



## MTECC Procedure 2.10.10

Approved: \_\_\_\_\_  
Interim Executive Director

# Public Involvement Procedure

### Introduction

Public Involvement (PI) is an integral process with a goal to involve all persons in a community, regardless of race, color, national origin, sex, age, disability, family or religious status, being affected positively or negatively by a future transportation project. PI is two-way communication stream aimed at incorporating the views, concerns, and issues of the public into the transportation decision making process, which is on-going in all phases of a project. It allows the general public to be informed and to be heard.

Public involvement is needed through all phases of a transportation project, from the early planning stages to operations and maintenance. The public involvement effort should be scaled to match the magnitude or complexity of the project, including the potential issues or challenges of a project, such as right-of-way acquisition, relocations, access modifications, or providing a new type of transportation service.

All public involvement efforts should be flexible and updated as the project progresses in response to changing conditions, as well as the effectiveness of the involvement activities. Oftentimes, what seems like a straightforward project evolves into a more complex one and the involvement effort should be adjusted to reflect this. Further, transportation professionals should remain cautious about prejudging the level of public involvement needed based on their own perceptions of the project's complexity. What seems like a beneficial project to a planner or engineer may be perceived as a burden by the community. Early public involvement provides insight about potential controversy.

It is also important to understand who constitutes the public. It is in the best interest of the project to examine the different types of groups that will be involved and the most appropriate strategies for engaging each of them. The public can be considered anyone outside of the immediate project team, including other agencies, local governments, elected officials, business owners, and residents.

This Public Involvement Plan (PIP) is a dynamic document that, as per 23 CFR 450.316(1), "defines a process for providing citizens, affected public agencies, representatives of public transportation employees, freight shippers, providers of freight transportation services, private providers of transportation, representatives of users of public transportation, representatives of users of pedestrian walkways and bicycle transportation facilities, representatives of the disabled, and other interested parties with reasonable opportunities to be involved in the transportation planning process."

### Public Involvement Legislation

Transportation projects can greatly impact the economics and social structure of a society, which is why public participation is extremely important. There are many instances from the past when public



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involvement did not receive the attention it deserved in the process. In order to assure the equal treatment of individual neighborhoods and ensure environmental justice in transportation projects, state and local transportation agencies have begun to utilize PI.

Through PI, affected communities as well as transportation planners and decision-makers are made aware of the likely benefits and consequences of a project. In order to conduct successful public involvement outreach, the following regulations and programs have been incorporated into the MTECC's PIP:

### **Intermodal Surface Transportation Efficiency Act**

The establishment of the Intermodal Surface Transportation Efficiency Act (ISTEA) in 1991 changed the role of PI in the field of transportation planning and programming. With the implementation of the ISTEA, transportation planning began to assume a performance measure approach to PI. This ensures that PI commences in the initial phases of a project and that agencies customize their PIP in response to local conditions, attitudes, and needs.

### **The Transportation Equity Act for the 21st Century**

The Transportation Equity Act for the 21st Century (TEA-21) enacted on June 9, 1998, outlines PI participation by mandating that "an annual listing of projects for which Federal funds have been obligated in the preceding year shall be published or otherwise made available for public review. The listing shall be consistent with the categories identified in the transportation improvement program."

### **Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users**

On August 10, 2005, the President signed into law the Safe, Accountable, Flexible, and Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU). SAFETEA-LU retained all of the public involvement language from the previous acts and added new requirements. The new requirements included the development of a Public Participation Plan (PPP) in consultation with interested parties, the addition of bicycle and pedestrian facilities users and the disabled as interested parties, public meetings held at convenient times and accessible locations, and the use of electronic methods and visualization techniques to provide information to the public.

### **Moving Ahead for Progress in the 21st Century Act (MAP-21)**

H.R. 4348, the "Moving Ahead for Progress in the 21st Century Act" (MAP-21) was passed in the Congress on June 29, 2012 and signed into law (Public Law No: 112-141) by the President on July 6, 2012. MAP-21 continued the major PI guidelines from SAFETEA-LU (Title 23, 450.316) that states the PPP "shall be developed in consultation with all interested parties and shall, at a minimum, describe explicit procedures, strategies, and desired outcomes for:

- Providing adequate public notice of public participation activities and time for public review and comment at key decision points;
- Providing timely notice and reasonable access to information about transportation issues and processes;
- Making public information (technical information and meeting notices) available in electronically accessible formats and means, such as the World Wide Web;
- Holding any public meetings at convenient and accessible locations and times;
- Seeking out and considering the needs of those traditionally underserved by existing transportation



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systems, such as low-income and minority households, who may face challenges accessing employment and other services;

- Coordinating with the statewide transportation planning, public involvement, and consultation processes under subpart B of this part; and
- Periodically reviewing the effectiveness of the procedures and strategies contained in the participation plan to ensure a full and open participation process.

A minimum public comment period of 45 calendar days shall be provided before the initial or revised participation plan is adopted. Copies of the approved participation plan shall be provided to the FHWA and the FTA for informational purposes and shall be posted on the World Wide Web, to the maximum extent practicable.”

### **Fixing America’s Surface Transportation (FAST) Act**

On December 4, 2015, the Fixing America’s Surface Transportation Act, or “FAST Act”, was signed into law by the President of the United States. Overall, the FAST Act largely maintains current program structures and funding shares between highways and transit. It is a down-payment for building a 21st century transportation system. The law also makes changes and reforms to many Federal transportation programs, including streamlining the approval processes for new transportation projects, providing new safety tools, and establishing new programs to advance critical freight projects.

### **State of Florida Statutes**

Chapter 286, F.S., commonly known as “The Sunshine Law”, addresses public access to governmental proceedings at the state and local level. The Sunshine Law requires that meetings of boards or commissions be open to the public, reasonable notice of such meetings be given, and minutes taken and made available to the public in a timely manner.

### **Title VI of the Civil Right Act, 42 – U.S.C. 2000**

This act provides in section 601 that: “No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal Financial Assistance.”

### **Executive Order 12898, Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations**

This order was created in 1994 in response to the concerns raised in Title VI. It explains the federal government’s commitment to promote environmental justice, which means that everyone within the United States deserves equal protection under the country’s laws. The order states “each Federal agency shall make achieving environmental justice part of its mission 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.”

### **Executive Order 13166: Improving Access to Service for Persons with Limited English Proficiency (LEP)**

This Executive Order stated that individuals who do not speak English well and who have a limited ability to read, write, speak, or understand English are entitled to language assistance under Title VI of the Civil Rights Act of 1964 with respect to a particular type of service, benefit or



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encounter. It reads in part that “Each Federal agency shall prepare a plan to improve access to its federally conducted programs and activities by eligible LEP persons. Each plan shall be consistent with the standards set forth in the LEP Guidance and shall include the steps the agency will take to ensure that eligible LEP persons can meaningfully access the agency’s programs and activities.”



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### **ELEMENTS FOR SUCCESSFUL PUBLIC INVOLVEMENT**

The MTECC adheres to the following objectives to ensure that the transportation improvement satisfies the community's needs:

- Achieve active engagement and on-going feedback for transportation related projects by providing timely and reliable information to the public.
- Create a process tailored to local circumstances.
- Establish an adequate mechanism to evaluate the openness, fairness, and responsiveness of the process.
- Solicit informed public input to effectively develop transportation plans and programs.

Carefully considering these elements before a project begins helps ensure a proactive approach when deciding which PI techniques and strategies to implement in a project, program, or study. Successful PI activities can be included, if appropriate, for the specific project or proposal, and noted deficiencies should be addressed and improved upon.

#### **Transportation Partners**

The MTECC works collaboratively with its transportation partners to effectively reach out to the community. Partners include, but are not limited to the following:

- Florida Department of Transportation
- The various Metropolitan Planning Organizations and Cooperative Members
- Florida's Turnpike Enterprise
- South Florida Regional Transportation Authority/Tri-Rail

#### **Public Involvement Process**

The MTECC strives to implement successful PI strategies for programs and required documents by applying the following procedures:

##### **Setting Goals and Objectives**

In order to design and implement an effective PI Program, the goals and objectives of each project, study, or required document will be clearly defined. Specific project goals and objectives should also coincide with the main goals and objectives of the MTECC public involvement mission statement.

##### **Review of Previous Public Involvement Plans**

To develop the best possible PI program, past projects and case studies from other agencies and organizations will be considered as valuable reference resources. The previous success or failure of the application of PI tools and strategies can help when creating a unique PI program and deciding which tools to utilize. Project and program evaluation reports should be considered before and during the development of a plan, project, or program. This will aid in setting milestones and will contribute to the creation of a successful PI program.

##### **Selecting the Most Appropriate Outreach Strategy**

The goals and objectives, community characteristics, and lessons learned from previous projects should be considered when selecting the most appropriate outreach strategy for a specific project, study, or required document. When feasible, the final project document should include



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information about specific PI activities such as:

- Number and types of public involvement strategies that were conducted
- Number of individuals that attended public meetings
- Type of materials developed thought to be effective or ineffective
- Languages made available for outreach materials
- Total number of comments received
- Total amount of funds dedicated to the public outreach effort

This will maintain effective and proactive PI programs and ensure that resources are used in the most efficient way possible. The outreach strategy applied in each special project or required document is unique and depends upon the selection and combination of PI techniques applied. The ability to choose from a variety of outreach activities is essential for ensuring community participation in a dynamic environment.

### **Getting the General Public Involved**

It is important that the general public get involved in the transportation planning process and that their suggestions on how to improve their transportation system is considered and studied, if deemed implementable. To ensure their participation, the general public is informed at meetings, workshops, outreach events, and within collateral materials that they can get involved with the process by mailing, phoning, faxing, emailing, or by visiting the following:

### **Working with Limited English Proficiency Persons**

Limited English Proficiency (LEP) plays an integral role in the transportation planning process to ensure all persons are appropriately reached in the community. As defined in the 2010 United States Census, an LEP person is any individual who speaks a language at home other than English as their primary language, and who speaks or understands English “not well” or “not at all”. The production of multilingual publications and documents, and/or interpretation at meetings or events are provided to the degree that funding permits, based on current laws and regulations.

### **Title VI and ADA Compliance**

No person shall, on the basis of race, color, national origin, sex, age, disability, family, or religious status, as provided by Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, and the Florida Civil Rights Act of 1992, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination or retaliation under any program or activity.

Public meetings are held in locations that comply with ADA regulations to ensure the participation from all persons with disabilities.

### **Working with Environmental Justice (EJ) Populations**

EJ populations encompass minority and low-income persons who experience adverse effects from a transportation related project. A minority population is “any readily identifiable group or groups of minority persons who live in geographic proximity, and if circumstances warrant, geographically dispersed/ transient persons”, and a low-income population is “any readily identifiable group of low-income persons who live in geographic proximity, and if circumstances warrant, geographically dispersed/transient persons”.

Adverse effects include “totality of effects on human health or environment and denial of,



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reduction in, or significant delay in receipt of benefits, and disproportionately high and adverse effect on human health or the environment of EJ populations. An adverse effect that is predominantly borne by a minority population and/or a low-income population or will be suffered by the minority population and/or low-income population and is appreciably more severe or greater in magnitude than the adverse effect that will be suffered by the non-minority population and/or non-low-income population.”

To ensure that minority and low-income populations do not experience adverse effects, the MTECC adheres to the following EJ principles:

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

Meaningful public engagement allows potentially affected community members to have an appropriate opportunity to participate in decisions about a proposed activity that will affect their environment and/or health, the public’s contribution to influence the regulatory agency’s decision, the concerns of all participants involved to be considered in the decision-making process, and the decision-makers to seek out and facilitate the involvement of those potentially affected.

### **OPPORTUNITIES FOR THE GENERAL PUBLIC TO GET INVOLVED**

#### **Public Involvement during the Decision- Making Process**

The transportation decision-making process includes the following phases:

- Planning
- Project Development and Environment
- Design
- Construction

The first phase starts with “big picture” discussions regarding policy and moves towards more detailed systemwide planning. Once a project is selected or programmed to receive funding, it moves into the preparatory phases including environmental studies and preliminary and final design. The last step involves the physical implementation of the project, otherwise known as construction, operations, and maintenance. An alternative project delivery phase may be used, which includes Design-Build activities, as well as public private partnerships (PPP/P3), and occurs before construction, operations, and maintenance. In most instances the planning phase and most or all of the Project Development and Environment phase will be completed prior to the project being presented to the MTECC for consideration. Even so, it is critical that the MTECC be aware of the prior phases and continue the public involvement process for the subsequent phases.



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Public involvement is essential throughout each major phase, as well as the individual steps and processes. The entire transportation decision-making process can take many years, and since the implementation step involves many ongoing activities, some form of public involvement should always occur.

Understanding these phases is vital for an accurate understanding of the complex processes that are undertaken by FDOT, MPOs, and other agencies to move an idea or plan to reality. The public and project stakeholders can benefit from awareness and knowledge of the process to better understand when and where to become involved, and what constraints are faced by state, regional, and local agencies in making decisions during the various phases. Practitioners can benefit from understanding phases of the project in which they are not directly involved and how they can collaborate and partner with the public and fellow practitioners at each phase of the transportation decision-making process.

### **Public Involvement during Planning**

Public involvement during planning brings diverse viewpoints and values to the surface early in the decision-making process and consists of activities and actions that both inform and involve the public so they can help influence decisions that affect their lives. There are generally three types of plans that are completed during this phase: policy, systemwide, and corridor plans.

### **Public Involvement during PD&E**

Public involvement activities are most extensive during the project development phase, which is also referred to as the environmental, or NEPA, process. FDOT refers to the NEPA phase as the PD&E phase. This phase is critical because it links the planning process with the actual project location, design, and eventual construction and operation.

For federally funded projects, FDOT, on behalf of either the FHWA or Federal Transit Administration (FTA), addresses and assesses compliance with more than 40 laws related to safety and the environment. These laws cover social, economic, and environmental concerns ranging from cohesion with the community to the impact on threatened and endangered species. FDOT works closely with other federal agencies; state, local, and tribal governments; public and private organizations; and the public to understand the potential impacts of the project. This process requires a delicate balance between many important factors, including:

- Mobility needs,
- Economic prosperity,
- Health and environmental protection,
- Community and neighborhood preservation, and
- Quality of life for present and future generations.

At the conclusion of the PD&E study, any commitments and recommendations made to the public should be documented in the environmental document and carried forward into the design phase for implementation. Those commitments and recommendations should be tracked and monitored for adherence and for building community trust.

### **Public Involvement during Design**

For federally funded projects, when Location and Design Concept Acceptance (LDCA) is received, the next step in the process is the design phase. When the design phase begins, it is important to keep in mind that not all projects have gone through an ETDM screening or PD&E study. Projects



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such as resurfacing, sidewalks, and other enhancements generally do not go through the PD&E process or do not require an ETDM screening. If the project had a PD&E phase, the design team should meet with the PD&E team to collect useful information such as mailing lists, issues that arose during public meetings or with local officials, and commitments made.

### **Public Involvement during Construction**

During construction, public involvement takes on more of a public information role, informing people about lane closures, median changes, business access impacts, work hours and work zones, detours, and grand openings.

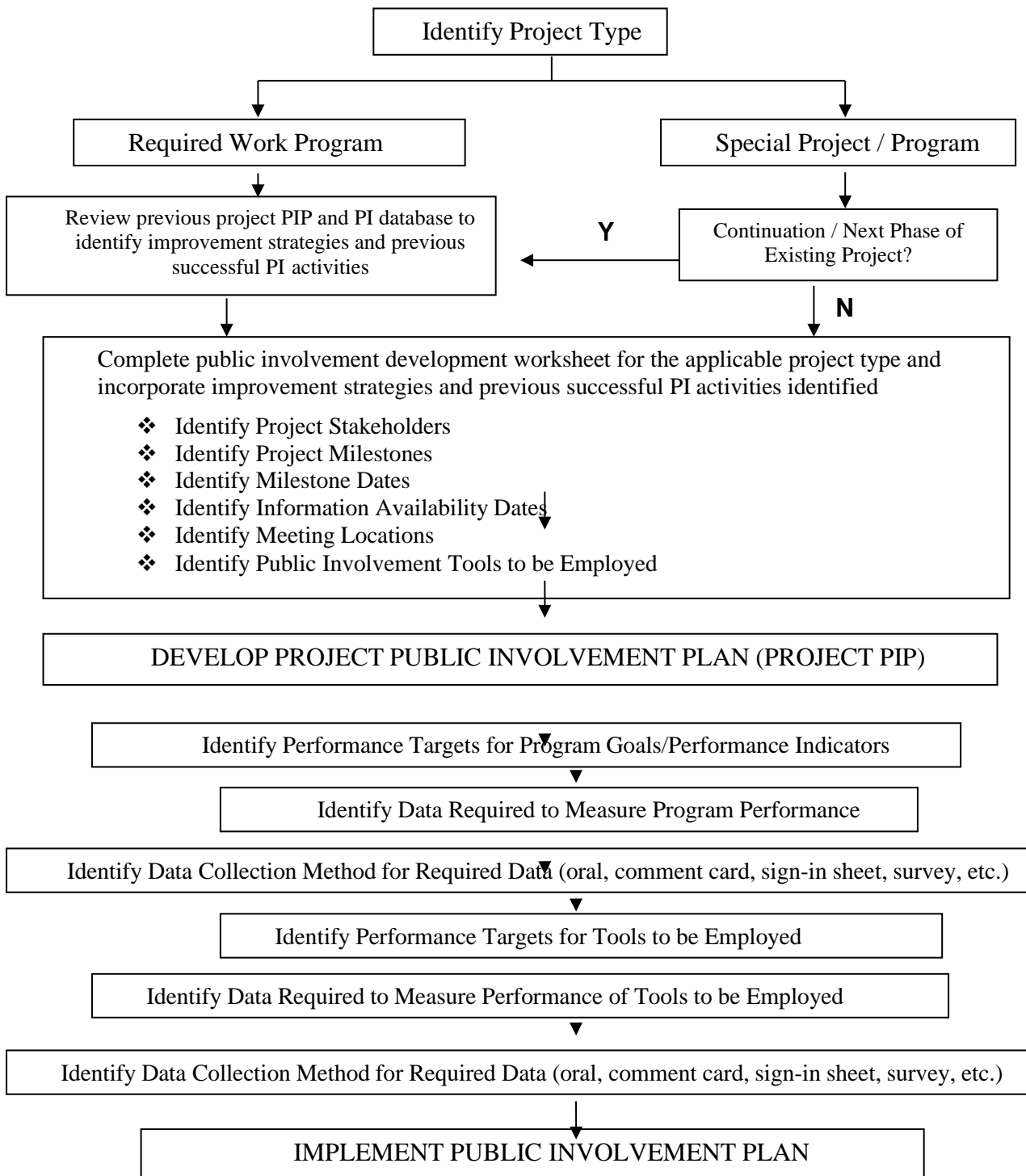
The public's ability to influence the overall construction phase is limited, but the MTECC is responsible for engaging with the public to provide up-to-date information and solicit concerns in order to minimize the disruption to businesses and residents during the construction phase.

In addition to traditional public information meetings, some projects may benefit from other methods such as one-on-one meetings, an up-to-date project website, and social media. Variable message signs (VMS) are routinely used to communicate lane closures and changes in access.



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DEVELOPMENT OF A PUBLIC INVOLVEMENT PLAN





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### **Working with the Media**

Utilizing media sources is the most effective way to communicate and provide updates on transportation projects. While one theory is that “all news is good news,” that is not always the case, especially when news relates to large investments of public funds. Achieving positive media exposure requires a certain degree of knowledge and expertise in tailoring messages that are factual and meet the media’s standards for newsworthiness. It is important to formulate a clear, uniform message for the media from the onset of the project to reduce the chance that misinformation will be spread.

Establishing a professional, one-on-one relationship with key reporters and editors who cover the transportation or government sectors is one of the best ways to enhance the chances of getting positive media coverage.

Another key to positive media coverage is the content of the message. The media is more likely to pick up a story if it is simple to report, easy to understand, contains personal experiences, and is linked to a current or enduring theme, such as creating jobs, preserving the environment, or moving people and goods. We can be so involved in the details of a project that it can be challenging to take a step back and remember the bigger picture. Personal experiences from members of the public or local government officials are effective for explaining, in general terms, the need for the project and the benefits the project may bring to the community.

### **Press Kits/Press Releases**

Reporters typically look for ways to get a story out quickly and appreciate press releases and other prepared materials about the project. If appropriate, a press kit should include facts about the project, a press release with quotations from key agency representatives, information on future public involvement activities, whom to contact for more information, and photographs, graphics, or videos of the project. All materials provided to the press should be carefully proofread, double checking that the dates, times, locations, and contact person(s) are correct. Incorrect information will diminish the credibility of the MTECC with the media.

Issuing press releases at milestones is common in major long-term transportation projects. In general, press releases should address the five “W’s”:

- **Who:** Identify the agency sponsoring the project and provide a contact name and phone number.
- **What:** Describe what is currently happening either with the project or at the public event.
- **When:** Indicate the timeline of the subject announced. If the press release is announcing a public meeting or workshop, be sure to include start and end times.
- **Where:** Identify the location of the public involvement activity, including the full street address with city, state, and zip code.
- **Why:** Explain why the public involvement activity or project milestone is taking place.

Formatting tips for a press release include using an easy-to-read font, leaving at least one and a half spaces between each line of text, providing a concise headline that captures the essence of the release, including the date of the release, and including the required nondiscrimination language. It is important to include a sentence or two describing the project, its background, and its purpose or goal. If the project is being conducted in coordination with other agencies, these agencies should be recognized in the press release. This standard format for a press release can



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be used for a variety of media sources.

### Media Sources

While the majority of Americans have access to the Internet, media resources should be selected for their ability to reach all affected communities and people and groups who may have an interest in the project. Understanding the community characteristics and needs in the affected area is essential to inclusive public outreach.

To involve traditionally underserved communities, additional effort may be required to identify community-specific and/or community-based media sources. Working with a community leader to identify these media sources may be necessary.

In developing a media strategy, the following questions should be asked:

- What is the appropriate level of involvement effort that should be used for the particular project?
- How will people react to the particular media source?
- How many people can be reached by that source?
- How implementable is the media strategy, from a resource and complexity perspective?

All media sources have different deadlines. Knowing these deadlines may influence the decision to include a particular source in the overall strategy. It is important to respect media deadlines to maintain a positive relationship. There may be preferences for how the information is received (e.g., email or a website form). Print/digital quality standards may be applicable. All this information should be compiled and included as part of the media list. The following are examples of different media sources that can be utilized for transportation projects.

### Print Media

Print media should be considered for more than posting a legally required advertisement about an upcoming public meeting. There are several types of print media outlets for promoting public involvement activities. These include general circulation newspapers, community-specific newspapers, organizational newsletters or bulletins, community-based magazines, and school-based publications. While advertising in a general circulation newspaper is both a requirement and a reliable resource for delivering project news and updates, additional options can broaden the potential audience and promote participation by traditionally underserved communities. It is important to consider using print media provided in non-English languages or oriented to specific communities (e.g., El Sentinel, the Spanish version of the Sun Sentinel, or the Caribbean Voice, a newspaper in Broward County whose large readership includes the South American and Caribbean populations); homeowner association newsletters, special interest publications, or business organization newsletters or bulletins; and school-based publications such as student newspapers at local universities.

Some communities have lifestyle or other types of magazines that are distributed on a monthly or quarterly basis to inform residents about recent and upcoming events. These publications can be useful for projects that have longer time frames or involve large geographic areas. Including meetings in the community calendar of events in newspapers and newsletters is also effective. Volunteer-coordinated publications usually welcome prepared articles about topics of community interest.



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Print media also includes any project-generated materials, such as fact sheets, newsletters, business cards or palm cards, brochures, and flyers. After obtaining necessary permission, these materials can be:

- Delivered to a project mailing list
- Posted at local gathering spots such as grocery stores, government offices, libraries, parks, community centers, or places of worship
- Distributed to transit riders by public involvement teams at transit stops or on transit vehicles
- Delivered to residences using door hangers
- Sent to property managers of rental communities and major employers for distribution
- Sent home with school children

### **Radio and TV**

Even with the advent of streaming services, radio and television remain powerful media sources that capture a local audience. News channels may conduct newsworthy interviews which could be an effective way to distribute project information. Additionally, public service announcements (PSAs) are often used as a formal method of announcing meetings, workshops, and milestones. Local television channels, which cost significantly less than paid network advertising, are particularly useful for reaching and relating to a local audience. Local cable channels offer news clips and interviews that can specifically cater to a project. Local TV and radio stations often have community calendars announcing local events such as public meetings.

### **Web-Based Media**

Social media has become a cornerstone of effective communication in the past decade. Facebook pages and Twitter feeds are examples of social media platforms used for online project communication. Mobile device applications (apps) are also increasingly being used to communicate project news.

Stakeholders and team members can spread project information through links on personal and professional social media feeds (e.g., LinkedIn). Special interest groups also may be willing to share updates and notifications about the project on their social media platforms. Another way that social media can be used is for gauging public interest in the project through social media engagement, commentary, and analytics.

Websites are an effective method of communication that can provide a central, consistent source of updates on the project. Websites are also useful for keeping track of public interest in the project through website tracking analysis tools. Web surveys and polls can be conducted through the project website at critical milestones to efficiently gauge public opinion during the decision-making process. Websites can provide ways to sign up for an email list, submit a comment, or request a presentation. Depending on the complexity of the project, a project website may not be required. For projects that do not have a website, posting information about the project and public meetings on websites of partner agencies or affected municipalities can be an effective means of notification.

Use of web-based media is an integral part of modern public engagement. Our challenge is to learn about the appropriate way to interact with web-based media, how it can be used to spread information quickly and efficiently, and its time and cost-saving advantages over traditional means of disseminating information and involving the public. Social media and related tools



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present considerable savings where they make sense; and is vital to how Public Information Officers communicate with the public. Simple to setup and largely free to use, social media is an effective way to share information in a range of formats (e.g., video) with the public.

A diversified public engagement strategy, including digital and print information, and ability for people to speak to project representatives in person can expand the reach of our public involvement activities. It is important to keep in mind there will always be people who feel most comfortable with in-person interaction or media that does not require Internet connectivity.



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### **Evaluation Methodology**

To assess existing and future PI activities, the MTECC shall utilize various evaluation methods to gauge the level of success for each strategy and ensure compliance with state and federal agency regulations. To maintain an up-to-date and effective public involvement program, the MTECC must continuously evaluate the effectiveness of its PI strategies.

When evaluating a strategy, it is suggested to refer to the approach depicted within the Florida Department of Transportation's (FDOT) "Public Involvement Handbook" that recommends:

- Identifying applicable performance measures and targets for each strategy that are should either be measurable, verifiable, or cost effective.
- Utilizing evaluation methods such as surveys in the form of face-to-face, email, mail, and phone calls.
- Utilizing statistical analysis to determine the effectiveness of a strategy.
- Engage in staff debriefings, especially after a study has been completed.
- Improvements to the Public Involvement Program should be made to increase public awareness and to improve the quantity and quality of information provided to the public.

As per the FDOT's "Public Involvement Handbook", examples are shown that "...illustrate various public involvement techniques, criteria for success, and methods to achieve the public involvement goals. For the purposes of this table, performance measures are not specifically identified because these are usually determined at the planning stage of each public involvement activity. By being aware of the goals of public involvement, and knowledgeable of the project, quantifiable performance measures can be determined."



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### **Conclusion**

Public involvement incorporates the general public into the transportation decision-making process that can potentially affect their neighborhood. It ensures that MTECC activities provide an equal opportunity for all individuals to participate and comply with Title VI specifications. Feedback is highly valued by the MTECC, and public opinion is an integral part of the decision-making process.

The MTECC collects feedback through general outreach activities and with applicable comments and suggestions channeled to the appropriate transportation agency where the concern can be further investigated. Also, feedback can result in the undertaking of a new study or project, or the termination or modification of an ongoing project or program.

Individuals know the intricacies of their community better than anyone else. It is for this reason that the early involvement of affected neighborhoods is essential in the transportation planning process. It is also for this reason that careful and continuous application of PI strategies throughout the life of a transportation project, program, or study can ensure proper participation and a successful PI process for all.