541	396	49	373
Southeast	Marion	22,265	5,157	23.49%	1,292	5.80%	884	1,287	79	919	44	245
South Central	Marshall	30,309	3,642	12.25%	7,808	25.76%	7,521	7,824	6,336	859	200	429
South Central	Maury	28,184	5,346	19.21%	1,893	6.72%	1,329	1,909	1,007	361	111	430
Southeast	McMinn	30,585	5,415	17.89%	4,079	13.34%	3,523	4,052	1,985	1,386	130	551
Southwest	McNairy	80,965	12,590	15.83%	16,121	19.91%	14,279	16,037	10,076	3,909	482	1,570
Southeast	Meigs	11,696	2,680	23.26%	499	4.26%	412	492	116	176	18	182
East Tennessee	Monroe	44,680	8,473	19.29%	3,403	7.62%	2,858	3,373	900	1,448	151	874
Mid-Cumberland	Montgomery	54,861	6,805	12.52%	10,962	19.98%	9,083	10,595	5,161	2,844	842	1,748
South Central	Moore	6,349	902	14.68%	334	5.26%	294	325	145	70	24	86
East Tennessee	Morgan	19,044	3,147	19.36%	1,328	6.98%	1,169	1,285	799	179	34	273
Northwest	Obion	31,721	5,332	17.14%	4,789	15.10%	4,478	4,819	3,353	999	75	392

Table 3: County by County Demographic and Social Economic Breakdown



Rural Transit Region	County	Non-Urbanized Areas Only										
		Total Population	Persons in Poverty	% of Population that is in Poverty	Total Minority Population	% of Population that is Minority	Non-White Persons	Total Minority (Non-Anglo) Persons	Black or African American	Latino	Asian	Other
Upper Cumberland	Overton	22,040	4,812	22.12%	624	2.83%	512	631	86	202	43	300
South Central	Perry	7,856	1,865	24.24%	409	5.20%	331	413	116	131	14	152
Upper Cumberland	Pickett	5,108	1,043	20.98%	112	2.20%	84	113	5	67	4	37
Southeast	Polk	16,756	2,926	17.75%	567	3.38%	428	563	50	233	23	257
Upper Cumberland	Putnam	72,172	16,720	24.11%	7,301	10.12%	5,785	7,269	1,421	3,858	839	1,151
Southeast	Rhea	31,817	6,882	22.36%	2,533	7.96%	2,114	2,506	609	1,187	128	582
East Tennessee	Roane	48,526	7,143	14.94%	2,976	6.13%	2,673	3,012	1,289	626	195	903
Mid-Cumberland	Robertson	43,092	6,266	14.76%	8,782	20.38%	7,312	8,768	4,565	3,330	216	657
Mid-Cumberland	Rutherford	44,100	4,855	11.08%	8,931	20.25%	7,869	9,030	3,978	3,129	1,019	903
East Tennessee	Scott	22,196	5,620	25.83%	433	1.95%	375	433	19	120	42	252
Southeast	Sequatchie	14,173	2,695	19.33%	730	5.15%	569	710	19	462	40	189
East Tennessee	Sevier	69,059	10,274	15.08%	6,587	9.54%	4,966	6,547	470	4,373	671	1,033
Delta	Shelby	63,641	7,085	11.28%	27,564	43.31%	26,381	27,640	21,542	2,960	1,996	1,143
Upper Cumberland	Smith	19,157	3,351	17.71%	1,158	6.05%	987	1,164	405	417	32	310
Mid-Cumberland	Stewart	13,262	2,627	20.01%	864	6.51%	719	855	187	250	135	283
First Tennessee	Sullivan	27,006	3,623	13.54%	887	3.28%	739	882	183	278	135	286
Mid-Cumberland	Sumner	52,224	5,105	9.85%	4,591	8.79%	3,747	4,581	1,791	1,666	349	776
Delta	Tipton	58,575	7,947	13.84%	13,833	23.62%	13,192	13,850	11,092	1,231	347	1,181
Mid-Cumberland	Trousdale	7,827	1,010	13.17%	1,140	14.57%	1,018	1,109	748	198	18	145
First Tennessee	Unicoi	18,245	3,971	22.15%	966	5.29%	758	963	35	693	30	206
East Tennessee	Union	19,179	4,295	22.64%	577	3.01%	431	570	21	249	19	281
Upper Cumberland	Van Buren	5,552	1,222	22.38%	140	2.52%	107	140	22	50	7	61
Upper Cumberland	Warren	39,767	8,966	22.86%	5,016	12.61%	4,189	5,100	1,085	3,224	190	601
First Tennessee	Washington	9,306	1,252	13.77%	595	6.39%	474	591	154	221	80	136
South Central	Wayne	17,015	3,053	20.67%	1,499	8.81%	1,309	1,486	975	277	30	204
Northwest	Weakley	34,802	6,652	20.46%	4,213	12.11%	3,897	4,325	2,717	700	365	543
Upper Cumberland	White	24,029	4,841	20.56%	1,279	5.32%	1,037	1,261	444	397	61	360
Mid-Cumberland	Williamson	76,509	4,610	6.05%	8,098	10.58%	6,331	8,137	2,855	2,748	1,341	1,193
Mid-Cumberland	Wilson	71,198	8,127	11.61%	9,319	13.09%	8,227	9,284	4,929	2,572	576	1,207

Table 4: County by County Demographic and Social Economic Breakdown



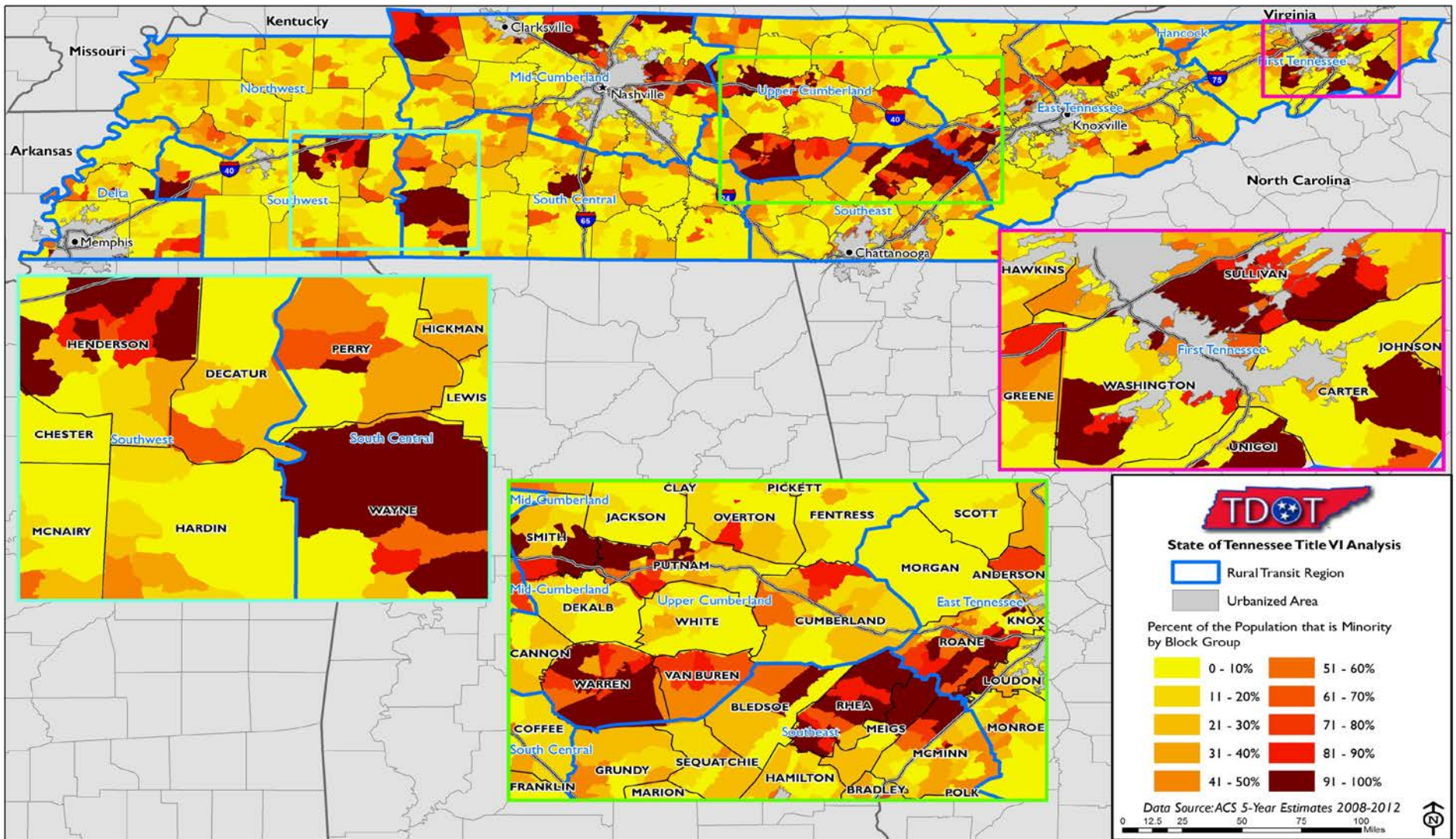


Figure 2: Percent of the Population that is Minority, by Block Group



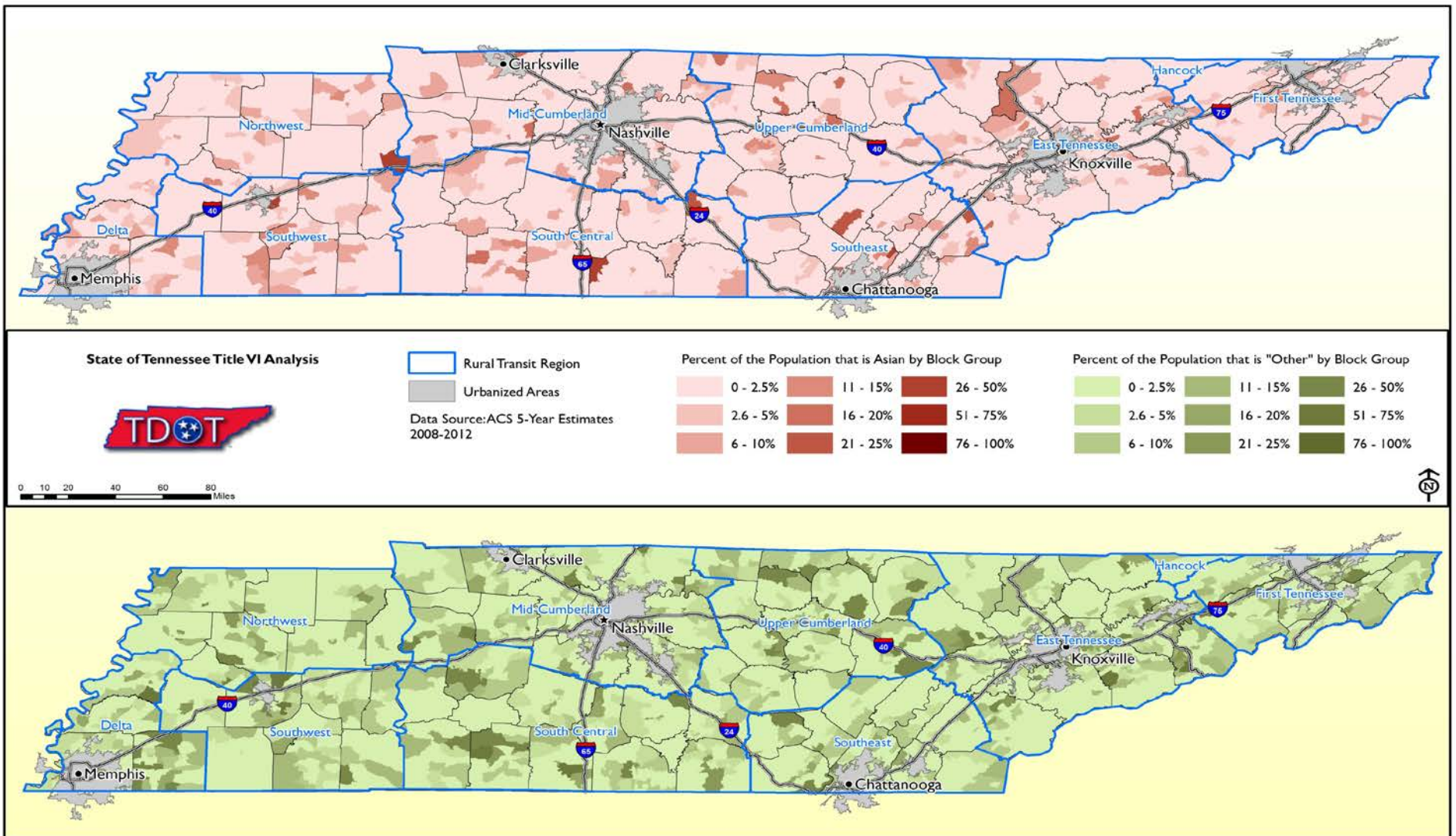


Figure 3: Percent of the Population that is Asian and Percent of the Population that is "Other", by Block Group



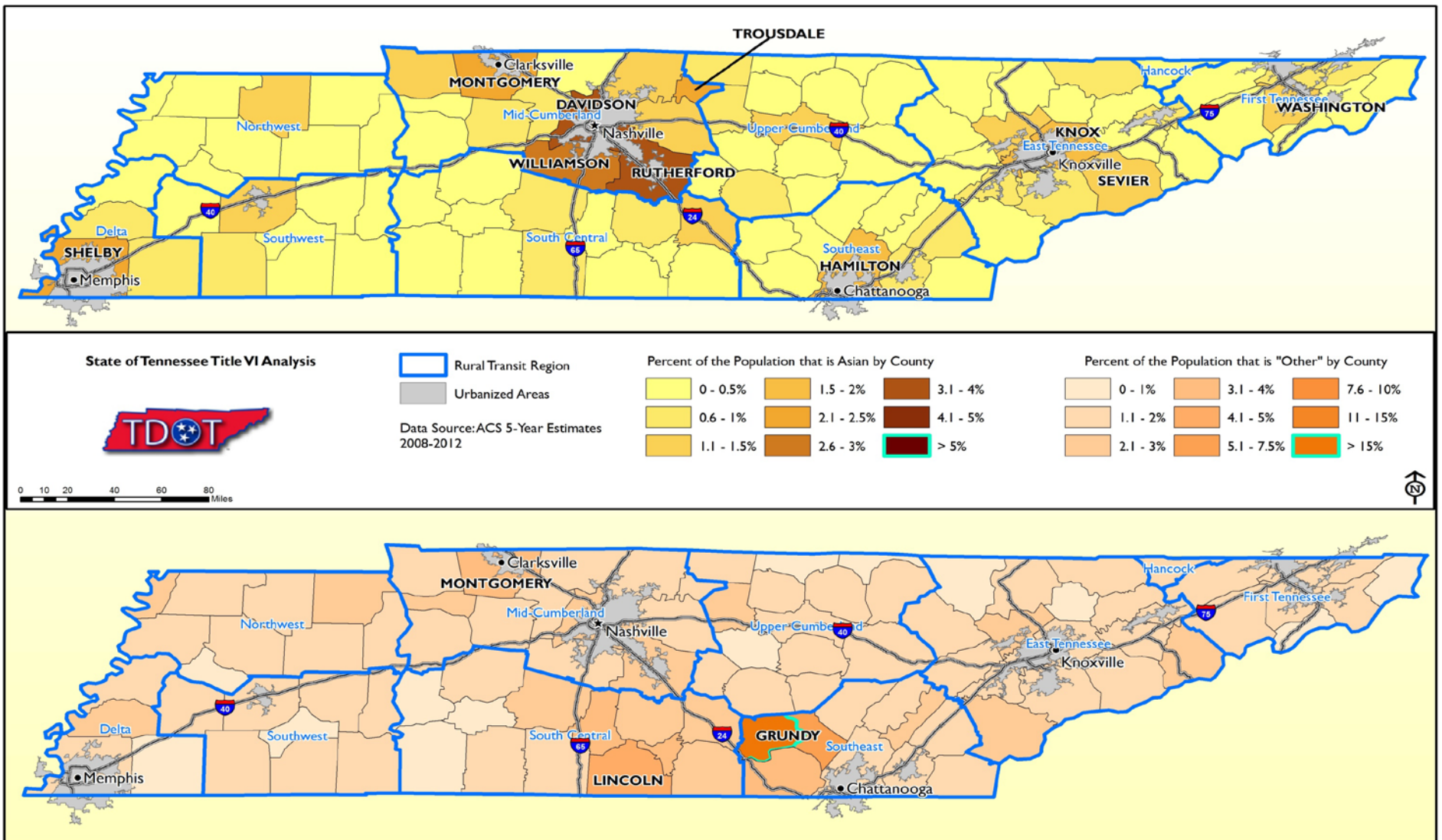


Figure 4: Percent of the Population that is Asian and Percent of the Population that is "Other", by County



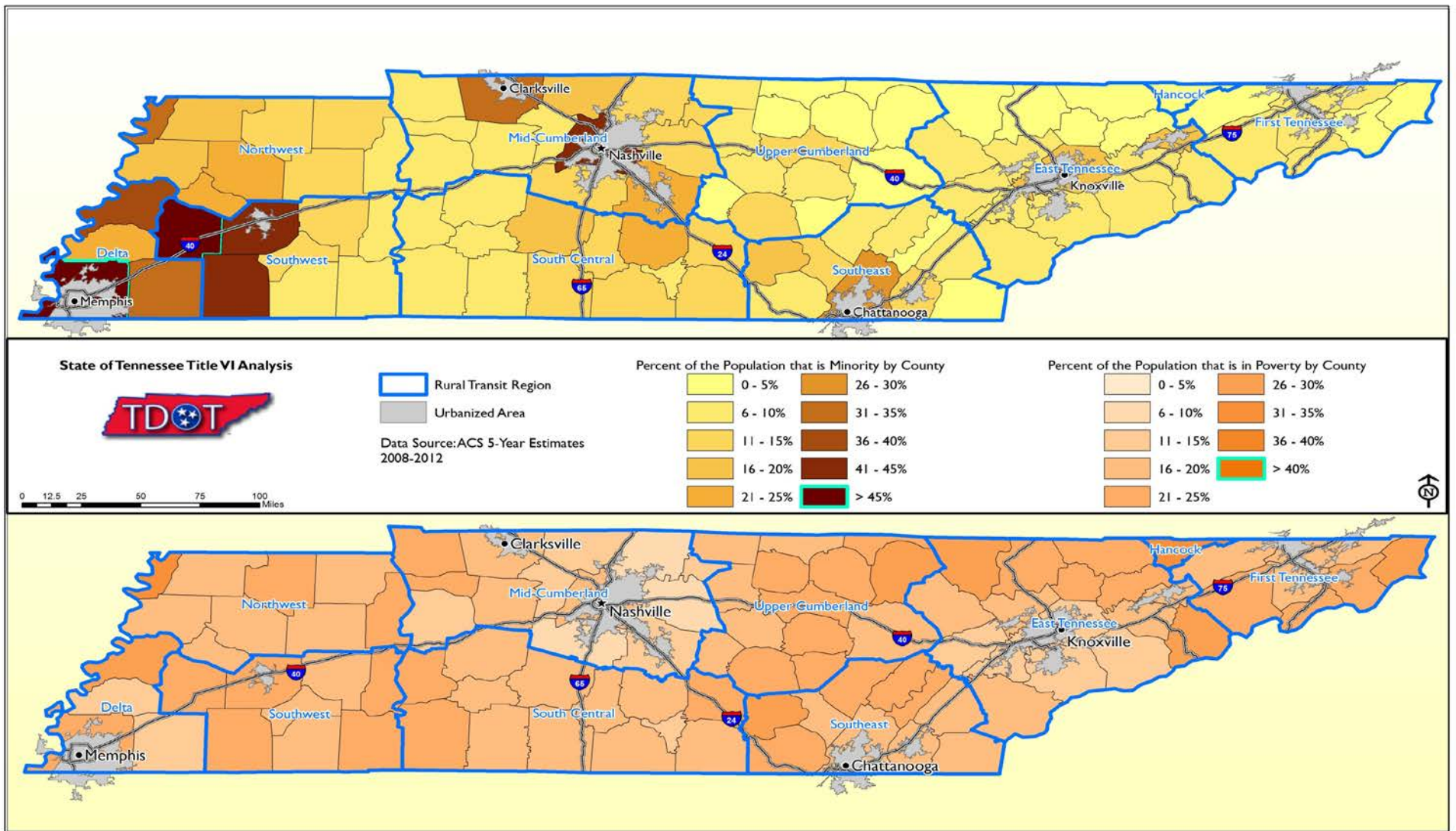


Figure 5: Percent of the Population that is Minority and Percent of the Population that is Poverty, by County

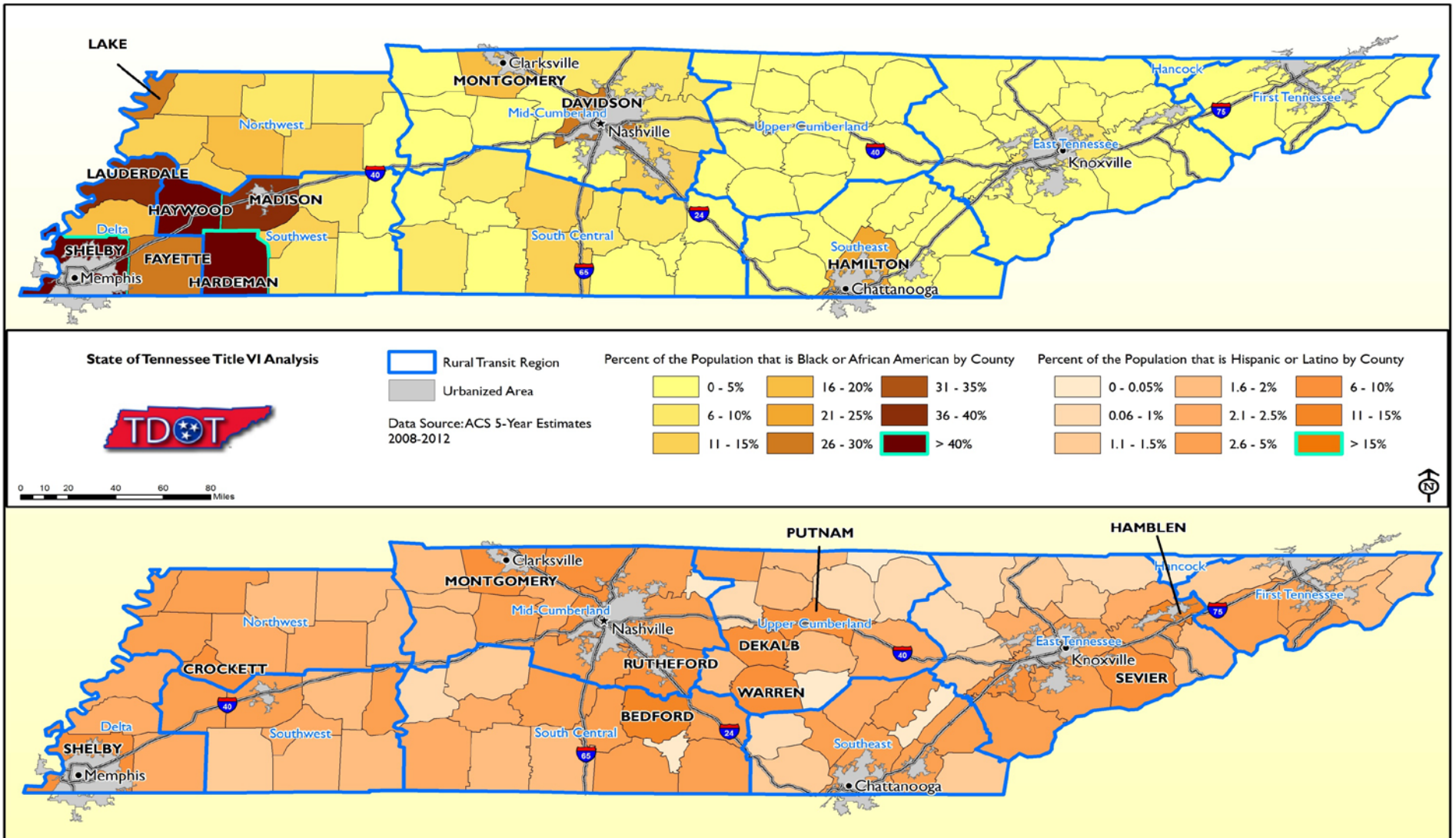


Figure 6: Percent of the Population that is Black or African American and Percent of the Population that is Hispanic or Latino, by County



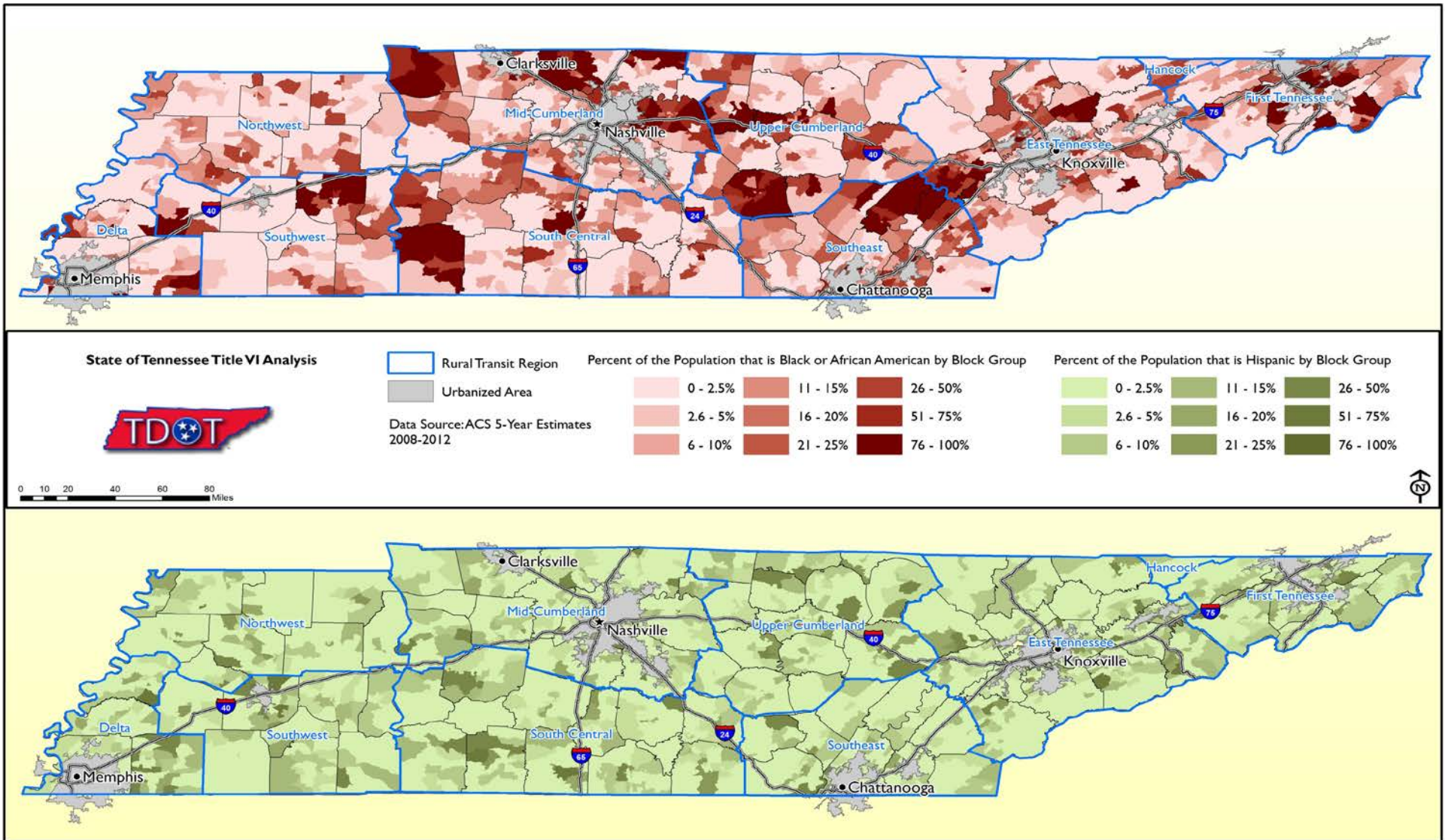


Figure 7: Percent of the Population that is Black or African American by Block Group, Percent of the Population that is Hispanic by Block Group



## ***H. Competitive Selection Criteria and Procedures***

All private non-profit agencies and governmental bodies are encouraged to submit an application. Every effort is made to ensure that all eligible organizations, especially minority organizations, are notified. Eligibility is based on federal guidelines for program compliance, without regard to race, color, sex, national origin, sexual preference or religious affiliation. Federal transit law requires that projects selected for funding under certain programs be included in a “locally developed and coordinated public transit-human services transportation plan”. Locally Developed Human Services Transportation Coordinated Plan components include the following:

1. An assessment of transportation needs for individuals with disabilities, older adults, and persons with limited incomes; and
2. An inventory of available services that identifies areas of gaps in service and duplication of strategies to address the identified gaps in services.

## ***I. Prioritization of Implementation Strategies***

Each grant application must include a Locally Developed Human Services Coordinated Plan. In addition to the two (2) required components listed above, each plan must also include the following information:

1. Activities undertaken to encourage stakeholder involvements;
2. List of Stakeholder/Participants and the stakeholder group represented;
3. Involvement of the community to be served (i.e., welfare recipients, low income residents, individuals with disabilities, etc.);
4. Priorities for implementation based on resources (from multiple sources), time, and feasibility for implementing specific strategies and/or activities identified in the plan.

In addition to mailing the application to potential subrecipients, the entire applications process can be viewed and is made available online on TDOT’s DMTR website.

## ***J. Public Involvement and Outreach***

Public Involvement refers to the full range of activities TDOT DMTR uses to engage Tennesseans in the transportation building process, in our community programs and in our strategic partnerships. The public is invited to attend meetings at their convenience during scheduled meeting hours. DMTR in conjunction with the Transit Systems, utilize the Locally Developed Human Services Transportation Coordinated Plan, Public Notices/Hearings and Rural Planning Organization Meetings (RPO) as part of its method of advising the public of the upcoming grants. The focus is to locally develop and coordinate a public transit-human services transportation plan (“coordinated plan”). This plan identifies the transportation needs of individuals with disabilities, older adults, and people with low incomes. It provides strategies for meeting those local needs and prioritizes.



### III. Compliance Reviews

This section details procedures used by TDOT to monitor subrecipients, contractors, and/or vendors for Title VI compliance.

#### A. *Subrecipients*

The CRD utilizes a staggered monitoring process to accomplish its mission of reviewing and monitoring TDOT's subrecipients for compliance. The Title VI Staff evaluates the past performance of its subrecipients. If a subrecipient has demonstrated a commitment to Title VI and all applicable nondiscrimination mandates and has maintained a strong Title VI Program, whereby, Title VI and all applicable non-discriminatory laws and principles are woven throughout their daily activities, the entity is placed on a three-year review cycle with a requirement to annually affirm there has been no changes in the existing Title VI Program. This annual affirmation process is achieved when the CRD receives a signed "Annual No-change Affidavit and Assurance" attesting to, at a minimum, that no Title VI complaints have been received or that the CRD was notified of receipt of a complaint, and the Title VI Coordinator's Title VI training is current. This review process affords the CRD additional time to provide technical assistance and training to subrecipients who have marginal Title VI Program or those who require additional assistance in developing a new Title VI program.

#### B. *Metropolitan Planning Organizations*

Federal law requires all urbanized areas of 50,000 or greater population to maintain a continuing, comprehensive and cooperative transportation planning process. The organization responsible for this process is called a Metropolitan Planning Organization (MPO). MPO responsibilities are administered by an Executive Board and a Technical Committee. The Executive Board provides policy direction and their membership includes locally-elected officials and the Governor of Tennessee. The Technical Committee provides technical expertise and is comprised of professional planners and engineers from local governments and other transportation related agencies.

The MPO Long Range Transportation Plan is 20-year plan of long - and short - range strategies and actions for an integrated intermodal transportation system to facilitate the efficient movement of people and goods. The MPO Transportation Improvement Program (TIP) is a four year schedule of all federally-funded and regionally significant transportation projects to be implemented in the urban area. The MPO Unified Planning Work Program (UPWP) is a one-year schedule of all urban transportation planning activities. It documents work to be performed with federal planning funds.

Formal Public Involvement Programs have been adopted in each area as a means of proactively involving the public in transportation planning. The public is invited to review and comment on proposed transportation plans and programs. MPO meetings are open to the public and serve as a regular forum to solicit community transportation concerns.



The state of Tennessee has eleven MPOs: Bristol, Chattanooga, Clarksville, Cleveland, Jackson, Johnson City, Kingsport, Knoxville, Lakeway, Memphis and Nashville.

**CRD Responsibilities:** The Title VI Program staff reviews the Title VI activities for the MPOs. The following items are considered in the review and will be reported to the FHWA, FTA and THRC in TDOT's Title VI update:

- Strategies used to ensure that all components of the transportation planning process comply with Title VI;
- Whether a demographic profile of the State that includes identification of minority and low income populations has been developed;
- Whether a process has been developed to identify the needs of minority and low income populations and whether demographic information has been used to assess the distribution of benefits across these groups;
- Whether there is an analytical process in place to assess the benefits/burdens of transportation system investment on minority and low income populations, and what data source and tools are used to support such an analysis;
- Whether there is a public involvement strategy for engaging minority and low income populations in transportation decision-making and reducing participation barriers;
- Whether the public involvement process is routinely evaluated and whether any efforts were made to improve the process, especially with regard to minority and low income populations;
- Efforts made to engage minority and low income populations in the public outreach effort and public outreach efforts made to utilize media targeted to these groups;
- Methods used to ensure that issues/concerns raised by minority and low income populations as well as other affected groups are considered in the decision-making process;
- Number of consultant planning agreements awarded and the dollar value; number of female and minority-owned firms with dollar value;
- Methods used to encourage the use of female and minority planning contractors and sub-contractors;
- Status of any Title VI complaints received regarding transportation planning or the public involvement process; and
- Any significant accomplishments made during the review period.



## ***C. Small Urban Transit Program***

**General Information:** Section 5307 is a grant program that provides funds to urbanized areas with populations of more than 50,000 for transit operating and capital assistance and for transportation related planning.

There are ten (Small) Urban Transit Providers: Jackson Transit Authority (JTA), Clarksville Transit System (CTS), Kingsport Transit System, Johnson City Transit System (JCTS), Bristol Tennessee Transit System (BTTS), Cleveland Urbanized Area Transit System, Morristown (LAMPTO), Murfreesboro (ROVER), Oak Ridge, and Franklin Transit Authority.

**CRD Responsibilities:** The Title VI Program staff will annually review the Title VI activities for Small Urban Transit Programs. The following items will be considered in the review and will be reported to the FHWA, THRC and FTA in TDOT's annual Title VI update:

- Strategies used to ensure that all components of the transportation planning process comply with Title VI;
- Whether a demographic profile of the State that includes identification of minority and low income populations has been developed.
- Whether a process has been developed to identify the needs of minority and low income populations and whether demographic information has been used to assess the distribution of benefits across these groups;
- Whether there is an analytical process in place to assess the benefits/burdens of transportation system investment on minority and low income populations, and what data source and tools are used to support such an analysis;
- Whether there is a public involvement strategy for engaging minority and low income populations in transportation decision-making and reducing participation barriers;
- Whether the public involvement process is routinely evaluated and whether any efforts were made to improve the process, especially with regard to minority and low income populations;
- Efforts made to engage minority and low income populations in the public outreach effort and public outreach efforts made to utilize media targeted to these groups;
- Methods used to ensure that issues/concerns raised by minority and low income populations as well as other affected groups are considered in the decision-making process;
- Number of consultant planning agreements awarded and the dollar value; number of female and minority-owned firms with dollar value;
- Methods used to encourage the use of female and minority planning contractors and sub-contractors;
- Status of any Title VI complaints received regarding transportation planning or the public involvement process; and
- Any significant accomplishments made during the review period.



## ***D. Rural Transit Program***

**General Information:** Section 5311 is a rural transportation grant program providing federal funds to TDOT for state administration, planning, technical assistance, capital operating and project administration assistance in areas with population less than 50,000. The annual federal allocations are based on the non-urbanized population, public revenue miles, and public ridership.

The goal of the program is to provide the following services to communities with population less than 50,000:

- Enhance the access of people in non-urbanized areas to health care, shopping, education, employment, public services, recreation, and all other destinations.
- Assist in the maintenance, development, improvement, and use of public transportation systems in non-urbanized areas.
- Encourage and facilitate the most efficient use of all transportation funds used to provide passenger transportation in non-urbanized areas through the coordination of programs and services.

**There are Eleven Rural Transits in the state of Tennessee:** Delta Human Resource Agency, East TN Human Resource Agency, First TN Human Resource Agency, Mid-Cumberland Human Resource Agency, Northwest TN Human Resource Agency, South-Central TN Development District, Southeast TN Human Resource Agency, Southwest TN Human Resource Agency, Upper-Cumberland Human Resource Agency, City of Gatlinburg, and City of Pigeon Forge.

**CRD Responsibilities:** The Title VI Program staff will annually review the Title VI activities for Rural Transits. The following items will be considered in the review and will be reported to the FHWA, THRC and FTA in TDOT's annual Title VI update:

- Strategies used to ensure that all components of the transportation planning process comply with Title VI;
- Whether a demographic profile of the State that includes identification of minority and low income populations has been developed.
- Whether a process has been developed to identify the needs of minority and low income populations and whether demographic information has been used to assess the distribution of benefits across these groups;
- Whether there is an analytical process in place to assess the benefits/burdens of transportation system investment on minority and low income populations, and what data source and tools are used to support such an analysis;
- Whether there is a public involvement strategy for engaging minority and low income populations in transportation decision-making and reducing participation barriers;





- Whether the public involvement process is routinely evaluated and whether any efforts were made to improve the process, especially with regard to minority and low income populations;
- Efforts made to engage minority and low income populations in the public outreach effort and public outreach efforts made to utilize media targeted to these groups;
- Methods used to ensure that issues/concerns raised by minority and low income populations as well as other affected groups are considered in the decision-making process;
- Number of consultant planning agreements awarded and the dollar value; number of female and minority-owned firms with dollar value;
- Methods used to encourage the use of female and minority planning contractors and sub-contractors;
- Status of any Title VI complaints received regarding transportation planning or the public involvement process; and
- Any significant accomplishments made during the review period.

## E. *Non-Profit Transportation Providers*

**General Information:** The Enhanced Mobility of Seniors and Individuals with Disabilities Program (Section 5310) provides grants to non-profit organizations providing transportation services for seniors and persons with disabilities. This program supplements existing transportation services where such services are insufficient, or inappropriate for these persons.

The list of Non-Profit Transportation Providers varies annually, depending on applicant submissions.

**CRD Responsibilities:** The Title VI Program staff will annually review the Title VI activities Non-Profit Transportation Providers. The following items will be considered in the review and will be reported to the FHWA, THRC and FTA in TDOT's annual Title VI update:

The following items will be considered in the review and will be reported to the FHWA, THRC and FTA in TDOT's annual Title VI update:

- Strategies used to ensure that all components of the transportation planning process comply with Title VI;
- Whether a demographic profile of the State that includes identification of minority and low income populations has been developed.
- Whether a process has been developed to identify the needs of minority and low income populations and whether demographic information has been used to assess the distribution of benefits across these groups;
- Whether there is an analytical process in place to assess the benefits/burdens of transportation system investment on minority and low income populations, and what data source and tools are used to support such an analysis;
- Whether there is a public involvement strategy for engaging minority and low income populations in transportation decision-making and reducing participation barriers;
- Whether the public involvement process is routinely evaluated and whether any efforts were made to



- improve the process, especially with regard to minority and low income populations;
- Efforts made to engage minority and low income populations in the public outreach effort and public outreach efforts made to utilize media targeted to these groups;
- Methods used to ensure that issues/concerns raised by minority and low income populations as well as other affected groups are considered in the decision-making process;
- Number of consultant planning agreements awarded and the dollar value; number of female and minority-owned firms with dollar value;
- Methods used to encourage the use of female and minority planning contractors and sub-contractors;
- Amount of Federal money passed to individual Metropolitan Planning Organizations (MPO) and Transportation Planning Organizations (TPO) through TDOT for transportation planning;
- Status of any Title VI complaints received regarding transportation planning or the public involvement process; and
- Any significant accomplishments made during the review period.

## IV. Limited English Proficiency (LEP) Plan

In accordance with Executive Order (EO) 13166 – Improving Access to Services for Persons with Limited English Proficiency (LEP), TDOT’s Civil Rights Division has developed a plan (TDOT’s LEP Plan is located in Appendix C) for providing meaningful access for people with limited English proficiency.

The TDOT CRD’s Title VI Program is responsible for providing TDOT divisions/programs with technical assistance. This includes advising divisions/programs of LEP requirements, implementing, and assisting in developing individual program plans and mechanisms.

Currently, TDOT utilizes AVAZA Language Services for its professional translation and interpreting needs. Payment for these professional services is expended when services are rendered. No funds were expended for translation and/or interpreting services in FY 2014, 2015, 2016. Additionally, TDOT utilizes employee volunteers and language identification cards.

### A. TDOT Divisions/Programs Responsibilities

The following table, although not exhaustive, illustrates TDOT divisions/programs and Title VI Program activities and responsibilities relative to LEP services.



Activities	Responsibilities	
	TDOT Divisions & Programs	CRD Title VI Program
1. Assessing and addressing the needs of eligible persons	X	
2. Taking reasonable steps or ensuring that reasonable steps taken to ensure meaningful access	X	
3. Developing and implementing monitoring control mechanisms to ensure delivery of service and ongoing compliance.	X	X
4. Compliance, monitoring, and oversight	X	X
5. Providing technical assistance and guidance	X	X
6. Reporting accomplishments and goals	X	X
7. Data collection and analysis	X	X
8. Ensuring that programs and activities provide for a fully coordinated process (interdisciplinary approach)	X	X

Table 5: Table Delineating LEP Responsibilities

## ***B. Compliance and Enforcement***

TDOT Divisions/Program Directors are responsible for ensuring that meaningful services to LEP persons are provided in their respective divisions/programs. A designated Title VI Liaison from each TDOT Division monitors their respective division to ensure LEP requirements are fulfilled. The Title VI Liaisons report quarterly to the CRD any LEP activities.

In determining whether LEP compliance is met, the CRD Title VI Program staff assesses whether the division/program's procedures allow LEP persons to overcome language barriers and participate in TDOT's services and activities in a meaningful way. The division/program's appropriate use of methods and options detailed in the LEP Plan will be viewed as evidence of intent to comply with LEP requirements and the Title VI of the 1964 Civil Rights Act's mandates. See Appendix C for TDOT's LEP Plan.



## V. Complaint Procedures

**Purpose:** Any person who believes that a department or agency receiving Federal financial assistance has discriminated against someone on the basis of race, color or national origin may file a complaint. These procedures apply to all complaints filed under Title VI of the 1964 Civil Rights Act, relating to any program or activity administered by TDOT or its subrecipients, consultants, and/or contractors. Intimidation or retaliation of any kind is prohibited by law.

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. These procedures are part of an administrative process that does not provide for remedies that include punitive damages or compensatory remuneration for the complainant.

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 Title VI Program Director may be utilized for resolution, at any stage of the process. The Title VI Program Director will make every effort to pursue a resolution of the complaint. Initial interviews with the complainant and the respondent will include requests for information regarding specifically requested relief and settlement opportunities. See Appendix B for TDOT's Complaint Procedures and Complaint Form.

See Title VI Complaint Log for 2014, 2015, and 2016 below.

CIVIL RIGHTS OFFICE 2014 Complaint Log									
#	Case Number	Intake Date	Complainant	Respondent	Date of Alleged	Date Opened	Race / Gender	Final Report	Disposition
1	N/A	3/4/2014	Ambresco Shaw	SCCF	Ongoing	N/A			Referred to DOC
2	N/A	3/4/2014	Cleven Johnson	SCCF	Ongoing	N/A			Referred to DOC
3	N/A	2/27/2014	Sada Brown	Gallatin	10/8/2013	N/A			Failure to make Prima Facie Case
4	N/A	2/11/2014	Ambresco Shaw	SCCF	Ongoing	N/A			Referred to DOC
5	N/A	3/11/2014	Patti McKenley	Perry Co Transit	2/22/2014	N/A			Referred to SCDD
6	N/A	1/29/2014	Randy Anderson	DOC	Ongoing	N/A			Referred to DOC
7	N/A	8/4/2014	Marey Abou-	DCO	Ongoing	N/A			Referred to DOC

Table 8: 2014 Title VI Complaint Log

TN TDOT 2015 Complaint Log									
#	Case Number	Intake Date	Complainant	Respondent	Date of Alleged	Date Opened	Race / Gender	Final Report	Disposition
1		9/2/2015	Cayle Hanson	Ken Bryant EOT Low (w. Assistance)	7/24/2015	8/7/14/2015	Race	3/2/16/2016	Based on the witness interviews, the investigation finds that the allegations are true. Mr. Bryant, accordingly, made the exact statement.
2		10/30/2014	Harold Park Neighborhood Association	City of Chattanooga	Ongoing	8/2/20/2014	Race/Color		Dismissed/Pending NEPA documents monitor project progress
3		6/7/2015	Nation for African American Cultural Alliance	City of Nashville/Mayor Carl Dean and Nashville Police Department	4/18/6/1/2015	N/A	Race	6/7/2015	Nonjurisdictional/Referred to Police

Table 6: 2015 Title VI Complaint Log

TN TDOT 2016 Complaint Log									
#	Case Number	Intake Date	Complainant	Respondent	Date of Alleged	Date Opened	Race / Gender	Final Report	Disposition
	None assigned	Received 12/23/15	Susanne Bryson	Lincoln County Correctional Facility	9-23-15 thru 12-18-15	N/A			Forwarded to DOC, copying

Table 7: 2016 Title VI Complaint Log



A Title VI Complaint Form can be obtained at:

<https://www.tn.gov/tdot/topic/title6>

## ***A. Procedures for Noncompliance***

Procedures or steps are taken to first seek voluntary compliance whenever a subrecipient or contractor is determined to be in noncompliance.

If deficiencies are found during a compliance review, a deficiency letter will be forwarded to the entity noting the program deficiencies and offering recommendations for corrective action. The subrecipient will be given thirty days to correct reported deficiencies. If the subrecipient does not respond in the allotted time frame, a five day letter is sent, encouraging voluntary compliance.

1. Where voluntary compliance efforts are unsuccessful, a refusal to grant or continue the assistance may be withheld or suspended; or
2. Where voluntary compliance efforts are unsuccessful, referral of the violation to the Department of Justice for judicial action.

A follow-up review will be made to ensure that deficiencies are being corrected. All findings, recommendations, and progression made in implementing corrective action is documented and maintained in the respective subrecipient's file.

Please note that failure to correct deficiencies will result in a final letter of non-compliance being issued. TDOT will make the determination whether to terminate contract and/or revoke funding.

Deficiencies, Remedies, and Sanctions: (23 C.F.R. § 200.11) TDOT may determine, after the completion of a pre-award or post-award onsite review or assessment, compliance review or complaint investigation, that a recipient is not in compliance with Title VI. Deficiencies can take the form of technical violations, such as failing to include an equal opportunity statement on a poster, or filling out an assurance form incorrectly, or, more serious, overt discriminatory practices that have the effect of denying equal access to program funds.

## ***B. Noncompliance procedures as specified in 23 C.F.R. § 200.11:***

1. CRD Director/Title VI Program Director will forward report with a cover letter to the subrecipient for corrective action.
2. CRD Director/Title VI Program Director will schedule a meeting or teleconference with subrecipient, to be held no later than 30 days from receipt of deficiency report.
3. Subrecipients placed in deficiency status shall be given a reasonable time, not to exceed 90 days after receipt of deficiency letter, to voluntarily correct deficiencies.
4. CRD Director/Title VI Program Director shall seek cooperation from subrecipient to correct deficiencies found during review. The Title VI Program staff will provide technical assistance and guidance needed to aid the subrecipient to comply voluntarily.



5. When the recipient fails or refuses to voluntarily comply with requirements within allotted timeframe, a case file and recommendation that the subrecipient be found in noncompliance is submitted to Deputy Commissioner and Commissioner of Transportation.
6. After review, TDOT will send recommendations to Federal Highway Administrator and/or Federal Transportation Administration. Should the Federal Highway Administrator and/or Federal Transportation Administration recommendation concur with recommendation, the file is referred to the Office of the Secretary, US DOT for appropriate action in accordance with 49 C.F.R. (Also See 23 C.F.R. § 200.11(a)-(f)) 4 — A — 9.

When Compliance Cannot be Achieved Voluntarily: (49 C.F.R. § 21.13)

1. Referral to DOJ for litigation in Federal court, these “other means” include administrative avenues such as:
  - Consulting with, or seeking assistance from State or local agencies with nondiscrimination enforcement authority; and,
  - Refusal to Grant or Termination of Funds: (49 C.F.R. § 21.13).
2. In the event that compliance cannot be achieved, Title VI also provides one other sanction. A State DOT may refuse to grant or may terminate funds after notice and an opportunity for a hearing. DOT guidelines provide procedures for conducting fund termination or denial hearings. They also permit, in limited circumstances, a State DOT to defer action on an assistance application temporarily pending initiation and completion of the notice and hearing. Such temporary suspension of funds allows agencies to prevent the continuation of the alleged discrimination pending a final determination.

### ***C. Compliance/Noncompliance Reporting***

**General information:** It is the responsibility of TDOT to promote compliance with Title VI of the 1964 Civil Rights Act. The CRD Title VI Program staff will conduct Title VI reviews and monitor program areas for compliance.

Each of the following areas will be monitored by the Title VI program for compliance with Title VI requirements (not all inclusive):

- a. Advertisements
- b. Bid proposals
- c. Contracts and subcontracts
- d. Title VI reports, issues, and complaints
- e. Public meeting/transcripts
- f. Title VI contract provisions and other legal documents
- g. DBE Utilization



## ***D. Multimodal Transportation Resources***

**General Information:** The Multimodal Transportation Resources Division has a primary responsibility for ensuring that multimodal activities are executed in accordance with Title VI requirements. This process entails the consideration of all possible social, economic, and environmental effects of a proposed plan or program on identified groups in order to avoid the unintended creation of inappropriate and biased programs.

**CRD Responsibilities:** The Title VI Program staff will annually review the Title VI activities for the Multimodal Transportation Resource Division. The following items will be considered in the review and will be reported to the FHWA and FTA in TDOT's Title VI update:

- Strategies used to ensure that all components of the transportation planning process comply with Title VI;
- Whether a demographic profile of the State that includes identification of minority and low-income populations has been developed;
- Whether a process has been developed to identify the needs of minority and low-income populations and whether demographic information has been used to assess the distribution of benefits across these groups;
- Whether there is an analytical process in place to assess the benefits/burdens of transportation system investment on minority and low-income populations, and what data source and tools are used to support such an analysis;
- Whether there is a public involvement strategy for engaging minority and low-income populations in transportation decision-making and reducing participation barriers;
- Whether the public involvement process is routinely evaluated and whether any efforts were made to improve the process, especially with regard to minority and low-income populations;
- Efforts made to engage minority and low-income populations in the public outreach effort and public outreach efforts made to utilize media targeted to these groups;
- Methods used to ensure that issues/concerns raised by minority and low-income populations as well as other affected groups are considered in the decision-making process;
- Methods used to encourage the use of female and minority planning contractors and sub-contractors;
- Amount of Federal money passed to individual Metropolitan Planning Organizations (MPO) and Transportation Planning Organizations (TPO) through TDOT for transportation planning; and
- Status of any Title VI complaints received regarding transportation planning or the public involvement process.



## VI. Public Notice and Outreach

The mission and organizational structure of TDOT both encourage and foster public involvement.

### A. *Community Relations Division*

**General Information:** This division is headed by a director who serves as the chief spokesperson for the agency. The mission is to provide leadership in promoting TDOT, integrating the concerns of our customers into our processes, and promoting a consistent message. This involves conducting community outreach activities, managing public meetings and hearings, establishing relationships with the news media and community groups, assisting the general public in accessing TDOT's services, answering questions and concerns, and providing better communication both inside and outside the department. In addition to headquarters communications, constituent services, and public involvement staff, each of TDOT's four regions have a Community Relations Division (CRD).

### B. *Office of Constituent Services*

The primary responsibility of the Office of Constituent Services is to provide a process for our customers, constituents, and partners to communicate with TDOT and to facilitate solutions to their issues. This office coordinates public hearings/meetings in accordance with the TDOT Public Involvement Plan, oversees the agency correspondence system, surveys customers, and helps foster better customer service.

### C. *Public Involvement and Communication Office*

The basic responsibility of this office is to enhance and improve communication between TDOT and its stakeholders and customers and to provide accurate and timely information to the public. TDOT uses multiple communication tools to carry out its responsibility including the agency website, publications, and social media, all of which are coordinated through this office. This office is also responsible for internal communication through newsletters and other forms of verbal, written, and electronic communication. Since public involvement is an important process, this office implements strategies to ensure the public is fully informed and has the opportunity to be involved in developing, building, and maintaining our state transportation system. See Appendix D for TDOT's Public Involvement Plan.

**CRD Responsibilities:** The Title VI Program Staff will annually review the Title VI activities of the public involvement process. The following items will be considered in the review and will be reported to the FHWA and THRC in TDOT's annual Title VI update:

- Strategies used to ensure that all components of the public outreach process comply with Title VI;
- Whether a demographic profile of the State that includes identification of minority and low-income populations has been developed;
- Whether a process has been developed to identify the needs of minority and low-income populations;





- Whether there is a public involvement strategy for engaging minority and low-income populations as well as Limited English Proficient persons in transportation decision-making and reducing participation barriers;
- Efforts made to engage minority and low-income, and Limited English Proficient persons in the public outreach effort and public outreach efforts made to utilize media targeted to these groups;
- Status of any Title VI complaints received regarding the public involvement process;
- Any significant accomplishments made during the review period; and
- Any significant actions planned for the ensuing year.

The CRD utilizes its website to disseminate information to clients, constituents and the public, regarding its Title VI Implementation Plan; Complaint Procedures, Nondiscrimination policy; Programs and Services; and Minority Participation on Planning Boards and Advisory Bodies.

In an effort to engage the traditionally underserved population in the decision-making process, minority media outlets and special interest organizations from across the state are utilized to help identify and reach Environmental Justice stakeholders.



## VII. Boards and Committees

TDOT DBE Advisory Committee		
Race/Gender	Name	Organization
W/F	Melynda Sammons	Tri - State Guardrail
AA/M	Baffin Harper	B & B Lawn Services, Inc.
AA/F	Brenda Booker	Booker Engineering
W/F	Dixie Brackett	Earthworx
W/M	Danny Matthews	Summers-Taylor
W/M	Steve Hoover	Bell & Assoc.
W/M	David Reeves	Lehman Roberts
W/M	Nick Koenig	Lehman Roberts
W/M	Mark Odom	Highways, Inc.
W/F	Melinda Schoch	Highways, Inc.
W/F	Wisty Pender	ECD
W/M	Kent Starwalt	TRBA
AA/M	Victor Tyler	Tyler Construction Engineers, P.C.
W/M	Christopher Cooper	GoDBE
W/M	Paul Degges	TDOT
AA/F	Deborah Luter	TDOT
W/M	David Neese	TDOT
W/M	Brian Carroll	TDOT
AA/F	Kimery Grant	Local Programs
W/F	Pam Kordenbrock	FHWA
AA/F	Joi Hamilton Jones	FHWA
W/M	John Paul Saalwaechter	TDOT
W/M	Jason Blankenship	TDOT
W/M	Joe Galbato	TDOT
W/M	Wil Reid	TDOT
W/M	Ross Webb	TDOT
AA/F	Stephanie Brooks	TDOT
AA/F	Barbara Booker	TDOT
<b>Gender - 65% Male 34% Female Race - 80% Caucasian 23% African American</b>		

Table 9: DBE Advisory Committee

TDOT DBE Advisory Committee role is to advise, counsel, and assist TDOT's Civil Rights Division through its Small Business Development Program in the planning, development and evaluation of the Disadvantaged Business Enterprise activities. Some members are appointed by title and others are selected.



Tennessee Aeronautics Commission		
Race/Gender	Name	Representing
O/F	Nisha Powers	West Tennessee
W/M	Larry Mullins	General Aviation
W/M	Butch West	Middle TN
W/M	Fred D. Culbreath	General Aviation
W/M	Kirk A. Huddleston	East TN
<b>Gender - 80% Male 20% Female Race - 80% Caucasian 20% Other</b>		

Table 10: Tennessee Aeronautics Commission

The Tennessee Aeronautics Commission (TAC) is a five-member advisory board appointed to assist in the formulation of relevant policy planning and approving/rejecting all proposed changes in the state airport system plan, existing under the authority of Tennessee Code Annotated.

Production Evaluation Committee	
Race	Gender
8 Caucasians	3 Females
2 Other	7 Males
<b>Gender - 70% Male 30% Female Race - 80% Caucasian 20% Other</b>	

Table 11: Production Evaluation Committee



The Research and Product Evaluation Section is responsible for the testing and evaluation of all new products proposed for use in Tennessee's highway program.

<b>Statewide Freight Advisory Committee</b>	
<b>Race</b>	<b>Gender</b>
<b>54 Caucasian</b>	10 Females
<b>4 African Americans</b>	50 Males
<b>1 Asian</b>	
<b>1 Pacific Islander</b>	
<b>Gender - 83% Male 17% Female</b>	
<b>Race - 89% Caucasian 7% African Americans 2% Asian 2% Pacific Islander</b>	

**Table 12: Statewide freight advisory committee**

The Committee's role is to advise the State on freight priorities, issues, projects and funding, serve as forum for discussion of State decisions affecting freight, promote the sharing of info between public and private sectors on freight issues, and participate in development of State Freight Plan.

<b>2015 – 2016 Title VI Liaisons Committee</b>	
<b>Race/Gender</b>	<b>Name</b>
F/W	Angie Duncan
M/W	Ben Greeson
M/AA	Bill Hayes
M/W	Brian Carroll
F/AA	Chasity Bell
M/W	Craig Pitts
F/AA	Debbi Howard
F/W	Erin Brake
M/W	Gary Bryant
M/W	Jim Currey
F/W	Julie Carmean
F/W	Kellie Bridgeman
M/W	Kenneth Williams
F/W	Michelle Griggs
M/W	Paul A. Miller
M/W	Randy Busler
F/AA	Rosalind Jones
F/H	Rose Boyd
F/W	Brianna Benson
M/W	Wes White
F/W	Suzy Edsall
F/AA	Joyce "Joy" Johnson
M/AA	Brian White
M/W	Joseph "Grant" Heintzman
M/W	Lyn Brown
F/AA	Shirlynn Carter
F/W	Noel Blackmire
F/W	Sebrina Love
F/AA	Cynthia Howard
F/AA	Pam Sharp
M/AA	Kelsey Finch
Gender - 45% Male 55% Female Race - 65% Caucasian 32% African Americans 3% Hispanic	

**Table 13: Title VI liaison committee**

The Title VI Liaison works to assist and support the Civil Rights Division’s Title VI Program.



<b>2015 - 2016 Title VI Advisory Committee</b>	
<b>Gender/Race</b>	<b>Name</b>
M/W	Joe Shaw
F/W	Liza Joffrion
M/W	Brian Carroll
F/W	BJ Doughty
F/W	Angela Midgett
M/W	Wes White
M/AA	Richard Adkisson
M/W	Jay Norris
M/W	Timothy Colvett
M/AA	Larry McGoogin
F/AA	Cynthia Howard
F/AA	Pam Sharp
M/AA	Kelsey Finch
<b>62% Male 38% Female 62% Caucasian 38% African American</b>	

Table 14: Title VI Advisory Committee

The Title VI Advisory Committee serves as an administrative advisory committee to the CRD Title VI Program. The committee helps to ensure that TDOT's programs contractees, and service beneficiaries comply with the provisions of Title VI.

<b>2016 Affirmative Action Advisory Committee</b>		
<b>Name</b>	<b>Race/Gender</b>	<b>Representing</b>
Sherree Hall Crowder	AA/F	CRD
Tanisha Hall	AA/F	Long Range Planning
Delaine Linville	W/F	Human Resources
Heather Stanford	W/F	Human Resources
Jennifer Lloyd	W/F	Design
Richard Adkisson	AA/M	Region 4 Construction
Brian White	AA/M	Region 4 TMC & Help Trucks
Will Reid	W/M	Construction
Joe Kirk	W/M	Information Technology
Brian Egan	W/M	Materials and Test
Jerry Hatcher	W/M	Maintenance
Jeff Hoge	W/M	Right of Way
David Layhew	W/M	Regional
<b>62% Male 38% Female 69% Caucasian 31% African American</b>		

Table 15: Affirmative Action Advisory Committee



The purpose of the AAC is to serve as an administrative advisory committee to the Affirmative Action Office and to help promote equal employment opportunity and affirmative action throughout TDOT.

<b>2016 EEO Officers Ad Hoc Committee</b>		
<b>Name</b>	<b>Race/Gender</b>	<b>Division</b>
<b>Sherree Hall Crowder</b>	AA/F	CRD
<b>Natalie Douglass</b>	AA/F	CRD
<b>Norris Teachworth</b>	W/M	CRD
<b>Jason Blankenship</b>	W/M	Construction
<b>50% Male 50% Female 50% Caucasian 50% African American</b>		

**Table 16: EEO Officers Ad Hoc Committee**

The purpose of the committee is to address concerns related to the highway construction industry.

<b>2016 Affirmative Action Disability Advisory Committee</b>		
<b>Name</b>	<b>Race/Gender</b>	<b>Division</b>
<b>Sherree Hall Crowder</b>	AA/F	CRD
<b>Margaret Mahler</b>	W/F	Bureau of Engineer
<b>Shannon Teets</b>	W/F	Human Resources
<b>Michelle Griggs</b>	W/F	Community Relations
<b>Sampson Udeh</b>	AA/M	Region 3 Human Resources
<b>James Brown</b>	W/M	Strategic Transp Investments
<b>33% Male 67% Female 67% Caucasian 33% African American</b>		

**Table 17: Affirmative Action Disability Advisory Committee**

The purpose of the committee is to help identify effective strategies to increase employment of IWD.

<b>2016 Affirmative Action Good Faith Effort (GFE) Committee</b>		
<b>Name</b>	<b>R/G</b>	<b>Division</b>
<b>Sherree Hall Crowder</b>	AA/F	CRD
<b>Natalie Douglass</b>	AA/F	CRD
<b>Donavan Chumbley</b>	AA/M	Local Programs
<b>Norris Teachworth</b>	W/M	CRD
<b>Jason Blankenship</b>	W/M	Construction
<b>60% Male 40% Female 40% Caucasian 60% African American</b>		

**Table 18: Affirmative Action Good Faith Effort Committee**

The purpose of the committee is to determine if a GFE to meet OJT/TSP goals have been made.



Affirmative Action Diversity Roundtable Committee		
Name	Race/Gender	Division
Sherree Hall Crowder	AA/F	CRD
Karen Cooperwood	AA/F	Multimodal
Joyce Johnson	AA/F	Region 3 Human Resources
Nermine Nashed	W/F	Strategic Transp Investments
Margaret Mahler	W/F	Bureau of Engineer
Dana Turner	W/F	Human Resources
Amber Warren-Gryder	W/F	Region 1 Project Development
Sampson Udeh	AA/M	Design Division - Dir
Lacy Word	AA/M	Reg 2 TMC & Help Trucks - Cha
Brian White	AA/M	Reg 4 TMC & Help Trucks - Mem
Gus Awali	O/M	Region 1 Project Development
<b>36% Male 64% Female 36% Caucasian 55% African American 9% Other</b>		

Table 19: Affirmative Action Diversity Roundtable Committee

The Diversity Roundtable is an effort to get employees involved in influencing the department’s diversity initiatives and assisting the Civil Rights Office with accomplishing our goals for equal opportunity and affirmative action.

Right of Way (ROW) Consultant Review Panel	
Race/Gender	Title
W/M	Director of ROW
W/M	Assistant Director of ROW
W/M	Manager, Appraisal
W/M	Manager, Relocation & Property Management
W/M	Manager, Acquisition
W/M	State Utility Coordinator
<b>100% Male 100% Caucasian</b>	

Table 20: Right Of Way Consultant Review Panel

Members selected by Title/Position





<b>Excess Land Committee</b>	
<b>Race/Gender</b>	<b>Title</b>
<b>W/M</b>	Assistant Chief of Environmental Planning
<b>W/M</b>	Assistant Chief of Engineer of Design
<b>W/M</b>	Assistant Chief of Engineer of Operations
<b>W/M</b>	Director of ROW
<b>W/M</b>	Director of Project Planning
<b>W/M</b>	Director of Environmental Division
<b>W/M</b>	Director of Maintenance Division
<b>AA/F</b>	Director of Civil Rights Division
<b>W/F</b>	Director of Roadway Design
<b>100% Male 100% Caucasian</b>	

**Table 21: Excess Land Committee**

Members appointed by Title/Position.

<b>Relocation Appeals Board</b>	
<b>Race/Gender</b>	<b>Title</b>
<b>W/M</b>	Assistant Chief of Environmental Planning
<b>W/M</b>	Assistant Chief of Engineer of Design
<b>W/M</b>	General Counsel
<b>100% Male 100% Caucasian</b>	

**Table 22: Relocation Appeals board**

Members appointed by title.

## Contact Information



### Multimodal Transportation Division Resources

Liza Joffrion, Division Director

Phone: 615.253.1055

Email: [Liza.Joffrion@tn.gov](mailto:Liza.Joffrion@tn.gov)

Larry Sanborn, Assistant Director

Phone: 615. 532.7506

Email: [Larry.Sanborn@tn.gov](mailto:Larry.Sanborn@tn.gov)

Matthew Long, Transportation Manager II

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Email: [Matthew.Long@tn.gov](mailto:Matthew.Long@tn.gov)

Carla Spann, Program Supervisor

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Email: [Carla.Spann@tn.gov](mailto:Carla.Spann@tn.gov)

George Coleman, Program Monitor II, Title VI Liaison

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Email: [George.Coleman@tn.gov](mailto:George.Coleman@tn.gov)



### Civil Rights Division Resources

Deborah Luter, Division Director

Phone: 615.253.1061

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Cynthia Howard, Title VI Program Director

Phone: 615. 253.1066

Email: [Cynthia.Howard@tn.gov](mailto:Cynthia.Howard@tn.gov)

Pamela Sharp, Title VI Specialist

Phone: 615. 253.1074

Email: [Pamela.Sharp@tn.gov](mailto:Pamela.Sharp@tn.gov)

Kelsey Finch, Title VI Specialist

Phone: 865.594.4531

Email: [Kelsey.Finch@tn.gov](mailto:Kelsey.Finch@tn.gov)

Wes White, Title VI Specialist

Phone: 615. 253.1076

Email: [James.W.White@tn.gov](mailto:James.W.White@tn.gov)



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# Appendices

- A. Nondiscrimination Poster
- B. Complaint Procedures & Form
- C. Limited English Proficiency Plan
- D. Public Involvement Plan
- E. Summary of Outreach Efforts Made Since The Last Title VI Program Submission

## Appendix A – Nondiscrimination Poster



TDOT's nondiscrimination post is used to apprise members of the public of the protections against discrimination afforded to them by Title VI. The poster is displayed in all of TDOT's division and regional offices/buildings. Additionally, the Title VI notice is on the agency's website.

# Nondiscrimination Poster



## Departamento de Transportate de Tennessee Title VI Nondiscrimination Statement Título VI Declaración de Prohibición de Discriminación

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The Tennessee Department of Transportation ensures compliance with Title VI of the Civil Rights Act of 1964; 49 CFR, part 21; related statutes and regulations to the end that no person shall be excluded from participation in or be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance from the U.S. Department of Transportation on the grounds of race, color, sex, or national origin.

El Departamento de Transporte del Estado de Tennessee asegura el cumplimiento del Título VI del Acto de Derechos Civiles de 1964; 49 CFR, Parte 21, relacionados estatutos y normas para asegurar que ninguna persona sea excluida o discriminada, o que se le nieguen los beneficios de cualquier programa o actividad la cual reciba ayuda financiera federal del Departamento de Transporte de los Estados Unidos sin importar su raza, color, sexo, o origen nacional.

Any person who believes he or she has been discriminated against should contact:

Cualquier persona quien crea que ha sido discriminada deberá comunicarse con el:

Tennessee Department of Transportation  
Departamento de Transporte de Tennessee

Civil Rights Division – La División de Derechos Civiles

505 Deaderick Street Suite 1800, James K. Polk Building Nashville, TN 37243-0347

TELEPHONE (615) 741-3681 or Toll Free 1-888-370-3647 TELÉFONO

(615) 741-3681 or Llamada Gratis 1-888-370-3647



[www.tn.gov/tdot/topic/title6](http://www.tn.gov/tdot/topic/title6)

Title VI

## Appendix B – Complaint Procedures & Form

# Complaint Procedures



# Complaint Procedures



## TENNESSEE DEPARTMENT OF TRANSPORTATION (TDOT) CIVIL RIGHTS DIVISION NONDISCRIMINATION COMPLAINT PROCEDURES

These procedures apply to all complaints filed under Title VI of the Civil Rights Act of 1964, relating to any program or activity administered by TDOT or its sub-recipients, consultants, and/or contractors. Intimidation or retaliation of any kind is prohibited by law.

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. These procedures are part of an administrative process that does not provide for remedies that include punitive damages or compensatory remuneration for the complainant.

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 Title VI Program Director may be utilized for resolution, at any stage of the process. The Title VI Program Director will make every effort to pursue a resolution of the complaint. Initial interviews with the complainant and the respondent will request information regarding specifically requested relief and settlement opportunities.

### **Procedures**

1. Any individual, group of individuals, or entity that believes they have been subjected to discrimination prohibited by Title VI nondiscrimination provisions may file a written complaint with TDOT's Title VI Program Director. A formal complaint must be filed within 180 calendar days of the alleged occurrence or when the alleged discrimination became known to the complainant. The complaint must meet the following requirements.
  - a. Complaint shall be in writing and signed by the complainant(s).
  - b. Include the date of the alleged act of discrimination (date when the complainant(s) became aware of the alleged discrimination; or the date on which that conduct was discontinued or the latest instance of the conduct).
  - c. Present a detailed description of the issues, including names and job titles of those individuals perceived as parties in the complained-of incident.
  - d. Allegations received by fax or e-mail will be acknowledged and processed, once the identity(ies) of the complainant(s) and the intent to proceed with the complaint have been established. The complainant is required to mail a signed, original copy of the fax or e-mail transmittal for TDOT to be able to process it.
  - e. Allegations received by telephone will be reduced to writing and provided to complainant for confirmation or revision before processing.

A complaint form will be forwarded to the complainant for him/her to complete, sign, and return to TDOT for processing.

2. Upon receipt of the complaint, the Title VI Program Director will determine its jurisdiction, acceptability, and need for additional information, as well as investigate the merit of the complaint. In cases where the complaint is against one of TDOT's sub-recipients of Federal funds, TDOT will assume jurisdiction or refer the case to an appropriate agency to be investigated and adjudicated. Complaints against TDOT will be referred to the appropriate Federal Agency for proper disposition pursuant to their procedures.



3. In order to be accepted, a complaint must meet the following criteria:
  - a. The complaint must be filed within 180 calendar days of the alleged occurrence or when the alleged discrimination became known to the complainant.
  - b. The allegation(s) must involve a covered basis such as race, color, national origin.
  - c. The allegation(s) must involve a program or activity of a Federal-aid recipient, sub-recipient, or contractor.
4. A complaint may be dismissed for the following reasons:
  - a. The complainant requests the withdrawal of the complaint.
  - b. The complainant fails to respond to repeated requests for addition information needed to process the complaint.
  - c. The complainant cannot be located after reasonable attempts.
5. Once TDOT decides to accept the complaint for investigation, the complainant and the respondent will be notified in writing of such determination within seven calendar days. The complaint will receive a case number and will then be logged into TDOT's records identifying its basis and alleged harm.
6. In cases where TDOT assumes the investigation of the complaint, TDOT will provide the respondent with the opportunity to respond to the allegations in writing. The respondent will have 10 calendar days from the date of TDOT written notification of acceptance of the complaint to furnish his/her response to the allegations.
7. TDOT's final investigative report and a copy of the complaint will be forwarded to FHWA (or appropriate Federal Agency) and affected parties within 60 calendar days of the acceptance of the complaint.
8. TDOT will notify the parties of its final decision.
9. If complainant is not satisfied with the results of the investigation of the alleged discrimination and practices the complainant will be advised of the right to appeal to the appropriate Federal Agency.



# Complaint Form



# Title VI Complaint Form

## TENNESSEE DEPARTMENT OF TRANSPORTATION (TDOT) CIVIL RIGHTS DIVISION TITLE VI COMPLAINT FORM

The following information is needed in order to process your complaint.

1. What is/are the basis(es) on which you believe these alleged discriminatory actions were taken?

- Race
- Color
- National Origin
- Other, explain \_\_\_\_\_

2. What is/are the date(s) of alleged discrimination? \_\_\_\_\_  
\_\_\_\_\_

3. Complainant's Contact Information:

Name:		
Mailing Address:		
City	State:	Zip Code:
Home Telephone Number:	Work Telephone Number:	Cell Phone Number:

4. Name of agency, department or program that you believe discriminated against you: Agency or Department:

Name:		
Mailing Address:		
City	State:	Zip Code:
Telephone Number:		

5. In your own words, describe the alleged discrimination. Explain what happened and who you believe was responsible (add additional sheets of paper for space).

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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6. List names and contact information of persons who may have knowledge of the alleged discrimination.

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7. Have you filed this complaint with any other federal, state, or local agency, or with any federal or state court? Check all that apply.

- Federal Agency
- Federal Court
- State Agency
- State Court
- Local Agency

If so, provide information about a contact person at the agency/court where the complaint was filed.

Name:		
Mailing Address:		
City	State:	Zip Code:
Telephone Number:		

## Appendix C – Limited English Proficiency Plan



# Limited English Proficiency (LEP)

## TDOT Four Factor Analysis

Factor 1: Number or Proportion of LEP Persons eligible to be served or likely to encounter TDOT programs, activities or services. To determine the number of LEPs in TDOT’s service area (statewide), the CRD utilized the population estimations provided in the 2010 US Census. This data was used to determine 1) the LEP populations represented in the state, 2) Percentages of LEPs in the service areas, 3) whether LEP groups reach and/or exceed 5% the Safe Harbor stipulation, and 4) where the greatest population of LEPs reside in Tennessee.

According to the 2010 census, Tennessee’s population is estimated to be 6,346,105. As represented in Figure 1 above, White persons not Hispanic represent 75.6%; African Americans represent 16.7%; persons of Latino/Hispanic origin represent 4.6%; Asian persons represent 1.4%; American Indian and Alaska Native persons represent .3%; and Native Hawaiian and Other Pacific Islanders represent .1% of the total population.

Based on the relatively high percentage of Latino/Hispanic residents in the state, the CRD focused its analysis on this group.

Latino/Hispanic LEP Numbers			
Total:	249,279	Total:	135,401
Native:	113,878	Foreign Born:	5,136
Speak Only English	59,333	Speak Only English	130,265
Speak another language	54,546	Speak another language	36,121
Speak English “ <b>very well</b> ”	41,896	Speak English “ <b>very well</b> ”	<b>94,144</b>
Speak English “ <b>less than very well</b> ”	12,649	Speak English “ <b>less than very well</b> ”	135,401

TABLE 23: LATINO/HISPANIC LEP NUMBERS

Total LEPs: **106,793** = **.0168 %** less than 1 percent of Tennessee’s population



Region 1		Region 2		Region 3		Region 4	
Hamblen County	10.7%	Bradley County	4.7%	Bedford County	11.3%	Crockett County	8.7%
Loudon County	7.0%	DeKalb County	6.6%	Davidson County	9.8%	Shelby County	5.6%
Sevier County	5.3%	Hamilton County	4.5%	Montgomery County	8.0		
		Putnam County	5.3%	Rutherford County	6.7%		
		Warren County	8.1%				

TABLE 24: TENNESSEE COUNTIES WITH LARGE CONCENTRATIONS OF LATINO/HISPANIC POPULATIONS

Factor 2: Frequency with which LEP individuals come in contact with TDOT programs, activities or services.

Based on the assessments conducted in the area of LEP utilization, there has been little to no contact with LEP individuals in the service areas during the 2010 reporting period.

Southwest TN Human Resource Agency, First TN Human Resource Agency, Mid- Cumberland Human Resource Agency, Upper Cumberland Resource Agency, Southeast TN Human Resource Agency, Northwest TN Human Resource Agency, Delta Human Resource Agency, South Central TN Human Resource Agency, East TN Human Resource Agency, Hancock County Rural Transportation, and the City of Pigeon Forge are TDOT subrecipients. These transportation providers report little to no contact with LEP individuals during the 2010 reporting period.

The City of Gatlinburg serves as a transportation provider in a tourist/resort area. Subsequently, this service provider reflects a substantial amount of contact with LEP individuals (20%). It is assumed that the riders are tourist, and that this number will fluctuate with the tourist seasons.

Factor 3: Nature and importance of the program, activity or services provided by TDOT to the LEP population.

Transportation plays an importance role in the lives of the LEP individuals and the citizens of Tennessee. Generally speaking, when transportation decisions are made, the LEP and minority communities are normally impacted the greatest. TDOT is committed to providing safe and reliable transportation services to the LEP population as well as all citizens of Tennessee.



TDOT's most critical services are those related to public transportation, right of way acquisitions, public involvement (public information or planning meetings), safety during construction, and providing the ability to file complaints.

Factor 4: Resources available to TDOT and overall costs to provide LEP assistance.

Currently, TDOT's resources consist of a department employee volunteer list.

In situations where TDOT employees cannot provide services, i.e., an unfamiliar

Language or dialect, a legal matter or need for expert testimony, TDOT utilizes AVAZA for its translation and interpreting needs. Payment for these professional services is expended when services are rendered.

Tennessee, according to the 2010 US Census, has 6,403,353 people living throughout the 95 counties.

1. Statewide racial/ethnic breakdown looks like this:

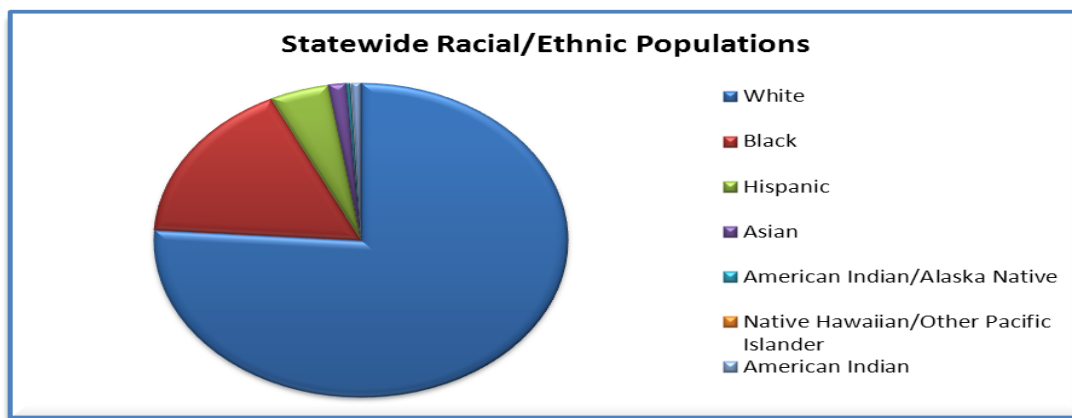


FIGURE 8: STATEWIDE RACIAL/ETHNIC POPULATIONS

2. REGION 1 RACIAL/ETHNIC BREAKDOWN LOOKS LIKE THIS:

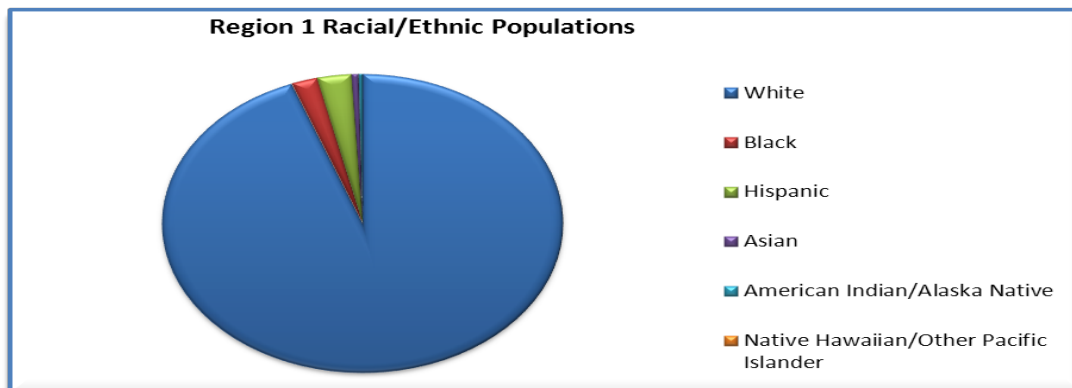


FIGURE 9: REGION 1 RACIAL ETHNIC BREAKDOWN

(Anderson, Blount, Campbell, Carter, Claiborne, Cocke, Grainger, Greene, Hamblen, Hancock, Hawkins, Jefferson, Johnson Knox, Loudon, Monroe, Morgan, Roane, Scott, Sevier, Sullivan, Unicoi, Union, Washington Counties)

White persons (not Hispanic)	89.60 percent
Black	2.03 percent
Hispanic	2.64 percent
Asian	.51 percent
American Indian and Alaska Native	.29 percent
Native Hawaiian and Other Pacific Islander	.01 percent

3. Region 2 racial/ethnic breakdown looks like this:

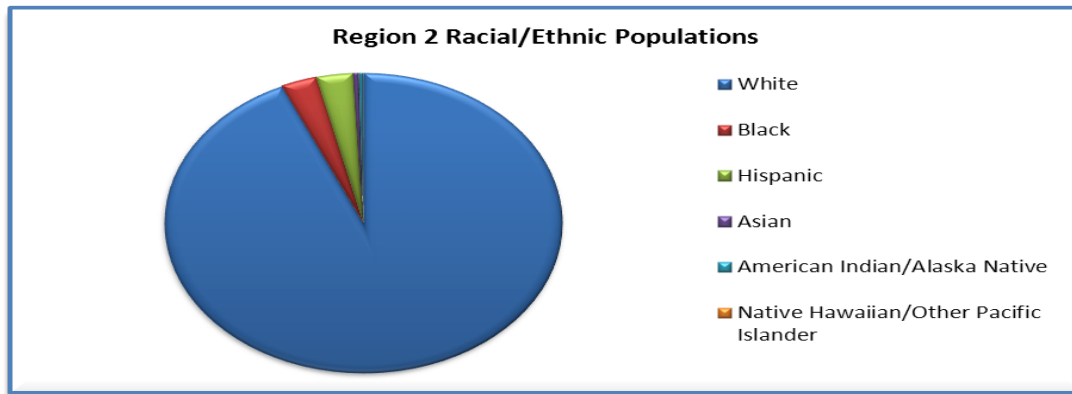


FIGURE 10: REGION 2 RACIAL/ETHNIC BREAKDOWN

(Bledsoe, Bradley, Cannon, Crockett, Clay, Coffee, Cumberland, DeKalb, Fentress, Franklin, Grundy, Hamilton, Jackson, McMinn, Marion, Meigs, Overton, Pickett, Polk, Putman, Rhea, Sequatchie, Van Buren, Warren, White Counties)

White persons (not Hispanic)	92.27 percent
Black	2.91 percent
Hispanic	2.94 percent
Asian	.41 percent
American Indian and Alaska Native	.32 percent
Native Hawaiian and Other Pacific Islander	.01 percent

4. Region 3 racial/ethnic breakdown looks like this:





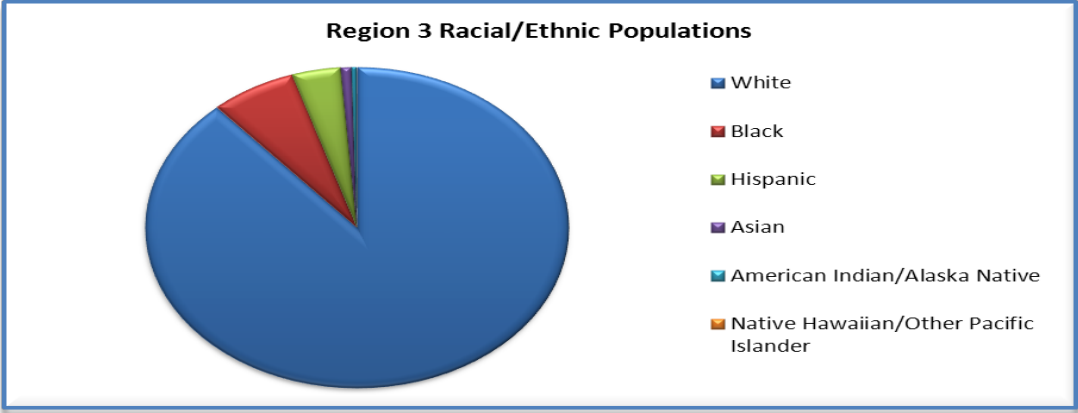


FIGURE 11: REGION 3 RACIAL/ETHNIC BREAKDOWN

(Bedford, Cheatham, Davidson, Dickson, Giles, Hickman, Houston, Humphreys, Lawrence, Lewis, Lincoln, Macon, Marshall, Maury, Montgomery, Moore, Perry, Robertson, Rutherford, Smith, Stewart, Sumner, Trousdale, Wayne, Williamson, Wilson Counties)

White persons (not Hispanic)	87.23 percent
Black	6.48 percent
Hispanic	3.68 percent
Asian	.80 percent
American Indian and Alaska Native	.38 percent
Native Hawaiian and Other Pacific Islander	.02 percent

5. Region 4 racial/ethnic breakdown looks like this:

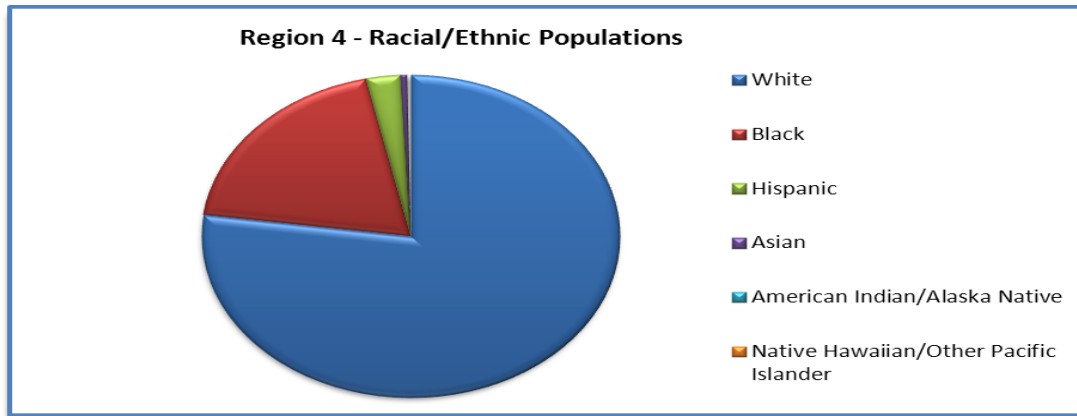


FIGURE 12: REGION 4 RACIAL/ETHNIC BREAKDOWN

(Benton, Carroll, Chester, Crockett, Decatur, Dyer, Fayette, Gibson, Hardeman, Hardin, Haywood, Henry, Lake, Lauderdale, McNairy, Madison, Obion, Shelby, Tipton, and Weakly Counties)

White persons (not Hispanic)	76.22 percent
Black	19.2 percent
Hispanic	2.67 percent
Asian	.46 percent
American Indian and Alaska Native	.26 percent
Native Hawaiian and Other Pacific Islander	.00 percent



How does LEP affect the Department of Transportation?

The following matrix illustrates legal and policy considerations that require TDOT to provide

Title VI of the Civil Rights Act of 1964	Limited English Proficiency Executive Order 13166
Federal law	Federal policy
Enacted July 2, 1964	Signed August 11, 2000
Considers all persons	Considers eligible population
Contains monitoring and oversight compliance review requirements	Contains monitoring and oversight requirements
Factor criteria is required, no numerical or percentage thresholds	Factor criteria is required, no numerical or percentage thresholds
Provides protection on the basis of race, color, and national origin	Provides protection on the basis of national origin
Focuses on eliminating discrimination in federally funded programs	Focuses on providing LEP persons with meaningful access to services using factor criteria
Annual Accomplishment and Upcoming Goals Report to FHWA, FTA, and THRC	Annual Accomplishment and Upcoming Goals Report to FHWA, FTA, and THRC

TABLE 25: TDOT DIVISIONS/PROGRAMS RESPONSIBILITIES

EO 13166 directs recipients of Federal financial assistance to take reasonable steps to provide LEP individuals with meaningful access to its programs, activities and services.

The following chart, although not exhaustive, illustrates TDOT divisions/programs and Title VI Program activities and responsibilities relative to LEP services.

Acti vite	Responsibilities	
	TDOT DIVISION/s PROGRAMS	TITLE VI PROGRAM
1. Assessing and addressing the needs of eligible persons	X	
2. Taking reasonable steps or ensuring that responsible steps are taken to ensure meaningful access	X	
3. Developing and implementing monitoring control mechanisms to ensure delivery of service and ongoing compliance	X	X
4. Compliance, monitoring, and oversight	X	X
5. Providing technical assistance and guidance	X	X
6. Reporting accomplishments and goals	X	X
7. Data collection and analysis	X	X
8. Ensuring that programs and activities provide for a fully coordinated process (interdisciplinary approach)	X	X

TABLE 26: TABLE DELINEATING LEP RESPONSIBILITIES

The key to providing meaningful access for LEP persons is to ensure that effective communication exists between the service provider and the LEP person. To accomplish effective communication, the following actions and discussions are considered appropriate at a division/program level:

- Perform a needs assessment.



- ⊕ Provide for oral language assistance.
- ⊕ Notify LEP customers of the availability of language assistance services.
- ⊕ Translate vital documents in languages other than English into appropriate language.
- ⊕ Train staff.
- ⊕ Develop written procedures.
- ⊕ Monitor and evaluate access to language assistance.



FIGURE 13: EFFECTIVE LIMITED ENGLISH PROFICIENCY PLAN MODEL

An effective Limited English Proficiency Plan should include:

Understanding How LEP Individual Interact with Your Agency



A federally conducted or funded program could interact with LEP individuals in a variety of ways. Any interaction with the public has the potential to interact with LEP individuals. These could include, but are not limited to, information line calls; education and outreach programs; public meetings; property acquisition, and more. It is important for an agency to examine the manner in which it interacts with the public and/or LEP individuals.

The Tennessee Department of Transportation's Public Involvement Plan details the appropriate actions to take when conducting outreach and notification activities.

<https://www.tn.gov/assets/.../tdot/.../pip.pdf>

### Identifying and Assessing of LEP Communities

A federally conducted or funded program should consider assessing the number of proportion of LEP persons from each language group in its service area to determine appropriate language assistance services. This analysis includes persons in a geographic service area with whom your agency comes into contact while carrying out the agency functions. For the assessment to be accurate it must also include all communities who are eligible for services or are likely directly affected by programs or activities. Agencies may determine the linguistic characteristics of an LEP population in a service area by reviewing available data from federal, state, and local government agencies, community, and faith based organizations.

#### 1. Providing Language Assistance Services

Effective communication with LEP individuals requires your agency to have language assistance services in place. There are two primary types of Language assistance services: Oral and Written.

Interpretation is and ORAL language assistance service:



Translation is a WRITTEN language assistance service:



It is appropriate to have written materials that have been historically provided in English to applicants, customers and the general public translated into languages that are regularly encountered. The translation of vital documents (documents that convey information that critically affects the ability of the recipient/customer to make decisions about his/or her participation in the program or activity) into languages other than English is particularly important where a significant number or percentage of the customers served and/or eligible to be served have limited English proficiency. Written materials include electronic documents and websites. Examples of vital documents for translation include, but not limited to: signage, public meeting notices, notices advising LEP individuals of free language assistance, language identification cards, applications or instructions on how to participate in a recipient's program or activities, or to receive recipient's benefits of services, etc.

Examples of vital documents include, but are not limited to: applications, public notices, consent forms, letters containing important information regarding participation in a program, eligibility rules, notices pertaining to the reduction, denial or termination of services or benefits, right to appeal, notices advising of the availability of language assistance and outreach and community education materials. It is recommended that divisions/programs develop criteria for deciding which documents are vital thereby subject to translation.

Translating documents for LEP to a fourth (4th) grade literacy level ensures the targeted audience understands the information. Community-based organizations or focus groups can assist with testing translations for language and literacy level appropriateness.

## 2. Training of Staff on Policies and Procedures



Staff will not be able to provide meaningful access to LEP individuals if they do not receive training on language access policies and procedures, including how to access language assistance services. Training should be mandatory for staff that has the potential to interact or communicate with LEP individuals, staff whose job it is to arrange for language assistance services, and managers. Training should include:

- 1) How to identify the language needs of an LEP individual;
- 2) How to access and provide the necessary language assistance services;
- 3) How to work with interpreters;
- 4) How to get documents translated; and
- 5) How to track and document the use of language services.

### 3. Monitoring, Evaluating, and Updating the LEP Plan

For a LEP Plan to be effective, Recipients/Subrecipients of federal funds must periodically monitor, evaluate, and update the plan, policies, and procedures. There is no prescribed method for monitoring and evaluating. You may include the following:

- ⊕ Surveying staff on how often they use the language assistance services;
  - ⊕ Conducting customer satisfaction surveys to LEP beneficiaries;
  - ⊕ Observing and evaluating agency interactions with LEP individuals;
  - ⊕ Soliciting feedback from community based organizations and other stakeholders about the agency's effectiveness and performance in ensuring meaningful access for LEP individuals;
  - ⊕ Keeping current on community demographics and needs by engaging stakeholders, faith-communities, and other local resources;
  - ⊕ Considering new resources including funding, collaborations with other agencies, human resources, emerging technology, and other mechanisms for ensuring improved access for LEP individuals; and
  - ⊕ Monitoring your agency's response to complaints or suggestions by LEP individuals, community members, and employees regarding language assistance services provided.
- 
- ⊕ Creating a record of language assistance services can help inform programs whether there should be changes to the quantity or type of language assistance services. The monitoring and review of current policies and the types of languages assistance services provided should occur on an annual basis.

### 4. Providing Notices of Language Assistance

Recipients/Subrecipients must inform LEP individuals of their eligibility for benefits, programs, and services in languages they understand. Agencies should assess all points of contact, telephone, in-person, mail, and electronic communication its staff has with the public and LEP individuals when determining the best method of providing notice of language assistance services.





An agency should not only translate its outreach materials, but also explain low LEP individuals may access available language services. This may be accomplished through the use of effective, program specific notices such as forms, brochures, language access posters placed in conspicuous locations describing in multiple languages the availability of language assistance services, the use of “I Speak” language identification cards, and by including instructions in non-English languages on telephone menus.

## 5. Develop written procedures

To implement a successful language assistance program, guidance shall be provided to all employees through written procedures that address the following:

1. Identification and assessment of language needs.
2. Oral language assistance; including vendor charges for services, procedures on how to access and to request Department translation assistance.
3. Written translation of materials and publications.
4. Oral and written notification of the availability of language assistance.
5. Staff training on language service provision.
6. Monitor access to language assistance.

## 6. Monitor and evaluate access to language assistance

Monitoring and evaluating the accessibility and quality of language Assistance needs of LEP persons ensure that LEP persons can meaningfully access programs and activities and is the responsibility of the respective divisions/programs. At a minimum, divisions/programs should conduct an annual assessment to determine: the current LEP composition of its service area; the current communication needs of LEP persons; whether existing assistance meets LEP needs; whether staff is knowledgeable about policies and procedures and how to implement them; and whether sources of and arrangements for assistance are still current and viable. One mechanism for monitoring is to seek feedback from customers and advocates.

Data collection and record keeping are keys to an effective monitoring and compliance system. Analysis of the data collected provides an overview of how services are provided. Data collection mechanisms include the following:

- Race of LEP person
- Ethnicity of LEP person
- Primary language of the population in the program service area
- Primary language of customers served
- Data upon which the division based language needs assessment
- Number of LEP persons, by language group, who received language services



## LEP Criteria Resources

- ⊕ The U.S. Department of Transportation Guidance to Recipients on Special Language Services to Limited English Proficient Beneficiaries, Federal Register/Vol. 66, No. 14/Monday, January 22, 2001.
- ⊕ The U.S. DOJ Policy Guidance, Enforcement of Title VI of the Civil Rights Act of 1964- National Origin Discrimination Against Persons With Limited English Proficiency, Federal Register/Vol. 65, No. 159/Wednesday, August 16, 2000 <http://www.gpo.gov/fdsys/pkg/FR-2000-08-16/pdf/00-20867.pdf>
- ⊕ U.S. Department of Justice Clarifying Memorandum, dated October 26, 2001
- ⊕ Avaza Language Service Corp
- ⊕ U. S. Census Language Identification Flashcards

## Data Collection

The Nondiscrimination Agreement between Federal Highway Administration (FHWA) Division Administrator, Federal Transit Authority (FTA) and TDOT obligates the department to collect statistical data (race, color, National origin, sex, disability and age) of participation in and beneficiaries of the program and activities conducted by the Recipient.

Data collection is crucial for ensuring that transportation programs, services, facilities and projects effectively meet the needs of “all persons” without discrimination; i.e., disproportionately benefiting or harming one group over another is a violation of Title VI.

Timely and accurate data allow for better decision making and provide support and defensibility to the decisions made.

### Why collect data?

The Code of Federal Regulations 23, Chapter 1. Part 2009 (state Actions)(4) requires that the State “develop procedures for the collection of statistical data of participants in and beneficiaries of State highway programs; i.e., relocates, impacted citizens and affected communities.” The Nondiscrimination Agreement between the FHWA Division Administrator and the Department Commissioner assures the Department will collect statistical data (race, color, national origin, sex, disability and age) on participation in and beneficiaries of the program and activities conducted by the Department. In addition, data collection provides measurable evidence of the Department’s performance as it relates to Title VI for annual reports to the FHWA and the Department’s efforts to ensure compliance with Title VI.

Objective data is necessary to identify

1. Transportation needs of all persons within boundaries of plan and projects.
2. Impacts and persons impacted.
3. Persons to include in the decision making process.
4. “Champion(s) for various modes and transportation options.



5. Strategies to address impacts.
6. Alternatives to modes and locations and types of facilities (transit, light rail, van and carpooling, HOV lanes, etc.).
7. Priorities for investments.
8. Sources for financing investments.
9. Strategies to disseminate information.

Based on Title VI implementing regulations, each division/district is required

1. Provide for the collection of data and information to permit effective Enforcement of Title VI.
2. Collect data about beneficiaries.
3. Analyze the data and information collected.
4. Eliminate discrimination when it is found.
5. Take affirmative measures to ensure nondiscrimination.

Analysis

Types of analysis to address compliance with Title VI:

1. Percent of benefits allocated to persons below poverty line vs. persons above poverty line.
2. Distribution of benefits (dollars, facilities, systems, projects) by groups and communities.
3. Impact of investments on income, race, gender, disability and age groups.
4. Allocation of funds by mode (highway, bus, Commuter rail, urban rail).
5. Projected population increases versus planned facilities and types of facilities.
6. Language needs assessment.

In collecting data, consider:

- ⊕ Race:
  - White
  - Asian
  - American Indian/Alaskan Native
  - Black or African American
  - Hispanic/Latino
  -
- ⊕ National Origin:
  - Born in United States, Puerto Rico, Guam, the U.S. Virgin Islands, Northern Marianas
  - Born abroad of American parent(s);
  - Born outside United States, Puerto Rico, Guam, the U.S. Virgin Islands or
  - Northern Marianas.
- ⊕ Does this person speak a language other than English at home?
  - Yes
  - No



If yes, what is the language?



- ♣ Sex
- ♣ Disability
- ♣ Age

## Technical Assistance

The TDOT CRD Title VI Program is responsible for providing TDOT division/programs with technical assistance. This includes advising divisions/programs of LEP requirements, implementing, and assisting in developing individual program plans and mechanisms.

## Language Assistance Resources

1. Internal Employee Language Translation Assistance TDOT maintains an up-to-date listing of employees (statewide) who have volunteered their interpreting and translation skills.
2. AVAZA Language Service Corporation has secured the Tennessee State Government contract for providing over the phone interpreting, face-to-face interpreting, document translation and training, therefore assisting in providing over meaningful language assistance to the LEP population. 615- 534-3400 (Local) or 800-482-8292 (outside of Nashville ONLY).
3. "I Speak Card" - Language identification card allows the LEP person to communicate his or her language visually.

**AVAZA**  
Language Services Corp.

**LANGUAGE IDENTIFICATION GUIDE**

Do you speak English? Point here and an interpreter will be assigned to you, at no cost.

**¿Habla Español? Señale aquí y se le asignará un intérprete sin costo.** Spanish

هل تتكلم العربية؟ أشر هنا والترجم سيكون موجوداً مجاناً. Arabic

تە کوردی دەتانی؟ ئێشەرت ڤێری بکه تەرجومان بۆ تەحازەر دیکەین - بە خۆرای. Kurdish (Behdin)

تایا کوردی قسه دیکەیت؟ ئێشەرت لێره بکه مۆههه چۆمت بۆ تەمامه دیکەین . بە خۆرای. Kurdish (Sorani)

آيا شما فارسی صحبت می کنید؟ ترجمه بجز ترجمان بر شما اجابا نیست. اگر زبانگان در اختیار شما قرار بگیرد. Farsi

Bạn nói tiếng Việt phải không? Chỉ vào đây và sẽ có người thông dịch viên giúp đỡ bạn. Bạn không phải trả gì hết. Vietnamese

Maku hadeshaa afka soomaaliga? Halkan farta ku-fiq tujuubaan lacag ta-an ayaad heleysaa. Somali

Da li govornik Bosanski? Pokažite ovdje i prevodilac će vam biti obezbjeđen, besplatno. Bosnian

Parlez-vous français? Ici, un interprète sera assigné pour vous, sans avoir payé. French

ສາມາດເວົ້າພາສາລາວໄດ້ຫຼືບໍ່? ນັກຮຽນເຮົາຈະຕັ້ງຄວາມໃຫ້ມີນັກເວົ້າພາສາລາວມາຊ່ວຍເຫຼືອທ່ານໄດ້ເຖິງວ່າ... Laotian

日本語を話せますか? 語料在此所設門爲你免費提供翻譯服務。 Chinese (Mandarin)

日本語を話せますか? ここを指して下さい。無料の通訳者を指定します。 Japanese

Je-una azungumza Kiswahili? Nyosha kidola hapa na utafahiriwa bila kuipa chochote. Kiswahili

Voce fala Portugues? Aperte aqui e um intérprete lhe será fornecido sem custo algum. Portuguese

क्या आप हिंदी बोल सकते हैं? इसतरा यहाँ पर बिचिरे, बाचिरेर करवेवावे बिचामुय बिल जावेगे। Hindi

한국어를 하십니까? 이곳을 지적해주시면 통역자가 무료로 제공됩니다. Korean

Мил говорите ли русски? Указавте сюда, и соответствующий Вам будет предоставлен переводчик. Russian

የትግል ቃላት ለማንኛውም ሰው ለማግኘት ይህን ክፍል ይጠቀሙ። Amharic

Eske ou pale kreol? Pwen lat le e you entèprèl ap vin ede a gratis. Haitian Creole

Jin kuani Thuok nuera? Wane eme deri thuok nuera jak ke kuo du a thi kok. Nuer

તમે ગુજરાતી બોલી શકો છો? અહિયાં ઉપરો સરે, અચરિતર સર-પર વિચામુયે મળી શવે. Gujarati

Turkçe biliyor musunuz? Burayı gösterirseniz, ücretsiz tercüman size yardım edecektir. Turkish

ພາສາອຽມໂອມໂອມບາດາຍໄດ້ຫຼືບໍ່? ກຽດນາມອາດໃຫ້ທ່ານບໍລິການຊ່ວຍເຫຼືອຄວາມຕ້ອງການທ່ານ. Thai

Afaan Oromoo nidubaa? Harkake baati baansi gargaasa Afaan hikka mataaga duwa argaeta. Oromo

Avaza Language Services Corp.  
5209 Linbar Dr. Suite 603  
Nashville, TN 37211  
www.avaza.com

tel: 615-534-3400  
fax: 615-810-8506  
800.482.8292



FIGURE 14: AVAZA "I SPEAK" POSTER




## Compliance and Enforcement

TDOT Divisions/Program Directors are responsible for ensuring that meaningful services to LEP persons are provided in their respective divisions/programs. Additionally, the designated Title VI Liaison will continuously monitor their respective division/programs to ensure LEP requirements are fulfilled, report quarterly on LEP service usage, and report annually on the accomplishments and upcoming goals relating to LEP activities to the TDOT CRD Title VI Program.

To date, the Title VI Program staff assesses whether TDOT's division/program's procedures allow LEP persons to overcome language barriers and participate in a meaningful way in the division/program's activities and services. The division/program's appropriate use of methods and options detailed in this LEP Plan is monitored to ensure the agency complies with LEP requirements and the Title VI of the Civil Rights Act of 1964 mandates.

The following LEP Language Assessment Form is used to collect data, evaluate and report each division's/program's activities to the TDOT CRD annually.



**CIVIL RIGHTS DIVISION**  
Tennessee Department of Transportation  
#Hispanic Action  
Smart Business Development  
2015

**TITLE VI PROGRAM  
LIMITED ENGLISH PROFICIENCY (LEP)  
QUARTERLY REPORTING FORM**

NAME: \_\_\_\_\_ HQ/REGION/DISTRICT: \_\_\_\_\_ DATE: \_\_\_\_\_

**1. How were you contacted?**

Walk-In      Telephone      In Writing      Other

**2. How were the interpreting services provided?**

Department Volunteer: \_\_\_\_\_

Department Interpreter: \_\_\_\_\_

Department Translator: \_\_\_\_\_

AVAZA Language Service Corp: \_\_\_\_\_

Other Language Service Provider (Please Specify): \_\_\_\_\_

**3. Language (spoken):** \_\_\_\_\_

**4. Approximate time language services were provided:** \_\_\_\_\_

**5. Cost for language services:** \_\_\_\_\_

**6. Has your division/region/district had any documents translated during the last quarter?**

Yes  If yes, which document(s) : \_\_\_\_\_

No

**7. Cost for translation/interpretation services:** \_\_\_\_\_

**Please send the completed form to:**  
Wes White, Title VI Specialist  
Civil Rights Division  
505 Deaderick Street, Suite 1800  
Phone: 615-253-1076 • fax: 615-741-3169 • Email: James.W.White@tn.gov  
Revised 12/2015



FIGURE 15: TDOT LEP LIMITED QUARTERLY REPORTING FORM

Information reported quarterly on the LEP Language Assessment Form is compiled, reviewed, evaluated and reported on the LEP Annual Report.







## TITLE VI PROGRAM LIMITED ENGLISH PROFICIENCY (LEP) ANNUAL REPORT

Each quarter a Limited English Proficiency (LEP) report is submitted to the Title VI Liaison of each department in TDOT to collect information on any LEP language assistance used in the previous quarter. The following usage was reported from 4<sup>th</sup> Quarter 2015 to 3<sup>rd</sup> Quarter 2016:

**4<sup>th</sup> Quarter 2015** – No usage reported in any TDOT department

**1<sup>st</sup> Quarter 2016** – No usage reported in any TDOT department

**2<sup>nd</sup> Quarter 2016** – The following usage was reported:

Department: Tennessee Highway Safety Office

Type of service used: Spanish translation via telephone, approximately 10 minutes of time used

Language service provider used: Avaza

**3<sup>rd</sup> Quarter 2016** – Data not available at this time

No additional language service usage within TDOT departments reported.

### LANGUAGE SERVICE USAGE IS REPORTED QUARTERLY TO:

Wes White, Title VI Specialist  
Civil Rights Division  
505 Deaderick Street, Suite 1800  
Phone: 615-253-1076 • fax: 615-741-3169 • Email: James.W.White@tn.gov

Revised 12/2015

Figure 16: TDOT LEP Annual Reporting FORM



The TDOT CRD has a "Title VI Brochure" translated in Spanish that is used in outreach efforts, and it's published on the TDOT Civil Rights Division's website.

**¿Qué discriminación está prohibida por el Título VI?**

Existen muchas formas de discriminación ilegal basadas en raza, color u origen nacional que limitan la oportunidad de las minorías de obtener igual acceso a servicios y programas. Entre otras cosas, en la operación de un programa asistido federalmente, un destinatario no puede, con base en raza, color, origen nacional, bien sea directa o indirectamente:

- Negar programas, servicios o beneficios
- Poveer un servicio, ayuda o beneficio diferente, o Proveerlos prestandos de un modo diferente al proveerlo a otros; o
- Segregar o tratar separadamente individuos en algún asunto relacionado a recibir cualquier servicio, ayuda o beneficio.

**Programas o servicios incluyen pero no están limitados a:**

- Transporte
- Construcción
- Beneficios de impuestos disfrutados por agencias privadas, organizaciones fraternales y sin ánimo de lucro (por ejemplo 501 (c) 3) así como instituciones de educación
- Ubicación de locaciones o centros de servicios
- Cumplimiento de la ley
- Efectos del programa en la gente en comunidades aplicables
- Cuidado de salud (por ejemplo Medicare, Medicaid, Tennicare), servicios sociales y bienestar público
- Recursos naturales y el medio ambiente
- Empleo y entrenamiento de trabajo
- Vivienda y desarrollo de la comunidad
- Agricultura

**Provisiones De Contratos De Asistencia Financiera Federal Del Título VI**


Todos contratos de la Ayuda-Federal deben incluir el idioma de la certeza del contrato del Título VI que requiere la conformidad con el Título VI del Acta de los Derechos Civiles de 1964. Los contratistas de la Ayuda-Federal no pueden discriminar en la selección o la retención de subcontratistas de primero-nivel; subcontratistas no pueden discriminar en la selección o la retención de subcontratistas de segundo nivel que toman parte en la construcción de Carretera de Ayuda-Federal) y los contratistas y los subcontratistas no pueden discriminar en sus prácticas del empleo con respecto a proyectos de construcción de carreteras ni proyectos ayudados por la Administración Federal de la Carretera.

**COMO PRESENTAR UNA QUEJA**

Usted puede presentar una queja escrita y firmada **180 días después de la fecha de la pretendida discriminación. La queja debe incluir:**

- Su nombre, dirección / domicilio y número de teléfono.
- El nombre y dirección de la agencia, institución o departamento que usted cree lo discriminó.
- Cómo, cuándo y dónde cree que se presentó la discriminación. Incluyendo la más específico posible, detallada información acerca de los actos de discriminación alegados, y cualquier otra información relevante.
- El nombre de cualquier persona, si las conoce, a quienes la división del título VI de TDOT podrían contactar para clarificar sus alegaciones.

**Su queja debe estar firmada y fechada.**



Por favor envíe su queja a la dirección estipulada enseguida:

Tennessee Department of Transportation  
Title VI Director  
505 Deaderick Street, Suite 1800  
Nashville, TN 37243-0347  
Teléfono: (615) 741-3681  
Fax: (615) 741-3169  
Llamada gratuita: 1-888-370-3647  
TTY Relay: 1-800-848-0298

Para un formulario de quejas impreso visite nuestra página de Internet:  
[www.tennessee.gov/tdot/civil-rights/tit6vi](http://www.tennessee.gov/tdot/civil-rights/tit6vi)

El Departamento de Transporte de Tennessee

**Oficina de los Derechos Civiles**

**Programa del Título VI**

Título VI Del Acta De Los Derechos Civiles De 1964  
Justicia Ambiental  
Capacidad Limitada de Inglés



[WWW.TENNESSEE.GOV/TDOT/CIVIL-RIGHTS/TIT6VI](http://WWW.TENNESSEE.GOV/TDOT/CIVIL-RIGHTS/TIT6VI)

**Compromiso Del Título VI**

La meta más importante del programa del Título VI del departamento de Transporte de Tennessee es asegurar que el equipo gerencial, contratistas y beneficiarios de servicios estén enterados de las provisiones del Título VI y las responsabilidades asociadas con el Título VI del Acta de los Derechos Civiles de 1964. Tenemos la mejor disposición para proveerle asistencia de la más alta calidad técnica, recursos, orientación y cualquier otra información con respecto al Título VI. Por favor no dude en llamar a nuestra oficina si necesita ayuda adicional.

**¿Qué Es El Título VI Del Acta De Los Derechos Civiles De 1964?**

Es la política del departamento de Transporte de Tennessee para asegurar 42. U.S.C. 2000d, "Ninguna persona en los Estados Unidos será excluida de participación, serán negados beneficios, o estará sujeta a discriminación con razón de su raza, color, u origen nacional, bajo un programa o actividad recibiendo asistencia financiera federal del Departamento de Transporte." Título VI cubre todas las formas de ayuda federal excepto aquellos contratos de seguro y garantía federalmente fundados. Esto cubre prácticas de empleo que resultan en discriminación contra beneficiarios de programas o donde el propósito de la asistencia federal sea proveer empleo.

**Título VI Y Justicia Ambiental**

En Febrero 11, 1994 el presidente Clinton firmó la orden ejecutiva 12898: *Acción Federal para dirigir la Justicia Ambiental a las Poblaciones Minoritarias y a las Poblaciones de Bajos Ingresos.*

La orden ejecutiva centró su atención en el Título VI previendo que "cada agencia hará esfuerzos de su misión identificando y dirigiendo, como sea apropiado, efectos ambientales o de salud humana desproporcionadamente altos de sus programas, políticas y actividades en las minorías y poblaciones de bajos recursos. En apoyo a la orden ejecutiva 12898, el US DOT emitió una Orden en Justicia Ambiental (orden DOT 5510.2). Esta orden clarifica y refuerza las responsabilidades del Título VI así como dirige los efectos en las poblaciones de bajos recursos.

**Efectos adversos pueden incluir:**

- Impedimentos corporales, aficciones, enfermedades, o muerte
- Aire, ruido, y contaminación del agua y contaminación de la tierra
- Destrucción o desbaratamiento de los recursos naturales o de los hechos por el hombre
- Destrucción o disminución de los valores estéticos
- Destrucción o desbaratamiento de la cohesión comunitaria o de la vitalidad económica de una comunidad
- Destrucción o desbaratamiento de la disponibilidad de servicios y lugares públicos y privados
- Vibración
- Efectos adversos al empleo
- Desplazamiento de personas, negocios, fincas u organizaciones sin ánimo de lucro
- Congestión de tráfico incrementada, aislamiento, exclusión o separación de las minorías o individuos de bajos recursos dentro de una comunidad dada o desde la comunidad en general.
- La negación de, reducción en, o significativa demora en la recepción de beneficios, programas, políticas o actividades de el Departamento de Transporte.

**El involucramiento público**

es parte integral de la toma de decisiones de proyecto de desarrollo y planeación del transporte. La orden DOT (5610.2) en Justicia Ambiental dirige al departamento a proveer a las poblaciones minoritarias y poblaciones de bajos ingresos en asuntos que puedan impactar la salud humana y el ambiente.

**Título VI y La Capacidad Limitada de Inglés (LEP)**

El gobierno federal y esos servicios que reciben asistencia financiera del gobierno federal deben tomar medidas razonables para asegurar que personas LEP tengan un acceso significativo a sus programas, servicios, e información que esas entidades proporcionan. Esto requerirá que las agencias piensen "afuera-de-la-caja" para obtener soluciones ingeniosas que puedan resolver los problemas de esta población creciente, para quienes el inglés no es su primer idioma.

**¿Quién es una persona de Capacidad Limitada de Inglés (LEP)?**

LEP es una persona cuyo primer idioma no es el inglés, la cual tiene una capacidad limitada para leer, hablar, escribir o comprender el inglés. Estas personas tienen derecho a recibir asistencia de idioma con respecto a cualquier clase de servicio, beneficio, o situación que se pueda presentar.

**¿Quién Tiene Obligación De Cumplir Y Quién Puede Encontrarse En Violación Bajo El Título VI?**

Todos los programas y operaciones de entidades que reciben ayuda del gobierno federal (ejemplo: beneficiarios), incluyen: Cualquier agencia estatal, agencia local, institución u organización privada. Cualquier entidad que recibe asistencia financiera Federal a través de otro beneficiario / entidad mencionado anteriormente, tiene obligación de cumplimiento.

**"La elemental justicia requiere que los fondos públicos, a los cuales todos los contribuyentes de impuestos de todas las razas aportan, no sean gastados de ninguna manera para, animar, arraigar, subsidiar o resultar en discriminación racial."**

Presidente John F. Kennedy

FIGURE 17: TDOT TITLE VI BROCHURE TRANSLATED TO SPANISH

Additionally, TDOT Non-Discrimination poster/statement that is displayed on the website has been translated into Spanish. See page 9, Nondiscrimination Policy.



The CRD maintains resources for the TDOT workforce to assist employees who need translation/interpreting assistance.

**Title VI Program**  
Phone: 615.741.3681

**Translation Assistance**

Limited English Proficiency (LEP) is a term used to describe individuals who are not proficient in speaking and reading the English language. As a means to ensure that TDOT continues to conduct business in an effective and efficient manner, engaging individuals from different cultures, TDOT utilizes the services of AVAZA Language Services Corporation.

LEP Persons have the right to language assistance at no cost to them in their spoken language. TDOT divisions/programs are responsible for informing the public of this right. Language identification cards or posting signs in public areas are methods that can be used to provide notice of the service.

**Employee Resources:**  
[Internal Employee Language Translation Assistance \(pdf\)](#)

**MULTIPLE LANGUAGE INTERPRETATION SERVICE OVER THE PHONE TRANSLATIONS**

**AVAZA Language Service Corporation**

Contact: Francisco Fuentes    Contact Phone: 615.534.3400 Ext. 5009

AVAZA Language Service Corporation has secured the Tennessee State Government contract for providing over the phone interpreting, face-to-face interpreting, document translation and training, therefore assisting in providing over meaningful language assistance to the LEP population. AVAZA provides:

- User-friendly service
- Support in over 120 languages and dialects
- 98% closure on last minute requests (On-Site Services)
- Emphasis on clarity, customer care, and consistency
- 24/7/365 access
- Qualified and Certified interpreters
- Practices in compliance to HIPAA, strict adherence to Confidentiality
- Unified Identity

To review TDOT's LEP Guidelines:  
<http://intranet.tdot.tn.gov/civilrights/titlevi/lep/guidelines.pdf>

FIGURE 18: INTRANET TRANSLATION ASSISTANCE RESOURCE

This office has recently learned that the Traffic Management Division and its “Help Trucks” use a Google Translation Application to easily identify and communicate with LEPs who are experiencing traffic/vehicle problems in an expeditious manner. This office will assist in documenting established procedures and ensuring it becomes integrated in the LEP Plan. Data on the usage of the application and languages encountered has not been tracked nor reported.



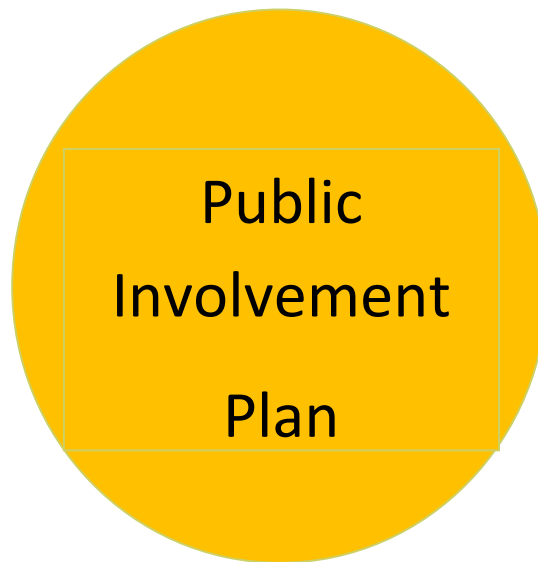
Figure 19: location of translation assistance

TDOT Employee Language Interpreting Assistance - 2016				TDOT Employee Language Interpreting Assistance - 2016												
Division	Employee	Contact Phone	TG Liaison	Language	Level of Fluency (Speaking)			Level of Fluency (Reading)			Level of Fluency (Writing)					
					Fluent	Moderate	Some	Fluent	Moderate	Some	Fluent	Moderate	Some			
Bid Analysis	Rhonda Coleman	615-523-2898	Angie Duncan	Spanish			x		x							
Program Development & Admin	Robert G. Haylett	615-741-5321	Jim Austin	French		x			x				x			
Program Development & Admin	Sherri Davis	615-532-3501	Jim Austin	Spanish			x			x						x
Region 1	Bhargav Patel	423-585-3531	Randy Busler	Hindi	x											
Region 1	Bhargav Patel	423-585-3531	Randy Busler	Gujarati	x					x						x
Region 1	Andrew Padgett	865-594-2332	Randy Busler	Dutch	x			x								
Region 1	Maysoon Haddad	865-594-2431	Randy Busler	Arabic	x					x		x				
Region 4	Rose Williams	731-935-0320	Richard Adkisson	Spanish	x				x							
Region 4	Curtis Wilson	731-935-0305	Richard Adkisson	Sign Language	x			x			x					
Region 4	Mohammad El-Balawi	731-935-0214	Richard Adkisson	Arabic	x			x			x					
Design Division	Aso Hawrami	615-350-4384	Shirlynn Carter	Kurdish	x				x			x				
Design Division	Aso Hawrami	615-350-4384	Shirlynn Carter	Arabic	x				x			x				
Design Division	Donnie Sirichanto	615-532-2447	Shirlynn Carter	Lao	x						x					x
Design Division	Donnie Sirichanto	615-532-2447	Shirlynn Carter	Thai	x											
Design Division	Kamiran Dooki	615-741-7910	Shirlynn Carter	Kiedish/Arabic	x				x				x			
Design Division	Rasmata Sakande	615-523-1411	Shirlynn Carter	French	x				x				x			
Design Division	Rasmata Sakande	615-523-1411	Shirlynn Carter	Moore	x					x			x			
Design Division	Alli Hangul	615-741-0840	Shirlynn Carter	Turkish	x				x				x			
Design Division	Simpson Udeh	615-741-4894	Shirlynn Carter	Igbo	x					x			x			
Structures Division	Basbar Tony Halwani	615-741-4045	Paul Miller	Arabic	x					x			x			
Structures Division	Gina Yao	615-376-8888	Paul Miller	Mandarin	x				x					x		
Structures Division	Alli Omar	615-532-3814	Paul Miller	Kurdish	x					x				x		
Structures Division	Alli Omar	615-532-3814	Paul Miller	Dutch	x				x				x			
Structures Division	Alli Omar	615-532-3814	Paul Miller	Turkish	x				x				x			
Structures Division	Alli Omar	615-532-3814	Paul Miller	Arabic			x				x					x
Structures Division	Aram Torabian	615-741-7311	Paul Miller	Kurdish	x				x				x			
Structures Division	Aram Torabian	615-741-1245	Paul Miller	Persian	x				x				x			
Structures Division	Paul Miller	615-741-3351	Paul Miller	German			x				x					x
Structures Division	Paul Miller	615-741-3351	Paul Miller	French			x				x					x
Structures Division	Paul Miller	615-741-3351	Paul Miller	Spanish			x				x					x
Structures Division	Abdisalan Dahir	615-513-1715	Paul Miller	Somali	x					x				x		
Structures Division	Abdisalan Dahir	615-513-1715	Paul Miller	Swahili	x					x				x		
Structures Division	Abdisalan Dahir	615-513-1715	Paul Miller	Norwegian			x			x				x		
Incident Management	Michael B. Hill	615-350-4345		Sign Language			x			x						
Incident Management	James Wiggins	615-350-3428		Spanish						x						x
Resources	George S. Moss	615-532-6577	Bill Hayes	Spanish			x			x				x		
Resources	John Onofua	615-253-1032	Bill Hayes	Edo	x				x					x		
Resources	John Onofua	651-253-1032	Bill Hayes	Yoruba	x				x					x		
Resources	John Onofua	615-253-1032	Bill Hayes	Ishan	x				x					x		
Governor's Highway Safety	W. Steven Harrison	615-253-5522	Rose Boyd	German			x			x						
Material and Test Division	Erin Brake	615-350-4116	Erin Brake	Sign Language	x					x						
Long Range Planning	Irina Ponorovskays	615-741-2139	Suzie Howard	Russian	x											
Long Range Planning	Irina Ponorovskays	651-741-2139	Suzie Howard	Ukrainian			x									
Traffic Operations	Said ElSaid	615-253-0053	Lindsay Whittington	Arabic	x					x				x		
Traffic Operations	Khuzaima Mahdi	615-741-0850	Lindsay Whittington	Kurdish	x					x				x		
Traffic Operations	Khuzaima Mahdi	615-741-0850	Lindsay Whittington	Arabic	x					x				x		
Civil Rights Division	Sheree Hall Crowder	615-253-1073	Wes White	Sign Language	x											
Civil Rights Division	Kathy Combs	615-523-1065	Wes White	Sign Language	x											

Figure 20: Roster of TDOT Voluteer Interpreters



## Appendix D – Public Involvement Plan



TDOT



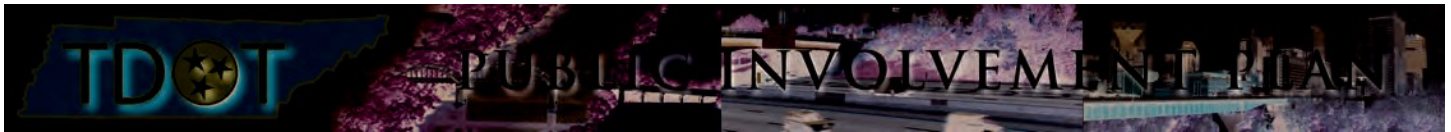
TENNESSEE DEPARTMENT OF TRANSPORTATION

# PUBLIC INVOLVEMENT PLAN

## A STATEWIDE TRANSPORTATION PUBLIC PARTICIPATION GUIDE

[WWW.TENNESSEE.GOV/TDOT](http://WWW.TENNESSEE.GOV/TDOT)





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This document details public involvement procedures and principles of the Tennessee Department of Transportation (TDOT) in accordance with Federal Highway Administration (FHWA) and Federal Transit Authority (FTA) requirements.

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TDOT's Community Relations Division will annually, at random, select two projects from each level to evaluate the department's public involvement performance in order to continually monitor and improve our performance.

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## Foreword

### History of Public Involvement Regulations

- FHWA and other federal agencies implementing the National Environmental Policy Act (NEPA) of 1969, FHWA environmental procedures (23 CFR 771) and Council on Environmental Quality implementing regulations outline requirements for public input during the project development process. These regulations include publishing notices and providing the opportunity for public hearings to obtain input about transportation projects.
- The federal Americans with Disabilities Act (ADA) encourages the involvement of people with disabilities in the development and improvement of transportation and para-transit plans and services. The ADA prohibits discrimination and ensures equal opportunity for persons with disabilities in employment, state and local government services, public accommodations, commercial facilities, and transportation. This includes providing accommodations for persons with disabilities for all public involvement activities, including access to meetings, as well as effectively communicating with people who have hearing, vision, or speech disabilities.
- The Inter-modal Surface Transportation Efficiency Act of 1991 (ISTEA), its 1998 successor, the Transportation Equity Act for the 21st Century (TEA-21), the 2005 Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU) and the 2012 MAP-21 (the Moving Ahead for Progress in the 21st Century Act) emphasize public participation in the transportation planning and programming process. It calls for early and continuing opportunities for the public to be involved in the identification of social, economic and environmental impacts, as well as impacts associated with the relocation of individuals, groups or institutions. TEA-21 requires states and MPOs to involve constituents. SAFETEA-LU requires that MPOs involve interested parties in the participation plan, and mandates states and MPOs to employ visualization techniques to the maximum extent practicable, utilizing electronic formats, such as the web. Federal legislation also requires public involvement in developing and amending metropolitan and rural long-range transportation plans, Transportation Improvement Programs (TIPs), the Statewide Long-Range Transportation Plan (LRTP), the State Transportation Improvement Program (STIP) and project development.
- 23 CFR Chapter 1, Subchapter – Planning and Research, Part 450 – Planning Assistance and Standards, Subsection 450.212, likewise referenced in 49 CFR Part 613, requires that the state shall have in place a documented process, separate and discrete from the public involvement process, for consulting with non-metropolitan local officials representing units of general purpose local government and/or local officials with responsibility for transportation that provides an opportunity for their participation in the statewide transportation planning process and development of the statewide transportation improvement program.



- A Presidential Executive Order on Environmental Justice (EO 12898 Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations), issued on February 11, 1994, also focuses federal agencies' attention on reaching out to certain segments of the community. This Executive Order requires each federal agency to achieve environmental justice by identifying and addressing, as appropriate, disproportionately high and adverse human health or environmental effects of its programs, policies, and activities on minority populations and low-income populations in the United States. TDOT must comply with USDOT's Final Order to Address Environmental Justice in Minority Populations and Low-Income Populations, which specifically requires that "procedures shall be established, or expanded, as necessary, to provide meaningful opportunities for public involvement by members of minority and low-income populations during the planning, and development of programs, policies, and activities" even though concerns have been addressed through many federal mandates including Title VI of the Civil Rights Act of 1964, and the National Environmental Policy Act (NEPA). Both of these laws serve to heighten the awareness and concern for identifying and addressing social and community impacts. Identifying community impacts is not a completely objective process because differing values and perspectives must be taken into consideration.

## **TDOT Mission and Structure**

### **Mission**

*The mission of the Tennessee Department of Transportation is to serve the public by providing the best multimodal transportation system in the nation.*

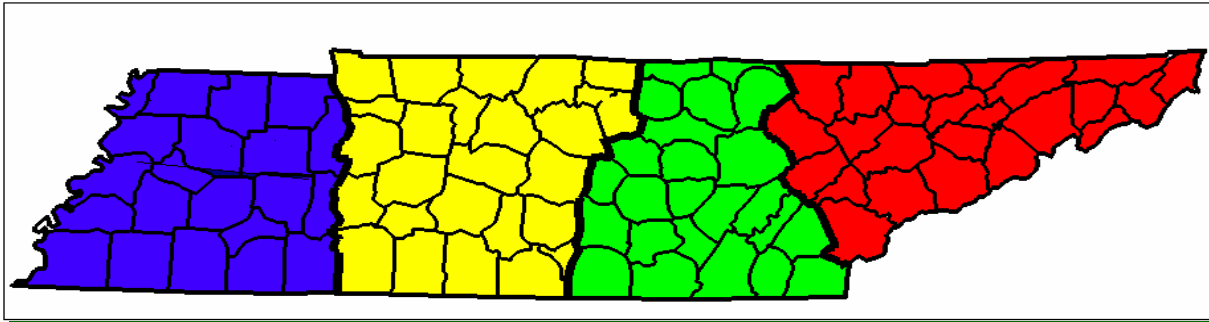
### **Organization**

The department is organized under a single Commissioner who is appointed by the Governor. The department is divided into three bureaus with functional divisions, a Chief of Staff with two staff offices and a Chief Operating Officer with three divisions:

- The Administration Bureau is headed by the Chief Financial Officer and includes these divisions: Central Services, Civil Rights, Human Resources, Information Technology, Finance and the Governor's Highway Safety Office.
- The Engineering Bureau is headed by the Chief Engineer includes these divisions: Program Development and Administration, Design, Right-of-Way, Structures, Materials and Tests, Maintenance, Construction, Incident Management, Traffic Operations and Four Region Directors.
- The Environment and Planning Bureau is headed by an Assistant Commissioner and includes these divisions: Environmental, Project Planning, Multimodal and Long-Range Planning.
- The Chief of Staff heads these divisions: Community Relations and Legislative Services.
- The Chief Operating Officer heads these divisions: Internal Audit, Operational Efficiency and Project Management.

In addition to the five areas listed above, the Aeronautics and Legal Divisions report directly to the Commissioner.

For organizational purposes, TDOT has divided the state into four regions shown below:



Region 4

Region 3

Region 2

Region 1

The department is charged with establishing, expanding, upgrading and maintaining the state's transportation network. It is funded by the gasoline tax, motor fuel tax, special petroleum tax, motor vehicle registration and the beer and bottle tax.

The geography of the state ranges from plains to mountains. The culture and history of the people living in each of the geographic areas also range widely.

### **Role of the Division of Community Relations**

Each TDOT region has a Community Relations Officer assigned to it. The Division of Community Relations has primary responsibility for mainstreaming the public involvement process at the TDOT. It is focused on an approach to public involvement that develops and maintains clear and consistent procedures throughout the department while allowing for the maximum in flexibility and creativity. Its main role is to serve as the central point for coordinating the department's standards.

This division complements and supplements the efforts of other divisions by assisting them with public outreach and public involvement. It is charged with ensuring the public outreach process meets the department's standards.

This division developed the Public Involvement Plan to facilitate public involvement and public outreach in the state. The Division of Community Relations is charged with its yearly assessment and continuous improvement.



## Purpose

This plan documents the public involvement procedures and stated public involvement principles of the Tennessee Department of Transportation (TDOT). It is intended to fulfill Federal Highway Administration (FHWA) and Federal Transit Authority (FTA) requirements to submit a description of the public involvement component of plans, programs, and projects considered and undertaken by the Department.

The document is intended to outline public involvement considerations and procedures to be used by TDOT staff on all Federal aid projects. (In keeping with TDOT's philosophy for public involvement, a similar process will be followed for all state-funded projects, as addressed in TDOT's Environmental Procedures Manual.) If requested, a Spanish translation of the Public Involvement Plan will be provided. (TDOT considers the threshold of 5% of the population for automatic translation. The Plan is available on the TDOT website for access by both the sighted and visually impaired population.

This plan presents a background of public involvement requirements, explains the Department's philosophy and approaches to public involvement, describes the levels of public involvement, and presents minimum and enhanced public involvement activities expected to be implemented during the development of statewide plans and programs. In accordance with 23 CFR 450.212, likewise referenced in 49 CFR Part 613, this plan incorporates performance measures and a periodic review of the effectiveness of the public involvement process.

This plan will be subject to public review and comment for at least 45 days to comply with 23 CFR 450.212, likewise referenced in 49 CFR Part 613. Comments received on the Public Involvement Plan will be considered before adopting the plan or making any major revisions. All comments received on the Public Involvement Plan will be carefully considered for possible incorporation into the Plan. Comments and their disposition will be included as Appendix I in the final version of the Plan.

As comments are received, they will be acknowledged and will be distributed to appropriate TDOT staff for review. Following discussion among a group of functional area/interdisciplinary experts, a recommendation will be made as to the disposition of each comment. The originator of each comment will be advised of the action taken.

While maintaining the overall goal of moving people and products with emphasis on quality, safety and the environment, it is the intent of the TDOT that the needs of local communities and its citizens, and the input received from public involvement activities for each project, will receive substantial consideration.

Local governments, regional organizations such as Metropolitan Planning Organizations (MPOs), Rural Planning Organizations (RPOs), community leaders, affected citizens and the traveling public will be invited into the process with special emphasis on those traditionally underserved by the transportation process. The TDOT goal is to develop improved communication, involvement and trust between the Department and users of Tennessee's transportation systems.



# Public Involvement

## **Public Involvement Philosophy:**

It is the policy of this department to develop its transportation products and services in partnership with local governments, regional organizations, state elected officials, federal partners\*, those impacted by the project and those who use the transportation system, including roadways, airports, transit, ports and waterways, bicycle/pedestrian facilities and rail.

The department shall conduct its public involvement process in a manner to ensure accountability for its actions, continuous communication with stakeholders and constituents, consistency in approach, and integrity in its dealings.

## **Public Involvement Objectives:**

- Provide opportunities for anyone who chooses to help shape the future of the state's transportation infrastructure through an involvement process that begins early, is convenient and meaningful;
- Develop partnerships with local community leaders, groups and organizations to provide an integrated, environmentally aware and multi-modal approach to transportation needs and desires;
- Provide timely and easily understood information to citizens, other interested parties, and segments of the community affected by transportation plans, programs, and projects;
- Integrate citizen concerns and needs into the developmental process;
- Ensure adequate public input is obtained for developing Context Sensitive Solutions (CSS) during project planning and design phases;
- Work with traditionally underserved communities to understand and consider their special needs by implementing procedures recommended for environmental justice by the USDOT, FHWA and other federal transportation agencies;
- Build credibility and trust between the department and those whom it exists to serve; and
- Provide for periodic review of the effectiveness of the public involvement process to ensure full and open access to all and revision of the process as necessary.

*\* Federal partners include FHWA, FTA, FAA and FRA.*



## Public Involvement Process

Consideration of the public involvement process to be implemented for any transportation effort will begin at the earliest planning stages of the effort. Projects vary in the length of time required for planning, design and construction, and projects vary greatly in size. The public involvement process can be different for each effort, and the level of public involvement implemented can vary.

The TDOT has identified five levels of public involvement in order to establish some minimum levels of required public involvement, and allow for development of flexible public involvement programs for different projects. Prior to beginning any public involvement activities, an assessment will be made by an interdisciplinary team of TDOT staff as to the category level in which a project is most appropriately classified. The level can be elevated, if appropriate, at any time during project planning and/or development process. The levels are:

- **Level One** – These projects pose minimal or no impact to the surrounding community, require minimal or no right-of-way acquisition, will be of short duration and pose no disturbance to local communities during construction. Projects in this category could include smaller construction projects that require no formal planning or design process. Examples might include median removal, signalization and intersection realignment. Also included in this category are those unfunded projects for which a planning study is being prepared. (An unfunded planning study is considered to be a preliminary report to determine whether a project will proceed. If/when it does move forward, it will be reassigned to Level Two, Three, Four or Five, as appropriate.)
- **Level Two** – These projects include those defined as Categorical Exclusions (CE) by the FHWA, or classified as corridor feasibility or other general planning projects.
- **Level Three** – Projects in this category constitute those that require completion of an Environmental Assessment (EA), or other environmental documentation (for example – Part 150 documents related to aviation facilities). Generally speaking, these projects would have some impact, but not significant, and would be of moderate size, requiring less time for planning, design and construction.
- **Level Four** – These projects are those that would require an Environmental Impact Statement (EIS) to be completed, or are large-scale efforts in terms of both design and construction. Generally speaking, these projects would significantly impact local communities, require substantial acquisition of right-of-way, and require more time for planning, design and construction.
- **Level Five** – This category involves statewide or systems-level efforts undertaken by the Department, including the Statewide Long-Range Transportation Plan, the Statewide Transportation Improvement Plan (STIP), the Statewide Rail Plan, Statewide Aviation Plan and Statewide Transit Plan.



## Public Involvement Activities

Public Involvement Program Activities associated with each category are defined below in terms of minimum requirements and potential enhanced activities. Those defined as “minimum requirements” meet or exceed the federal requirements for public involvement. They reflect the minimum level of effort acceptable to TDOT on all projects. Enhanced activities will be considered critical to implement when there is an indication that additional public involvement is needed for any project, such as particularly divisive special interest groups within a project area that would require individual attention. All levels of public involvement will include reviewing demographic information to identify any underserved or special audiences within a project area, and determining the appropriate level of outreach.

### LEVEL ONE:

*Projects pose minimal or no impact to the surrounding community, require minimal or no right-of-way acquisition, will be of short duration and pose no disturbance to local communities during construction. Examples of Level One projects would be signalization, median adjustment, turn lanes and minor safety improvements. Also included in this category are those unfunded projects for which a planning study is being prepared.*

#### ***Required Minimum Public Involvement***

Correspondence will be sent to elected officials, Metropolitan Planning Organizations (MPOs) and Development Districts in the project area to provide information. The correspondence will describe activities and anticipated impacts, and will invite input regarding the project. All correspondence will be distributed at least two weeks prior to the start of any activity. (An exception is unfunded planning studies. No action will be taken until a decision is made to move forward with the study, at which time a new level of public involvement will be assigned and appropriate action taken.)

#### ***Enhanced Public Involvement***

- Designate a team to determine what level of public involvement should be reached.
- Hold informal meetings upon request.
- Present information to the MPO, local city council or other organization.

### LEVEL TWO:

*Projects include those defined early in the planning process as Categorical Exclusions (CE) by the FHWA, or classified as corridor feasibility or other general planning projects.*

#### ***Required Minimum Public Involvement***

Projects in this category have officially entered the environmental phase under which NEPA





(Level 2, continued)

public involvement requirements are clearly articulated. Typically, projects in this category are defined early in the planning process as a Categorical Exclusion (CE), or the effort requires minimal planning before design and construction begin. If the project is a CE project, then normal NEPA requirements will apply. With all other Level Two projects, public involvement will be required as follows:

At the beginning of both the preliminary planning and design processes, correspondence will be sent to elected officials, Metropolitan Planning Organizations (MPOs) and Rural Planning Organizations (RPOs) in the project area to provide information. The correspondence will describe activities and anticipated impacts, and will invite input regarding the project. If no planning period is anticipated for the project, correspondence will be sent to these parties at the beginning of the design process.

Media releases will be distributed once during the planning stage and once during the design stage. Media releases will be sent to at least one newspaper in the project area with wide circulation, and also to the television and radio stations serving the project area. Media releases also will be sent to any ethnic publications within the project area, and posted to TDOT's website. The media releases will describe the expected project, notify readers of anticipated impacts, and invite comment.

### ***Construction***

Where appropriate, signs will be posted to alert users of transportation facilities about changes in their movements that may be required to facilitate the efficient, safe movement of people and traffic.

### ***Enhanced Public Involvement***

- Designate a team to determine what level of public involvement should be reached, and identify appropriate public involvement activities
- Hold informal meetings with parties desiring to meet
- Present information to the MPO, local city council or other organization

## **LEVEL THREE:**

**Projects in this category constitute those that require completion of an Environmental Assessment (EA), or other environmental documentation (such as the Part 150 for Aviation facilities). Generally speaking, these projects would have some impact, but not necessarily significant, and would be of moderate size, requiring less time for planning, design and construction than a project classified as Level 4 or Level 5.**

### ***Required Minimum Public Involvement***

A team of TDOT staff, any associated consultants, and, if appropriate, staff or representatives of MPOs, RPOs, FHWA, FTA, or other transportation agencies will be formed for determining



(Level 3, continued)

the appropriate level of public involvement for individual projects. The team will determine the public involvement activities to be implemented for each project to which the team is assigned. MPOs will be notified at the beginning of major phases of a project. A description of required activities for each phase of project development includes:

### ***Planning***

At the beginning of the planning phase, a public involvement plan will be developed that outlines specific activities to be carried out during the planning process. The plan will identify issues relating to the project, outline goals and objectives of the public involvement plan, and identify specific techniques to be used during the planning process. At a minimum, the public involvement plan will include the following:

- Development of a database of citizens living in the project area, elected officials, stakeholders, such as businesses or institutions in the area and any other groups or individuals thought to have an interest in the project. The database will be used to communicate project information to stakeholders.
- Identification of what correspondence will be sent to whom, and on what dates.
- Identification of any populations in the project area requiring special outreach to ensure they have access to information and the opportunity to make comments, regardless of race, religion, age, income or disability. Identification of these populations will include using Census data or information obtained from groups or organizations known to have knowledge of these populations.
- Development of a media relations plan that identifies the dates and proposed content of media releases, and that identifies any ethnic media outlets to which information should be sent. Refer to Appendix E for more detailed information about media procedures and strategies.
- Determination of the need to hold public meetings in the project area, and a description of how many public meetings will be held, including anticipated dates and locations of meetings. Note: Public meetings may not be required to be held. Refer to Appendices B, C and D for more detailed information about public meeting notice procedures and meeting planning and coordination.
- Coordination of a notice to offer the opportunity for public hearing to comply with FHWA and NEPA requirements regarding EAs. Refer to Appendix B for more information about notice of opportunity for public hearing.
- If requested, a public hearing will be coordinated and conducted. Refer to Appendix C for more information about public hearings.
- Development of material and information to be posted on TDOT's website.

### ***Design***

At the beginning of the design process, correspondence will be sent to all persons in the planning phase database (and any others identified between the planning and design phases) to apprise them of design activities, and a media release will be distributed to all media in the vicinity of the project. The correspondence and media release will include a review of the



(Level 3, continued)

activities and results of the planning process, and will describe expected design activity and anticipated impacts. This will include any anticipated survey work on private property as well as the schedule for any planned design public meetings. The correspondence and media release will invite input regarding the project. Correspondence may take the form of a newsletter or other unique form of communication.

At the end of the design process, a right-of-way public meeting will be held to present the final proposed right-of-way plans. Before construction begins, correspondence will be sent to all persons on the database at the end of the design phase to apprise them of impending construction. The correspondence will describe the anticipated impacts during construction and will invite input regarding the project.

### ***Construction***

A media release will be prepared and distributed prior to construction that provides information about impending construction activity in the project area. The media release will be distributed to at least one newspaper in the project area with wide circulation, to all television and radio stations serving the project area, and to any minority publications within the project area. It will also be posted to TDOT's website. The Record-A-Comment telephone number, 1-877-SMARTWAY (1-877-762-7892), will be displayed prominently in the media release and public comments will be encouraged.

Where appropriate, signs will be posted to alert users of transportation facilities about changes in their routine or usual activities that may be required to facilitate the efficient, safe movement of people and traffic.

### ***Enhanced Public Involvement Activities***

#### ***Planning***

Additional public involvement activities to enhance the planning phase are listed in the Enhanced Public Involvement Activities list shown at the end of this section. (page 30.)

#### ***Design***

During the design phase, it may be necessary to continue communications with the groups and individuals involved in the planning process on a more frequent and intense level. If this need was identified during the planning phase, a public involvement plan for design should be developed that includes the minimum of activities as described above.

In addition, during the design phase, activities to enhance construction communication may need to take place. These include such activities as meeting with local businesses or residents to answer questions and identify potential construction issues. When issues are identified, a plan for resolving those issues during construction will be developed.



(Level 3, continued)

### ***Construction***

- Increase media activity to provide additional information.
- Utilize third-party groups, such as business organizations and neighborhood associations to disseminate information about construction activities.
- Provide printed materials about construction activities to anyone requesting such information.
- Post project information on the TDOT website.

## **LEVEL FOUR**

**These projects are those that would require an Environmental Impact Statement (EIS) to be completed. Generally speaking, these projects would significantly impact local communities, require substantial acquisition of right-of-way, and require more time for planning, design and construction.**

### ***Required Minimum Public Involvement***

A team of TDOT staff, any associated consultants, and, if appropriate, staff or representatives of MPOs, RPOs or other transportation agencies will be formed for determining the appropriate level of public involvement for individual projects. The team will determine the public involvement activities to be implemented for each project to which the team is assigned. MPOs will be notified at the beginning of major phases of a project. A list of required activities for each phase of project development and implementation includes:

### ***Planning***

At the beginning of the planning phase, a public involvement plan will be developed that outlines specific activities to be carried out during the planning process. The plan will identify issues relating to the project, outline goals and objectives of the public involvement plan, and identify specific techniques to be used during the planning process. At a minimum, the public involvement plan will include the following:

- Development of a database of citizens living in the project area, elected officials, stakeholders, such as businesses or institutions in the area and any other groups or individuals thought to have an interest in the project. The database will be used to communicate project information to stakeholders.
- Identification of what correspondence will be sent to whom on what dates.
- Identification of any populations in the project area requiring special outreach to ensure they have access to information and the opportunity to make comments, regardless of their race, religion, age, income or disability. Identification of these populations will include using Census data or information obtained from groups or organizations known to have knowledge of these populations.
- Development of a media relations plan that identifies the dates and proposed content of media releases, and that identifies any ethnic media outlets to which information should be



(Level 4, continued)

sent. Refer to Appendix E for more detailed information about media procedures and strategies.

- Determination of the number of public meetings to be held in the project area, and a description of what will be presented at each meeting, and anticipated dates and locations of meetings. The threshold for “need” will be determined by the interdisciplinary group that assesses level of public involvement. Refer to Appendices B, C and D for more detailed information about notice and implementation information for public meetings.
- Coordinating and conducting a public hearing to comply with Federal agency and NEPA requirements regarding EISs. Plans for the hearing will describe the content and dates of required notices of the hearing, and placement of the environmental documents for public review will be described. Refer to Appendices B, C and D for more detailed information about notice and implementation information for public hearings.
- Development of material and information to be posted on TDOT’s website.
- Identification and specifics of any other communication activities to be carried out during the planning process, such as production and publication of newsletters, fliers, posters, brochures, fact sheets or other printed products, special media relations activities, Speaker’s Bureau activities and special events participation.

### ***Design***

At the beginning of the design process, correspondence will be sent to all persons in the planning phase database (and any others identified between the planning and design phases) to apprise them of design activities, and a media release will be sent to all media in the vicinity of the project. The correspondence and media release will include a review of the activities and results of the planning process, and will describe expected design activity and anticipated impacts. The correspondence and media release also will provide an anticipated date that construction will begin and will invite input regarding the project. Correspondence may take the form of a newsletter or other unique form of communication.

At the end of the design process, after all required meetings related to design have been held, a right-of-way public meeting will be held to present the final proposed right-of-way plans. Before construction begins, correspondence will be sent to all persons on the database at the end of design to apprise them of impending construction. The correspondence will describe anticipated impacts during construction and will invite input regarding the project. Critical design information will be posted to the website.

### ***Construction***

A media release will be prepared and distributed prior to construction that provides information about impending construction activity in the project area. The media release will be distributed to at least one newspaper in the project area with wide circulation, and also will be sent to all television and radio stations serving the project area. The Record-A-Comment telephone number, 1-877-SMARTWAY (1-877-762-7892), will be displayed prominently in the media release and public comments will be encouraged. Media releases also will be sent to any ethnic



(Level 4, continued)

publications within the project area, and posted to TDOT's website. Where appropriate, signs will be posted to alert users of transportation facilities about changes in their routine or usual activities that may be required to facilitate the efficient, safe movement of people and traffic.

### ***Enhanced Public Involvement Activities***

#### ***Planning***

Additional public involvement activities to enhance the planning phase are listed in the Enhanced Public Involvement Activities list (see page 30).

#### ***Design***

During the design phase, it may be necessary to continue communications with the groups and individuals involved in the planning process on a more frequent and intense level. If this need was identified during the planning phase, a public involvement plan for design should be developed that includes the minimum of activities as described above.

In addition, during the design phase, activities to enhance construction communication may need to take place. These include such activities as meeting with local businesses and/or residents to answer questions and identify potential construction issues. When issues are identified, a plan for resolving or mitigating those issues during construction will be developed.

#### ***Construction***

- Increase media activity to provide additional information.
- Utilize third-party groups, such as business organizations and neighborhood associations to disseminate information about construction activities.
- Provide printed materials about construction activities to anyone requesting such information.
- Post information on the TDOT website.



## LEVEL FIVE

*All statewide or systems-level efforts undertaken by the department, including the Statewide Long-Range Transportation Plan (LRTP) and the Statewide Transportation Improvement Plan (STIP).*

Public involvement activities for all statewide and systems-level efforts will be treated in a manner separate from other categories, in that the minimum level of public involvement will be determined based on the effort to be undertaken. When the department intends to embark on a statewide effort, a team of TDOT staff, any associated consultants, and appropriate Federal agency staff will be formed to determine the appropriate level of public involvement for statewide plans. The assigned team for each effort will determine the activities to be implemented for public involvement.

Five elements will be used to develop the public involvement program for the efforts undertaken in this category. Those elements include:

1. Awareness building activities
2. Community outreach activities
3. Educational and feedback opportunities
4. Methods to disseminate information
5. Ongoing assessments of the Public Involvement Program's effectiveness.

Each of these elements will employ a variety of public involvement techniques to elicit public participation in the decision-making process. (See **Enhanced Public Involvement Activities List**, p. 30.) Most of these techniques are expected to be utilized in Level 5 efforts. Public meetings will be incorporated into the development of any statewide or long-range planning efforts, as described in the following pages.

A concentrated effort will be made to include stakeholders representing the diverse concerns of Tennessee's population, with special emphasis on drawing the traditionally underserved into the process. Traditionally underserved transportation stakeholders are defined as those belonging to a minority population or those of low income. Efforts to include these populations will include contacting minority media outlets and special interest organizations who can help identify and reach Environmental Justice stakeholders across the state. Appendix G includes the current list of media outlets and organizations to be utilized for this purpose. The list will be revised as needed.

Throughout the development of all statewide and systems-level efforts, there shall be an assessment of the effectiveness of the public involvement activities. A combination of qualitative and quantitative measures shall be used to evaluate the effectiveness of the program in achieving its objectives and obtaining public feedback. This assessment, to be conducted by the Community Relations Division following the process described on pages 31, 32 and 33, will serve as a means by which to improve the public involvement process.



(Level 5, continued)

### ***Long Range Transportation Plan***

The state is federally required to maintain a Long Range Transportation Plan which covers a minimum of 20 years at the time of adoption. Regular, ongoing public involvement in the long range planning process is provided through the state's 12 Rural Planning Organizations (RPOs) and 11 Metropolitan Planning Organizations (MPOs). Each of these regional organizations has an executive board which consists of local elected officials from that region. TDOT provides staff to the RPOs and is responsible for leading transportation planning in the rural areas. In metropolitan areas, the MPOs have primary responsibility for leading the planning process, with the participation of TDOT and other agencies. Meetings are held at least twice per year; many organizations meet much more frequently. All meetings are publicly advertised and offer the opportunity for the public to make comments. Further information on these organizations, including web links and contact information, is posted on TDOT's website under the Long Range Planning Division section.

### **Development of the Plan**

TDOT uses an extensive public involvement process for developing the statewide Long Range Transportation Plan. Stakeholders and the general public are asked to provide input to the draft Plan during multiple stages of development, including assessment of transportation needs, identification and evaluation of options to address those needs, and review of the final draft Plan. The flowchart on page 24 shows how input is collected for each stage of Plan development. The development of the Plan also includes the formal, federally-required process of consultation with non-metropolitan local officials on transportation needs, which occurs through public meetings of the 12 Rural Planning Organizations.

TDOT also has formal agreements for consultation with federal land management agencies and other federal and state agencies responsible for planned growth and resource management. Generally speaking, these agencies provide TDOT with the latest inventories, maps and plans regarding natural and cultural resources. TDOT then develops the draft Plan with consideration of that information. A copy of the draft Plan is sent to the agencies for comment at the same time that it is made available for 30-day public review. A list of these agencies, along with a description of the consultation process, can be found in Appendix H.

General stakeholders for the Plan (defined as "interested parties" in §450.210 of the federal planning regulations) include citizens, affected public agencies, representatives of public transportation employees, freight shippers, private providers of transportation, representatives of users of public transportation, representatives of users of pedestrian walkways and bicycle transportation facilities, representatives of the disabled, and providers of freight transportation services. Many of these stakeholders are already involved in TDOT's long range planning process through their participation in MPO and RPO planning activities.

In addition, TDOT appoints representatives to a Statewide Steering Committee which includes the same types of stakeholders but emphasizes groups with a statewide perspective. The Steering Committee provides an additional source of input at the same stages of plan development as the RPO/MPOs and the general public. Members are identified through





(Level 5, continued)

professional associations, phone listings and websites, and previous involvement and/or advocacy in transportation issues.

Citizens who are not formal participants in an MPO, RPO, or the Statewide Steering Committee also have a number of opportunities to become involved in the Plan's development. They may speak during the public comment period of any MPO or RPO meeting; attend one of the Plan public meetings held across the state by TDOT at each of the points shown in the flowchart on page 24; or submit comments by e-mail, telephone, facsimile or letter. Specific time periods for comments, along with the specific e-mail address, phone number, etc. are listed in public notices.

### Revisions to the Plan

The state's Long Range Transportation Plan document (LRTP, or Plan) is modified periodically as warranted by changes in federal planning regulations or in planning data. Revisions are categorized as administrative modifications, major Plan amendments, or minor Plan amendments. The category determines the type of public involvement process used, as further described below.

*Administrative modifications* are revisions that do not affect (1) the technical or policy information on which the Plan is based, nor (2) the recommended programs and policies of the Plan. An example would be to correct a typographical error or update the contact person cited for a particular government agency. Administrative modifications are made by the Department and a copy of the modification is forwarded to each MPO and RPO for informational purposes. The updated document is posted on the TDOT website; in addition, changes will be noted in an Appendix with the date the change was made.

*Amendments* are revisions which affect the Plan's technical or policy information. *Minor amendments* provide additional information that may be of interest to the public, but do not result in any changes to the Plan's recommended policies and programs. *Major amendments* are those that significantly affect forecasted needs, such as new census information. These would affect the recommended policies and programs, which in turn provide guidance for the projects funded in TDOT's State Transportation Improvement Program (STIP).

Major Plan amendments follow the same process as the development of the Plan since they affect the recommendations and decisions made. (See flowchart on page 24.)

For minor Plan amendments, the public involvement process that TDOT uses involves the same groups (Statewide Steering Committee, MPO/RPOs, and the general public) but does not require multiple stages for public review and comment. (See flowchart on page 25.)

TDOT drafts a proposed minor Plan amendment with any directly affected stakeholder groups and then sends it by e-mail or letter to the Statewide Steering Committee, the 11 MPOs and 12 RPOs for review. If feasible, TDOT presents the amendment to the 11 MPOs and 12 RPOs for public discussion at their meetings, rather than hosting a separate set of public meetings.



*(Level 5, continued)*

However, as previously noted, some regional organizations may meet more frequently than others. Where deemed appropriate, TDOT and individual MPOs or RPOs may mutually agree to substitute a TDOT-hosted public meeting in the same TDOT region.

At the time that the draft amendment is provided to the Statewide Steering Committee and the MPOs/RPOs, its availability is also publicly advertised. The draft amendment itself is posted on the TDOT website and copies are made available at the four TDOT Regional Offices. After comments are received and considered, the final Plan amendment is made available in the same manner, and sent directly to each MPO/RPO.

Regardless of whether a Plan amendment is major or minor, all meetings held are open to the public and are advertised and held in accordance with the adopted procedures of this Public Involvement Plan. Meeting advertisements explain how TDOT also accepts comments by e-mail, phone and facsimile. Materials provided at the meetings are also posted on the TDOT website or available in printed copy at the four TDOT Regional Offices. Visualization techniques are used to help describe the Plan's findings and recommendations to the public. For example, color maps are used in the Plan to show the geographic patterns of changing projections for population and jobs, which helps explain why certain corridors on the map are recommended for improvement. Financial scenarios are shown in line graphs that compare projected revenue trends with the cost estimates of identified transportation needs.

The current version of the LRTP and any proposed changes are posted on the TDOT website and hard copies are made available at all TDOT Regional Offices. Comments are received on draft Plans, or draft Plan amendments, for a minimum of 30 days. Specific dates for the comment period are listed as part of the public advertisement of a Plan or Plan amendment. Comments are summarized, along with their disposition, in an appendix to the document. Between updates, public comment is encouraged and should be submitted to TDOT through the appropriate regional planning organization (metropolitan or rural) and/or the TDOT Community Relations Division.

### ***State Transportation Improvement Program (STIP)***

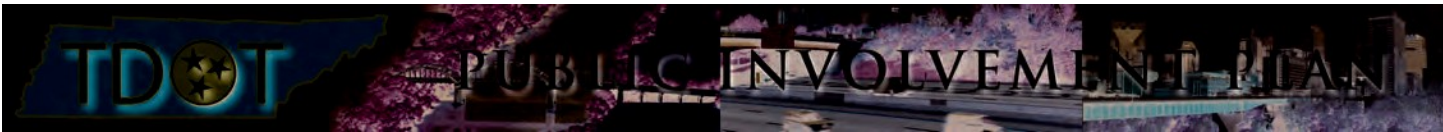
The State Transportation Improvement Program is an accumulation of projects that set forth a logical progression of transportation improvements to meet the diverse demands of our transportation network. Projects included in the State Transportation Improvement Program are a reflection of the transportation priorities established in the State and Metropolitan Planning Organization Long Range Plans. Revisions to those Long Range Plans, which can occur with changing economic development patterns, population shifts, etc., are assessed and appropriate changes take the form of amendments to an existing State Transportation Improvement Program, or in development of a new State Transportation Improvement Program.

Page 29 reflects a general flowchart of the public involvement process used for the State Transportation Improvement Program (STIP). The STIP is updated at least every four years. Current and subsequent versions are posted on the TDOT website. Between updates, public  
*(Level 5 text continued on page 26)*



## TDOT LRTP Statewide Steering Committee

AAA Club South  
AAA East Tennessee  
AARP  
Alliance for Native American Indian Rights of Tennessee, Inc.  
American Council of Engineering Companies  
Association of County Mayors  
Association of Economic Development Districts  
Chattanooga African American Chamber of Commerce  
Citizens for TDOT Reform  
City of Chattanooga, Public Works Department City of Columbia CSX  
Transportation  
Cumberland Region Tomorrow  
East Tennessee Development District  
Engineering Profession  
Home Builders Association of Tennessee  
Ingram Barge Company  
Jackson Metropolitan Planning Organization  
Johnson City Metropolitan Planning Organization  
Kingsport Board of Mayor and Aldermen  
LoJac  
Memphis Regional Chamber of Commerce  
NAACP Tennessee Conference of Branches  
National Transportation Research Center  
Norfolk Southern Corporation  
Northwest Tennessee Economic Development Council  
Port of Memphis  
Seniors, Inc.  
Sierra Club — Tennessee State Chapter  
Southern Environmental Law Center  
Statewide Independent Living Council  
Tennessee Alliance of Legal Services  
Tennessee Association of Air Carrier Airports  
Tennessee Association of Housing & Redevelopment Authorities  
Tennessee Association of MPOs  
Tennessee Aviation Association  
Tennessee Chamber of Commerce and Industry  
Tennessee Chapter, American Planning Association  
Tennessee County Highway Officials Association  
Tennessee Disability Coalition Tennessee Education Association Tennessee Farm Bureau Federation Tennessee General Assembly—House of Representatives  
Tennessee General Assembly—Senate  
Tennessee Hispanic Chamber of Commerce  
Tennessee Hotel & Lodging Association  
Tennessee Immigrants and Refugee Rights Coalition  
Tennessee Municipal League  
Tennessee Parks & Greenways Foundation  
Tennessee Public Transportation Association—Rural  
Tennessee Public Transportation Association—Urban  
Tennessee Road Builders Association  
Tennessee School Board Association  
Tennessee Section, Institute of Transportation Engineers  
Tennessee Shortline Railroad Alliance  
Tennessee Trucking Association  
Tennessee Wildlife Federation  
Upper Cumberland Human Resource Agency  
Walk/Bike Nashville  
West Tennessee Industrial Association  
Women's Transportation Seminar



## LONG RANGE TRANSPORTATION PLAN: ADOPTION and/or MAJOR PLAN AMENDMENTS

### PLANNING PROCESS

### PUBLIC INVOLVEMENT

**Step 1: Understand Needs**  
Discuss data and trends influencing transportation in Tennessee. Review guiding principles, goals and objectives for the future.

**1<sup>st</sup> Round**  
Statewide Steering Committee  
Regional Planning Organizations  
Public Meetings



**Step 2: Identify Options**  
Collect public input on priority options for improving the transportation system, and identify specific needs.

**2<sup>nd</sup> Round**  
Statewide Steering Committee  
Regional Planning Organizations  
Public Meetings



**Regional Consultation Sessions** Consult with local metropolitan and rural officials on long-range, multimodal transportation needs.

Rural consultation meetings and Metropolitan Planning Organization meetings publicized in newspapers and on web-site. Local officials and citizens provide input on transportation needs.



**Step 3: Technical & Cost Analysis** Discuss the financial and technical feasibility of high priority options and needs, as well as the tradeoffs involved in pursuing particular options or needs.

**3<sup>rd</sup> Round**  
Statewide Steering Committee  
Regional Planning Organizations  
Public Meetings



**Step 4: Final Plan**  
Present and discuss the proposed final State Long Range Transportation Plan (or Major Plan Amendment)

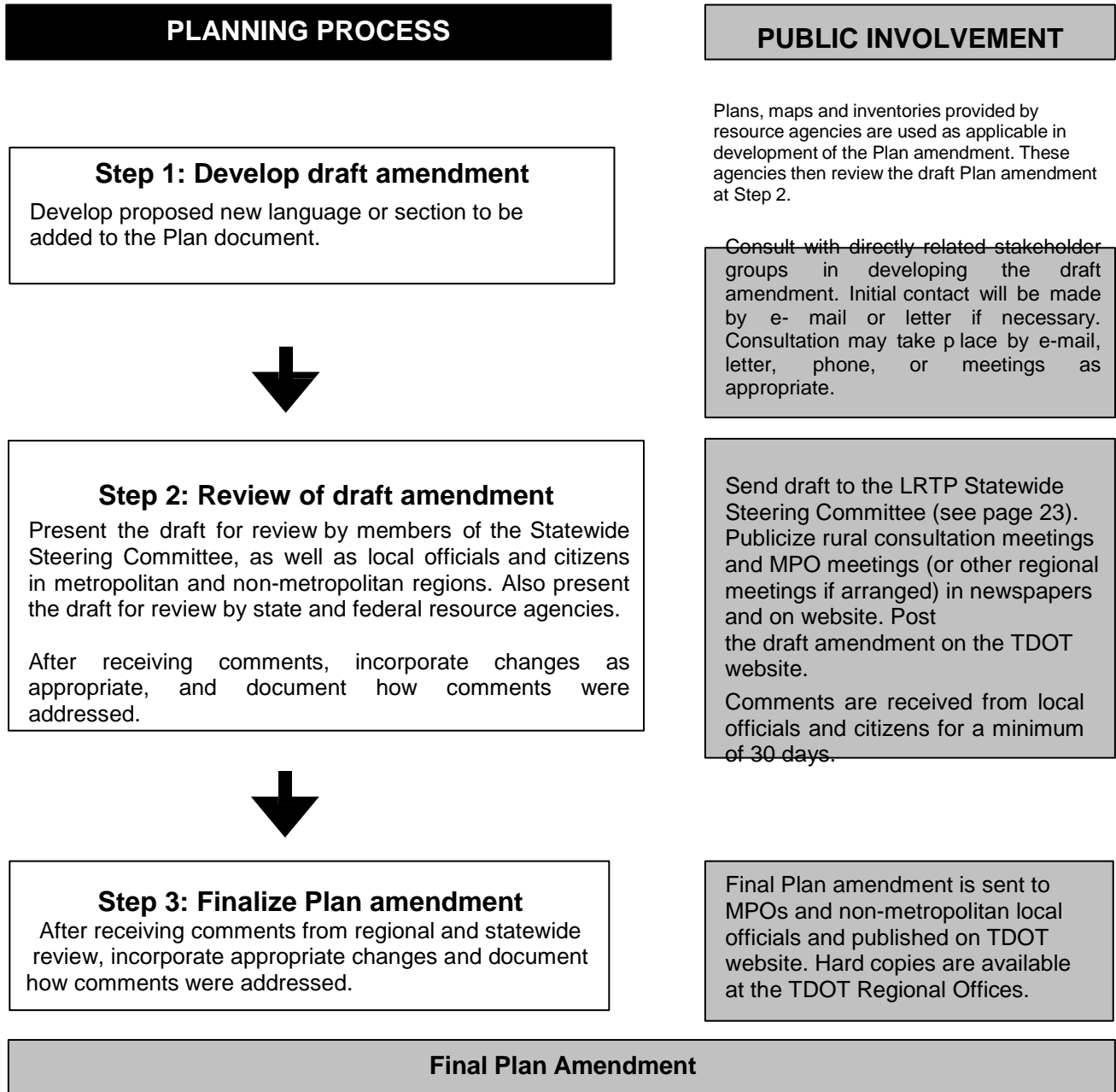
**4<sup>th</sup> Round**  
Statewide Steering Committee  
Regional Planning Organizations  
Public Meetings  
Comments accepted for a minimum of 30 days after the final regional meeting.

**Final Statewide Long Range Transportation Plan (or Major Plan Amendment)**



## LONG RANGE TRANSPORTATION PLAN: MINOR AMENDMENTS

Minor amendments are those that clarify or supplement information in one or more portions of the Long Range Plan, but do not change the programs and policies adopted as part of the last major Plan update.





(Level 5, continued)

comment will be encouraged and should be submitted to TDOT through the appropriate regional planning organization (metropolitan or rural) and/or the TDOT Community Relations Division. The Community Relations Division can be contacted by phone at (615) 741-7736, or by mail, Suite 700, James K. Polk Building, Nashville, Tennessee 37243-0349.

### ***Development of the State Transportation Improvement Program (STIP)***

Interested parties for the State Transportation Improvement Program (STIP) include citizens, affected public agencies, representatives of public transportation employees, freight shippers, private providers of transportation, representatives of users of public transportation, representatives of users of bicycle transportation facilities, representatives of the disabled, and providers of freight transportation services. Many of these stakeholders are already involved in TDOT's STIP process through their participation in MPO and RPO activities. Additionally, various individuals and representative groups of these stakeholders meet personally, write letters or email the Department throughout the year to offer input to the Department's transportation direction. Comments received from these meetings are considered during the STIP development process, as well as all written correspondence, which receives an individual response from the Department. Written comments to the Department, along with the Department's response, are archived by the Community Relations Division. A general advertisement notice for citizens concerning the opportunity to comment on the STIP is placed in newspapers statewide, while an individual notification is sent to interested parties and Federal land management agencies concerning the comment period for the STIP. Further details on the notification processes are provided later in this document.

Federal land management agencies have a formal consultation process with the Long Range Plan from which the STIP is developed. Additionally, representatives of the Department meet at a minimum biennially with representatives of the Eastern Federal Lands Highway Division and U.S. Forest Service to discuss and prioritize road improvements and funding options for Federal Forest Highway Funds for the two major facilities in Tennessee, Cherokee National Forest and Land Between the Lakes. Federal land management agencies are specifically contacted to solicit comments on the STIP during the public comment period, and further encouraged, at any time, to offer suggestions for transportation improvements that impact their facilities. Comments will receive a Department response.

Rural Planning Organizations (RPOs), made up of various rural local officials, have a structure to identify and prioritize proposed transportation improvements. Priority lists from each RPO are submitted to the Department for consideration during the 3-Year Program and STIP preparation process. After the 3-Year Program is finalized, each RPO is notified of the disposition of their priority list. Each RPO is sent a copy of the Draft STIP, along with the public comment notification, and encouraged to solicit input from their organization members. Comments will receive a Department response.

Metropolitan Planning Organizations (MPOs), made up of various urban local officials, have a structure to identify and prioritize proposed transportation improvements. MPOs have federal funds available to them for transportation improvements, and a process for developing a Transportation Improvement Plan (TIP). Priority lists from each MPO are submitted to the Department for consideration during the 3-Year Program and STIP preparation process. TIPs, once adopted, are forwarded to TDOT for inclusion in the STIP. Each MPO has an adopted public involvement plan used to develop its TIP.



(Level

5, continued)

### ***State Transportation Improvement Program Comment Process***

The STIP will be accessible to the public and local officials through various resources. TDOT will advertise availability of the STIP for public comment statewide through the Tennessee Press Association. Advertisement will also be included in various Minority and Hispanic newspapers throughout the state. This notice will specify locations, dates and times the document can be reviewed, as well as a contact person, mailing address and phone number. TDOT will send a separate and distinct correspondence to those agencies identified as the Statewide Steering Committee (Page 23), as well as the Federal land management agencies, notifying them of the public comment period, giving locations of the various sites to view the STIP, providing the name of a TDOT contact person and encouraging them and/or members of their organizations to provide comments on the STIP. TDOT will provide copies at the **Region I Office**, 7345 Region Lane, Knoxville, TN 37914; **Region II Office**, 4005 Cromwell Road, PO Box 22368, Chattanooga, TN 37422; **Region III Office**, 6601 Centennial Blvd., Nashville, TN 37243; **Region IV Office**, 300 Benchmark Place, Jackson, TN 38301. Self-addressed, stamped comment cards will be provided at these locations to facilitate participation in the process. The public comment period will be a minimum of 30 calendar days.

TDOT staff will deliver the Draft STIP to the TDOT Region Offices and provide awareness training to appropriate staff in each location. Each Region Office will be provided signage directing walk-ins to the appropriate person in charge of the STIP document. During the public comment period, TDOT staff will hold public meetings at designated places and times to further engage the public and answer questions concerning the Draft STIP. These meetings will be appropriately advertised. At these public meetings, TDOT will also use visualization techniques to enhance the public's understanding of the STIP document. For example, projects are shown on detailed area maps and are color-coded to indicate the current phase of development for each project, along with the proposed year(s) of funding.

The STIP is also distributed to the eleven Metropolitan Planning Organization Offices and twelve Rural Planning Organization Offices for review by their affiliated agencies. The STIP can also be accessed via TDOT's web page [www.tennessee.gov/tdot](http://www.tennessee.gov/tdot), under the Public Awareness – Reports and Publications heading. The Department's statewide-funded project lists in MPO areas will be distributed to those organizations for inclusion in the respective TIPs and for public review and comment through the MPO's public involvement process. A list defining each MPO Coordinator and contact information will be included within the STIP document. The Department will respond to all comments, individually and collectively. Comments will be summarized, along with their disposition, in an appendix included in the Final STIP. If the Department receives a comment(s) that is deemed a viable change, said revision will follow the procedures established for an amendment to the STIP, which is detailed later in this document.

Once the public comment period has expired and appropriate disposition of comments completed, the Tennessee Department of Transportation will send a final STIP document, which includes the various Metropolitan Planning Organization Transportation Improvement Programs, to the Federal Highway Administration/Federal Transit Administration for approval. A copy of the current approved State Transportation Improvement Program is available for review and downloads on the Tennessee Department of Transportation web page at [www.tennessee.gov/tdot](http://www.tennessee.gov/tdot).



(Level 5, continued)

The document is also available in paper format for a minimal fee by calling the Tennessee Department of Transportation's State Programs Office at (615) 741-5328, or mailing a request to the office, Suite 600, James K. Polk Building, Nashville, Tennessee 37243-0349.

### ***Amendments to the State Transportation Improvement Program***

The STIP may be amended at anytime, but amendments must be consistent with public involvement procedures, air quality conformity and meet fiscal constraint requirements. Projects being amended within the boundary of a Metropolitan Planning Organization must be distributed to that agency for public review and comment through their public involvement process, and ultimately receive endorsement and approval for inclusion in the organizations Transportation Improvement Program. Amendments are a major change and re-quire federal approval.

Amendments to the approved STIP will be posted on the Department's web page for review and a 15-calendar-day public comment period. The public comment period will be advertised in a local newspaper for county specific amendments and in various regional newspapers for statewide/region amendments. The advertisement will direct respondents to the Department's web page and provide the name and contact information for appropriate Department personnel. Additionally, notification of an amendment will be sent to those agencies identified as the Statewide Steering Committee, or interested parties, along with the Federal land management agencies. There is no requirement for a Public Meeting on amendments. The Department will respond to all comments, individually and collectively. Comments will be summarized, along with their disposition and posted

on the Tennessee Department of Transportation web page with its corresponding amendment. If the Department receives a comment(s) on an amendment that is deemed a viable change, said revision will again follow this amendment procedure. Amendments and comments will remain on the Department's web page for the life of the STIP. A paper copy of an amendment and/or comments is available for a minimal fee by calling the Tennessee Department of Transportation's State Programs Office at (615) 741-5328, or mailing a request to the office, Suite 600, James K. Polk Building, Nashville, Tennessee 37243-0349.

Comments concerning the STIP Public Involvement Plan can be submitted at any time to Department personnel identified as a contact for the STIP or personnel associated with the Community Relations Division. Contact information is presented earlier in this document. The Department will respond to all comments individually and collectively.

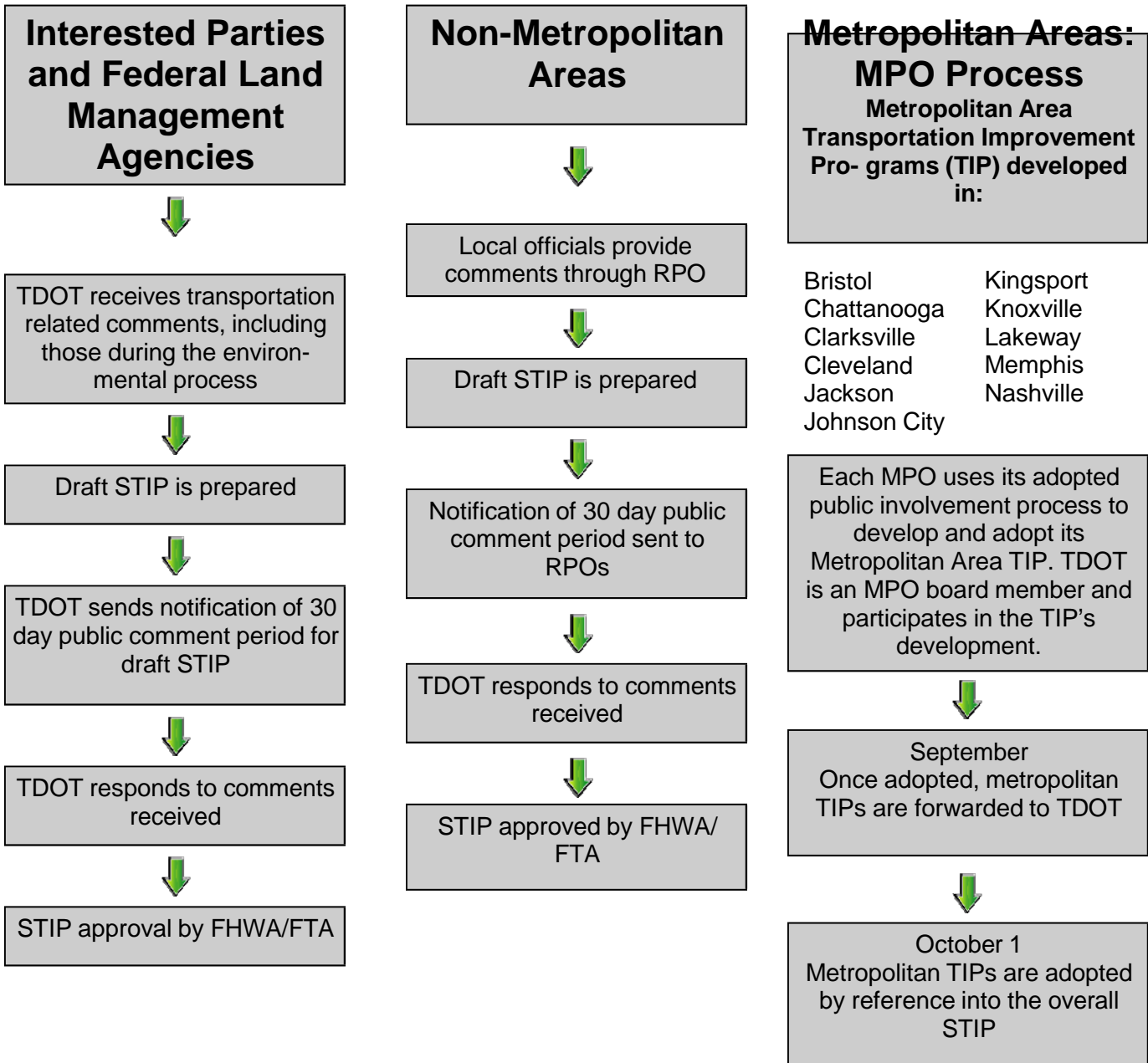




# State Transportation Improvement Plan

The flowchart below reflects public involvement in the development of TDOT's State Transportation Improvement Plan, including the MPO process, the Rural Consultation process, and Interested Parties/Federal Land Management Agencies process. Refer to Appendices D and E for detailed information about notices and public meetings.

## State Transportation Improvement Plan Developmental Process







## Enhanced Public Involvement Activities

In an effort to be proactive in providing outreach to the general population, including traditionally underserved populations, this list has been developed and is to be utilized as needed. Specifically, all projects of Level 3 and above are expected to incorporate at least some, if not most, of these activities. All Level 5 efforts, including the LRTP and the STIP, are to include all of these techniques, to the extent practicable. As the public involvement plans for individual projects are developed, these activities should be incorporated in a manner most fitting the context of the area and its population.

- Expand media activity to include media kits, media conferences, and media interviews.
- Meet with community organizations such as faith-based organizations, civic clubs, school groups and any organizations serving those traditionally underserved.
- Invite community/group leaders to serve on stakeholder committees, advisory groups and project development teams.
- Utilize lists of environmental justice resources and advocacy groups, pp. 61-62.
- Place documents in libraries, schools and government buildings (including the public involvement plan).
- Add radio advertising to typical newspaper ads to announce meetings or request input from citizens.
- Use facilitators for meetings/hearings.
- Create specialized information for publishing on the web.
- Hold neighborhood meetings or information forums.
- Increase visibility of TDOT's toll-free telephone number (Record-A-Comment) as a means of gaining input.
- Expand, maintain and utilize the Speakers Bureau to educate the public.
- Create, locate and staff information booths at regional and statewide public events; consider temporary booths at shopping malls.
- Use surveys to gather input on the preferences and thoughts of the public.
- Utilize focus groups to garner public views and better understand the concerns of the public.
- Place meeting announcements in publications and locations used by traditionally underserved groups (Department of Human Services Offices, laundromats, YMCA, YWCA, Boys Clubs, neighborhood schools, grocery stores, etc.).
- Use fact sheets, news articles, press releases, brochures, fliers, newspaper inserts, video tape broadcasts, public access channels and public service announcements.
- Use interpreters (language and hearing impaired). Print materials and post signs or flyers in other languages, Braille or large type.

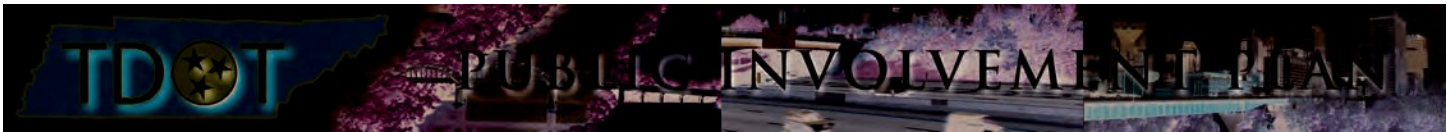


## Performance Measures

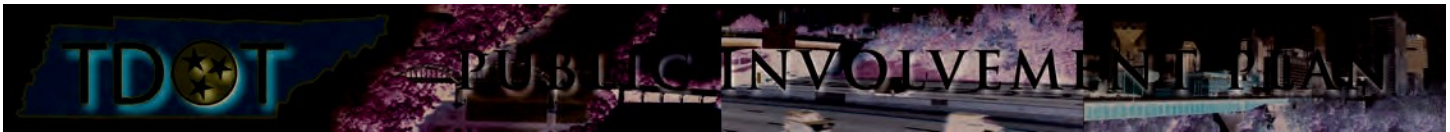
TDOT’s Community Relations Division will annually, at random, choose two projects from each level of effort to evaluate. Project documentation and public involvement practices implemented will be reviewed for each evaluation. Information obtained will be measured according to the objectives for public involvement indicated below.

Objective	Measurement
<p>Provide opportunities for citizens and transportation users to help shape the future of the state’s transportation system through a public involvement process that begins early, is convenient and meaningful.</p>	<p>Information was provided prior to project activity to elected officials, transportation leaders, organizations, state- and region-wide agencies, community leaders, citizens, including those traditionally underserved.</p> <p>State and local elected officials, property owners, the traveling public and those traditionally underserved are consulted at key points during project development.</p> <p>Public meetings were widely advertised, held in convenient locations, held at convenient times and presented materials were easily understood by meeting attendees.</p> <p>Techniques other than public meetings are conducted when appropriate to obtain input.</p> <p>Changes in project location, design and scheduling are made in response to public concern where possible. Where changes cannot be made, compromises are sought. In either case, the public is informed of the disposition of its concerns.</p> <p>Public input is captured and made available for consideration during project development.</p>

Objective	Measurement
<p>Develop partnerships with local community leaders, groups and organizations to provide an integrated, environmentally aware and multimodal approach to transportation needs and desires.</p>	<p>Local community leaders, groups and organizations are engaged in the process. Leaders and parties interested in all modes were invited to participate in the process.</p> <p>Evidence of partnerships exists in the form of support or financial contribution to project elements.</p>
<p>Integrate citizen concerns and needs into the developmental process.</p>	<p>Each project offers the proper level of public involvement for its complexity and impact.</p> <p>State and local elected officials, property owners, the traveling public and those traditionally underserved are consulted at key points during project development.</p> <p>Public meetings were widely advertised, held in convenient locations and presented materials were easily understood by meeting attendees.</p> <p>Changes in project location, design and scheduling are made in response to public concern where possible. Where changes cannot be made, compromises are sought. In either case, the public is informed of the disposition of its concerns.</p> <p>Any Context Sensitive Solutions (CSS) implemented for a project reflect the characteristics and needs of the community.</p> <p>Public input is captured and made available for consideration during project development.</p>



Objective	Measurement
<p>Work with traditionally underserved communities to understand and consider their special needs.</p>	<p>Beginning at the early planning stage, the project impact community is assessed to determine the presence of those traditionally underserved by transportation facilities.</p> <p>Notices of involvement opportunities and informational materials are prepared in language that is easily understood by the traditionally underserved.</p> <p>Notices are placed in grocery stores, laundromats and other places frequented by the traditionally underserved.</p> <p>Leaders of these communities are identified and made a part of the process.</p> <p>Techniques other than public meetings are conducted when appropriate to obtain input.</p>
<p>Build credibility and trust between the department and those whom it exists to serve.</p>	<p>Each project offers the proper level of public involvement for its complexity and impact.</p> <p>State and local elected officials, property owners, the traveling public and those traditionally underserved are consulted at key points during project development.</p> <p>Changes in project location, design and scheduling are made in response to public concern where possible. Where changes cannot be made, compromises are sought. In either case, the public is informed of the disposition of its concerns.</p>



## Appendix A: Glossary

**AASHTO** — The American Association of State Highway & Transportation Officials, a non-profit, nonpartisan association representing highway and transportation departments in the 50 states, the District of Columbia and Puerto Rico.

**Access/Accessibility** — The opportunity to reach a given end use within a certain time frame, or without being impeded by physical, social or economic barriers. Enhancing mobility is one way of improving access.

**Americans with Disabilities Act of 1990 (ADA)** — Federal law that requires public facilities, including transportation services, to be fully accessible for persons with disabilities. ADA also requires the provision of complementary or supplemental paratransit services in areas where fixed route transit service is operated. Expands definition of eligibility for accessible services to persons with mental disabilities, temporary disabilities, and the conditions related to substance abuse. The Act is an augmentation to, but does not supersede, Section 504 of the Rehabilitation Act of 1973 which prohibits discrimination on the basis of disability against otherwise qualified individuals in programs receiving federal assistance.

**Categorical Exclusion (CE)** — A technical exclusion for projects that do not result in significant environmental impacts. Such projects are not required to prepare environmental reviews.

**Code of Federal Regulations (CFR)** — Compilation of the rules of the executive department and agencies of the federal government.

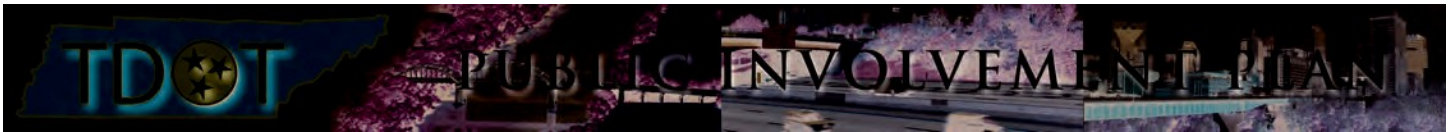
**Community** — Individuals or groups of individuals who may live in the same area, who may share a common background or have shared interests, who may have a common history or common economic or political interests.

**Context Sensitive Solution (CSS)** — Collaborative, interdisciplinary approach that involves all stakeholders to develop a transportation facility that fits its physical setting and preserves scenic, aesthetic, historic and environmental resources, while maintaining safety and mobility. CSS is an approach that considers the total context within which a transportation improvement project will exist.

**Economic Development District (EDD)** — EDD is a designation from the Economic Development Administration of the US Department of Commerce. EDDs serve as a regional resource center and provide planning, community and economic development, and technical assistance to local governments which are members of the district.

**Environmental Assessment (EA)** — An interim decision document prepared for an action where the significance of social, economic, or environmental impact is not clearly established. If the action is determined to have significant impact, an Environmental Impact Statement is then prepared. If no significant impact is determined, a finding of no significant impact (FONSI) is prepared.

**Environmental Impact Statement (EIS)** — Report which details any adverse economic, social, and environmental effects of a proposed transportation project for which federal funding is being sought. Adverse effects could include air, water, or noise pollution; destruction or disruption of



natural resources; adverse employment effects; injurious displacement of people or businesses; or disruption of desirable community or regional growth.

**Federal Highway Administration (FHWA)** — Agency of the U.S. Department of Transportation that funds highway planning and programs.

**Federal Transit Administration (FTA)** — Agency of the U.S. Department of Transportation that funds transit planning and programs.

**Geographic Information System (GIS)** — A computer system capable of capturing, storing, analyzing, and displaying geographically referenced information; data identified according to location.

**Intelligent Transportation System (ITS)** — An integrated application of a wide range of advanced technologies, which in combination, can improve mobility and transportation productivity, enhance safety, maximize the use of existing transportation facilities, conserve energy resources and reduce adverse environmental effects and transportation problems.

**Intermodal Surface Transportation Efficiency Act of 1991 (ISTEA)** — Legislative initiative by the U.S. Congress that restructured funding for transportation programs. ISTEA authorized increased levels of highway and transportation funding and an enlarged role for regional planning commissions and MPOs in funding decisions. The Act also required comprehensive regional long-range transportation plans and placed an increased emphasis on public participation and transportation alternatives. ISTEA was reauthorized in 1998 with the adoption of TEA-21, the Transportation Equity Act for the 21st Century.

**Land Use** — Refers to the manner in which portions of land or the structures on them are used, i.e., commercial, residential, retail, industrial, etc.

**Long Range** — In transportation planning, refers to a time span of more than five years.

**Long Range Transportation Plan (LRTP)** — A document resulting from a regional or state-wide process of collaboration and consensus on a region or TDOT's transportation system. This document serves as the defining vision for the region or TDOT's transportation systems and services. In metropolitan areas, the plan indicates all of the transportation improvement scheduled for funding over the next 20 years.

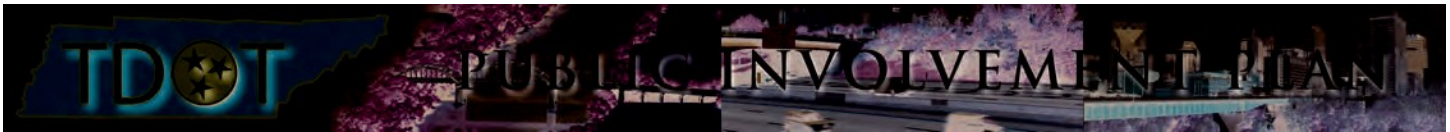
**MAP-21, the Moving Ahead for Progress in the 21st Century Act (P.L. 112-141)**, was signed into law by President Obama on July 6, 2012. MAP-21 is the first long-term highway authorization enacted since 2005 and replaces SAFETEA-LU, the previous authorization statute.

**Metropolitan Planning Organization/Transportation Planning Organization (MPO/TPO)** — The organizational entity designated by law with lead responsibility for developing transportation plans and programs for urbanized areas of 50,000 or more in population.

**Mobility** — The ability to move or be moved from place to place.

**Mode, Intermodal, Multimodal** — Form of transportation, such as automobile, transit, bicycle and walking. Intermodal refers to the connections between modes and multimodal refers to the availability of transportation options within a system or corridor.





**National Environmental Policy Act (NEPA)** — Federal law passed in 1969 which requires an analysis of environmental impacts of federal actions (including the funding of projects).

**National Historic Preservation Act (NHPA)** — Law requiring federal agencies to consider the potential effect of a project on a property that is registered on or eligible for the National Register of Historic Places. If effects are identified, federal and state agencies and the public must identify means to mitigate the harm.

**Notice of Intent (NOI)** — Document prepared to inform the general public of the scope of a proposed action or project.

**Outreach** — Efforts to offer everyone in a community the opportunity to participate in transportation planning.

**Pedestrian Walkway** — A secured path for walking.

**Project Development (PD)** — The phase a proposed project undergoes once it has been through the planning process. The project development phase is a more detailed analysis of a proposed project's social, economic, and environmental impacts and various project alternatives. What results from the project development phase is a decision reached after input and discussion with affected parties, including the public. After a proposal has successfully passed the project development phase, it may move to preliminary engineering, design, and construction.

**Public Comment** — Once a public involvement program is underway, public comment is the extensive information that begins to be gathered by the department representing the views of the public and interest groups.

**Public Information Officer (PIO)** — The individual within TDOT responsible for disseminating information to, and responding to inquiries from, the media.

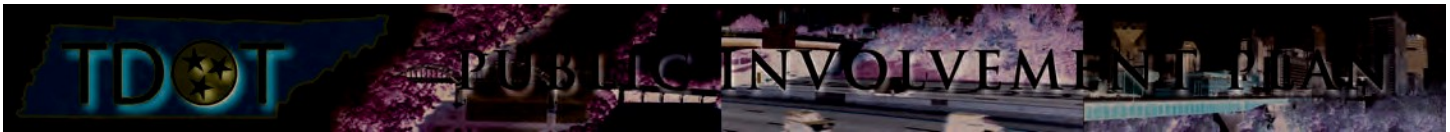
**Public Involvement** — The process by which public concerns, needs, and values are solicited and incorporated into decision-making.

**Public Involvement Plan (PIP)** — A written plan of public involvement strategies and activities for a specific transportation plan or project. The PIP provides a systematic approach to how the results and outcomes of public involvement activities are integrated into the decision-making process.

**Public Participation** — The active and meaningful involvement of the public in the development of transportation plans and improvement programs. The Intermodal Surface Transportation Efficiency Act (ISTEA) and subsequent regulations require that state departments of transportation and MPOs proactively seek the involvement of all interested parties, including those traditionally underserved by the current transportation system.

**Public Service Announcement (PSA)** — An announcement (including network) which promotes services, programs, or activities that serve community interests.

**Record of Decision (ROD)** — A record of agreement that a proposed project meets all applicable requirements of the National Environmental Policy Act (NEPA) as issued by the designated lead agency.



**Rural Planning Organization (RPO)** — An organization similar to an MPO, composed of representatives of rural local governments and appointed representatives from the geographic area covered by the organization with the purpose of involving local officials in multi-modal transportation planning through a structured process.

**Speakers Bureau** — An entity created to respond to requests for information about TDOT, particularly in the form of personal appearances and presentations for groups such as service clubs, chambers of commerce, neighborhood associations, etc. The Speakers Bureau generally consists of high profile TDOT personnel, and/or subject matter experts. It is accessible via the TDOT website.

**Stakeholder** — A person, community or organization that has an interest in or may be affected by a transportation decision.

**State Transportation Improvement Program (STIP)** — A staged, multiyear, statewide, intermodal program that is consistent with the state and metropolitan transportation plans and which identifies the priority transportation projects to be undertaken over the next four years. The STIP is developed by the Department of Transportation (TDOT) and incorporates the MPOs' TIPs. The STIP must be approved by the Federal Highway Administration (FHWA) and the Federal Transit Administration (FTA) at least every two years.

**Tennessee Department of Environment and Conservation (TDEC)** — State agency responsible for protecting and improving the quality of land, air, water and recreation.

**Tennessee Department of Transportation (TDOT)** — State agency responsible for transportation issues and planning in Tennessee.

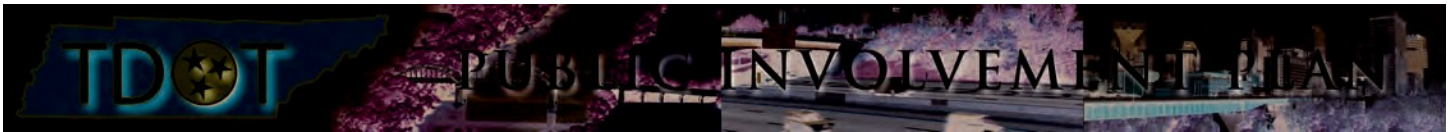
**TDOT SmartWAY Information System (TSIS)** — A database of construction, maintenance and incident information used to keep the public informed about projects and real-time incident information statewide. TSIS information is provided to the public via TDOT's website, [www.tennessee.gov/tdot](http://www.tennessee.gov/tdot)

**Transportation Equity Act for the 21st Century (TEA-21)** — A law enacted in 1998; authorized Federal funding for highway, transit and other surface transportation programs.

**Transportation Improvement Program (TIP)** — A financially constrained list of prioritized transportation projects developed by a metropolitan planning organization (MPO). The TIP covers a period of at least three years but may cover a longer period for informational purposes. The TIP must include documentation of federal and state funding sources for each project and be consistent with the Long Range Plan and adopted local comprehensive plans.

**Transportation Research Board (TRB)** — A unit of the National Research Council whose purpose is to advance knowledge about transportation systems; publishes the Highway Capacity Manual.

**Underserved Population** — Those belonging to a minority population or those of low income. Definitions of minorities and minimum standards are set in the U.S. Decennial Census.



## Appendix B: Notice Requirements/Procedures

Notices for transportation planning processes may take the form of either a Legal Notice (in the Classifieds section) or a newspaper display advertisement. Both are legitimate forms of notice, according to NEPA. Consideration should be given to using display ads rather than legal notices because of the higher visibility offered by newspaper display ads.

When appropriate, notice enhancements may be implemented, including placing notices on individual properties, and in community centers, grocery stores and other places of interest throughout the community. Absentee property owners will be identified where possible and mailed notices, if appropriate. Dynamic message boards may be utilized to notify those who do not live in the area but may have an interest in the project. An assessment should be made about whether second-language notices should be published. (TDOT's threshold for requiring second-language notices is 5% of area population.)

The following explains the notice requirements for public meetings, extending the opportunity for a public hearing as part of an EA, advising of EA document availability when no public hearing is requested and for public hearings for both EAs and EISs.

### **PUBLIC MEETING NOTICE**

There are no stipulations in the NEPA for public meeting notices. However, the TDOT will require at least one notice of public meeting for all formal community meetings. The notice should be published in a newspaper of general circulation in the vicinity of the proposed effort at least 15 days prior to the date of the meeting and a copy will be furnished to the local MPO. Notices will include a map of the project/effort location, an explanation of the meeting's purpose, and the time, date and location of the meeting(s). The notice will present information in easily understood language that avoids technical terms and industry jargon. The notice will invite public comment and provide a telephone number and mailing address of the TDOT official in charge of the effort. The meeting notice will be placed on the department's website, [www.tennessee.gov/tdot](http://www.tennessee.gov/tdot).

### **OPPORTUNITY FOR PUBLIC HEARING**

A project classified as an Environmental Assessment (EA) under the NEPA, requires that a notice of opportunity for public hearing be published. The opportunity for requesting a public hearing may be satisfied by publishing two notices in a newspaper with general circulation in the vicinity of the proposed effort. The first notice will offer a hearing on request, and will stipulate that the request must be received within 30 days of the date of notice. The second notice should be published 15 days after publication of the first notice, and it should remind the public that there are only 15 days remaining of the time period in which to request a hearing. Both notices for the opportunity to hold a public hearing should include a description of the project and its impacts, and the physical address, email address and telephone number of the TDOT official who would arrange for a hearing if one is requested. The notice will be placed on the department's website, [www.tennessee.gov/tdot](http://www.tennessee.gov/tdot), and a copy will be furnished to the local MPO.



### **NOTICE OF DOCUMENT AVAILABILITY**

If no requests for a public hearing are received, TDOT will place a notice in a local newspaper advising the public that although no public hearing will be held, there is available for public review, a copy of the EA and other information pertaining to the effort. Specific locations, such as district offices, libraries, town hall, etc., and their addresses should be listed in the notice with their hours of operation. Each of these locations should provide access sufficient to meet the requirements of the Americans with Disabilities Act. In addition, the appearance of the notice in the newspaper(s) should announce the beginning of a 30-day comment period and invite oral or written comments from all interested parties. The name, address (regular mail and email) and phone number of the TDOT official in charge should be shown in the notice. The notice will be placed on the department's website, [www.tennessee.gov/tdot](http://www.tennessee.gov/tdot).

### **NOTICE OF PUBLIC HEARING**

#### ***EA***

If a Public Hearing is requested by the public, or if TDOT officials decide that a Public Hearing should be held, it will be held after an Environmental Assessment is completed and signed by the Federal Highway Administration. Following the distribution of the Environmental Assessment to affected regulatory agencies, to public facilities such as libraries, town hall, schools, etc, where the Environmental Assessment and other documents can be examined by the public, and to individuals who have requested a copy and who are unable to access the information by traditional/customary means, a Notice of Availability will be published in a local newspaper(s) that provides coverage to the project area and its vicinity and a copy will be furnished to the local MPO. The appearance of the Notice of Availability announces the availability of the Environmental Assessment, where and when the Environmental Assessment and other project documents may be examined, a description of the project and its impacts, and the location and time

of the Public Hearing. This notice should announce the beginning of a 30-day public comment period and invite oral or written comments from all interested parties. The Public Hearing cannot be held any sooner than 15 days after the Notice of Availability has appeared. The notice will be placed on the department's website, [www.tennessee.gov/tdot](http://www.tennessee.gov/tdot).

#### ***EIS***

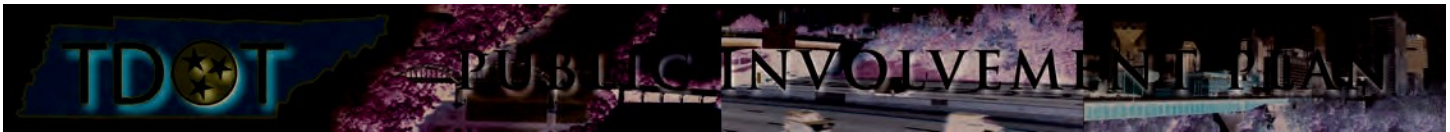
A Public Hearing will be held after a Draft Environmental Impact Statement is completed and signed by the Federal Highway Administration. Following the distribution of the Draft Environmental Impact Statement to affected regulatory agencies and to public facilities such as libraries, town hall, schools, etc, where the Draft Environmental Impact Statement and other documents can be examined by the public, and to individuals who have requested a copy and who are unable to access the information by traditional/customary means, a Notice of Availability will be published in a local newspaper(s) that provides coverage to the project area and its vicinity. The appearance of the Notice of Availability announces the availability of the Draft Environmental Impact Statement, where and when the Draft Environmental Impact Statement and other project documents may be examined, a description of the project and its impacts, and the location and time of the Public Hearing. This notice should announce the beginning of a 45-day

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public comment period and invite oral or written comments from all interested parties. The Public Hearing cannot be held any sooner than 15 days after the Notice of Availability has appeared. The notice will be placed on the department's website, [www.tennessee.gov/tdot](http://www.tennessee.gov/tdot), and a copy will be furnished to the local MPO.



## Appendix C: Meeting and Hearing Definitions

### **PUBLIC INFORMATIONAL MEETINGS**

Public Informational Meetings (PIMs) can be valuable for offering information, gathering input prior to a major decision, raising community awareness and, perhaps most importantly, for developing trust and a sense of partnership with communities. The major difference between PIMs and hearings is that hearings have more requirements regarding notice, comment gathering and responding to comments.

PIMs come in several formats:

1. Informal gathering of property owners

These gatherings are generally held at the request of the adjacent property owners and are intended to offer information and gather input that may or may not mitigate the impact to those properties. Such meetings are not advertised, nor are notices published, as the meetings generally are developed in cooperation with one or more property owners, acting as spokespersons for the group. They are held at locations and times convenient for the participants.

With the exception of informal written notes, no record of the meeting is developed.

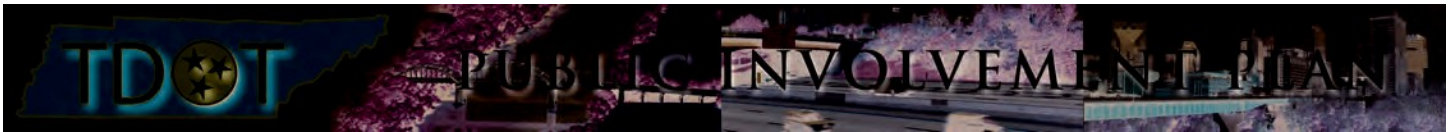
2. Informal Community Meeting

These meetings are held at the request of specific community groups who take on the responsibility of advertising the meeting and inviting the participants. Department personnel will make every effort to provide complete, accurate and timely information at these opportunities. Questions asked and concerns raised that cannot be resolved at the meeting will be resolved afterward and the resolution communicated to those in attendance, either in written form by the project manager or at a follow-up meeting.

3. Formal Community Meeting

These meetings are held to give local citizens, local public officials, neighborhood groups, civic associations and/or business associations an opportunity to comment, ask questions and express their views for inclusion into the development process. The number of such meetings is determined by the needs of the affected community. The Public Meeting Notice requirements of the TDOT are in effect for a formal community meeting.

The structure of formal community meetings can be either formal, or a combination of formal and informal. A formal presentation will be made that provides information about the need and purpose of the effort, its anticipated impacts to adjacent properties and the community, a time line for project development, the estimated cost of the project, its funding source (if determined) and the reasons for the meeting. Answers to questions will be provided through a formal Question-and-Answer period. Participants will be encouraged to view displays, engage in conversation with individual staff, and submit written comments.



In addition, a tape recorder should be available for those who would prefer to make oral comments.

## **PUBLIC HEARINGS**

Public hearings are for the purpose of presenting information contained in a formal environmental document, either an EA or an EIS as it relates to a specific project. Information presented at a hearing should describe the purpose and need for the project, define the alternatives under consideration, explain the impacts to the social, economic and environmental resources of each alternative, and identify plans for mitigating any impacts of the preferred alternative or combination of alternatives.

State and local elected officials with jurisdiction within the vicinity of the project should be invited to the Public hearing. The Division of Community Relations should coordinate with the appropriate Division (Environmental Planning and Permits or Design), following up their letters with phone call invitations to elected officials and working with the Title VI office to locate and attract traditionally underserved groups within the impacted area.

The structure of a public hearing can be either formal, or a combination of formal and informal. Information on relocation services and payments, and the land acquisition process must be provided, and an opportunity for discussion presented. The TDOT's right-of-way booklet, which explains these processes, should be available at the public hearing and at least one representative from the Right-of-Way Division should be present.

Hearing attendees will be given the option of submitting comments in writing or verbally to a court reporter. An announcement must be made during the public hearing that written comments are accepted for at least 21 days after the public hearing; to whom and where to send these written comments and that these written comments are part of the public hearing transcript. This announcement also must include information about the Internet-based comment opportunities.

Answers to questions will be provided through a formal Question-and-Answer period. Participants will be encouraged to view displays and engage in conversation with individual staff.

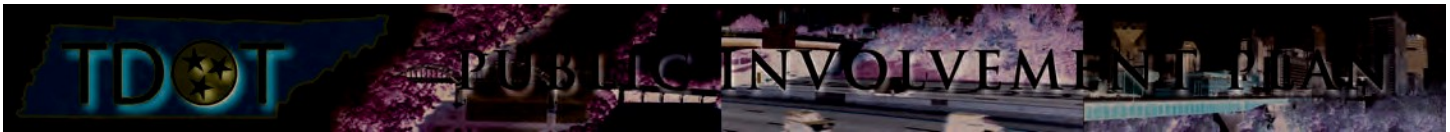
## **Meeting and Hearing Considerations**

All meetings and hearings, and all locations where documents are made available to the public should provide access sufficient to meet the requirements of the Americans with Disabilities Act. All meeting or hearing attendees should be asked to sign in and be given a comment sheet on which to record their comments. Other handouts such as fact sheets or newsletters may be appropriate. In order to provide meaningful access to decision-making information, information may need to be translated into a language other than English, provided in large type, produced in Braille or provided on cassettes. For those project areas where the population has a low level of literacy, TDOT staff should sign in individuals and record their comments.





In order to ensure maximum opportunity for attendance, meetings and hearings should be scheduled at times that are convenient for the public and in locations that are convenient and safe for all members of the public. Consideration should be given to the times that shifts occur at major manufacturers and to the need for daylight accessibility of the elderly and disabled. Public Hearings must be held within the project area or as near as possible to the project area.



## Appendix D: Public Meeting/Hearing Checklist

*Note: This is a reasonably comprehensive list of the things to be considered and checked prior to a public meeting/hearing. It is not intended to imply that every meeting/hearing will require all of these steps. For instance, if a meeting/hearing is being held in a facility visited by department staff last week or last month, there is no real need to make another visit unless common sense indicates otherwise. If, however, the meeting is slated for a facility no one has inspected in the last six months or year, a visit is appropriate. The object of these items is to ensure that the meeting/hearing is beneficial to the public and shows a professional effort on our part. Please use the checklist as a guide, and use good professional judgment in the decisions you make as you use it.*

The following activities are the responsibility of the Project Manager or his or her designee unless otherwise indicated. Activities to prepare for a meeting or hearing should begin at least 12 weeks prior to the meeting/hearing date.

- I. Assess or reassess the project to determine the proper format and content of meeting/hearing**
  - A. Review minutes of prior meetings involving the effort and review for any pertinent information
  - B. Review makeup of community – ensure information is accurate. (Environmental Planning will perform this activity on projects in which they are involved with the assistance of Title VI. The project manager should verify the information. The GIS section has the information coded from the 2000 census. If there is concern about the accuracy of the information, Community Relations and/or the Title VI Office can assist.)
  - C. Determine the languages spoken in the community. (Use demographic map to determine percentage of non-English-speaking individuals in affected area.)
  - D. Assess or reassess if appropriate the special needs of the community; and determine whether any special activities are required to ensure access to information and the ability to obtain comments among all persons, regardless of race, religion, age, income or disability (Community Relations and Title VI Office can assist.)
  - E. Speak to legislators, community leaders and MPO and DD staffs. Ask for special concerns. Ask their advice about meeting locations, times and formats. (This is being done by videoconference meetings with a multidisciplinary group from TDOT and local elected officials and community leaders.)
  - F. Assess the proper makeup of the meeting staff (i.e., Can they speak the primary languages or successfully communicate with those expected to attend?) (Community Relations and/or Title VI Office can assist.)
  - G. Identify facilitators and media representatives. Discuss any special needs. (Those attending should be ready to answer questions about other major projects in the area. Community Relations can provide assistance.)

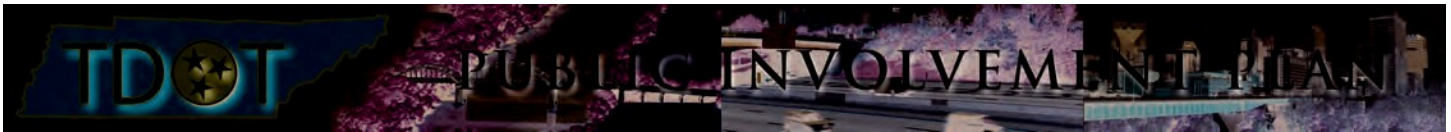


## **II. Set meeting date and location**

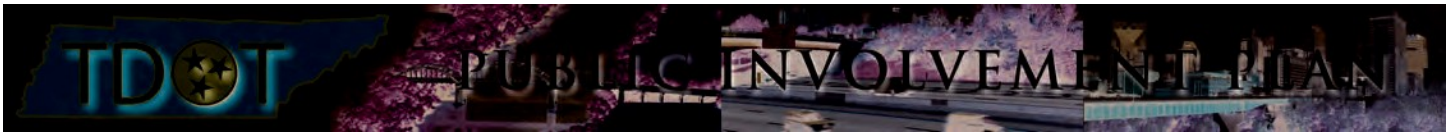
- A. Meetings should be held at times convenient for the community. Times should also be adjusted in response to the concerns and advice of community leaders and/or reasonable requests from the community;
- B. Meeting locations should meet the following facility guidelines:
  - 1. Be in well-lighted safe areas as near the project area as is feasible and if possible easily accessed from major roadways and bus lines;
  - 2. Consideration must be given to access for disabled individuals and others covered under the ADA to the meeting/hearing and to restroom facilities;
  - 3. If possible, the meeting place should offer a place for the public to get out of the weather that will not conflict with the early preparation for the meeting (since people tend to arrive earlier than the advertised start time);
  - 4. Ideally, the meeting location should offer two areas, one in which the presentation can run continuously and one in which the maps can be located;
  - 5. When a formal question and answer period is included, the participants should have available seating.
- C. Contact meeting facilities, technical center or school, see [www.ASD.com](http://www.ASD.com) (American School Directory website) to identify potential location and date – ensure the space is reserved at least three hours in advance of the meeting time through at least one hour following the anticipated meeting/hearing ending time.
- D. Review meeting location in field. Take pictures if possible. Share pictures with all team members:
  - 1. Check all electrical connections. Make sure they work.
  - 2. Check if facility is adequately heated or air-conditioned.
  - 3. Check availability of display space (Will the noise of the power point interfere with the open-house flow?)
  - 4. Test the accessibility from major roads and bus lines.
  - 5. Test the ADA accessibility.
  - 6. Test the easy flow from front door to meeting area.
  - 7. Determine whether there is a working public address system.
  - 8. If possible, make personal contact with facility sponsor, offer thanks. Ask for any special information (doors stick when wet. Lights are timed to go off at a specific hour, etc). Ask for any special instructions—things that should not be moved; things that can be moved, etc.
  - 9. Check general condition of facility. Pay special attention to any safety concerns.
  - 10. Determine the location of restrooms for including in information to be given to meeting/hearing staff.

## **III. Coordinate Notice of Meeting/Hearing**

- A. Request General Location map for newspaper from Planning for corridor hearings, from consultant or design manager for design hearings, right-of-way meetings and construction meetings.



- B. Forward notices with general location map to Community Relations at least 45 days prior to the meeting date for hearings and 20-25 days prior to meetings (an electronic copy sent via email and a hard copy mailed). Direct these items to the Public Involvement Coordinator with a copy to the Director of Community Relations. This applies to all regions. These notices should explain in “plain English” the purpose of the meeting. Technical terms and industry jargon should be either avoided or, if used, explanations should follow.
1. Memo to Community Relations requesting review of advertisement with the notice and general location map attached – copies to Regional Survey and Design and the Regional ROW office. Copy of same to Public Involvement Coordinator
  2. Community Relations prepares and submits order for appropriate newspaper posting.
  3. Notice for newspaper should include translation into second language if appropriate. (Title VI and Community Relations can assist)
  4. Notices should be included in ethnic newspapers where appropriate. (Project Manager and Title VI Office will identify and advise Legal Division prior to advertisement.)
  5. Notices should be placed in grocery stores and community gathering places, where possible. (Project Manager with assistance from Community Relations Regional Staff.)
  6. Consider portable message signs on highway right-of-way showing time, date of meeting and project
  7. Investigate with Public Information Officer the possibility of news stories related to project and hearing/meeting
  8. Look for community papers, local radio stations and other opportunities for advertisement. (Project Manager with assistance from Title VI and Community Relations)
  9. Check for any speaker’s bureau opportunities in the area and ask that meeting information be presented. (Community Relations)
  10. Entities that should receive notice of the meeting/hearing include:
    - a) Director, Civil Rights Office, Title VI
    - b) Local Officials, e.g., county mayor, county road superintendent, mayor, public works director, MPO Coordinator, etc. (Project Manager should write formal invitation. Community Relations will make verbal contact follow-up)
    - c) State Officials, e.g., representatives, senators (General Assembly members) (Community Relations)
    - d) Congressional members as needed. (Community Relations)
    - e) Community Leaders (Community Relations, Title VI)



#### **IV. Prepare for the Meeting**

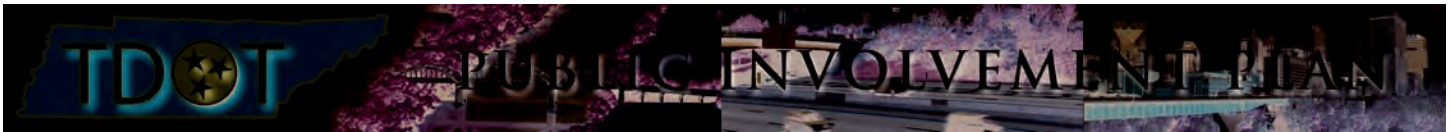
- A. Coordinate with appropriate area concerning the type and number of displays that are appropriate for the meeting or hearing
- B. Determine which visual aids are applicable and appropriate and make arrangements for their preparation
- C. Notify specific personnel to work the meeting [HQ, Region Survey and Design and Region ROW offices.]
- D. Prepare handouts — Included may be a description of proposed project, typical sections, and location map, as well as the department's noise wall policy, where applicable, and a copy of power point presentation. Handouts should include the department's core message. Other handouts may include state maps, Title VI brochures, a listing of important phone numbers, the department's website address and any brochures or reports pertinent to transportation that are deemed appropriate for distributing at the meeting or hearing. Original handouts should be submitted to Community Relations for review two weeks prior to the meeting or hearing.
- E. Prepare visual aids. These should be submitted to Community Relations for review two weeks prior to the meeting or hearing
- F. Access the comment sheets on the Department's Intranet. The project information can be entered prior to printing. (The post office prefers the comment sheets be printed on card stock.) There is a comment sheet for Corridor Hearings, Design Hearings and Meetings. Design Hearing comment sheets are appropriate for combination Corridor and Design hearings
- G. If appropriate and desired, arrange for and place signs announcing the meeting in the project area. The signs should include the project identification, date, time and place of meeting and should be up at least two weeks prior to the meeting
- H. Prepare and bring a Comment Box
- I. Gather supplies [scissors, tape, pens, pencils]
- J. Ensure audio-visual equipment has been reserved and is available
- K. Prepare Sign-in sheets
- L. Prepare name badges for meeting/hearing staff

#### **V. Official in-house meeting prior to the actual meeting/hearing**

An in-house meeting will be held at least two weeks prior to the meeting/hearing for purposes of discussing meeting/hearing logistics, answer questions, review meeting/hearing materials and make assignments for follow-up actions needed to prepare for the meeting/hearing. While all the specifics will be discussed in these meetings, communication should also occur outside of these meetings. (Project Manager should establish meeting)

#### **VI. Pre-Meeting and Meeting**

- A. Regional (Community Relations, Design Regional Staff, Project Management) personnel should contact the facility a few days before the meeting (a reminder to have doors open, microphones, etc.). Check once again for any special instructions.



Has anything changed since the last visit? If a question and answer session is anticipated, determine who will be responsible for setting up chairs, tables, etc. (Community Relations regional staff and/or regional staff)

- B. Those involved in the setup should arrive no later than an hour prior to the start of the meeting/hearing
- C. Ensure there are adequate signs posted at entry points and inside buildings directing people to the meeting/hearing. If appropriate, ensure signs are posted in other languages
- D. Assist persons arriving at meeting with sign-in – watch for signs that meeting attendees may have literacy or non-English speaking issues and ensure as much information as possible is obtained from the persons and ensure their comments, if any, are documented.
- E. Ensure name badges are available.
- F. If anything is moved to accommodate the meeting, please put back into its original place. The facility should be left as it was found or better.

#### **VII. Follow-up**

- A. Thank you call or letter to facility where hearing/meeting was held. (Community Relations)
- B. Thank you call or letter to community leaders and elected officials. (Community Relations)
- C. Once transcript is received, it should be checked for major issues/concerns and corrections submitted to the transcription agency or transcriptionist.

#### **VIII. Comments**

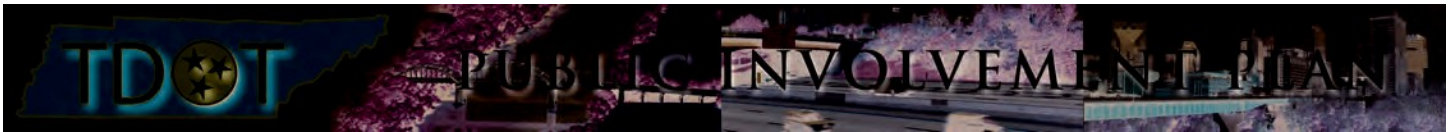
- A. Comments acknowledged within 30 days of receipt of meeting/hearing transcript
- B. Follow-up responses made to those individuals requesting specific changes to the plan. Responses will indicate whether or not the change was incorporated into the project plans and the reasons therefore. Responses shall include the name and phone number of a contact person. (Community Relations)



## **Appendix E: Media Strategies and Procedures**

To ensure the widest possible public participation, meeting schedules will be disseminated through the media, including television, radio, newspapers and the Internet. Dissemination methods include formal notices, newsworthy events, public service announcements, mailings and advertisements. Media involvement includes minority outlets. Specific techniques include:

1. Press releases will be sent to related media at least two weeks prior to an event with an in-depth explanation of the issues involved and the time, date and location of the event.
2. Follow-up calls to reporters will be made to ensure media releases were received and any questions are answered. An assessment will be made of the reporter's interest in the story. Trained media staff is available to speak to the reporter if necessary.
3. Press releases will be sent to minority newspapers within the community.
4. Reminder media advisories will be distributed at least two days prior to the meeting.
5. Calls will be made to radio stations for spots on daily drive time talk shows. Trained staff is available to talk about pertinent issues.
6. News items will be disseminated to the media so the event can be seen on the news pages as well as in the legal notice section.



## Appendix F: Document Samples

### NOTICE OF PUBLIC MEETING

The Tennessee Department of Transportation, an equal opportunity affirmative action employer, will conduct a Public Meeting on the 15<sup>th</sup> day of March, 2005, in the Auditorium of the Clifford "Bo" Henry Center for Business and Technology on the Walters State Community College Campus, 500 S. Davy Crockett Pkwy, Morristown, Tennessee.

The purpose of the meeting is to discuss Hamblen County project number 99106-1084-04, I-81 exit 8, as shown on the general location map. The public will be provided an opportunity to review and discuss State Route 32 (US 25E) at State Route 113 (Spencer Hale Road) and State Route 343 (Cumberland Street). Currently, in the preliminary planning phase, this project will provide interchange access to properties currently served by the intersections of SR 113, SR 343, Wilson Hale Road, Vineyard Road, and Jacobs Road. While the proposed roadway cross-section of US 25E would not change, existing access to residences and businesses in this area would be significantly modified. Mainline US 25E would continue through this area without at-grade intersections. The preliminary drawings will be displayed on aerial photography.

This meeting will be held from 5-7 p.m. during which time there will be a formal presentation and a question and answer period. The public is invited to ask questions and make comments during the meeting and will be given the opportunity to make their opinions known concerning the need for the project and to present views on any alternative designs. Representatives of the Department will be available to answer questions concerning any aspect of the project.

Anyone with questions regarding this meeting should contact:

Functional Design Office  
Tennessee Department of Transportation  
505 Deaderick Street  
Suite 400, James K. Polk Bldg.  
Nashville, TN 37243  
Phone: (615) 741-6410 Fax: (615) 532-8451

Persons with a disability, who require aids or services to participate at the meeting, may contact Ms. Margaret Mahler at the following address no less than ten (10) days prior to the date of the meeting.

Ms. Margaret Mahler  
ADA and Safety Coordinator  
Tennessee Department of Transportation  
Suite 400, James K. Polk Bldg.  
505 Deaderick Street  
Nashville, TN 37243

or by email: [Margaret.Z.Mahler@state.tn.us](mailto:Margaret.Z.Mahler@state.tn.us)  
Phone (615) 741-4984  
Fax (615) 253-1477  
TTY Relay (800) 848-0298

Written statements and other exhibits in place of, or in addition to, oral statements made at the meeting must be submitted to Project Comments: Office of Constituent Services, Tennessee Department of Transportation, Suite 700, James K. Polk Building, 505 Deaderick Street, Nashville, Tennessee 37243-0332, within twenty-one (21) days following the date of the meeting to be included as part of the official transcript.





## **NOTICE OF APPROVED ENVIRONMENTAL DOCUMENT AND CORRIDOR PUBLIC HEARING**

**The Tennessee Department of Transportation (TDOT) in conjunction with the Federal Highway Administration (FHWA) has made available for public review an Environmental Assessment (EA). The Department is proposing to construct, on new location, a connector facility between State Route 104 and State Route 5, north of Trenton in Gibson County, Tennessee. The proposed project alignment is a result of an effort to minimize adverse human and environmental impacts and to provide a facility able to serve transportation needs into the future.**

The proposed connector begins approximately 1.7 miles west of Trenton on State Route 104. The proposed project then moves northeast on new location to a point approximately 0.7 miles west of the proposed intersection of existing and relocated State Route 5. The proposed typical cross section consists of 2 @12 foot traffic lanes in each direction, 12 foot outside shoulders and a 48 foot median within a minimum 250 foot Right-of-Way. As the projected design traffic does not presently warrant construction of a four-lane facility, two lanes will initially be built on a four-lane right of way, which will provide for future expansion. Partial access control is proposed with each property owner being provided an access point. Major structures will be required over the North Fork of the Forked Deer River and the ICG Railroad. Two overflow structures will also be necessary for the river crossing. At grade intersections are proposed at the relocated State Route 104 and State Route 5. The total project length is 1.7 miles.

**This environmental document was prepared in accordance with 23 CFR 771 and the National Environmental Policy Act of 1969. The FHWA approved this Environmental Assessment on April 28, 2005. Comments concerning this Environmental Assessment should be submitted in writing to Mr. Charles E. Bush within 30 days of the publication of this notice at the address provided on the following page.**

**The Tennessee Department of Transportation (TDOT), an equal opportunity affirmative action employer, will conduct a Corridor Public Hearing for the State Route 104/State Route 5 Connector of the Trenton Northwest Bypass Thursday, June 30, 2005 at Peabody High School located at 2069 Highway 45 By-pass in the City of Trenton, Gibson County, Tennessee.**

This Hearing will be held from 5-7 p.m., during which time there will be a formal presentation and a question and answer session. Representatives from the Department will be present to provide information relative to the general location, major design features, the social, economic, environmental, and/or other effects of the planned project, the relocation assistance program, the tentative schedules for right-of-way acquisition, construction and any other matters of public interest. The public is invited to ask questions and to make comments during the hearing. The public will be given the opportunity to express their opinions on any aspect of this project.

Persons having a disability that will require assistance to participate at the Corridor Public Hearing may contact Ms. Margaret Mahler at (615) 741-4984, Fax (615) 532-5988, TTY Relay (877) 831-0298, or by email [Margaret.Z.Mahler@state.tn.us](mailto:Margaret.Z.Mahler@state.tn.us), **ten (10) days** prior to the date of the hearing.

Written statements and other exhibits in place of or in addition to oral statements made at the Corridor Public Hearing may be submitted within **twenty-one (21)** following the date of the hearing to:

Project Comments  
Tennessee Department of Transportation  
James K. Polk Building, Suite 700  
505 Deaderick Street  
Nashville, Tennessee 37243-0334



## Document Samples (continued)

The approved Environmental Assessment (EA) is available for public review at the following locations:

Environmental Division  
Tennessee Department of Transportation  
James K. Polk Building, Suite 900  
505 Deaderick Street  
Nashville, Tennessee 37243-0334  
(615) 741-3653

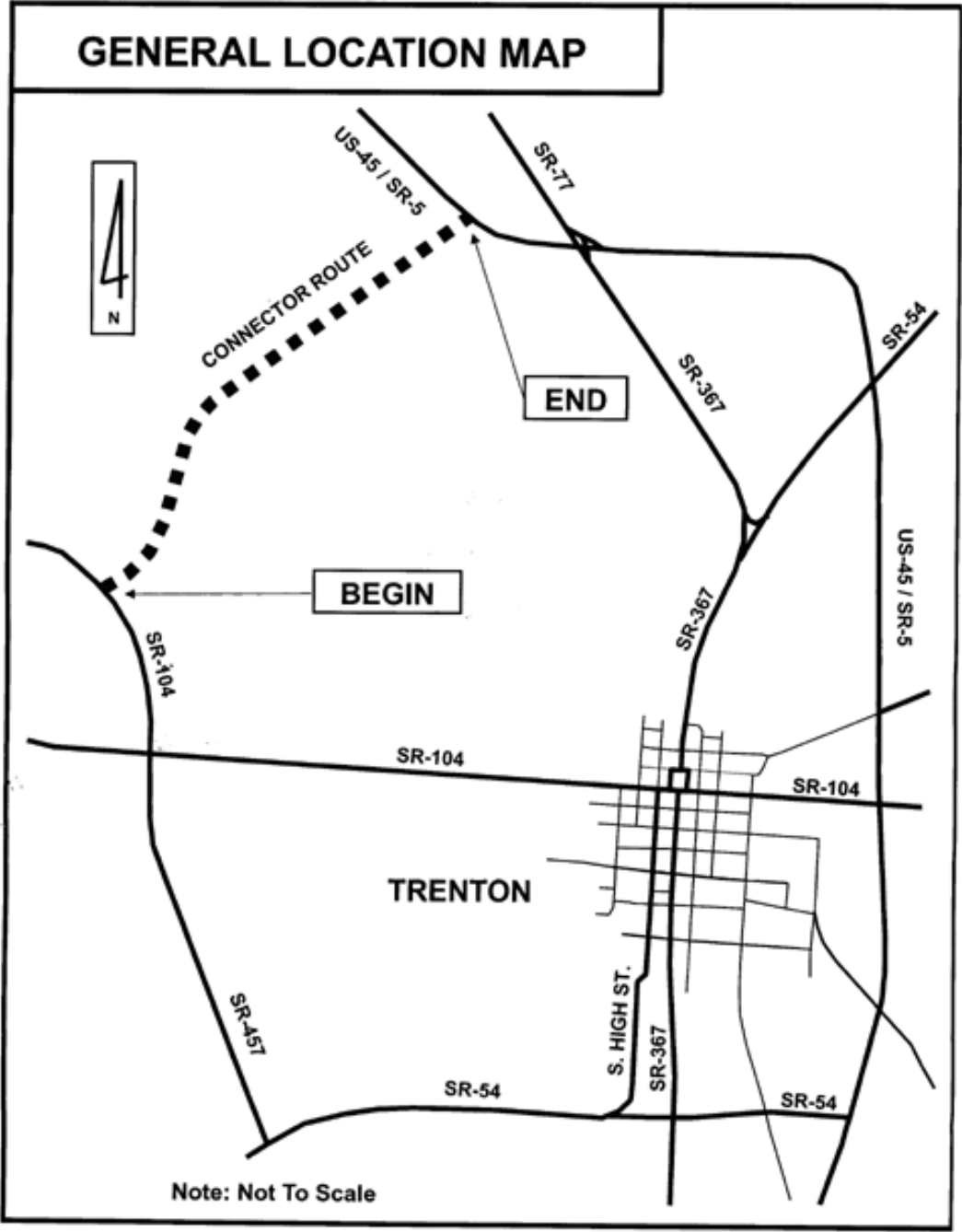
Design Division  
Tennessee Department of Transportation  
Region IV Office  
300 Benchmark place  
Jackson, TN 38302-0420  
(731) 935-0140

Gibson County Memorial Library  
303 South High Street  
Trenton, TN 38382-2027  
(731) 855-1991

Gibson County Mayor  
County Courthouse  
One Court Square  
Trenton, TN 38382

Office of the Mayor  
City of Trenton  
309 College Street  
Trenton, TN 38382

# Document Samples (continued) NOTICE OF PUBLIC HEARING, MAP





## Document Samples (continued)

### MEETING COMMENT CARD

Meeting Comment Card

Project Description:

Date: \_\_\_\_\_  
 www.tennessee.gov/tdot  
 Project #: \_\_\_\_\_

**PLEASE PRINT**

County: \_\_\_\_\_

Name \_\_\_\_\_ E-mail: \_\_\_\_\_

Address: \_\_\_\_\_

Which describes your primary interest in the project?    Concerned Citizen \_\_\_\_\_    Affected Resident \_\_\_\_\_

Affected Landowner \_\_\_\_\_    Affected Business \_\_\_\_\_    Name of Business \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone (include area code): \_\_\_\_\_

Do you have issues and/or concerns about the project as proposed? If so, please explain.  
 Comments: \_\_\_\_\_

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Please give us your assessment of our public involvement process. Rate us from 1 to 5, with 1 the worst and 5 the best. Hearing Process Criteria:

	<u>Best</u>				<u>Worst</u>			<u>Best</u>				<u>Worst</u>
Organization of Materials	5	4	3	2	1		Information Presented	5	4	3	2	1
Length of Meeting	5	4	3	2	1		People Presenting	5	4	3	2	1
Time of Meeting	5	4	3	2	1		Knowledge of Staff	5	4	3	2	1
Convenience of Location	5	4	3	2	1		Courtesy of Staff	5	4	3	2	1
Facility Accommodations	5	4	3	2	1		Visual Aids	5	4	3	2	1

For any score lower than three (3), please provide an explanation. \_\_\_\_\_

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# Document Samples (Continued)

## MEETING COMMENT CARD, BACK (IDENTICAL FOR ALL COMMENT CARDS)

ADDITIONAL COMMENTS:

Project #: \_\_\_\_\_  
(for internal sorting)

FOLD HERE



FOLD HERE



Tennessee Department of Transportation  
Project Comments  
505 Deaderick Street  
Suite 700, James K. Polk Building  
Nashville, Tennessee 37243-0332

PLACE  
STAMP  
HERE

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



**You must staple or tape shut at top before mailing.**



## Document Samples (continued) DESIGN COMMENT CARD

Design Comment Card  
www.tennessee.gov/tdot

**Project Description:**

Date: \_\_\_\_\_  
Project #: \_\_\_\_\_  
County: \_\_\_\_\_

**PLEASE PRINT**

Name \_\_\_\_\_ E-mail: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone (include area code): \_\_\_\_\_

Do you have issues and/or concerns about the design of the project? \_\_\_\_\_

Which describes your primary interest in the project?      Concerned Citizen \_\_\_\_\_      Affected Resident \_\_\_\_\_

Affected Landowner \_\_\_\_\_      Affected Business \_\_\_\_\_      Name of Business \_\_\_\_\_

If so, please explain. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Are there any changes you would make to the project? \_\_\_\_\_

If so, please explain. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Please give us your assessment of our public involvement process. Rate us from 1 to 5, with 1 the worst and 5 the

best. Hearing Process Criteria:

	<u>Best</u>	<u>Worst</u>		<u>Best</u>	<u>Worst</u>
Organization of Materials	5 4 3	2 1		Information Presented	5 4 3 2 1
Length of Meeting	5 4 3	2 1		People Presenting	5 4 3 2 1
Time of Meeting	5 4 3	2 1		Knowledge of Staff	5 4 3 2 1
Convenience of Location	5 4 3	2 1		Courtesy of Staff	5 4 3 2 1
Facility Accommodations	5 4 3	2 1		Visual Aids	5 4 3 2 1

For any score lower than three (3), please provide an explanation. \_\_\_\_\_



# Document Samples

## CORRIDOR & DESIGN COMMENT CARD, PUBLIC HEARING

Combined Corridor & Design  
Public Hearing Comment Card

**Project Description:**

Date: \_\_\_\_\_  
Project #: \_\_\_\_\_  
[www.tennessee.gov/tdot](http://www.tennessee.gov/tdot)  
County: \_\_\_\_\_

**PLEASE PRINT**

Name \_\_\_\_\_ E-mail: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Which describes your primary interest in the project?      Concerned Citizen \_\_\_\_\_      Affected Resident \_\_\_\_\_

Affected Landowner \_\_\_\_\_      Affected Business \_\_\_\_\_      Name of Business \_\_\_\_\_

Phone (include area code): \_\_\_\_\_

We are interested in your comments about the proposed project.

Do you have issues and/or concerns about the design of the project? \_\_\_\_\_

If so, please explain. \_\_\_\_\_

Are there any changes you would make to the project? \_\_\_\_\_ If so, please explain.

Please give us your assessment of our public involvement process. Rate us from 1 to 5, with 1 the worst and 5 the best. Hearing Process Criteria:

	<u>Best</u>			<u>Worst</u>			<u>Best</u>			<u>Worst</u>		
Organization of Materials	5	4	3	2	1		Information Presented	5	4	3	2	1
Length of Meeting	5	4	3	2	1		People Presenting	5	4	3	2	1
Time of Meeting	5	4	3	2	1		Knowledge of Staff	5	4	3	2	1
Convenience of Location	5	4	3	2	1		Courtesy of Staff	5	4	3	2	1
Facility Accommodations	5	4	3	2	1		Visual Aids	5	4	3	2	1

For any score lower than three (3), please provide an explanation. \_\_\_\_\_





## Document Samples (continued)

### CORRIDOR COMMENT CARD

Corridor Comment Card  
 www.tennessee.gov/tdot

**Project Description:**

Date: \_\_\_\_\_  
 Project #: \_\_\_\_\_  
 County: \_\_\_\_\_

**PLEASE PRINT**

Name \_\_\_\_\_ E-mail: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Which describes your primary interest in the project?    Concerned Citizen \_\_\_\_\_    Affected Resident \_\_\_\_\_  
 Affected Landowner \_\_\_\_\_    Affected Business \_\_\_\_\_    Name of Business \_\_\_\_\_

Phone (include area code): \_\_\_\_\_

We are interested in your comments about the proposed project. Please indicate:

The alternative you prefer and why \_\_\_\_\_

\_\_\_\_\_

What issues and concerns you have about the project \_\_\_\_\_

\_\_\_\_\_

Any changes you would make to the project \_\_\_\_\_

\_\_\_\_\_

Please give us your assessment of our public involvement process. Rate us from 1 to 5, with 1 the worst and 5 the

best. Hearing Process Criteria:

	Best	4	3	Worst	1		Best	4	3	Worst	1	
Organization of Materials	5	4	3	2	1		Information Presented	5	4	3	2	1
Length of Meeting	5	4	3	2	1		People Presenting	5	4	3	2	1
Time of Meeting	5	4	3	2	1		Knowledge of Staff	5	4	3	2	1
Convenience of Location	5	4	3	2	1		Courtesy of Staff	5	4	3	2	1
Facility Accommodations	5	4	3	2	1		Visual Aids	5	4	3	2	1

For any score lower than three (3), please provide an explanation. \_\_\_\_\_

\_\_\_\_\_

## Document Samples (Continued)

# Important Public Meetings

## WHEN & WHERE?

### MEETING #1

November 15, 2004  
5:00pm - 8:00pm  
Hyder-Burks Pavilion  
2390 Gainesboro Grade  
Cookeville, Tennessee

### MEETING #2

November 16, 2004  
5:00pm - 8:00pm  
Livingston Academy  
120 Melvin Johnson Drive  
Livingston, Tennessee

## WHAT?

Come to discuss:  
Current corridors  
Environmental, economic, tourism,  
traffic, community and business issues

## WHO?

**Hosted by the Citizens Resource Team and TDOT**

For information on public meetings, to give your opinion on the proposed project or to view maps as they become available, visit the Appalachian Corridor J web site:

[www.tennessee.gov/tdot/css/corridorj/index.html](http://www.tennessee.gov/tdot/css/corridorj/index.html)

To join the mailing list, learn more about the context sensitive solutions process or to ask questions about Corridor J, call toll free:

**1.800.998.2085.**



## APPENDIX G: Environmental Justice Resources & Advocacy Groups

Name	City
Tri-State Defender .....	Memphis
La Prensa Latina .....	Memphis
Metro Forum .....	Jackson
Tennessee Tribune .....	Nashville
El Pisano .....	Shelbyville
Knoxville Enlightener .....	Knoxville
Mid-South Tribune.....	Memphis
Chattanooga Courier .....	Nashville
Murfreesboro Vision.....	Nashville
Nashville Pride.....	Nashville
La Noticia.....	Nashville
El Crucero de Tennessee.....	Nashville La
Campana .....	Nashville
Actualidad Hispana.....	Nashville
Bravo Tennessee .....	Nashville
WBOL.....	Bolivar
WJTT .....	Chattanooga
WNOO .....	Chattanooga
WMRB.....	Columbia
WMRO.....	Gallatin
WHHM .....	Jackson
WJAK .....	Jackson
WKGN .....	Knoxville
KWAM .....	Memphis
KXHT .....	Memphis
WDIA.....	Memphis
WLOK.....	Memphis
WUMR.....	Memphis
WMDB.....	Nashville
WNAH .....	Nashville
WQQK.....	Nashville
WVOL.....	Nashville
WSTN .....	Somerville
WNWS.....	Brownsville
WHEW.....	Franklin



## Environmental Justice Resources & Advocacy Groups

### SPECIAL INTEREST GROUPS

African American Chamber of Commerce <i>(African American Businesses)</i>	Urban League <i>(African American Advocacy)</i>
AARP <i>(Senior Citizens)</i>	Urban League of Greater Chattanooga <i>(African American Advocacy)</i>
American Legion, Department of Tennessee <i>(Veterans)</i>	Korean Association of Memphis <i>(Korean Americans)</i>
American Planning Association, Tennessee Chapter <i>(Transportation Planners)</i>	Korean American Association <i>(Korean Americans)</i>
Greater Nashville Black Chamber of Commerce <i>(African American Businesses)</i>	Greater Memphis United Chinese Association <i>(Chinese Americans)</i>
Hispanic Business Alliance <i>(Hispanic Businesses)</i>	The Chinese Association of Memphis <i>(Chinese Americans)</i>
League of Women Voters of Tennessee <i>(Women/ Female Professionals)</i>	Native American Indian Association of Tennessee <i>(Native Americans)</i>
LULAC <i>(Latin Americans)</i>	American Indian Affairs of Tennessee <i>(Native Americans)</i>
Memphis Area Hispanic Business Alliance <i>(Hispanic Businesses)</i>	American Indian Association <i>(Native Americans)</i>
NAACP Tennessee Conference of Branches <i>(African Americans)</i>	Native American Intertribal Association <i>(Native Americans)</i>
Nashville Area Hispanic Chamber of Commerce <i>(Hispanic Businesses)</i>	Mid-South Africa Consortium, Inc. <i>(African Organization)</i>
National Association of Retired Federal Employees <i>(Retired Government Employees)</i>	Mid-South Africa Link <i>(African Organization)</i>
National Federation of Independent Business (NFIB) <i>(Small Businesses)</i>	Latino Memphis <i>(Hispanics)</i>
Tennessee Association of Homes & Services for the Aging <i>(Senior Citizens' Health Care)</i>	Indo-American Forum <i>(Americans Native to India )</i>
Tennessee Association of Independent Schools <i>(Private Education)</i>	The National Conference for Community and Justice <i>(Human Relations)</i>
Hispanic Catholic Ministry <i>(Hispanic Catholics)</i>	Sudanese American Friendship Association <i>(Sudanese Americans)</i>
Catholic Hispanic Center of Chattanooga <i>(Hispanic Catholics)</i>	United People of Somalia <i>(Somalians)</i>
Nashville Christian Church Korean Congregation <i>(Korean Religious Organization)</i>	Vietnamese Community in Memphis & Vicinity <i>(Vietnamese)</i>
Al-Farooq Islamic Center <i>(Islamic Religious Organization)</i>	Panamanian-American Association <i>(Americans Native to Panama )</i>
Al-Mahdi Islamic Center <i>(Islamic Religious Organization)</i>	Filipino Association of Metro Memphis <i>(Filipinos)</i>
Common Cause of Tennessee <i>(Citizen Lobbying Group)</i>	Asian-American Organization <i>(Asian Americans)</i>
	Tennessee School for the Deaf <i>(Educational Institution for the Deaf)</i>
	Tennessee School for the Blind <i>(Educational Institution for the Blind)</i>



## **APPENDIX H:**

# **Consultation with Resource Management Agencies**

TDOT develops its Long Range Transportation Plan (LRTP) in consultation with state and federal agencies responsible for land use management, natural resources, environmental protection, conservation, and historic preservation. Formal consultation also occurs between TDOT and federal land management agencies during the development of the Statewide Transportation Improvement Program (STIP).

This consultation takes place at the earliest stages of transportation decision-making and is dictated by federal transportation planning regulations. It occurs separately from the review and decision processes required by the Clean Air Act and transportation conformity requirements, and the National Environmental Policy Act (NEPA).

Further detail is provided below.

### **General Method of Consultation:**

Agencies on the list below have been asked to supply TDOT with all available conservation plans, maps, and inventories of natural and historic resources; a list of potential areas in which to carry out environmental mitigation activities, if available and appropriate; and appropriate mitigation strategies for these areas. Agencies have also been asked to continue to forward copies of any ongoing updates and additions to those materials.

Proposed transportation policies and programs in the state's Long Range Plan are compared to the plans, maps, inventories and other information received from the agencies. Assessments of potential environmental impacts, as well as potential mitigation strategies, are included in the draft Long Range Plan or Plan amendment, and circulated to these agencies for review and comment during the standard public comment period. Comments received are incorporated into the final document as appropriate; in addition, all comments are summarized and reported in an appendix to the final document.

Federal land management agencies also receive copies of the draft Statewide Transportation Improvement Program for their review and comment during the standard public comment period. As with the LRTP, comments received on the STIP are incorporated into the final document as appropriate; all comments are also summarized and reported in an appendix to the final STIP document.

### **Agency-specific Requests:**

One exception was requested and made to the general consultation process described above. The State Historic Preservation Office (SHPO) indicated that any discussion of potential impacts to historical and archaeological resources should emphasize avoidance and not include mitigation strategies.

## List of Resource Agencies

### **Corps of Engineers, Nashville District**

Ms. Dena Williams  
US Army Corps of Engineers  
Nashville District  
P.O. Box 1070  
Nashville, TN 37202-1070

### **Corps of Engineers, Memphis District**

Colonel Charles O. Smithers III  
Commander  
US Army Corps of Engineers  
Memphis District  
167 North Main Street  
Memphis, TN 38002

### **US Fish and Wildlife Service**

Mr. Lee Barclay Field  
Supervisor Tennessee  
Field Office  
US Fish and Wildlife Service  
446 Neal Street  
Cookeville, TN 38501

### **US EPA, Region 4**

Mr. Ben West  
United States Environmental Protection  
Agency  
Region 4  
Sam Nunn Atlanta Federal Center  
61 Forsyth Street, SW  
Atlanta, GA 30303-8960

### **Tennessee Valley Authority**

Ms. Bridgette K. Ellis  
Senior Vice President, Environmental  
Stewardship and Policy  
Tennessee Valley Authority  
400 West Summit Hill Drive  
Knoxville, TN 37902-1499

### **National Park Service**

Mr. David Vela  
Regional Director  
Southeast Regional Office  
National Park Service  
100 Alabama Street SW  
1924 Building  
Atlanta, GA 30303

Mr. Philip Campbell  
Unit Manager  
National Park Service  
Obed Wild and Scenic River  
PO Box 429  
208 N. Maiden Street  
Wartburg, TN 37887

Ms. Niki Nicholas  
Superintendent  
National Park Service  
Big South Fork National Recreation  
Area  
4564 Leatherwood Road  
Oneida, TN 37841

Ms. Gayle Hazelwood  
Superintendent  
National Park Service  
Stones River National Battlefield  
3501 Old Nashville Hwy  
Murfreesboro, TN 37129

Ms. Imelda Wegwerth  
National Park Service  
Great Smoky Mountains National Park  
107 Park Headquarters Road  
Gatlinburg, TN 37738

Mr. Craig Stubblefield  
Chief of Resource Management  
National Park Service  
Natchez Trace Parkway  
2680 Natchez Trace Parkway  
Tupelo, MS 38804

**USDA Forest Service**

Mr. Chuck Myers  
Regional Forester  
USDA Forest Service  
Region 8 (Southern Region)  
1720 Peachtree Road NW  
Atlanta, GA 30309

Mr. Keith Sandifer  
Sail, Water, Air, Planning Staff Officer  
USDA Forest Service  
Cherokee National Forest  
2800 N. Ocoee St.  
Cleveland, TN 37312

Mr. Bill Lisowsky  
Forest Supervisor  
USDA Forest Service  
Land Between the Lakes  
100 Van Morgan Drive  
Golden Pond, KY 42211

**US Coast Guard**

Lt. Commander Derrick Masters  
Executive Officer  
Marine Safety Unit  
225 Tully St  
Paducah, KY 42003

**Tennessee Dept. of Environment & Conservation**

Bob Martineau  
Commissioner  
Tennessee Dept. of Environment & Conservation  
L&C Annex, 1<sup>st</sup> Floor  
401 Church Street  
Nashville, TN 37243

**Tennessee State Historic Preservation Office**

E. Patrick McIntyre, Jr.  
Executive Director  
TN Historical Commission, State  
Historic Preservation Office  
Clover Bottom Mansion  
2941 Lebanon Road  
Nashville, TN 37243-0442

**Tennessee Wildlife Resources Agency**

Gary Myers  
Executive Director  
Tennessee Wildlife Resources Agency  
Ellington Agricultural Center  
440 Hogan Road  
Nashville, TN 37204

## Appendix I: Public Comments on PIP Amended Draft

DATE	NAME	COMMENT	DISPOSITION
2006	Jeffrey A. Welch TPO Director Knoxville, Tennessee	"We had previously asked to have the official comment period after public meetings expanded from the traditional 10 day period to 21 days. That request still stands."	TDOT has revised its policy to extend the public comment period following public meetings and hearings to 21 days.



## **Appendix E – Summary of Outreach Efforts Made Since the Last Title VI Program Submission**

The TDOT Civil Rights Office (as it relates to Multimodal Transportation Resources) did not conduct any outreach since the last Title VI Program Submission.

The TDOT Division of Multimodal Transportation Resources did perform outreach to solicit for FTA Section 5310 and FTA Section 5339. Advertisements were placed in various minority newspapers. Documentation of the advertisements appears in the pages that follow.



proj # 99531133008

# Tennessee Press Service, Inc.

Your Print & Digital Connection  
 Representing Tennessee Newspapers  
 625 Market Street, Suite 1100  
 Knoxville, TN 37902-

Voice (865) 584-5761 Fax (865) 558-8687

Wednesday, April 29, 2015 01:13 PM

## Invoice

**Agency** Amanda Tidwell  
 Tennessee Dept of Transportation-Dot Legal  
 James K. Polk Building  
 505 Deaderick St, Suite 700  
 Nashville, TN 37243

**Invoice Date** 4/29/2015  
**PO Number**  
**Order** S15.4192

*voucher*  
*id*  
*#00528017*

**Client** TN Dot-Legal  
**Reps** State Earl Goodman

**Newspaper**

Caption	Run Date	Ad Size	Rate	Rate Name	Color	Disc.	Total
Nashville - El Crucero De Tennessee TDOT Multimodal	03/27/2015	2 x 3.5	\$265.00	Classified Special	\$0.00	0.0000%	\$265.00
Nashville - Nashville Pride TDOT Multimodal	03/27/2015	2 x 3.5	\$265.00	Classified Special	\$0.00	0.0000%	\$265.00
Nashville - The Tennessean TDOT Multimodal	03/22/2015	2 x 3.5	\$196.78	Public Notice Classified	\$0.00	0.0000%	\$1,377.46

<b>Total Advertising</b>	\$6,220.32
<b>Discounts</b>	\$0.00
<b>Tax: USA</b>	\$0.00
<b>Total Invoice</b>	\$6,220.32
<b>Payments</b>	\$0.00
<b>Adjustments</b>	\$0.00
<b>Balance Due</b>	\$6,220.32

*Approved: [Signature]*

RECEIVED  
 MAY 04 2015  
 CONSTITUENT SERVICES  
*A Tidwell*

TPS IS MOVING! PLEASE NOTE OUR NEW ADDRESS EFFECTIVE APRIL 15, 2015  
 625 MARKET STREET, SUITE 1100 KNOXVILLE, TN 37902  
 We appreciate your business! TERMS: Due Net 30 Days



# Tennessee Press Service, Inc.

Your Print & Digital Connection  
Representing Tennessee Newspapers  
625 Market Street, Suite 1100  
Knoxville, TN 37902-  
Voice (865) 584-5761 Fax (865) 558-8687

Wednesday, April 29, 2015 01:13 PM

## Invoice

<b>Agency</b>	Amanda Tidwell Tennessee Dept of Transportation-Dot Legal James K. Polk Building 505 Deaderick St, Suite 700 Nashville, TN 37243	<b>Invoice Date</b>	4/29/2015
<b>Client</b>	TN Dot-Legal	<b>PO Number</b>	
<b>Reps</b>	State	<b>Order</b>	\$15.4192
	Earl Goodman		

### Newspaper

Caption	Run Date	Ad Size	Rate	Rate Name	Color	Disc.	Total
Chattanooga - Chattanooga Courier TDOT Multimodal	03/26/2015	2 x 3.5	\$187.00	Classified National	\$0.00	0.0000%	\$187.00
Chattanooga - Chattanooga Times Free Press TDOT Multimodal	03/22/2015	2 x 3.5	\$51.18	Public Notice Classified	\$0.00	0.0000%	\$358.26
Clarksville - Clarksville Press TDOT Multimodal	03/25/2015	2 x 3.5	\$179.00	Classified Special	\$0.00	0.0000%	\$179.00
Clarksville - The Leaf-Chronicle TDOT Multimodal	03/22/2015	2 x 3.5	\$40.60	Public Notice Classified	\$0.00	0.0000%	\$284.20
Jackson - The Jackson Sun TDOT Multimodal	03/22/2015	2 x 3.5	\$47.60	Public Notice Classified	\$0.00	0.0000%	\$333.20
Kingsport - The Kingsport Times-News TDOT Multimodal	03/22/2015	3 x 3	\$34.40	Classified National	\$0.00	0.0000%	\$309.60
Knoxville - Knoxville News Sentinel TDOT Multimodal	03/22/2015	2 x 3.5	\$66.80	Public Notice Classified	\$10.00	0.0000%	\$477.60
Knoxville - The Enlightener TDOT Multimodal	03/25/2015	2 x 3.5	\$187.00	Classified National	\$0.00	0.0000%	\$187.00
Memphis - The Commercial Appeal TDOT Multimodal	03/22/2015	3 x 4	\$149.00	Public Notice Classified	\$30.00	0.0000%	\$1,818.00
Murfreesboro - Murfreesboro Vision TDOT Multimodal	03/26/2015	2 x 3.5	\$179.00	Classified Special	\$0.00	0.0000%	\$179.00

TPS IS MOVING! PLEASE NOTE OUR NEW ADDRESS EFFECTIVE APRIL 15, 2015  
625 MARKET STREET, SUITE 1100 KNOXVILLE, TN 37902  
We appreciate your business! TERMS: Due Net 30 Days



TENNESSEE PRESS SERVICE

Your Print & Digital Connection Representing Tennessee Newspapers

[tadvertising.biz](http://tadvertising.biz)

435 Montbrook Lane

Knoxville, TN 37919

Voice (865) 584-5761 Fax (865) 558-8687 or (865) 584-6513 (Acctg)

**AFFIDAVIT**

**Amanda Tidwell**

Tennessee Department of Transportation - Legal  
James K. Polk Building  
505 Deaderick Street, Suite 700  
Nashville, TN 37243

The enclosed itemized statement is for publication of "TDOT Multimodal" in the list of newspaper(s) on invoice **\$15.4192** on the date (s) stated therein as authorized by your office.

As requested, tear sheets are submitted herewith as further proof of publication.

I, David S. Wells, Director of Advertising, Tennessee Press Service, Inc., do hereby certify that the attached is true and correct.

This thirtieth day of April, 2015



David S. Wells, Director of Advertising, TPS

Sworn before me this 30th day of April 2015





Earl Goodman, Notary Public

My commission expires September 11, 2016

# TN PRESS SERVICE

## Clipping Bureau

(865)584-5761 [newsclips@tnpress.com](mailto:newsclips@tnpress.com)  
Reader 0010 Thu, Mar 26, 2015

Nashville, TN  
Chattanooga - Chattanooga Courier  
Circulation 0

# TN PRESS SERVICE

## Clipping Bureau

(865)584-5761 [newsclips@tnpress.com](mailto:newsclips@tnpress.com)  
Reader 0010 Sun, Mar 22, 2015

Chattanooga, TN  
Chattanooga - Chattanooga Times Free Press  
Circulation 100,667

### PUBLIC NOTICE

#### TENNESSEE DEPARTMENT OF TRANSPORTATION DIVISION OF MULTIMODAL TRANSPORTATION RESOURCES

Tennessee Department of Transportation's Division of Multimodal Transportation (DMTR) requests grant applications for the following Federal Transit Administration Program (FTA):

##### Section 5310 - Enhanced Mobility of Seniors and Individuals with Disabilities

Tennessee Department of Transportation's DMTR is seeking applications from qualified agencies to provide transportation services as described in the competitive grant application for US Census defined areas with a population less than 200,000. Program applications are available by request by calling Tennessee Department of Transportation's DMTR at 615-2781 or by email at [TDOT.Multimodaladmin@tn.gov](mailto:TDOT.Multimodaladmin@tn.gov). Applications are also available for download at <http://www.tdot.state.tn.us/publictrans/passengertrans.htm>. Complete applications must be submitted by April 15, 2015. If you have questions, please contact Mr. Jerry Roache at 615-253-1038.

Tennessee Department of Transportation  
Division of Multimodal Transportation Resources  
Suite 1800, James K. Polk Building  
Nashville, TN 37243

TDOT is an Equal Opportunity Employer and does not discriminate on the basis of race, age, sex, religion, color disability or national origin.

### PUBLIC NOTICE

#### TENNESSEE DEPARTMENT OF TRANSPORTATION DIVISION OF MULTIMODAL TRANSPORTATION RESOURCES

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Suite 1800, James K. Polk Building  
Nashville, TN 37243

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38470015

# TN PRESS SERVICE

## Clipping Bureau

(865)584-5761 [newsclips@tnpress.com](mailto:newsclips@tnpress.com)  
Reader 0010 Wed, Mar 25, 2015

Nashville, TN  
Clarksville - Clarksville Press  
Circulation 0

#### TENNESSEE DEPARTMENT OF TRANSPORTATION DIVISION OF MULTIMODAL TRANSPORTATION RESOURCES

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##### Section 5310 - Enhanced Mobility of Seniors and Individuals with Disabilities

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Division of Multimodal Transportation Resources  
Suite 1800, James K. Polk Building  
Nashville, TN 37243

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# TN PRESS SERVICE

## Clipping Bureau

(865)584-5761 newsclips@tnpress.com  
Reader 0010 Sun, Mar 22, 2015

Clarksville, TN  
Clarksville - The Leaf-Chronicle  
Circulation 19,983

# TN PRESS SERVICE

## Clipping Bureau

(865)584-5761 newsclips@tnpress.com  
Reader 0010 Sun, Mar 22, 2015

Jackson, TN  
Jackson - The Jackson Sun  
Circulation 31,713

### PUBLIC NOTICE

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Nashville, TN 37243

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TN-0001047358

### PUBLIC NOTICE

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Tennessee Department of Transportation  
Division of Multimodal Transportation Resources  
Suite 1800, James K. Polk Building  
Nashville, TN 37243

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TN-0001047352

### PUBLIC NOTICE

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# TN PRESS SERVICE

## Clipping Bureau

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Reader 0010 Sun, Mar 22, 2015

Kingsport, TN  
Kingsport - The Kingsport Times-News  
Circulation 36,542

# TN PRESS SERVICE

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Nashville, TN  
Knoxville - The Enlightener  
Circulation 0

# TN PRESS SERVICE

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Knoxville, TN  
Knoxville - Knoxville News Sentinel  
Circulation 115,615

### PUBLIC NOTICE TENNESSEE DEPARTMENT OF TRANSPORTATION DIVISION OF MULTIMODAL TRANSPORTATION RESOURCES

The Tennessee Department of Transportation's Division of Multimodal Transportation (DMTR) requests grant applications for the following Federal Transit Administration Program (FTA):

#### Section 5310 - Enhanced Mobility of Seniors and Individuals with Disabilities

Tennessee Department of Transportation's DMTR is seeking applications from qualified agencies to provide transportation services as described in the competitive grant application for US Census defined areas with a population less than 200,000. Program applications are available by request by calling Tennessee Department of Transportation's DMTR at 615-741-2781 or by email at [TDOT.Multimodaladmin@tn.gov](mailto:TDOT.Multimodaladmin@tn.gov). Applications are also available for download at <http://www.tdot.state.tn.us/publictrans/passengertans.htm>. Complete applications must be submitted by April 15, 2015. If you have questions, please contact Mr. Jerry Roache at 615-253-1038.

Tennessee Department of Transportation  
Division of Multimodal Transportation Resources  
Suite 1800, James K. Polk Building  
Nashville, TN 37243

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Division of Multimodal Transportation Resources  
Suite 1800, James K. Polk Building  
Nashville, TN 37243

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Nashville, TN 37243

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# TN PRESS SERVICE Clipping Bureau

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Memphis, TN  
Memphis - The Commercial Appeal  
Circulation 128,522

# TN PRESS SERVICE

## Clipping Bureau

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Nashville, TN  
Nashville - El Crucero De Tennessee  
Circulation 0

### PUBLIC NOTICE

#### TENNESSEE DEPARTMENT OF TRANSPORTATION

#### DIVISION OF MULTIMODAL

#### TRANSPORTATION RESOURCES

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# TN PRESS SERVICE

## Clipping Bureau

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Nashville, TN  
Murfreesboro - Murfreesboro Vision  
Circulation 0

### PUBLIC NOTICE

#### TENNESSEE DEPARTMENT OF TRANSPORTATION

#### DIVISION OF MULTIMODAL

#### TRANSPORTATION RESOURCES

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Nashville, TN  
Nashville - The Tennessean  
Circulation 206,241

## PUBLIC NOTICE TENNESSEE DEPARTMENT OF TRANSPORTATION DIVISION OF MULTIMODAL TRANSPORTATION RESOURCES

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Division of Multimodal Transportation Resources  
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TN 000154700

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Reader 0010 Sun, Mar 22, 2015

Nashville, TN  
Nashville - The Tennessean  
Circulation 206,241

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Reader 0010 Fri,

Nashville,  
Nashville - Nas  
Circulation

## PUBLIC NOTICE TENNESSEE DEPARTMENT OF TRANSPORTATION DIVISION OF MULTIMODAL TRANSPORTATION RESOURCES

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Nashville, TN 37243

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# **PUBLIC NOTICE**

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Nashville, TN 37243

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Tuesday, November 17, 2015 10:13 AM

Invoice

**Agency** Chelsea Bell  
 Tennessee Dept of Transportation-Dot Legal  
 James K. Polk Building  
 505 Deaderick St, Suite 700  
 Nashville, TN 37243

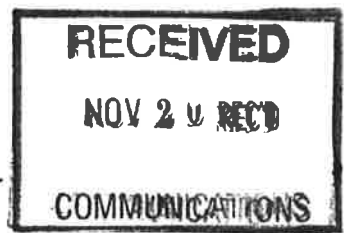
**Invoice Date** 11/17/2015  
**PO Number**  
**Order** S15.4985

**Client** TN Dot-Legal  
**Reps** State Earl Goodman

Newspaper Caption	Run Date	Ad Size	Rate	Rate Name	Color	Disc.	Total
Chattanooga - Chattanooga Times Free Press Section 5310 - Enhanced Mobility of Seniors etc.	11/06/2015	2 x 3	\$44.96	Public Notice Classified	\$0.00	0.0000%	\$269.76
Jackson - The Jackson Sun Section 5310 - Enhanced Mobility of Seniors etc.	11/06/2015	2 x 3	\$39.67	Public Notice Classified	\$0.00	0.0000%	\$238.02
Kingsport - The Kingsport Times-News Section 5310 - Enhanced Mobility of Seniors etc.	11/06/2015	2 x 3	\$32.90	Classified National	\$0.00	0.0000%	\$197.40
Knoxville - Knoxville News Sentinel Section 5310 - Enhanced Mobility of Seniors etc.	11/06/2015	2 x 3	\$57.73	Public Notice Classified	\$10.00	0.0000%	\$356.38
Memphis - The Commercial Appeal Section 5310 - Enhanced Mobility of Seniors etc.	11/06/2015	2 x 3	\$149.00	Public Notice Classified	\$30.00	0.0000%	\$924.00
Murfreesboro - The Daily News Journal Section 5310 - Enhanced Mobility of Seniors etc.	11/06/2015	2 x 3	\$36.56	Public Notice Classified	\$0.00	0.0000%	\$219.36
Nashville - The Tennesseean Section 5310 - Enhanced Mobility of Seniors etc.	11/06/2015	2 x 3	\$155.56	Public Notice Classified	\$0.00	0.0000%	\$933.36

<b>Total Advertising</b>	\$3,138.28
<b>Discounts</b>	\$0.00
<b>Tax: USA</b>	\$0.00
<b>Total Invoice</b>	\$3,138.28
<b>Payments</b>	\$0.00
<b>Adjustments</b>	\$0.00
<b>Balance Due</b>	\$3,138.28

Approved: [Signature]



Chelsea Bell

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**AFFIDAVIT**

Attn: Chelsea Bell  
Tennessee Department of Transportation  
DOT LEGAL  
James K. Polk Building  
505 Deaderick Street, Suite 700  
Nashville, TN 37243


To Whom It May Concern:

The enclosed itemized statement is for publication of **Section 5310 – Enhanced Mobility of Seniors etc.** in the list of newspaper(s) on invoice **\$15.4985** on the date (s) stated therein as authorized by your office.

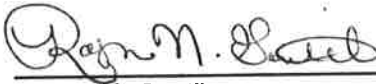
As requested, clipping of advertisement are submitted herewith as further proof of publication.

I, *Erin Day*, Accounting Clerk of Tennessee Press Service, Inc., do hereby certify that the attached is true and correct.

This seventeenth day of November 2015

  
Erin Day, Accounting Services

Sworn before me this 17th Day of November 2015

  
Robyn N. Gentile

My commission expires September 11, 2016

# TN PRESS SERVICE

## Clipping Bureau

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Reader 0010 Fri, Nov 06, 2015

Chattanooga, TN  
Chattanooga - Chattanooga Times Free Press  
Circulation 68,128

### NOTICES

#### PUBLIC NOTICE TENNESSEE DEPARTMENT OF TRANSPORTATION DIVISION OF MULTIMODAL TRANSPORTATION RESOURCES

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Tennessee Department of Transportation  
Division of Multimodal Transportation Resources  
Suite 1800, James K. Polk Building  
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## Clipping Bureau

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Jackson, TN  
Jackson - The Jackson Sun  
Circulation 20,570

to next column

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## Clipping Bureau

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Reader 0010 Fri, Nov 06, 2015

Knoxville, TN  
Knoxville - Knoxville News Sentinel  
Circulation 81,703

### Public Notice

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Reader 0010 Fri, Nov 06, 2015

Kingsport, TN  
Kingsport - The Kingsport Times-News  
Circulation 33,094

mail to [news@tnpress.com](mailto:news@tnpress.com)

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Reader 0010 Fri, Nov 06, 2015

Memphis, TN  
Memphis - The Commercial Appeal  
Circulation 92,714

# TN PRESS SERVICE

## Clipping Bureau

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Reader 0010 Fri, Nov 06, 2015

Murfreesboro, TN  
Murfreesboro - The Daily News Journal  
Circulation 10,586

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Reader 0010 Fri, Nov 06, 2015

Nashville, TN  
Nashville - The Tennessean  
Circulation 113,856

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Friday, November 20, 2015 06:43 AM

Invoice

<b>Agency</b>	Chelsea Bell Tennessee Dept of Transportation-Dot Legal James K. Polk Building 505 Deaderick St, Suite 700 Nashville, TN 37243	<b>Invoice Date</b>	11/20/2015
<b>Client</b>	TN Dot-Legal	<b>PO Number</b>	
<b>Reps</b>	State	<b>Order</b>	S15.4985A
	Earl Goodman		

Newspaper

Caption	Run Date	Ad Size	Rate	Rate Name	Color	Disc.	Total
Chattanooga - Chattanooga Courier Section 5310 - Enhanced Mobility of Seniors etc.	11/12/2015	0 x 0	\$184.80	Classified National	\$0.00	0.0000%	\$184.80
Clarksville - Clarksville Press Section 5310 - Enhanced Mobility of Seniors etc.	11/11/2015	0 x 0	\$177.10	Classified Special	\$0.00	0.0000%	\$177.10
Knoxville - The Enlightener Section 5310 - Enhanced Mobility of Seniors etc.	11/11/2015	0 x 0	\$184.80	Classified National	\$0.00	0.0000%	\$184.80
Murfreesboro - Murfreesboro Vision Section 5310 - Enhanced Mobility of Seniors etc.	11/12/2015	0 x 0	\$177.10	Classified Special	\$0.00	0.0000%	\$177.10
Nashville - El Crucero De Tennessee Section 5310 - Enhanced Mobility of Seniors etc.	11/13/2015	0 x 0	\$261.80	Classified National	\$0.00	0.0000%	\$261.80
Nashville - Nashville Pride Section 5310 - Enhanced Mobility of Seniors etc.	11/13/2015	0 x 0	\$261.80	Classified Special	\$0.00	0.0000%	\$261.80
<b>Total Advertising</b>							\$1,247.40
<b>Discounts</b>							\$0.00
<b>Tax: USA</b>							\$0.00
<b>Total Invoice</b>							\$1,247.40
<b>Payments</b>							\$0.00
<b>Adjustments</b>							\$0.00
<b>Balance Due</b>							\$1,247.40

Approved Beth Emmons

NOV 24 REC'D  
COMMUNICATIONS

Chelsea Bell

TPS HAS MOVED! PLEASE NOTE OUR NEW ADDRESS EFFECTIVE APRIL 15, 2015  
625 MARKET STREET, SUITE 1100 KNOXVILLE, TN 37902  
We appreciate your business! TERMS: Due Net 30 Days



TENNESSEE PRESS SERVICE

Your Print & Digital Connection Representing Tennessee Newspapers

[tnadvertising.biz](http://tnadvertising.biz)

625 Market Street, Suite 1100

Knoxville, TN 37902-2219

Voice (865) 584-5761 Fax (865) 558-8687

**AFFIDAVIT**

Attn: Chelsea Bell  
Tennessee Department of Transportation  
DOT LEGAL  
James K. Polk Building  
505 Deaderick Street, Suite 700  
Nashville, TN 37243

To Whom It May Concern:

The enclosed itemized statement is for publication of **Section 5310 – Enhanced Mobility** in the list of newspaper(s) on invoice **S15.4985A** on the date (s) stated therein as authorized by your office.


As requested, clipping of advertisement are submitted herewith as further proof of publication.

I, *Erin Day*, Accounting Clerk of Tennessee Press Service, Inc., do hereby certify that the attached is true and correct.

This Nineteenth day of November 2015

  
Erin Day, Accounting Services

Sworn before me this 19th Day of November 2015

  
Robyn N. Gentile



My commission expires September 11, 2016



# TN PRESS SERVICE

## Clipping Bureau

(885)584-5781 newsclips@tnpress.com

Reader 0010 Thu, Nov 12, 2015

Nashville, TN  
Chattanooga - Chattanooga Courier  
Circulation 0

Name!"

**PUBLIC NOTICE**  
TENNESSEE DEPARTMENT OF TRANSPORTATION  
DIVISION OF MULTIMODAL  
TRANSPORTATION RESOURCES

The Tennessee Department of Transportation's Division of Multimodal Transportation (DMTR) requests grant applications for the following Federal Transit Administration Program (FTA):

**Section 5310 - Enhanced Mobility of Seniors and Individuals with Disabilities**

The TDOT DMTR is seeking applications from qualified agencies to provide transportation services as described in the competitive grant application for US Census defined areas with a population less than 200,000. Program applications are available by request by calling TDOT DMTR at 615-741-2781 or by email at . Applications are also available for download at . Complete applications must be submitted by December 16, 2015. If you have questions, please contact Jerry Roache at 615-253-1038.

Tennessee Department of Transportation  
Division of Multimodal Transportation Resources  
Suite 1800, James K. Polk Building  
Nashville, TN 37243

TDOT is an Equal Opportunity Employer and does not discriminate on the basis of race, age, sex, religion, color disability or national origin.

# TN PRESS SERVICE

## Clipping Bureau

(885)584-5781 newsclips@tnpress.com

Reader 0010 Wed, Nov 11, 2015

Nashville, TN  
Clarksville - Clarksville Press  
Circulation 0

inned on page 6

**PUBLIC NOTICE**  
TENNESSEE DEPARTMENT OF TRANSPORTATION  
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Division of Multimodal Transportation Resources  
Suite 1800, James K. Polk Building  
Nashville, TN 37243

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# TN PRESS SERVICE

## Clipping Bureau

(865)584-5761 [newsclips@tnpress.com](mailto:newsclips@tnpress.com)

Reader 0010 Wed, Nov 11, 2015

Nashville, TN  
Knoxville - The Enlightener  
Circulation 0

### PUBLIC NOTICE

#### TENNESSEE DEPARTMENT OF TRANSPORTATION DIVISION OF MULTIMODAL TRANSPORTATION RESOURCES

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Division of Multimodal Transportation Resources  
Suite 1800, James K. Polk Building  
Nashville, TN 37243

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Continued on page 6

# TN PRESS SERVICE

## Clipping Bureau

(865)584-5761 [newsclips@tnpress.com](mailto:newsclips@tnpress.com)

Reader 0010 Thu, Nov 12, 2015

Nashville, TN  
Murfreesboro - Murfreesboro Vision  
Circulation 0

### PUBLIC NOTICE

#### TENNESSEE DEPARTMENT OF TRANSPORTATION DIVISION OF MULTIMODAL TRANSPORTATION RESOURCES

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Division of Multimodal Transportation Resources  
Suite 1800, James K. Polk Building  
Nashville, TN 37243

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# TN PRESS SERVICE

## Clipping Bureau

(865)584-5761 [newsclips@tnpress.com](mailto:newsclips@tnpress.com)

Reader 0010 Fri, Nov 13, 2015

Nashville, TN  
Nashville - El Crucero De Tennessee  
Circulation 0

# TN PRESS SERVICE

## Clipping Bureau

(865)584-5761 [newsclips@tnpress.com](mailto:newsclips@tnpress.com)

Reader 0010 Fri, Nov 13, 2015

Nashville, TN  
Nashville - Nashville Pride  
Circulation 54,000

### PUBLIC NOTICE

#### TENNESSEE DEPARTMENT OF TRANSPORTATION DIVISION OF MULTIMODAL TRANSPORTATION RESOURCES

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Division of Multimodal Transportation Resources  
Suite 1800, James K. Polk Building  
Nashville, TN 37243

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### PUBLIC NOTICE

#### TENNESSEE DEPARTMENT OF TRANSPORTATION DIVISION OF MULTIMODAL TRANSPORTATION RESOURCES

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Tennessee Department of Transportation  
Division of Multimodal Transportation Resources  
Suite 1800, James K. Polk Building  
Nashville, TN 37243

TDOT is an Equal Opportunity Employer and does not discriminate on the basis of race, age, sex, religion, color disability or national origin.

Vendor TW Press Service, Inc.  
Invoice # 515.4985A  
Invoice Date 11/20/15

Chelsea Bell

I certify that this item(s) does not require a Purchase Order per General Services.  
\*see list of exempt items below

OR

I certify that this item(s) purchased by local purchase authority is for mobile equipment repairs and parts only and was not on contract, or if on a contract, the vendor was unable to meet the terms of the contract.

Vendor \_\_\_\_\_  
Vendor Contact \_\_\_\_\_  
Date/Time \_\_\_\_\_  
Reason \_\_\_\_\_

**Items that DO NOT require a Requisition / Purchase Order / Receipt**

*As per Department of General Services Purchasing Policy Manual and adopted by the Board of Standards on 3/1/11.*

22.3. Purchase Order Exemptions (excerpt from pages 79-80)

- Telephone Billings
- Books
- Newspaper, Radio, Internet or Television Advertising
- Freight Charges (not incurred in connection with the purchase of supplies and equipment)
- Postage Charges, including purchase of Metered Postage
- Bonding Fees or Notary Public Fees
- Charges on Airline and Gasoline Credit Cards
- Building Permits
- Deed Registration Fees
- Court Fees
- Utility Billings, including Connection Fees and Landfill Charges
- Title Fees, Title Insurance or Title Search
- Tuition Fees and Supplies for Training
- Occasional charges for Rooms for Meeting and Attendant Expenses
- Expenses in connection with Meetings (such as doughnuts and coffee)
- Rental of Vehicle (while on approved travel)
- Chemical and Pesticide Samples (mandated by Federal and State testing by the Dept. of Agriculture)

**PUBLIC NOTICE**  
TENNESSEE DEPARTMENT OF TRANSPORTATION  
DIVISION OF MULTIMODAL  
TRANSPORTATION RESOURCES

The Tennessee Department of Transportation's Division of Multimodal Transportation (DMTR) requests grant applications for the following Federal Transit Administration Program (FTA):

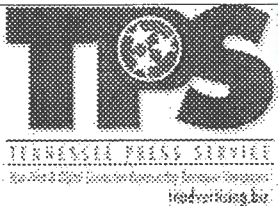
**Section 5339 – BUS AND BUS FACILITY**

The TDOT DMTR is seeking applications from qualified agencies to award grants for the purpose of financing capital bus purchases and projects that will support the continuation of public transportation services. Program applications are available by request by calling TDOT DMTR at 615-741-2781, or by email at [TDOT.Multimodaladmin@tn.gov](mailto:TDOT.Multimodaladmin@tn.gov). Complete applications must be submitted by March 4, 2016. If you have questions, please contact Ronald Williams at 615-741-2963.

Tennessee Department of Transportation  
Division of Multimodal Transportation Resources  
Suite 1800, James K. Polk Building  
Nashville, TN 37243

TDOT is an Equal Opportunity Employer and does not discriminate on the basis of race, age, sex, religion, color, disability or national origin.

Voucher #00603567



Tx00000192

Tennessee Press Service, Inc.

Your Print & Digital Connection  
Representing Tennessee Newspapers  
625 Market Street, Suite 1100  
Knoxville, TN 37902-

Monday, February 29, 2016 05:48 PM

Page 1

### Invoice

**Agency** Chelsea Bell  
Tennessee Dept of Transportation-Dot Legal  
James K. Polk Building  
505 Deaderick St, Suite 700  
Nashville, TN 37243

**Invoice Date** 2/29/2016  
**PO Number**  
**Order** S16.5255A

**Client** TN Dot-Legal  
**Reps** State Earl Goodman

#### Newspaper

Caption	Run Date	Ad Size	Rate	Rate Name	Color	Disc.	Total
Chattanooga - Chattanooga Courier Section 5339 - Bus and Bus Facility	02/04/2016	0 x 0	\$184.80	Classified National	\$0.00	0.0000%	\$184.80
Clarksville - Clarksville Press Section 5339 - Bus and Bus Facility	02/03/2016	0 x 0	\$177.10	Classified Special	\$0.00	0.0000%	\$177.10
Knoxville - The Enlightener Section 5339 - Bus and Bus Facility	02/03/2016	0 x 0	\$184.80	Classified National	\$0.00	0.0000%	\$184.80
Murfreesboro - Murfreesboro Vision Section 5339 - Bus and Bus Facility	02/03/2016	0 x 0	\$177.10	Classified Special	\$0.00	0.0000%	\$177.10
Nashville - El Crucero De Tennessee Section 5339 - Bus and Bus Facility	02/05/2016	0 x 0	\$261.80	Classified National	\$0.00	0.0000%	\$261.80
Nashville - Nashville Pride Section 5339 - Bus and Bus Facility	02/05/2016	0 x 0	\$261.80	Classified Special	\$0.00	0.0000%	\$261.80

<b>Total Advertising</b>	\$1,247.40
<b>Discounts</b>	\$0.00
<b>Tax: USA</b>	\$0.00
<b>Total Invoice</b>	\$1,247.40
<b>Payments</b>	\$0.00
<b>Adjustments</b>	\$0.00
<b>Balance Due</b>	\$1,247.40



Approved: Beth Emmons

TPS HAS MOVED! PLEASE NOTE OUR NEW ADDRESS EFFECTIVE APRIL 15, 2015  
625 MARKET STREET, SUITE 1100 KNOXVILLE, TN 37902  
We appreciate your business! TERMS: Due Net 30 Days



TENNESSEE PRESS SERVICE

Your Print & Digital Connection Representing Tennessee Newspapers

[tnadvertising.biz](http://tnadvertising.biz)

625 Market Street, Suite 1100

Knoxville, TN 37902-2219

Voice (865) 584-5761 Fax (865) 558-8687

**AFFIDAVIT**

Attn: Chelsea Bell  
Tennessee Department of Transportation  
DOT LEGAL  
James K. Polk Building  
505 Deaderick Street, Suite 700  
Nashville, TN 37243

To Whom It May Concern:

The enclosed itemized statement is for publication of **"Section 5339 - Bus and Bus Facility"**

in the list of newspaper(s) on invoice **S16.5255A** on the date (s) stated therein as authorized by your office.

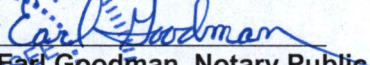
As requested, clipping of advertisement are submitted herewith as further proof of publication.

I, *Erin Day*, Accounting Clerk of Tennessee Press Service, Inc., do hereby certify that the attached is true and correct.

This Twenty-Ninth day of February, 2016

  
Erin Day, Accounting Services

Sworn before me this 29th day of February 2016

  
Earl Goodman, Notary Public

My commission expires September 11, 2016



# TN PRESS SERVICE

## Clipping Bureau

(865)584-5761 newsclips@tnpress.com

Reader 0010 Thu, Feb 04, 2016

Nashville, TN  
Chattanooga - Chattanooga Courier  
Circulation 0

Carter (

### PUBLIC NOTICE

#### TENNESSEE DEPARTMENT OF TRANSPORTATION DIVISION OF MULTIMODAL TRANSPORTATION RESOURCES

The Tennessee Department of Transportation's Division of Multimodal Transportation (DMTR) requests grant applications for the following Federal Transit Administration Program (FTA):

#### Section 5339 - BUS AND BUS FACILITY

The TDOT DMTR is seeking applications from qualified agencies to award grants for the purpose of financing capital bus purchases and projects that will support the continuation of public transportation services. Program applications are available by request by calling TDOT DMTR at 615-741-2781, or by email at . Complete applications must be submitted by March 4, 2016. If you have questions, please contact Ronald Williams at 615-741-2963.

Tennessee Department of Transportation  
Division of Multimodal Transportation Resources  
Suite 1800, James K. Polk Building  
Nashville, TN 37243

TDOT is an Equal Opportunity Employer and does not discriminate on the basis of race, age, sex, religion, color, disability or national origin.

# TN PRESS SERVICE

## Clipping Bureau

(865)584-5761 newsclips@tnpress.com

Reader 0010 Wed, Feb 03, 2016

Nashville, TN  
Clarksville - Clarksville Press  
Circulation 0

### PUBLIC NOTICE

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Suite 1800, James K. Polk Building  
Nashville, TN 37243

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# TN PRESS SERVICE

## Clipping Bureau

(865)584-5761 newsclips@tnpress.com

Reader 0010 Wed, Feb 03, 2016

Nashville, TN  
Knoxville - The Enlightener  
Circulation 0

joining

### PUBLIC NOTICE

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Nashville, TN 37243

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# TN PRESS SERVICE

## Clipping Bureau

(865)584-5761 newsclips@tnpress.com

Reader 0010 Wed, Feb 03, 2016

Nashville, TN  
Murfreesboro - Murfreesboro Vision  
Circulation 15,534

### PUBLIC NOTICE

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Nashville, TN 37243

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# TN PRESS SERVICE

## Clipping Bureau

(865)584-5761 newsclips@tnpress.com

Reader 0010 Fri, Feb 05, 2016

Nashville, TN

Nashville - El Crucero De Tennessee

Circulation 0

### PUBLIC NOTICE

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Suite 1800, James K. Polk Building  
Nashville, TN 37243

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# TN PRESS SERVICE

## Clipping Bureau

(865)584-5761 newsclips@tnpress.com

Reader 0010 Fri, Feb 05, 2016

Nashville, TN

Nashville - Nashville Pride

Circulation 54,000

### PUBLIC NOTICE

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Division of Multimodal Transportation Resources  
Suite 1800, James K. Polk Building  
Nashville, TN 37243

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Local Purchase Authority Certification

Vendor TN Press Service, Inc.  
Invoice # 516.5255A  
Invoice Date 2/29/16

Chelsea Bell

I certify that this item(s) does not require a Purchase Order per General Services.  
\*see list of exempt items below

OR

I certify that this item(s) purchased by local purchase authority is for mobile equipment repairs and parts only and was not on contract, or if on a contract, the vendor was unable to meet the terms of the contract.

Vendor \_\_\_\_\_  
Vendor Contact \_\_\_\_\_  
Date/Time \_\_\_\_\_  
Reason \_\_\_\_\_

**Items that DO NOT require a Requisition / Purchase Order / Receipt**

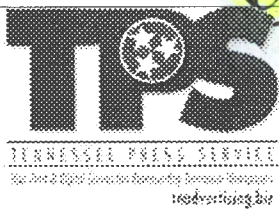
*As per Department of General Services Purchasing Policy Manual and adopted by the Board of Standards on 3/1/11.*

22.3. Purchase Order Exemptions (excerpt from pages 79-80)

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- Books
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- Deed Registration Fees
- Court Fees
- Utility Billings, including Connection Fees and Landfill Charges
- Title Fees, Title Insurance or Title Search
- Tuition Fees and Supplies for Training
- Occasional charges for Rooms for Meeting and Attendant Expenses
- Expenses in connection with Meetings (such as doughnuts and coffee)
- Rental of Vehicle (while on approved travel)
- Chemical and Pesticide Samples (mandated by Federal and State testing by the Dept. of Agriculture)

Voucher# 00602413

TX00000192



Tennessee Press Service, Inc.

Your Print & Digital Connection  
Representing Tennessee Newspapers  
625 Market Street, Suite 1100  
Knoxville, TN 37902-

Wednesday, February 17, 2016 09:15 AM

Page 1

### Invoice

<b>Agency</b>	Chelsea Bell Tennessee Dept of Transportation-Dot Legal James K. Polk Building 505 Deaderick St, Suite 700 Nashville, TN 37243	<b>Invoice Date</b>	2/17/2016
<b>Client</b>	TN Dot-Legal	<b>PO Number</b>	
<b>Reps</b>	State	<b>Order</b>	S16.5255
	Earl Goodman		

#### Newspaper

Caption	Run Date	Ad Size	Rate	Rate Name	Color	Disc.	Total
Chattanooga - Chattanooga Times Free Press Section 5339 - Bus and Bus Facility	02/01/2016	2 x 2.5	\$46.50	Public Notice Classified	\$0.00	0.0000%	\$232.50
Jackson - The Jackson Sun Section 5339 - Bus and Bus Facility	02/01/2016	2 x 2.5	\$41.00	Public Notice Classified	\$0.00	0.0000%	\$205.00
Kingsport - The Kingsport Times-News Section 5339 - Bus and Bus Facility	02/01/2016	2 x 2.5	\$32.90	Classified National	\$0.00	0.0000%	\$164.50
Knoxville - Knoxville News Sentinel Section 5339 - Bus and Bus Facility	02/02/2016	2 x 2.5	\$52.75	Public Notice Classified	\$10.00	0.0000%	\$273.75
Memphis - The Commercial Appeal Section 5339 - Bus and Bus Facility	02/01/2016	2 x 2.5	\$155.00	Public Notice Classified	\$30.00	0.0000%	<b>DNR</b>
Section 5339 - Bus and Bus Facility	02/06/2016	2 x 2.5	\$155.00	Public Notice Classified	\$30.00	0.0000%	\$805.00
Murfreesboro - The Daily News Journal Section 5339 - Bus and Bus Facility	02/01/2016	2 x 2.5	\$37.39	Public Notice Classified	\$0.00	0.0000%	\$186.95
Nashville - The Tennessean Section 5339 - Bus and Bus Facility	02/01/2016	2 x 2.5	\$159.00	Public Notice Classified	\$0.00	0.0000%	\$795.00

<b>Total Advertising</b>	\$2,662.70
<b>Discounts</b>	\$0.00
<b>Tax: USA</b>	\$0.00
<b>Total Invoice</b>	\$2,662.70
<b>Payments</b>	\$0.00
<b>Adjustments</b>	\$0.00
<b>Balance Due</b>	\$2,662.70

Approved: *Bill Emmons*



*Chelsea Bell*

TPS HAS MOVED! PLEASE NOTE OUR NEW ADDRESS EFFECTIVE APRIL 15, 2015  
625 MARKET STREET, SUITE 1100 KNOXVILLE, TN 37902  
We appreciate your business! TERMS: Due Net 30 Days



TENNESSEE PRESS SERVICE

Text Print & Digital Connection Representing Tennessee Newspapers

[tnadvertising.biz](http://tnadvertising.biz)

625 Market Street, Suite 1100

Knoxville, TN 37902-2219

Voice (865) 584-5761 Fax (865) 558-8687

**AFFIDAVIT**

Attn: Chelsea Bell  
Tennessee Department of Transportation  
DOT LEGAL  
James K. Polk Building  
505 Deaderick Street, Suite 700  
Nashville, TN 37243

To Whom It May Concern:

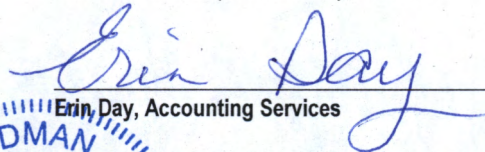
The enclosed itemized statement is for publication of **Section 5339 – Bus and Bus Facility**

in the list of newspaper(s) on invoice **S16.5255** on the date (s) stated therein as authorized by your office.

As requested, clipping of advertisement are submitted herewith as further proof of publication.

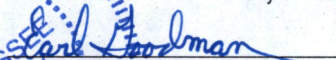
I, *Erin Day*, Accounting Clerk of Tennessee Press Service, Inc., do hereby certify that the attached is true and correct.

This Eleventh day of February, 2016

  
\_\_\_\_\_  
Erin Day, Accounting Services

Sworn before me this 11th day of February 2016.



  
\_\_\_\_\_  
Earl Goodman, Notary Public

My commission expires September 11, 2016

# TN PRESS SERVICE

## Clipping Bureau

(865)584-5761 newsclips@tnpress.com

Reader 0010 Mon, Feb 01, 2016

Chattanooga, TN

Chattanooga - Chattanooga Times Free Press  
Circulation 49,334

NOTICES

### PUBLIC NOTICE

#### TENNESSEE DEPARTMENT OF TRANSPORTATION DIVISION OF MULTIMODAL TRANSPORTATION RESOURCES

The Tennessee Department of Transportation's Division of Multimodal Transportation (DMTR) requests grant applications for the following Federal Transit Administration Program (FTA):

##### Section 5339 - BUS AND BUS FACILITY

The TDOT DMTR is seeking applications from qualified agencies to award grants for the purpose of financing capital bus purchases and projects that will support the continuation of public transportation services. Program applications are available by request by calling TDOT DMTR at 615-741-2781, or by email at [TDOT.Multimodaladmin@tn.gov](mailto:TDOT.Multimodaladmin@tn.gov). Complete applications must be submitted by March 4, 2016. If you have questions, please contact Ronald Williams at 615-741-2963.

Tennessee Department of Transportation  
Division of Multimodal Transportation Resources  
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Nashville, TN 37243

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Reader 0010 Mon, Feb 01, 2016

Jackson, TN

Jackson - The Jackson Sun  
Circulation 9,994

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TN-0001094467

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Reader 0010 Mon, Feb 01, 2016

Kingsport, TN

Kingsport - The Kingsport Times-News  
Circulation 29,919

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# TN PRESS SERVICE

## Clipping Bureau

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Reader 0010 Tue, Feb 02, 2016

Knoxville, TN

Knoxville - Knoxville News Sentinel  
Circulation 87,318

Notices

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Reader 0010 Sat, Feb 06, 2016

Memphis, TN  
Memphis - The Commercial Appeal  
Circulation 66,807

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Reader 0010 Mon, Feb 01, 2016

Murfreesboro, TN  
Murfreesboro - The Daily News Journal  
Circulation 8,349

Notices

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TN-0001004490

# TN PRESS SERVICE

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Reader 0010 Mon, Feb 01, 2016

Nashville, TN  
Nashville - The Tennessean  
Circulation 79,332

Notices

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