State of Connecticut

PUBLIC INVOLVEMENT PROCEDURES

2020

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LIST OF ACRONYMS

ACS American Community Service
ADA Americans with Disabilities Act
CBO Community Based Organization
CE Categorical Exclusion
CFR Code of Federal Regulations
CGS Connecticut General Statute
COG Council of Governments
CTDOT Connecticut Department of Transportation
EA Environmental Assessment
ECD Environmental Classification Document
EIE Environmental Impact Evaluation
EIS Environmental Impact Statement
EJ Environmental Justice
EO Executive Order
FAST Fixing American's Surface Transportation
FBO Faith Based Organization
FHWA Federal Highway Administration
FONSI Finding of No Significant Impact
FRA Federal Railroad Administration
FTA Federal Transit Administration
LEP Limited English Proficiency
LRP Long Range Plan
MPO Metropolitan Planning Organization
MTP Metropolitan Transportation Plan
NEPA National Environmental Policy Act
NGO Non-Governmental Organization
NOA Notice of Availability
NOI Notice of Intent
NRZ Neighborhood Revitalization Zone
NSLP National School Lunch Program
OC Office of Construction
OCC Office of Contract Compliance
OE Office of Engineering
OEP Office of Environmental Planning
OPM Office of Policy Management
PA Programmatic Agreement
PAC Public Advisory Committee
PIM Public Informational Meeting
PIP Public Involvement Procedures
POP Program of Projects
PUMS Public Use Microdata Sample
STIP Statewide Transportation Improvement Program
TIP Transportation Improvement Program
TMP Transportation Management Plan
USC United States Code

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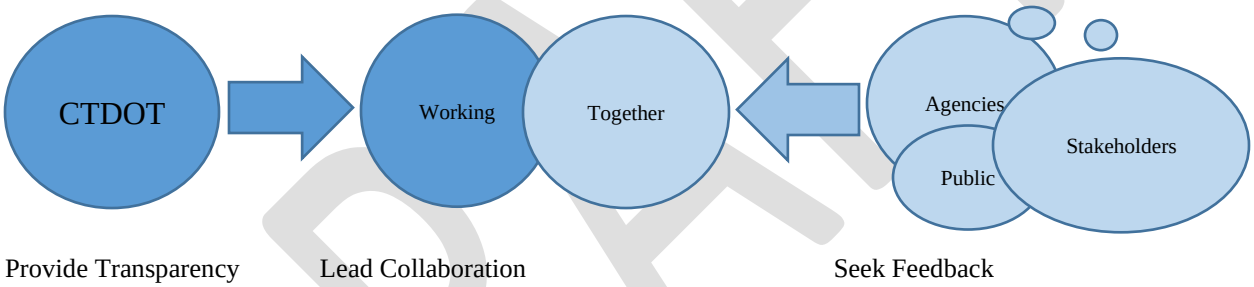
PREFACE

Whether traveling to work, school, shopping centers or other services, transportation affects everyone in Connecticut and can affect travel demand and behaviors. Understanding travel demands and behaviors and involving the public is critical for transportation decision-making. An involved and well-informed public can provide invaluable input during all stages of the transportation decision-making process.

It is the responsibility of the Connecticut Department of Transportation (CTDOT), to communicate and seek feedback from all affected parties about transportation projects and decisions. Through collaboration with public, federal, state and local agencies and stakeholders, [1] CTDOT can create a sustainable transportation system that will improve multimodal mobility, strengthen communities, and enhance the quality of life.



The Public Involvement Procedures (PIP) is a public document used by the CTDOT to help plan active and inclusive public involvement activities. The PIP describes the process and techniques that will be used to ensure that affected communities have the opportunity to effectively influence transportation decision-making.

The PIP document supports the Mission, Vision and Values of the Department which include involving the public, stakeholders as well as federal, state and local agencies in transportation decision-making to ensure that transportation decisions and investments reflect community interests and values.

Connecticut Department of Transportation's Mission Statement, Vision & Values

OUR MISSION: The mission of the CTDOT is to provide a safe and efficient intermodal transportation network that improves the quality of life and promotes economic vitality

[1] Generally, the term "stakeholders" refers to individuals or groups who may be or will be affected by CTDOT decisions. Where there is a more specific definition, this will be explained in the document.

for the State and the region.

OUR VISION: The vision of the Department of Transportation is to lead, inspire and motivate a progressive, responsive team, striving to exceed customer expectations.

OUR VALUES:

Measurable Results: We will endeavor to utilize the latest technology and preserve the integrity of our current assets to provide a safe, efficient, integrated, multimodal, transportation system that offers options for mobility.

Customer Service: We are committed to consulting with our internal and external stakeholders in an open and transparent decision-making process; and to being responsive by providing timely information on services and programs.

Quality of Life: We will strive to maintain and enhance the quality of life in the State and the region by maintaining the character of our communities, supporting responsible growth, and by enhancing and being sensitive to the environment.

Accountability & Integrity: We will prudently manage and invest the human and financial resources entrusted to the Department using sound criteria and efficient, cost-effective methods that put safety and preservation first.

Excellence: We will demand excellence in all we do to fulfill our mission by being solution-oriented and focused on project delivery. We will continuously re-evaluate our mission, values, performance and priorities to ensure that the Department and its employees are innovative and responsive to changing needs.

Connecticut Department of Transportation's Commitment to Public Involvement

CTDOT is committed to conducting business in a transparent, accountable way. We will use techniques that encourage and promote active and inclusive public participation; create opportunities for all residents, including underrepresented groups, to participate in transportation planning activities in a meaningful way; and document our actions and the public comments received in a way that assures accountability. In addition, CTDOT recognizes that public involvement is a dynamic undertaking in which the public, their needs, and the available technologies are constantly changing. CTDOT will monitor the effectiveness of our public involvement efforts, update our approaches as necessary, and be flexible to ensure that our efforts are serving the needs of the public that our plans are meant to serve.

INTRODUCTION

The Connecticut Department of Transportation referred to as the Department, welcomes and encourages robust public involvement from diverse groups of people throughout the state whose voices and viewpoints provide valuable insight during the decision-making process. Public involvement is vital to good decision-making, acceptance of ideas, reducing misunderstanding and avoiding or resolving conflict.

This PIP provides guidance, techniques and examples for interacting, informing and involving the public throughout the transportation planning process. This includes planning during environmental review and preliminary design; survey designs and rights of way; construction; and operation and maintenance phases of transportation projects.

Following this guidance will not only ensure the involvement of the public, other state, federal and local agencies and stakeholders, but it will ensure that the legal requirements for public involvement are met, and that stakeholder and public expectations are managed appropriately. This collaboration will allow for good transportation decision-making in the State of Connecticut.

The nine chapters in the PIP provide the information that is necessary to implement effective and meaningful public involvement.

Public Involvement is the process by which the views of the public are integrated into the decision-making process.

Chapter 1 provides a list of the Federal and State directives for public involvement.

Chapter 2 provides the requirements and guidance for interacting, informing and involving the public in transportation decision-making.

Chapter 3 describes the public involvement that is required for transportation planning documents such as the Statewide Long-Range Transportation Plan and the Statewide Transportation Improvement Program.

Chapter 4 discusses the public involvement process and procedures for compliance with the National Environmental Policy Act and the Connecticut Environmental Policy Act.

Chapter 5 identifies the public involvement activities that are required during the design, survey and the rights of way phases.

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Chapter 6 discusses the public involvement activities that are required during the construction, operation, and maintenance phases of each project.

Chapter 7 identifies the public involvement activities required for rail and bus transit services, capital project planning and, management and oversight of federally funded programs.

Chapter 8 provides a list of Tools, Strategies and Techniques to ensure inclusive public involvement.

Chapter 9 summarizes the public involvement activities that were conducted during the preparation of this document.

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CHAPTER 1: FEDERAL AND STATE LAWS, REGULATIONS AND EXECUTIVE ORDERS

The Department supports public involvement and interagency coordination at all stages of planning and project development. Public involvement is more than simply following legislation and regulations; it ensures that the public and other agencies have an opportunity to help shape the substance of transportation.

Overall Public Involvement Goals

Developing an effective public involvement program is a strategic effort that requires compliance with laws, regulations and executive orders to ensure that early, inclusive, continuing and comprehensive public involvement opportunities are provided during all stages of transportation planning and programming. Public involvement must take into consideration the needs of persons who may be underserved by existing transportation systems, such as low income, minority and Limited English Proficiency (LEP) individuals and households. Effective public participation must also:

- provide the opportunity for the public, agencies and stakeholders to take an active role from the early stages of the planning process through detailed project development;
- provide opportunities to comment on the long-range statewide transportation plan and metropolitan transportation plans;
- promote the shared obligations of the public and the Department to define goals and objectives for the state and/or metropolitan transportation system; to identify transportation and related problems and to participate in finding solutions based upon collaboratively identified criteria;
- ensure that the public, stakeholders and other state, federal and local agencies are actively involved in the development of public involvement procedures;
- encourage the use of various public involvement techniques designed to meet the diverse needs of the public;
- provide timely information about transportation issues and processes to communities affected by transportation plans, programs and projects;
- provide adequate public notice of public involvement activities and adequate time for public review and comment at key decision points; and
- provide for a periodic review of the effectiveness of the public involvement process.

Laws, Statutes, Regulations and Executive Orders

The guidance in this PIP has been prepared to assist the Department comply with Laws, Regulations and Executive Orders (EO) relevant to public involvement and outreach to traditionally underrepresented and underserved communities. Federal Highway Administration (FHWA) and Federal Transit Administration (FTA) provide public participation resources for Statutes, Regulations and Executive Orders , Public

Involvement and Outreach and Metropolitan, Statewide and Non-Metropolitan Planning. The list below includes some of these relevant resources.

Laws and Statutes

Fixing America's Surface Transportation (FAST) Act, 4 December 2015.

Moving Ahead for Progress in the 21st Century Act (MAP-21), Public Law 112-141, 6 July 2012

The National Environmental Policy Act (NEPA), 1 January 1970

National Historic Preservation Act of 1966 as amended, 16 USC 470

Title VI of the Civil Rights Act of 1964 as amended, 19 October 2016.

Americans with Disabilities Act of 1990

Rehabilitation Act of 1973, Sections 504 and 508

Endangered Species Act of 1973 (ESA), Section 7, 28 December 1973

Clean Air Act of 1970, as amended 1990.

State of Connecticut, The Connecticut Environmental Policy Act (CEPA) of 1973, Section 22a, Chapter 439 of the Connecticut General Statutes, as amended 2019.

Regulations

Federal Highway Administration, (23 CFR 450 and 771), Federal Transit Administration, (49 CFR 613), Statewide and Nonmetropolitan Transportation Planning; Metropolitan Transportation Planning; Final Rule 27 May 2016.

Federal Highway Administration, *Public Hearings*, 23 USC §128

Federal Highway Administration, *Environmental Impact and Related Procedures and Section 4(f)*, 23 CFR 771, 29 October 2018.

Federal Highway Administration, *Title VI Program and Related Statutes-Implementation and Review Procedures*, 23 CFR 200,

Federal Highway Administration, *Parks, Recreation Areas, Wildlife and Waterfowl Refuges, and Historic Sites* 23 CFR 774, 12 May 2008.

Federal Highway Administration, *Management and Monitoring Systems*, 23 CFR 500, 1 April 2010.

Federal Highway Administration, *Work Zone Safety and Mobility Rule*, 23 CFR 630 Subpart J, 9 September 2004.

Federal Transit Administration, *Environmental Impact and Related Procedures*, 49 CFR 622,

Federal Transit Administration, *Metropolitan and Statewide and Nonmetropolitan Planning*, (49 CFR 613 Subparts A and B), 1 October 2012.

Federal Transit Administration, Title VI Circular 4702.1B, October 1, 2012.

Prohibition Against Exclusion From Participation in Denial of benefits of, and Discrimination Under Federally Assisted Programs On Ground of Race, Color, or National Origin, 42 USC Title 42, Chapter 21, Subchapter V, Section 2000d (42 USC §2000d).

Office of the Secretary of Transportation, *Nondiscrimination in Federally Assisted Programs of the Department of Transportation-Effectuation of Title VI of the Civil Rights Act of 1964*, 49 CFR 21, 18 June 1970.

Coast Guard, Department of Homeland Security, *Procedures for Handling Applications for Bridge Permits*, 33 CFR § 115.60.

Corps of Engineers, Department of the Army, Department of Defense, *Processing of Department of Army Permits*, 33 CFR Part 325.

Corps of Engineers, Department of the Army, Department of Defense, *Public Hearings*, 33 CFR Part 327.

Protection of Historic Properties, 36 CFR 800 as amended, 5 August 2004.

Requirements for Preparation, Adoption, and Submittal of Implementation Plans, *Air Quality Conformity*, 40 CFR 51, 1 July 2012.

Council on Environmental Quality's Regulations for Implementing the Procedural Provisions of the National Environmental Policy Act, 40 CFR 1500-1508, 1 January 1970.

Federal Executive Orders

EO 12898: *Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations*, 16 February 1994

EO 13166: *Improving Access for Services for Persons with Limited English Proficiency*, 11 August 2000

EO 13807: *Establishing Discipline and Accountability in the Environmental Review and Permitting Process for Instruction Projects*, 15 August 2017

EO 11988: *Floodplain Management*, 24 May 1977, as amended 5 February 2015.

EO 11990: *Protection of Wetlands*, 24 May 1977, as amended 5 February 2015.

EO 13392: *Improving Agency Disclosure of Information*, 14 December 2005

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Chapter 2: Public Involvement Requirements

Public involvement efforts are essential to all projects, plans and programs as a requirement of federal and state funding. Public involvement activities can and should include open houses, forums, workshops, online surveys, focus groups, public informational meetings, and public hearings. Early, continuous, and inclusive public involvement can help prevent project delays, additional expenses, and unforeseen problems.

To ensure compliance with Title VI of the Civil Rights Act of 1964, the Department is required to conduct meaningful and inclusive outreach. Where identified, this will include activities specifically aimed at reaching traditionally underrepresented populations including low income and minority persons. These are referred to as Environmental Justice (EJ) communities or populations throughout this document.

This chapter includes detailed guidance on identifying EJ populations, the requirements for holding public meetings and hearings and the reporting requirements for public involvement activities.

Identifying Environmental Justice Populations

Identifying the locations and needs of potentially affected, historically underrepresented populations is an integral consideration when seeking to determine whether EJ populations are affected by a transportation decision – whether it is for project development, corridor studies, facility-specific projects, or for other transportation activities. As part of this process, Department staff should:

- consider the nature of an activity being considered;
- identify the study area;
- collect and analyze demographic and socioeconomic data; and
- identify populations that live and work in the area and determine if EJ populations are present and/or potentially affected by the plan, program, or project decision.

It is important to select the most effective tool or resource for identifying EJ populations and understanding community characteristics. Table 2.1 describes several tools that can be used to support this process.

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Table 2.1 Demographic Research Resources and Tools

RESOURCE/TOOL	DESCRIPTION
American Community Survey (ACS)	ACS provides current demographic, social, economic, and housing information about the country's communities.
Public Use Microdata Sample (PUMS)	PUMS contains a sample of individual records from the ACS, with identifying information removes that shows the population and housing characteristics of the units and people represented on the data record. PUMS allows for a uniquely detailed analysis of household, income and transportation characteristics.
National School Lunch Program (NSLP) Data	NSLP is a federally-assisted meal program operating in public and nonprofit private schools and residential childcare institutions. Its data can help inform a demographic profile.
EJSCREEN	EJSCREEN allows users to access high-resolution and demographic information for locations in the United States and compare their selected locations to the rest of the state, EPA region, or nation.
CTDOT Title VI Maps	The CTDOT Title VI Maps provide statewide and service area maps that identify census tracts with minority, low-income, and LEP populations that exceed the statewide or service area average.
Field Observations	Field observations of the project area may be performed with the intent of identifying potential indicators of EJ populations in the vicinity of the project area, supplementing available demographic data.

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Requirements for Public Informational Meetings and Hearings

Holding a Public Informational Meeting (PIM) or public hearings can be an effective way to involve the public and is required for compliance with some environmental regulations such as the National Environmental Policy Act (NEPA) discussed in Chapter 4 of this PIP document. Table 2.2 provides a comparison between PIMs and public hearings.

Table 2.2 Differences between Public Informational Meetings and Public Hearings

PUBLIC INFORMATIONAL MEETING	PUBLIC HEARING
Held to satisfy public involvement requirements.	Required by federal or state regulations or granted on a case by case basis
Held to provide information and obtain public input in a question and answer format.	Held to obtain public input but is generally not a question and answer format.
Is more of an exchange of information between interested parties. May be an open discussion during which attendees may ask questions.	Governed by rules concerning who speaks and for how long.
Is typically run by the project manager or a designated chairperson.	Is overseen by a moderator.
Meeting minutes are prepared and public comments are summarized into the public record.	A court reporter produces a transcript that is entered into the public record.

While it is the responsibility of each unit to determine whether a PIM or hearing is required, the Office of Contract Compliance (OCC) is responsible for monitoring the Department's outreach efforts and determining their effectiveness to ensure compliance with the Department's Title VI program. To ensure effectiveness of these meetings in reaching EJ and LEP communities, specific activities should be performed before, during and after the PIM or hearing. These activities are described in the six steps provided below.

Step 1: Identifying Title VI and Environmental Justice Populations

- Define the project or service area.
- Identify low income, minority or LEP populations in the project or service area. Review CTDOT Title VI maps, and use any of the tools listed in Table 2.1 to help make this determination.
- Identify community-based organizations, faith-based organizations and community leaders in the project or service area. To assist with this, the OCC maintains a Resource Directory for Community Outreach and Employee Referrals located on the Department's intranet webpage.

Step 2: Scheduling the Public Informational Meeting (PIM) or Hearing

- Determine the date, time and location for each PIM or hearing.
- All PIMs and hearings must be held at a venue that is determined to be Americans with Disability Act (ADA) accessible.
- Once the date, time, and location of the PIMs or hearings have been finalized, notify the Department's Office of Communications so the event can be added to the Calendar of Events and posted on the website.
- Obtain a Public Engagement Checklist from OCC and begin completing the checklist. This Checklist is required for compliance with the reporting requirements of Title VI and can be found in Appendix A.

Step 3: Drafting and Distributing the Public Informational Meeting or Hearing Notice

- All public notices must detail the availability of free language assistance and reasonable accommodations. The notice should include contact information and procedures for requesting the services, including the deadline for requests. The notice should be published at least ten business days prior to the meeting or hearing to provide the Department with sufficient time to arrange for language assistance or ADA accommodations. The following paragraph must be included in all public notices.

"The meeting is ADA accessible. Language assistance and/or ADA accommodations are provided at no cost to the public and efforts will be made to respond to timely requests for assistance. Persons needing language assistance or ADA accommodations may request assistance by contacting the Department's Language Assistance Line at (860) 594-2109, at least five (5) business days prior to the meeting. Persons having a hearing and/or speech disability may dial 711 for the Telecommunications Relay Service (TRS) and instruct the operator to contact (860) 594-2243."

- If the project/service area, or census tracts within the project/service area, includes LEP populations, efforts should be made to produce a translated version(s) of the public notice or other related announcements, based on the identified language. Translation vendors can be found under the DAS state contract. A copy of the contract can also be found in Appendix B.
- If LEP populations have been identified within the project/service area, publish the meeting notice in non-English media (print, TV, radio, website, etc.).
- To assist in targeted outreach to LEP, minority, and low-income populations, send a copy of the public notice (including any translated versions) to the following contacts and request they share the notice with their clients or members. Contact information may be found in the CTDOT Resource Directory for Community Outreach and Employee Referrals on the Department's Public Involvement intranet webpage and includes but is not limited to:
    - Community Leaders;
    - Community Based Organizations (CBOs);
    - Faith Based Organizations (FBOs);
    - Councils of Governments (COGs);
    - Neighborhood Revitalization Zones (NRZ's) or organized neighborhood groups;
    - Public Libraries;
    - Schools/Universities;

- Chambers of Commerce; and
- Social Service Agencies.

- Even if Title VI groups are not identified in Step 1, the project manager must:
  - publish, post and distribute the meeting and hearing notices a minimum of two weeks prior to the meeting or hearing; and
  - post each notice to the Department's website not less than twenty-four hours prior to the meeting or hearing to comply with the Freedom of Information Act.

Step 4: Prior to and During the Public Informational Meeting or Hearing

- If requested, in response to the public notice, arrange for language assistance and/or ADA accommodation five days prior to the public meeting or hearing.
- For public hearings arrange for a court reporter to prepare a transcript of the meeting.
- The following considerations should be addressed during set-up and during the PIM or hearing:
  - ensure the space reserved for language interpreters is clearly visible to the entire audience; and
  - ensure the following documents are available at the welcome desk:
    - I Speak Cards;
    - Translated versions of written materials (e.g. fact sheets, comment cards, etc.) based on requested or identified language needs;
    - ADA Compliant documents (e.g. large font, etc.) based on requested or identified needs;
    - Title VI Notice to the Public (including the translated version if deemed necessary); and
    - Voluntary Feedback Surveys.
- At the official start of a public hearing or informational meeting, if there is a formal presentation, provide a general statement regarding the public's rights under Title VI. An example of this statement is as follows.

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No person in the United States shall, on the basis of race, color, or national origin be excluded from participation in, denied the benefits of, or be subject to discrimination under any program, activity or benefit receiving federal financial assistance. Please note that flyers notifying you of your rights under Title VI can be found at the [location, i.e. back of the room, at the entrance, etc.]. They are provided in English [and additional languages if applicable]. We also have a voluntary feedback survey located [location]. While it is voluntary, your participation is appreciated and helps us to ensure that all persons are included in our public outreach program."

- Encourage attendees to complete the Voluntary Feedback Survey. While no member of the public can be required to complete the survey, encouraging completion to determine the effectiveness of our outreach is beneficial to the Department (sample language is included above). Please see Appendix C for an example of a Voluntary Feedback Survey.

Step 5: Post Public Informational Meeting or Hearing

- The project team should review any Voluntary Feedback Survey submitted and then submit copies to the OCC.
- If there is a state or federal requirement regarding meeting minutes, the meeting minutes or transcript shall be available for public inspection and posted on the Department's Internet website.
- Submit the completed Public Engagement Checklists for each PIM or hearing to the OCC. These checklists assist the OCC with outreach reporting requirements under Title VI.

Step 6: Public Comments During and Post Meeting

- The Department is prepared to receive written comments that are hand-delivered, mailed to the Department, or submitted electronically.
- During public hearings, the Department receives, and records verbal comments delivered in front of those in attendance as part of the hearing transcript.
- The Department shall consider all public comments in the decision-making process. The Department should review public comments to determine if a response is required.

Public Involvement Reporting Requirements

The OCC is responsible for complying with reporting requirements of Title VI. The completed Public Engagement Checklist is the reporting tool to provide proof of compliance. The completed checklist must be submitted to OCC for review and evaluation after the PIM or hearing.

For FTA funded projects or services, if a Public/Project Advisory Committee (PAC) is formed, a graphic table depicting the racial breakdown of the membership, and a description of the efforts made to encourage the participation of minorities must be submitted to the OCC.

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CHAPTER 3: PUBLIC INVOLVEMENT DURING A STUDY OR DEVELOPMENT OF TRANSPORTATION PLANNING DOCUMENTS

Public informational meetings (PIMs) are required during the development of transportation studies and planning documents. Chapter 2 provides a list of the specific requirements for PIMs and Chapter 8 provides techniques and best practices to maximize the effectiveness of these PIMs.
This chapter discusses the public involvement procedures that are required for the Statewide Long-Range Transportation Plan (LRP) and the Statewide Transportation Improvement Program (STIP) and for amending the STIP as well as for other transportation planning documents.

Public Involvement Procedures for the Statewide Long-Range Transportation Plan

The LRP, required by Title 23 USC, Section 135(f) as amended by MAP-21 and the FAST Act, is the federally recognized transportation plan for the State of Connecticut. It is a policy document that is intended to present a long-term, multi-modal vision of the state's transportation system and serve as a framework for preparing future, more project-specific plans such as the Department's federally mandated STIP. When updating the LRP, the Department undertakes a three-step public engagement effort to solicit public input.

LRP Step 1: Solicitation of Public Input Prior to the Development of a Draft LRP

- **Notice**: The Department announces it is preparing its LRP and commencing a public comment period by issuing a press release to newspaper, television, and radio organizations, including organizations serving minority and low-income populations, and posting this notice on its website.

- **Solicit Comments:** The Department conducts listening sessions in various locations throughout the state to solicit public input on transportation issues and concerns in Connecticut. The public comment period is at least 45 days in length and listening sessions are held in the middle of this period. The dates, times and locations of the meetings are posted on the Department's web site

LRP Step 2: Solicitation of Public Input on the Draft LRP

- **Notice**: The Department announces it has prepared a Draft LRP by issuing a press release as in Step 1 to inform the public that the Draft LRP has been posted to the Department's website. The Notice includes information on the timeframe and ways to provide input on the document. Print copies of the draft document are made available for public review at the Department's headquarters in Newington, Connecticut and upon request, at the offices of each of the Metropolitan Planning Organizations (MPOs) and COGs.

- **Solicit Comments**: The Department accepts comments on the Draft LRP during a public review and a comment period of at least 45 days. During the comment period, at least two PIMs are held to provide the public with an overview of the contents of and the process used to develop the draft document and to provide an opportunity for interested parties to ask questions and provide input on the document. One meeting is scheduled during the day; another meeting is held in the evening. Written comments on the Draft LRP may be submitted at the PIM or via e-mail or mail during the public comment period. Chapters 2 and 8 in this PIP document provide additional requirements and techniques for the PIMs.

LRP Step 3: Posting of LRP Web Page

- **Notice**: After the final document is complete, the Department announces it has posted the final LRP on the Department's website by issuing a press release as in Step 1. Print copies of the final document are made available for public review as in Step 2.

Throughout the public outreach process for the LRP, all items pertinent to the development of the LRP are posted on the Department's web site. These may include: the current LRP; informational brochures; display ads; legal notices; press releases; notifications; material distributed during the listening sessions and PIMs and contact information. Whenever possible, press releases are posted on the State of Connecticut's master web site and on the various individual web sites maintained by the MPOs and COGs in Connecticut. The final LRP is posted on the Department's web site.

Public Involvement Procedures for the Statewide Transportation Improvement Program

The STIP, which is required by Title 23 USC, Section 135 (g) as amended, MAP-21, and the FAST Act, is a four-year financial Planning document that lists all projects expected to be funded in that four-year period. The STIP is developed in cooperation

with MPOs and COGs in the State and must be updated at least every four years; however, the Department strives to update it every two years.

Solicitation of Public Input on the Draft STIP

- **Notice**: The Department posts the Draft STIP to the Department's website and announces it has prepared and posted the Draft STIP by issuing a press release to newspapers, television, and radio organizations, including organizations serving minority and low-income populations. The Department must also publish a legal notice in Connecticut's major newspapers to inform the public that the Draft STIP has been prepared and is posted to the Department's website. This notice states in detail that the STIP will be available for public review for a period of at least 30 days, two PIMs will be held, location and time of these meetings are published as well, and that the Department will receive comments. A press release is also prepared containing detailed information found in the legal notice, background information on the STIP and examples of projects included in STIP.

  A brochure detailing the availability of the STIP and announcing the details of the PIMs is sent to all individuals and businesses that have expressed interest in the transportation planning process. This Interested Parties list may include, but is not limited to:
  - local citizens;
  - affected public and federal 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; and
  - federally recognized Indian tribes in Connecticut.

  This brochure is also sent to each MPO and Rural COG and it is requested that they forward it to their first elected officials and to their own interested parties list to reach a wider audience.

- **Solicit Comments**: The STIP will be available for public review and comment for a period of at least 30 days. Two PIMs on the STIP are held at the Department's headquarters in Newington. One meeting is scheduled during the day with the second meeting scheduled at night to accommodate individuals with different schedules. The Department's headquarters is situated on a bus route and is ADA accessible. A visual presentation is given to explain the process for developing

the STIP and to highlight major projects in the STIP. Time is allotted for questions and comments.

To further extend the reach of public involvement and to reach the constituents of the MPOs, the Department will follow the public information process required by the MPOs. Each MPO and COG is asked to coordinate a public review of its Transportation Improvement Program (TIP) with a public review of the Department's STIP. The Department's staff attends all MPO informational meetings on the TIP/STIP and are available to receive comments and answer questions. The two Rural COGs include the STIP review on their monthly agendas.

Public Posting of the Final STIP

- After review and consideration of all public comments, a final version of the STIP is prepared and submitted to FHWA and FTA for approval. All comments will be considered and the final STIP may be modified to accommodate the comments. The approved STIP is uploaded to the Department's web page.

Public Involvement Procedures for Amending TIPs and the STIP

Public involvement for amendments to the TIP will be facilitated by the MPO. All amendments to the TIP need to be included on the MPOs agenda for endorsement by the MPO's Policy Board. This agenda is sent to all interested parties and made available to the public. Each MPO and COG board provides an opportunity for the public to deliver comments at its meeting. Department staff attends these meetings and are available for questions and comments. Any comments received on TIP and STIP amendments will be included with CTDOT's transmittal of the amendment to the FHWA and the FTA requesting approval. Once approved by the FHWA and the FTA, the updated STIP is posted on the Department's web page.

Examples of revisions that are not considered significant and, therefore, do not require that the Department provide an additional opportunity for the public to comment, include minor changes in project cost and moving projects within the first four years of the STIP/TIP.

Air Quality Conformity Analysis

In Connecticut, the Department is responsible for performing an Air Quality Conformity analysis for all areas of the State. The Department will conduct an Air Quality Conformity analysis when new TIPs are developed, when MPOs develop new Metropolitan Transportation Plans (MTP) and when a major amendment to a TIP is needed. Interagency coordination will occur as specified in the Air Quality Conformity Interagency Consultation Process document.

Once a new analysis is completed, the document is sent to each MPO for its review and the MPO provides an opportunity for the public to review and comment on the document. Each MPO will follow their public involvement procedures to notify the public that a new Air Quality Conformity analysis has been prepared.

Public Involvement Procedures of MPOs

The Department recognizes the important role that MPOs play in transportation planning for Connecticut and participates in a cooperative transportation planning process within the MPO's jurisdiction. As outlined in 23CFR 450.316, the MPO shall develop and use a documented public involvement plan that defines the process for providing reasonable opportunities for the interested and affected public to be involved in the metropolitan transportation planning process. Interested parties may include but are not limited to:

- interested or affected individuals;
- affected public agencies;
- representatives of public transportation employees, public ports, or freight shippers,
- providers of freight transportation services;
- private providers of transportation (including intercity bus operators, employer-based commuting programs, such as carpool program, vanpool program, transit benefit program, parking cash-out program, shuttle program, or telework program);
- representatives of public transportation users;
- representatives of pedestrian walkways and bicycle transportation facilities users; and
- representatives of the disabled.

The Department uses the MPO public involvement process as an important vehicle for soliciting public comments on Connecticut's STIP.

Public Involvement Procedures for Transportation Planning Studies

All transportation planning studies under the jurisdiction of COGs or Towns require public involvement. During the scoping of these transportation planning studies early coordination may be done with the affected COGs and towns to determine the amount of public outreach that will be required. A description of this outreach effort is included in the scope of services for the study to ensure that the public is kept informed and has ample opportunity to communicate their concerns and questions on the study. In addition to internal review of the CTDOT's Technical Team, the following is a list of the public involvement activities that may be used.

- Establish an Advisory Committee (AC) or a Stakeholders Group (SG). All procedures and materials are designed to adhere to Title VI requirements.
- Hold PIMs, as appropriate, throughout the study process to relay information to the general public and solicit their input. The PIM also offers a forum for the Department to learn and respond to community concerns. These meetings are typically held in an open house format to allow individuals to speak one–on–one with Department personnel regarding their concerns and questions with respect to the study.
- Create websites to disseminate information to the public in an easy and cost-effective manner. Depending on the size and scope of the study, a study website may be created for the sole purpose of providing information to and soliciting comments from all stakeholders. It also offers a way to update interested parties on the status of study activities and notify them of upcoming meetings.
- Provide paper copies of the study documents to the office of each COG and at the Department's headquarters in Newington, Connecticut. Upload electronic copies to the Department's or study's website. This provides the public with multiple options to access and view the study reports.

Planning and Environmental Linkages

Planning and Environmental Linkages (PEL) represents a collaborative and integrated approach to transportation decision-making that uses the information during transportation planning to inform the environmental review process. PEL is a process available to assess transportation needs and priorities, screen for community and environmental concerns, and establish priorities for transportation projects and activities. PEL assessments can be on a program level, such as evaluating transportation funding options, or at a project level ranging from large corridor studies to smaller more localized intersection studies.

Public and Stakeholder outreach is an important part of the PEL process and should be scaled according to the project or program. Public involvement may include establishing PACs, holding PIMs or distributing informational materials making sure to include organizations serving minority and low-income populations.

Information collected during the PEL process is used to link these preliminary planning activities and studies to the documentation and decision-making process of the National Environmental Policy Act (NEPA). Public Involvement required for the NEPA process is discussed in Chapter 4 of this PIP document.

CHAPTER 4: PUBLIC INVOLVEMENT FOR ENVIRONMENTAL REVIEW DURING PRELIMINARY DESIGN

Public involvement is required as part of Environmental Review during Preliminary Design for compliance with the National Environmental Policy Act (NEPA) and the Connecticut Environmental Policy Act (CEPA). These regulations require that public involvement begins early in the planning stage to ensure that environmental information is available to the public before decisions are made and before actions are taken. This Chapter briefly explains NEPA and CEPA and then discusses the public involvement and agency coordination requirements for each regulation. Both PIMs and Hearings are required for compliance with NEPA and CEPA. This PIP provides guidance on PIMs and Hearings. Chapter 2 provides detailed guidance on the requirements for identifying environmental justice populations, holding public meetings and hearings and public involvement reporting. Chapter 8 provides a variety of tools, strategies, and techniques to assist Department staff in conducting inclusive and meaningful public involvement.

The National Environmental Policy Act

Compliance with NEPA is required for all transportation projects that use federal funds. Under NEPA, public involvement and agency coordination activities are determined by the level of documentation that is required for each project and its corresponding class of action. The three levels of documentation and the class of action for each are listed below.

- Environmental Impact Statement (EIS): Class I
- Categorical Exclusion (CE): Class II
- Environmental Assessment (EA): Class III

Environmental Impact Statement: Class I An EIS is prepared when there would be significant environmental impacts that cannot be avoided, minimized or mitigated to below a level of significance. Public involvement and agency coordination activities are robust and rigorous and are prescribed by, "The Implementing Regulations of the National Environmental Policy Act." 40 CFR 1500-1508

Categorical Exclusion: Class II Projects are eligible for a categorical exclusion (CE) when they would not have a significant impact on the environment either individually or cumulatively. Public involvement is required and is determined on a project by project basis and is commensurate with the level of public interest and controversy associated with the project.

A list of actions that are eligible for a CE can be found in the Programmatic Agreement between CTDOT and FHWA. A list of projects eligible for CEs for the Federal Railroad

Administration (FRA) can be found in 23 CFR 771.116 and a list of CE eligible projects for the FTA can be found in 23 CFR 771.118.

Environmental Assessment: Class III An EA must be prepared for any action that is not eligible for a CE and yet does not clearly require the preparation of an EIS. An EA is also prepared when the lead Federal Agency concludes that an EA would assist in determining the need for an EIS.

The Connecticut Environmental Policy Act

All projects in the State of Connecticut are required to comply with CEPA. The CTDOT has adopted an Environmental Classification Document (ECD) that categorizes the types of actions that are typically undertaken by the Department.
The ECD provides a list of projects that always require public scoping and the preparation of an Environmental Impact Evaluation (EIE) a list of projects whose degree of impact is indeterminate and may not require an EIE but does require public scoping and a list of projects that are typically exempt from public scoping.

Public scoping refers to the process for soliciting public and agency comments on a state agency action

Public Involvement and Agency Coordination

Under NEPA and CEPA, public involvement and agency coordination activities are determined by the level of documentation that is required for each project. Table 4.1 provides the steps when an EIS/EIE document is prepared and Table 4.2 provides the checklist for the Joint EA/EIE document. Table 4.3 provides the checklist for the State only EIE and Table 4.4 shows the checklist for NEPA CEs and CEPA exempt projects. Each step is discussed in detail in the narrative that follows each table. To avoid a repetitive discussion, only the new steps are discussed under each table.

When projects require the preparation of an EA or EIS under NEPA ***and*** an EIE under CEPA, a joint document (EIS/EIE or EA/EIE) must be prepared and public involvement will comply with the requirements of both regulations.

Public Involvement and Agency Coordination for the Joint EIS/EIE Document

The Joint Federal EIS and State EIE document requires the most public involvement and agency coordination and is required for projects that receive federal and state funding and would cause significant impacts that cannot be reduced to a level of insignificance by mitigation, minimization or avoidance measures. Table 4.1 provides

checklist for the EIS/EIE document. The steps are described in more detail following the table.

Table 4.1 Public Involvement and Agency Coordination Requirements for Joint EIS/EIE Documents.

Check When Completed	Step	Requirement	Responsibility
☐	1	Identify Stakeholders	Office of Engineering (OE) and Office of Environmental Planning (OEP)
☐	2	Identify Cooperating and Participating Federal, State and local Agencies and Begin Interagency Coordination	OE/OEP
☐	3	Identify Members of the Public Advisory Committee	OE/OEP
☐	4	Prepare a project specific PIP	OE/OEP
☐	5	Begin executing the public involvement activities identified in the PIP	OE
☐	6	Hold Pre-scoping Meeting w/ OPM if Requested	
☐	7	Publish Public Scoping Notice in the Environmental Monitor	OEP
☐	8	Publish Public Scoping Meeting Notices in Newspapers and on the CTDOT website	OE
☐	9	Hold Public Scoping Meetings	OE
☐	10	Publish a Notice of Intent (NOI) in the Federal Register	Lead Federal Agency
☐	11	Publish a Notice of Availability (NOA) for the Draft EIS/EIE in the Federal Register	Lead Federal Agency
☐	12	Publish the NOA/Notice of Public Hearing for the Draft EIS/EIE in the Environmental Monitor	OEP
☐	13	Publish Notice of Public Hearings in newspapers, and on the CTDOT website.	OE
☐	14	Hold Public Hearings	OE
☐	15	Publish the NOA for the Final EIS/EIE in the Federal Register and in the Environmental Monitor.	Lead Federal Agency/OEP
☐	16	Publish the Record of Decision (ROD) in the Federal Register and in the Environmental Monitor. Request a Determination of Adequacy from the Office of Policy and Management (OPM)	Lead Federal Agency/OEP

Detailed Information for the EIS/EIE Steps in Table 4.1

Step 1: Identify Stakeholders

- With assistance from OEP, the OE will identify Stakeholders. Stakeholders are those individuals or groups who have lived in or currently live near the project area and have local knowledge of the project area. Stakeholders can help the Department make informed decisions by taking into consideration the activities and needs of the local community. Stakeholders can include members of the public, business owners and representatives from Non-Governmental Organizations (NGO).

STAKEHOLDERS
Individuals or groups who can effect or be affected by the actions of the CTDOT.

COOPERATING AGENCY
A Federal, State, tribe or local agency having special expertise with respect to an environmental issue or jurisdiction by law.

PARTICIPATING AGENCY
Federal, State, tribal, regional, and local governmental agencies that may have an interest in the project.

PUBLIC ADVISORY COMMITTEE (PAC)
Individuals or a Representative from a Group, Association, Organization or Governing Body who can provide local knowledge and a local perspective to the CTDOT.

Step 2: Identify Cooperating and Participating Agencies and Begin Interagency Coordination

- With assistance from OEP, the OE will identify Cooperating and Participating Federal, State and local Agencies and COGs. Agency representatives may also request to be designated as a Cooperating or Participating Agency. This begins Interagency Coordination.

Step 3: Identify potential members for the Public Advisory Committee (PAC)

- With assistance from OEP, the OE will identify members for the PAC. The PAC can include but is not limited to individuals and individual representatives from: neighborhood associations, community-based organizations, non-profit organizations, emergency services providers, corporations, property owners, educational institutions, special interest groups, municipalities and regional governing bodies.

Step 4: Prepare a project specific PIP

- This is a detailed plan that recommends specific public involvement activities that are based upon the demographics of the affected community. This includes: underrepresented persons, persons with disabilities; low income persons; LEP populations, stakeholders; and cooperating and participating agencies.

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Step 5: Begin executing Public Involvement Activities as identified in the project specific PIP.

- The purpose for these public involvement activities is to share information with the public, begin interagency coordination and begin collecting feedback so that CTDOT can lead the collaboration efforts.

Step 6: Publish a Public Scoping Notice in the Environmental Monitor

STEPS 1-8 OF THE EIS/EIE PROCESS CAN AND SHOULD OCCUR SIMULTANEOUSLY.

- OEP will submit the Scoping Notice to comply with CEPA. The purpose of Public Scoping is to formally gather information from other state, federal and local agencies and the public about the proposed project.
- The scoping notice will include a project description, location, contact, and the date and time of a scoping meeting if one is scheduled. Please note that if a meeting is not scheduled, one must be held if 25 or more people or an organization representing 25 or more people request a meeting w/in the first 10 days of the publication of the scoping notice.
- The public will have 30 days from the date of the published scoping notice to provide comments.

Step 7: Publish Public Scoping Meeting Notices in Newspapers and on the CTDOT Website.

- Publish a legal notice in area newspapers two weeks prior to the public scoping meeting with the date, time, and location of the meeting.

Step 8: Hold Public Scoping Meetings

- The meetings, similar to PIMs, are held no sooner than 10 days after scoping notice is published in the Environmental Monitor.

Step 9: Publish a Notice of Intent (NOI) in the Federal Register

- The Lead Federal Agency will submit the Notice of Intent (NOI) for publication in the Federal Register. The NOI provides a formal announcement to the public that a project is being proposed and an EIS will be prepared. The NOI begins the formal NEPA scoping process for the EIS/EIE and starts the clock for completion of the EIS within two years. This two-year completion date is required to comply with the regulations of the Fixing America's Surface Transportation (FAST) Act.

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Step 10: Publish a Notice of Availability (NOA) of the Draft EIS/EIE in the Federal Register

- When the EIS/EIE is ready for public review and comment, the Lead Federal Agency will submit the NOA to the Federal Register for publication to comply with NEPA.
- The EIS/EIE will be available for a 45-day public review period. The documents must be available to the public for at least 30 days prior to holding a Public Meeting or Hearing.

Step 11: Publish a NOA for the Draft EIS/EIE in the Environmental Monitor

- OEP will publish the NOA in the Environmental Monitor to comply with CEPA. Once completed, the EIE must be made available for public review at the office of the local town clerk, the local and State Library, and the CTDOT for a minimum 45-day review period.

Step 12: Publish Notice of Public Hearings in Newspapers and on the CTDOT website.

- EIS/EIE must be made available to the public a minimum of 30 days prior to the Public Hearings or Meetings.
- Publish a legal notice in area newspapers at least once a week for three consecutive weeks prior to the public meeting with the date, time, and location of the meeting including the NOA of the EIE.

Step 13: Hold Public Hearings

- Hearings to be held no sooner than 30 days after the EIS/EIE is made available.

Step 14: Publish Notice of Availability of the Final EIS/EIE in the Federal Register and the Environmental Monitor

- After public comments on the Draft EIS/EIE are addressed and changes to the EIS/EIE are completed, as appropriate, the NOA for the Final EIS/EIE is published in both the Federal Register and the Environmental Monitor.

Step 15: Publish a ROD

- The Lead Federal Agency will submit the ROD to the Federal Register for publication.
- OEP will post the ROD to the Environmental Monitor and request a Determination of Adequacy from OPM.

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Public Involvement and Agency Coordination for the Joint EA/EIE Document

An EA/EIE document is prepared for projects that receive federal and state funding and under NEPA do not require the preparation of an EIS yet are not eligible for a CE. Under CEPA, these projects are classified as not exempt in the ECD. This level of documentation can also be used if the Lead Federal Agency needs assistance in determining if an EIS is required.

Table 4.2 below provides the checklist for the EA/EIE public involvement and agency coordination process. Only the new steps that have not been described above will be discussed in detail.

Table 4.2 Public Involvement and Agency Coordination Requirements for Joint EA/EIE Documents.

Check When Completed	Step	Requirement	Responsibility
☐	1	Identify Stakeholders	OE/OEP
☐		Identify Cooperating and Participating Federal, State and local Agencies and Begin Interagency Coordination	OE/OEP
☐	2	Prepare a project specific PIP (optional but recommended)	OE
☐	3	Begin executing the public involvement activities	OE
☐	4	Hold Pre-scoping Meeting w/ OPM if Requested	
☐	5	Publish Public Scoping Notice in the Environmental Monitor	OEP
☐	6	Publish Public Scoping Meeting Notices in Newspapers and on the CTDOT website	OE
☐	7	Hold Public Scoping Meetings	OE
☐	8	Publish the NOA/Notice of Public Hearing for the EA/EIE in the Environmental Monitor	OEP
☐	9	Publish Notice of Public Hearings and/or Meetings in newspapers and on the CTDOT website.	OE
☐	10	Hold Public Hearings	OE
☐	11	To comply with CEPA: Publish ROD in the Environmental Monitor and Request Determination of Adequacy from OPM	OEP
☐	12	To comply with NEPA: Issue the Finding of No Significant Impact (FONSI), if eligible and NOA	Lead Federal Agency/OEP

Detailed Information for the EA/EIE steps in Table 4.2

Steps 1-11 are similar to those required for an EIS/EIE. As such, to avoid repetition, please see the discussion for the EIS/EIE above for more detail about these steps.

Step 1: **Identify Stakeholders**
Step 2: **Identify Cooperating and Participating Federal, State and Local Agencies and Begin Interagency Coordination.**
Step 3: **Prepare a project specific PIP (optional but recommended for the EA/EIE)**
Step 4: **Begin executing public involvement activities**
Step 5: **Publish Public Scoping Notice in the Environmental Monitor**
Step 6: **Publish Public Scoping Meeting Notices in Newspapers and on the CTDOT website**
Step 7: **Hold Public Scoping Meetings**
Step 8: **Publish a NOA of the EA/EIE in the Environmental Monitor**
Step 9: **Publish Notice of Public Meetings and/or Hearings in Newspapers and on the CTDOT website**.
Step 10: **Hold PIM and/or Hearing**
Step 11: **Publish the ROD in the Environmental Monitor and Request a Determination of Adequacy from OPM**
Step 12: **Issue a FONSI, if eligible**

- If it is determined that an EIS is not required, the Lead Federal Agency will issue the FONSI. The FONSI will be posted on the CTDOT website and the NOA of the FONSI will be mailed or emailed to affected and interested Federal, State and local governmental offices.

Public Involvement and Agency Coordination for the State only EIE Document

A state only EIE is prepared when federal funds would not be used and when the project requires an EIE according to the ECD or when it is determined as a result of a public scoping process that an EIE is required. Detail on all of these steps can be found in the discussion for the EIS/EIE on Table 4.1 above.

Table 4.3 Public Involvement and Agency Coordination Requirements for State only EIE Documents.

Check When Completed	Step	Requirement	Responsibility
☐	1	Identify Stakeholders	OE/OEP
☐	2	Hold Pre-scoping Meeting w/ OPM if Requested	OE/OEP
☐	3	Publish Public Scoping Notice in the Environmental Monitor	OE/OEP
☐	4	Publish Public Scoping Meeting Notices in Newspapers and on the CTDOT website.	OE/OEP
☐	5	Hold Public Scoping Meetings	OE
☐	6	Publish the NOA/ Notice of Public Hearing for the EIE in the Environmental Monitor and in local newspapers and on the CTDOT website	OEP
☐	7	Hold Public Hearings	OE
☐	8	Publish ROD in the Environmental Monitor and Request a Determination of Adequacy from OPM	OE

Public Involvement and Agency Coordination for the NEPA CE and State Exempt Projects under CEPA

Table 4.4 Public Involvement Requirements for Federal CE and State Exempt Projects.

Check When Completed	Step	Requirement	Responsibility
☐	1	Identify the type of CE: Automatic, Programmatic or Individual.	OE/OEP
☐	2	Determine if a Public Meeting is necessary	OE/Town Official
☐	3	Determine if a Public Hearing is necessary	OE
☐	4	Publish Notice of Public Meeting or Hearing in local newspapers and on the CTDOT website.	OE
☐	5	Hold Meeting/Hearing if necessary	OE/OEP

Detailed information for the Federal CE NEPA Document and State Exempt Projects steps in Table 4.4

Step 1: Identify the type of CE: Automatic, Programmatic or Individual

- OE together with OEP with the assistance of the Lead Federal Agency if required will make the determination.

Step 2: Determine if a Public Meeting is necessary

- OE with the Town Official will determine if a Public Meeting is necessary. This will be based upon the level of expected public interest and controversy

Step 3: Determine if a Public Hearing is necessary

- OE will determine if a hearing is necessary based upon the level of public controversy.

Step 4: Publish Notice of Public Meeting or Hearing

Step 5: Hold Public Meetings or Hearings

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Public Involvement and Agency Coordination for the NEPA CE and Projects Requiring Public Scoping Under CEPA

Table 4.5 Public Involvement and Agency Coordination for the NEPA CE and Projects Requiring Public Scoping Under CEPA

Check When Completed	Step	Requirement	Responsibility
☐	1	Identify the type of CE: Automatic, Programmatic or Individual.	OE/OEP
☐	2	Hold Pre-scoping Meeting w/ OPM if Requested	
☐	3	Determine if a Public Meeting/ Hearing/ is necessary	OE/Town Official
☐	4	Publish Public Scoping Notice in the Environmental Monitor including meeting notice (if scheduled)	OEP
☐	5	Publish Notice of Public Meeting or Hearing in local newspapers and on the CTDOT website.	OE/OEP
☐	6	Hold Scoping Meeting/ Public Info Meeting or Hearing (if scheduled or requested)	OE/OEP
☐	7	Publish Post Scoping Notice in Environmental Monitor	OEP

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CHAPTER 5: PUBLIC INVOLVEMENT DURING THE DESIGN/SURVEY/RIGHTS-OF-WAY PHASES OF PROJECTS

The Department is responsible for public involvement during the Design, Survey and Rights-of-Way phases of projects. Specific procedures for public involvement will vary with the scope and location of the project, as well as with other factors including whether or not it is a municipally administered design and/or construction contract. Such procedures will be governed by this PIP and the Department's Work Zone Safety and Mobility Policy and Implementation Plan and will be consistent with 23 CFR 771.

Chapter 2 of this PIP provides detailed guidance on the requirements for identifying environmental justice populations, holding public meetings and hearings and public involvement reporting. Chapter 8 details the variety of tools, strategies, and techniques available to assist Department staff in conducting inclusive and meaningful public involvement.

Design

Once a project has been identified and initiated for design, the lead agency/office should notify the town official. This notification should include a description of the proposed activity, schedule and a Department/Municipal contact for additional information.

The Department will discuss the need for a PIM or hearing with the town officials. The opportunity for public comment and participation can be made at this time for the action's sponsors to identify any additional specific issues and concerns that need to be addressed.

The public involvement processes shall be proactive and provide timely public notice, full public access to agency/municipal personnel during the decision-making process, opportunities for early and continuing involvement, and detailed information, so the public can evaluate the project's importance, anticipated costs, impacts and benefits. The public involvement process will assure the public has the opportunity to help shape the substance of the project.

If the Department and the town official believe a public meeting is not warranted, the Department will document the determination and concurrence by the town official in the project files.

As the design progresses though the design stages to completion (e.g. Preliminary Engineering studies, Preliminary Design, Semi-Final Design, and Final Design), the Department/Municipality may conduct public meetings or other public outreach methods prior to and at any time during the development of the project. Depending on the public involvement strategies deemed appropriate for the project. At a minimum, there will be

at least one opportunity for a public hearing to be held for any federal-aid project which requires significant amounts of right-of-way, substantially changes the layout or functions of connecting roadways or of the facility being improved, has a substantial adverse impact on abutting property, otherwise has a significant social, economic, environmental or other effect, or for which the Department determines that a public hearing is in the public interest.

Survey

Direct notification should also be made to property owners at the start of land survey activities, and subsurface investigations including environmental testing (when entry onto private property is required). This notification is the responsibility of the office overseeing or performing the activity on private property. The notification would also advise the property owner of the Department's "right of entry" policy and provide an outline of the procedure. The notification must also request an authorizing signature on a form provided by the sponsoring agency acknowledging the property owner's understanding of the information provided.

Project Managers will document issues and commitments made during the survey/design/right of way processes and make those responsible for completing the project aware of the issues and commitments.

Rights-of-Way

For actions that require the acquisition of additional rights-of-way, owners of affected properties shall be contacted individually to review those effects with a representative from the DOT Office of Rights-of-Way. This will also be stated during the public involvement activities and it will be noted that ROW acquisitions must follow the Uniform Relocation Act (CGS.13a-73, CGS. 13a-98e, and CGS. 8-273a).

For projects determined to be "significant" under the Department's Work Zone Safety and Mobility Policy and Implementation Plan, a Transportation Management Plan (TMP), including a project specific PIP also referred to as a Public Outreach/Public Involvement (PO/PI) program will be developed.

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CHAPTER 6: PUBLIC INVOLVEMENT DURING THE CONSTRUCTION, OPERATIONS & MAINTENANCE PHASES OF PROJECTS

Public Involvement during the Construction Phase

Once the construction phase of a project is initiated, the responsibility for continued project involvement and commitment to implementing context-sensitive solutions is transferred to the Department's Office of Construction (OC). It is important to upload the final posting of documented public involvement information to a centralized document control system by the Project Design Unit to the OC as soon as the plans, specifications and estimate for the contract are approved for a project letting. Informal and early coordination between the design and construction phases of projects is encouraged and necessary, especially for significant and/or controversial projects.

Chapter 2 of this PIP provides detailed guidance on the requirements for identifying environmental justice populations, holding public meetings and hearings and public involvement reporting. Chapter 8 details the variety of tools, strategies, and techniques available to assist Department staff in conducting inclusive and meaningful public involvement.

It is important to maintain some level of public outreach and involvement during the project construction phase. In addition to the public involvement that was established during the project planning and design phase, it now becomes important to also reach out to the traveling public who will be affected during project construction. Two critical stakeholders during the construction phase include:

1. ***The Community*** – The continuation of outreach may involve those persons, groups, officials, agencies, etc. that were involved in the planning and design phases of the project. They have an extended interest in the project through the construction period, and after, to ensure that commitments are maintained. It is important to continue to keep the community informed using appropriate outreach tools.

2. ***The General Public*** – This group consists of those persons, groups, etc. who were not necessarily involved with the project in the planning, design and/or environmental phases of the project but will be affected by direct and/or indirect disruption to the transportation network. The affected public is inclusive of the general traveling public as well as emergency services personnel, trucking companies, transit operators, etc. It is very important to keep this group informed and seek their input to promote positive public relations for the Department, help

achieve desired traffic flow and re-routing, maintain work zone safety, and generally reduce the impacts of the construction.

The October 2007 FHWA Work Zone Safety and Mobility Rule identifies very specific requirements for public involvement in the planning, design and construction phases of a project, as well as during the subsequent operation of the facility. The Work Zone Safety and Mobility Rule, as codified in 23CFR630, Subpart J, requires the sponsor agency (CTDOT) to develop a TMP for "significant" projects. An important key element of the TMP is development and implementation of an effective public information and outreach campaign to mitigate negative construction zone impacts related to congestion and safety for workers and the traveling public. A significant project is defined as a project that, alone or in combination with other concurrent projects nearby, is anticipated to cause sustained work zone impacts (i.e., mobility or congestion and worker/traveling public safety) that are greater than what is considered tolerable in engineering judgment. The public involvement component must include communication strategies that inform affected road users, the general public, area residents and businesses and public entities about the proposed and ongoing project, anticipated work zone impacts and changing project and travel conditions. During the construction phase of a project, it is important to keep the Department of Transportation's Office of Communications and Operations Centers advised regularly on project conditions that will affect the traveling public. The information provided will be used to publish press releases, and to keep the media and public informed about on-going construction projects as well as real time advisories via the Department's permanent variable message board system.

To assist in facilitating the dissemination of public information during project development and implementation, as well as during subsequent maintenance activities, the FHWA has developed the Work Zone Public Information and Outreach Strategies Guide. This informative guide is aimed at assisting transportation agencies in the planning and implementation of effective public involvement and outreach plans for all projects. The comprehensive Guide covers all aspects of public outreach from determining the scope of the plan through evaluating the effectiveness and should be used to supplement both Chapters 2 and 8 in this PIP. Effective methods and strategies on how to communicate with the targeted audience during construction are identified and explained in the Guide. These strategies include:

- Branding – Establishing a trademark for the project work zone campaign
- Media Outreach – Radio, TV and newspapers reports for all major operational work and special events,
    - Consider providing announcements in the language of Limited English Proficiency (LEP) populations, where applicable, in specific locations
- Websites –
    - Project information site – (can be continued from Design/NEPA phase)
    - Department website regularly reports work zone areas that affect traffic patterns
- E-mail Alert – Direct contact with subscribers and the Department is developing the 511 service which provides current information about travel conditions,

allowing travelers to make better choices
- Social Media including Facebook and Twitter.
    - Inform the public of Mobile Phone Apps for live traffic updates and transit schedules that are affected by work zone areas Printed Materials – Project brochures for distribution
- Project Information Phone Line/Highway Advisory Radio – Free calls to get updates
- Site Specific signage including but not limited to, Changeable Message Signs-On-site resources for drivers
- Public Meetings, Workshops, Community Events – Opportunities for project and work zone information for the public, including Listening Workshops
- Project Information Center – On- or near-site accessible locations, possibly the project field office
- Videos – Readily available for widespread use
- Highway Operations Center, which provides information to the public 24 hours a day, 7 days a week, 365 days a year

The importance of good public involvement and outreach in the construction of a project cannot be over-emphasized. Not only does it ensure regulatory compliance, but it will provide for a safer and, potentially less congested, work zone. It will also promote goodwill for the Department by keeping the public informed and involved during the critical, highly visible construction phase of a project.

Public Involvement during the Highway Operations and Maintenance Support Phases

The operation support for Connecticut's transportation system is a critical link between the Department and the public. These functions are evident on a daily basis with a direct link that benefits the public, town officials, community groups, highway users, law enforcement personnel, and others. After the construction phase of a project is completed, the operation and maintenance support phase begins. For nearly completed projects, there should be an assurance that all environmental commitments and mitigation measures are in place. Information on those measures should be transferred from the OC's District Office to the Department's Bureau of Highway Operations District Maintenance Office. No legal public involvement requirements are applicable during the operation and maintenance support phases, but methods for ongoing communication with the public and procedures for Department project follow-up should be established between District's Construction and Maintenance Staff. Most of the public involvement in these phases will most likely be in the form of written questions and/or complaints from the public. The best way to respond to these issues is to ensure that the public is adequately and proactively informed about a specific project or maintenance activity and that all communications are responded to promptly and effectively. All of these questions and concerns can be answered by having access to the project documents and having discussions with the previously involved Project Design and District Construction Staff. Having accurate and thorough project information and continued

sensitivity to public concerns throughout the operations and maintenance support phase will enable the Department's District Maintenance Office to respond to public inquiries in a timely and efficient manner. By following these guidelines, the Department can minimize miscommunication with or the confusion of individuals who may be impacted by a transportation project.

The Department's Office of Maintenance conducts numerous maintenance activities on a daily basis throughout the state that can affect travelers, residences and businesses. These activities can range from roadway resurfacing and bridge maintenance to guiderail installation and tree removals as well as major traffic generator projects approved through the Office of the State Traffic Administration and administered through the District Maintenance Special Services Section. Public outreach for maintenance activities that will result in a long-term (one day or more) disturbance of traffic movement can be conducted using the following process:

- A letter is sent to Town Officials from the Department's District Maintenance Director advising them of the termini and incidentals that will be completed as part of a resurfacing project or other longer duration projects.
- Town Officials are requested to contact the Department's District Maintenance Special Services Section with any conflicts, concerns or any questions they may have.
- The Council of Governments (COGs) are notified of the details of resurfacing projects by staff in the Department's Bureau of Policy and Planning.

A copy of the resurfacing list is also sent to:

- The Department of Administrative Services to include in the contract
- Utility and Public Service Companies
- The Department's Office of Communications is also provided with a copy of the list, and a press release is published prior to the start of each project termini.

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CHAPTER 7: PUBLIC INVOLVEMENT FOR THE BUREAU OF PUBLIC TRANSPORTATION

The Bureau of Public Transportation is responsible for the day-to-day operations of rail and bus transit services, capital project planning and implementation, conducting planning studies, and the management and oversight of other federally funded programs. Public involvement activities are required for all of these activities and are specific to the requirements for the FRA and the FTA.

Chapter 2 provides detailed guidance on the requirements for identifying environmental justice populations, holding public meetings and hearings and public involvement reporting. Chapter 8 provides a variety of tools, strategies, and techniques to assist Department staff in conducting inclusive and meaningful public involvement. This section provides additional guidance for complying with the specific requirements for the FTA and the FRA.

Public Transit Service Provision

The Bureau of Public Transportation maintains ongoing communication with customers using traditional as well as non-traditional methods of communication. Customer interaction can take place through our customer information centers via telephone or in person at customer service kiosks where available, postal mail or via email, where we have distinct email mailboxes for service complaints and comments.

Consumer input is also solicited at community outreach events. Corporate outreach is led by our CTrides program. Other meetings and opportunities for input are provided at advisory councils in other transit and paratransit service areas around the state, including ADA Advisory Councils in areas where ADA paratransit is provided by the state contractors. Mobility ombudsmen perform outreach in the communities they serve to provide information about the available services and collect information on gaps in service. Rail feedback is also solicited through the Connecticut Commuter Rail Council which holds monthly public meetings in the rail service areas.

Fare and Service Changes

The Department has specific requirements when fare changes or major service changes are proposed. A draft Service and Fare Equity analysis (SAFE) must be conducted and presented to the public for comment, at public meetings and public hearings for fare changes in the service area. Details of the mandated outreach effort are outlined below.

Title VI Fare and Service Equity Analyses

The Department conducts equity analyses for any fare change and for major service changes, as defined in the CTDOT SAFE Policy. There are four steps to the equity analysis as described below.

Step 1: Prepare the Narrative for Proposed Fare and/or Service Changes

- The Department will develop the narrative of proposed fare and/or service changes. These narratives are prepared as part of the normal service review process and analysis of proposed changes, or as part of the financial analysis package for a fare increase that is done as part of the budgeting process.

Step 2: Analyze the Proposed Major Service and/or Fare Changes

- Using the established thresholds in the SAFE Policy, the Department will analyze the proposed major service and/or fare changes to determine if a disparate impact or disproportionate burden exists. If so, we will examine whether alternatives exist to modify the proposed changes in order to avoid, minimize or mitigate the disparate impact(s) or disproportionate burden(s), where practicable. If there is no alternative that avoids, minimizes, or mitigates the disparate impact or disproportionate burden to the minority/low-income populations an explanation and justification of the proposed changes will be prepared to present at the public hearings.

Step 3: Conduct Comprehensive Community Outreach

- The Department will conduct a comprehensive community outreach process to afford the public with opportunities to provide input, alternatives, or request clarification of the proposed changes. Community outreach may include a combination of public hearings, and community-based organization meetings.
- The Department will issue a news release announcing the public hearings and the dates and locations of each hearing will be posted to the Department website at least two weeks prior to the public hearings. In addition, legal notices will be published in newspapers. Interior notices regarding the public hearings and the opportunity for public comment will be placed on buses and at Hartford Line, New Haven Line and Shore Line East rail stations, as appropriate, for the changes proposed. Seat drops of the notice will be provided on trains.
- To ensure sufficient public participation from minority and low-income communities the Department will conduct outreach to CBOs and FBOs. This will involve emailing all CBOs and FBOs within the affected service areas (for statewide service changes and fare changes, all CBOs and FBOs in the

Department's database will be contacted) with the public hearing information and a copy of the news release, and a copy of the draft SAFE analysis.

- In addition to contacting the CBOs and FBOs the Department will provide this information to all COGs. During the two weeks leading up to the public hearings, the Department will send reminders and any updates to all CBOs, FBOs and COGs.
- The meeting notices are considered vital documents and the Department will adhere to its Language Assistance Plan to ensure that LEP populations within the affected service area(s) are informed of the proposed service or fare changes and can participate in community discussions. The Department will refer to the LEP and Safe Harbor maps to determine what languages should be considered when written materials are produced. Documents detailing the proposed changes will be provided in English and Spanish, with a statement in any identified LEP languages that reach the Safe Harbor threshold directing LEP populations to contact the Department for language assistance.
- During the hearing the Department will explain the purpose of the hearing, the proposed changes, and the results of the analysis. The Department will discuss strategies used to minimize and mitigate any disparate impacts or disproportionate burdens found during the analyses (should any exist). The moderator will open the hearing to provide the public with the opportunity to make comments. All comments pertaining to the proposed changes will be documented and addressed as appropriate for the final hearing record.
- After all scheduled public hearings have been held, a final email will be sent to CBOs, FBOs, COGs, and individuals who provided an email on public hearing sign in sheets, thanking those who attended and providing details on how to submit comments during the remainder of the comment period.

Step 4: Evaluate Comments and Feedback

- The Department will review all comments and feedback and determine whether there should be any revisions to the proposed changes. If the major service changes and/or fare changes must be implemented, despite disparate impacts or disproportionate burdens, the Department will demonstrate that it has a substantial legitimate justification and has analyzed the alternatives to determine that the proposed service and/or fare changes have had their impacts minimized to the extent possible.

Capital Projects Implementation

When an environmental review is required for any capital project, such activities are delegated to the environmental planning office. All public involvement activities in the environmental phase of projects are then conducted in accordance with Chapter 4 of this report. As with any other projects, a stakeholders group is carefully selected, but with public transportation projects, care is taken to ensure that the stakeholders groups included transit advocacy and interest groups and the public who use public transportation.

As projects progress into the design and construction phases, there is additional public participation recommended or required. For all projects, the public involvement process that is followed mirrors the processes spelled out earlier in this report, or it is conducted directly by departmental staff or their consultants and will comply with the public involvement process laid out in chapter 5 for design of project.

During construction, which is typically managed by Bureau of Construction staff or consultants, the same public processes are followed as for any departmental project as described in chapter 6.

Planning Studies

Planning studies managed by Bureau staff follow the same public outreach and involvement steps described in Chapter 3 though the composition of the advisory groups of stakeholders may vary somewhat from the groups given as examples in Chapter 3 due to the different nature of certain transit planning studies.

Section 5307: Federal Transit Administration Urbanized Area Formula

Public participation for the Federal Transit Administration Urbanized Area Formula Program (Section 5307), is established in coordination with the MPOs and eligible FTA grant recipients within the State. The Department relies on the public participation process of the STIP/TIP to satisfy the Section 5307 public involvement requirements for the Program of Projects (POP).

Projects for the Section 5307 program are introduced through various sources including the transit operators, COGs, the public, legislative bodies and the CTDOT. Each project is vetted for clarification, need, cost and schedule. All comments are reviewed and considered as the project lists are finalized. After a thorough review of the proposed projects and a collective review by all stakeholders, a final POP is agreed to. Projects are then programmed in the 5-year Capital Plan, are submitted for TIP/STIP review, approval, and the appropriate UZA Split agreements are executed.

During the TIP/STIP approval process, the Department coordinates with transit organizations, towns, state officials, community leaders and community organizations as well as the MPOs. Comments that are received are reviewed and considered as the project lists are finalized.

State-Managed Programs

The federal authorization includes several programs that are mandated to be managed or overseen by the state departments of transportation. These programs are funded under the Section 5310 Elderly Individuals and Individuals with Disabilities program and Section 5311 Non-Urbanized Areas programs. While 5310 funding is allotted to the large urbanized areas and local recipients could manage those programs, in Connecticut the management has been deferred to the state and completely managed by the state for large and small urbanized and the non-urbanized areas.

Section 5310 - Federal Transit Administration Elderly Individuals and Individuals with Disabilities

Public participation is carried out for the Federal Transit Administration Elderly Individuals and Individuals with Disabilities program (Section 5310), in coordination with metropolitan planning organization and grantees. Projects that are awarded funding must be derived from the locally coordinated public transit – human services transportation plan.

- **Outreach:** The Department prepares a one-page application notice to briefly explain the program and how to apply. When distributing the application notice, the Office of Transit and Ridesharing uses the contact lists for Community and Faith-based organizations kept up-to-date by the Office of Contract Compliance. The application notice is distributed via e-mail to prior recipients, interested parties that have asked to be included in the distribution, community and faith-based organizations and transportation providers. The application is also posted to Biznet, which is a state administered portal for information on state contracts, solicitations, and vendor information.

  The Department website has a page on the Section 5310 program to provide application information and explain reporting requirements. Department staff is available for technical assistance on completing the application or reporting via phone or email.

- **Monitoring**: Applicants must explain how they will inform people with limited English proficiency, seniors, and people with disabilities about the availability of the services they will provide. They must also provide demographic data for their service area. To verify compliance, during site visits staff reviews how the grantee provides information about the services they provide, how they inform people of their rights under Title VI, and how they implement their public participation plan and language assistance plan.

Section 5311: Federal Transit Administration Formula Grants for Non-Urbanized Areas

Every four years the Department solicits Section 5311 Grant Applications from current Section 5311 subrecipients as well as private bus companies operating intercity service in non-urbanized areas. The grant application is posted on the Department website for public view. Any entity which currently is not a subrecipient is welcome to submit their proposal and complete application. In their Section 5311 Four Year Grant Application, subrecipients must provide service area data on what percentages of the population are minority, low income, and LEP.

Department staff is available for technical assistance on completing the application via phone, email, or a visit at the subrecipient/applicant's office. Through the Section 5311 Four Year Grant Application process, the Department requests its subrecipients to describe their public involvement efforts and community outreach.

- **Monitoring:** Each Section 5311 subrecipient is required to have a Public Participation Plan in place which is reviewed and approved by the Department. At a minimum, Section 5311 Subrecipients' Public Participation Plans contain information about:
    - scheduling meetings at times and locations that are convenient and accessible for minority and LEP communities;
    - employing different meeting sizes and formats;
    - coordinating with community- and faith-based organizations, educational institutions, and other organizations to implement public engagement strategies that reach out specifically to members of affected minority and/or LEP communities;
    - considering radio, television, or newspaper ads on stations and in publications that serve LEP populations. Outreach to LEP populations could also include audio programming available on podcasts; and
    - providing opportunities for public participation through means other than written communication, such as personal interviews or use of audio or video recording devices to capture oral comments.

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Chapter 8: Public Involvement Tools, Strategies and Techniques

Quality planning and project development requires meaningful input from the public. Many members of the public are genuinely interested in transportation and transit plans, programs, and projects but may not know how to effectively provide input. This chapter provides a variety of tools, strategies, and techniques to assist Department staff in conducting inclusive and meaningful public involvement.

Building Community Relations

Building relationships with community leaders, community-based organizations and faith-based organizations provides opportunities for the Department to achieve the following:

- Expand the sharing of information and ideas;
- Increase the level of input received;
- Identify current or historical issues; and
- Establish credibility and trust.

The OCC maintains a *Resource Directory for Community Outreach and Employee Referrals* and attempts to expand and update the Directory as frequently as possible. In addition to the Directory, making efforts to identify additional organizations and community leaders in the project area is highly encouraged.

Consulting with community leaders, community-based organizations and faith-based organizations, may be helpful to determine appropriate times and locations for public engagement activities.

Engaging Diverse Populations

The traditional public informational meeting or hearing may not be the most effective tool to encourage input from historically underrepresented populations.

Consider identifying regularly scheduled community meetings (e.g. Neighborhood Revitalization Zone meetings, school PTA meetings, senior citizen centers, etc.) and requesting to be included on the agenda may provide an additional avenue for reaching populations that customarily are not reached with traditional public involvement activities. Presenting at already established community meetings also reduces administrative costs for hosting traditional PIMs or hearings.

Best Practices for Inclusive Public Informational Meetings and Hearings

- Conduct public meetings in non-intimidating environments (e.g. community centers, senior centers, churches, town halls, schools, locally owned businesses).
- Have a member of the Project Management Team or community representative document meeting notes for those unable to read and/or write.
- Develop materials at an elementary school reading level to accommodate literacy concerns.
- Conduct public meetings or public hearings along a transit corridor.
- Schedule multiple meetings at various locations and times if doing so will ensure meaningful access and participation.
- Consider having a community member assist at the sign-in table.
- Provide childcare and/or refreshments.

Attending public events or identifying public places to disseminate information pertinent to the project may help to maximize public engagement either by distributing fliers or by setting up kiosks/booths to discuss details of the project. The following are examples of nontraditional places where grassroots outreach can be performed:

- distributing information about a project or upcoming opportunities for public involvement at transportation hubs, transfer stations or heavily used transit stops; this is especially beneficial for transit projects;
- setting up a booth at community fairs or events to increase exposure for a project plan and distribute fliers or other information; and
- sharing posters or project information at shopping centers, where the project team can reach a large number of people from diverse backgrounds, and at community centers or other common community gathering places.

Strategies for Overcoming Participation Barriers

Effective public engagement strategies must strive to eliminate barriers to allow for full and active participation. Barriers to effective participation and strategies to overcome these barriers are outlined in Table 8.1.

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Table 8.1 Barriers to Effective Participation and Strategies to Overcome

Barriers to Participation	Strategies to Overcome	
Language and Literacy	• Translate major documents (or summaries thereof). • Provide translators at meetings, or other efforts as appropriate to ensure that limited-English speakers potentially affected by a proposed action have an understanding of the proposed action and its potential impacts. • Provide opportunities for public participation through means other than written communication, such as personal interviews or the use of audio or video recordings devices to capture oral comments.	
Access	• Use variation on the type and number of media used, so that communications are tailored to the preferences of the particular community or population. Often EJ populations may feel hesitant to participate in large public gatherings at a government facility but would be more receptive to small group or individual discussions in community centers, places of worship, or individual homes. • Use locations and facilities that are local, convenient, and accessible to the disabled as well as the low-income and minority communities. • Schedule meeting times that take into consideration employment shifts, childcare needs, and public transit schedules.	
Leadership	• Coordinate with individuals, institutions, or organizations in the affected community to educate the public about potential health and environmental impacts. • Identify local leaders willing to help collect information from their constituents and local residents. • Perform targeted public outreach such as interviewing social service organizations.	
Involvement (Post Notices or have Pop-Up Events)	• Door to door. • Neighborhood meetings. • Business meetings. • Church bulletins and meetings. • Homeowner or Tenant Meetings. • Senior Centers • Local cultural events. • Labor Union meetings. • Sporting Events. • School Events.	• Street fairs. • Barber Shops. Beauty Salons. • Grocery Stores. • Libraries. • Social Services offices. • Transit Stops. • Social Media • Public health clinics. • Food banks. • Homeless shelters. • Community centers. • Ethnic Radio Stations.

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Public Outreach Plans

Creating a public outreach plan and outlining detailed milestones with target completion dates can be helpful in achieving meaningful and inclusive public participation. Examples of Public Outreach Plans can be found in Appendix D. Public Outreach Plans can prove to be especially useful when there is a federal or state requirement to offer a public comment period.

Communicating with the Public

- **Newsletters:** Newsletters are an effective communication tool for disseminating information on projects because they are generally written for and distributed to a targeted audience. A newsletter can highlight key messages to the public in a single document and communicate project updates at regular intervals or tied to key project milestones. When developing newsletters, it is important to consider the following:
    - Write in short sentences and paragraph so that stories can be easily scanned by the reader.
    - Keep it simple, limit the use of jargon and overly complex technical references.
    - Make maximum use of photos and graphics.
    - Avoid jargon or acronyms commonly used by planners and engineers.
- **Flyers:** Flyers are an effective way to get information to a target population group such as affected property owners, seniors, or families with school-age children. Generally, flyers are used to communicate a simple message like the notification of an upcoming meeting. When developing a flyer, it is important to consider the following:
    - Graphics and varying the size of letters make the flyer more attractive and eye catching.
    - Use as few words as possible.
    - Make sure to cover the five W's at a minimum – who, what, where, when, and why.
- **Fact Sheets:** A fact sheet that simply explains the purpose of a project in layperson's language is an effective communication aide, especially at public meetings or on a project website. Generally, a fact sheet should be no more than one letter-size page, double sided and include a clear explanation of the facts and answer the five W's (who, what, where, when and why). Information should be presented in visually distinct sections headed by a bold title and if available, include a map of the project area.

  Some fact sheets are best presented as Frequently Asked Questions (FAQs) and allows the Department to answer some of the most common questions in a way that is easy to understand and helps the reader learn more about the project.
- **Variable Message Boards:** Variable message boards can be used at the project site to "announce" the project will be coming or to inform people of an

upcoming detour in the area. Useful to notify the everyday people that travel in the area.

Diverse Meeting Formats

There are a wide range of meeting types and techniques to choose from and most public involvement processes will call for a variety of meetings throughout the course of a project. Exploring different meeting formats may be beneficial in ensuring that the most appropriate format is provided to increase opportunity for public input. The most familiar meeting format is the public informational meeting, in which the public is provided an opportunity to view project information on display prior to a formal presentation from the project team followed by a question and answer period. Table 8.2 provides alternative meeting formats for situations where the traditional meeting format may not be effective with the target audience.

Table 8.2 Alternative Meeting Formats

Format	What it is	What it does	When it is used
Public Advisory Committee (PAC)	A group of stakeholders that meet regularly to provide information, guidance, and discusses issues or concerns.	Provides a forum for an exchange of ideas and feedback on project development.	Most effective in large or controversial projects. Provides the project manager with local knowledge, opportunities for collaboration, and public outreach support.
Brainstorming Session	A meeting with free flowing discussion to generate ideas.	Creates an open atmosphere where a range of ideas can be discussed.	Useful at the beginning of projects to develop new ideas and get a consensus on priorities.
Charette	An interactive workshop focused on creating design concepts or problem solving.	Engages stakeholders in identifying their vision and values and gives an opportunity to voice ideas or solutions.	An effective tool when trying to understand community vision and build consensus.
Visioning/Roundtable Discussion	A structured exercise that engages people in thinking about what they want for their community.	Clarifies what a community values and what it wants for its future.	Best used early in the project development phase when the project and goals are being defined.
Community Leader Interviews	Conversation with an individual who is widely perceived to represent a community's interests and plays a role in protecting them.	Allows dialogue and information exchange in an informal setting.	An effective means to get background information on a project and understand community values and sentiments. Also can build trust in a

			controversial project process.
Collaborative Task Force	A group that works on a specific task with a deadline to complete an assignment.	Brings together key stakeholders to resolve a problem or issue.	Most effective when the group is dealing with an issue that can be resolved through dialogue and cooperative effort.
Focus Groups	A small group meeting facilitated to gauge opinions from a representative sample of constituents.	Allows for in-depth discussions and exploration of views on issues.	Helpful tool when seeking feedback on people's perceptions of problems and alternatives.

Virtual Public Involvement (VPI)

Technology has made it possible to provide project information to interested parties and the traveling public throughout the public timeline. Project communication can include notifications of project updates, events, milestones, construction disruptions and detours.

While under normal circumstances VPI is intended to supplement traditional public involvement methods, certain situations may lead to VPI as the primary method for public involvement. These circumstances may include:

- Duration of/in the aftermath of an officially declared national disaster or pandemic.
- State of Federal Executive Orders suspending open meetings or otherwise temporarily impacting the ability to hold public gatherings or making physical copies of documents difficult to access.

For additional guidance on using effective VPI tools to engage stakeholders, visit FHWA's Virtual Public Involvement Fact Sheets, or refer to Appendix E for copies of the FHWA fact sheets.

For additional resources on conducting effective VPI, including FHWA webinars and how to videos, visit FHWA's Extending Our Reach Video and Webinar Series.

Social Media: Social media has become a cornerstone of effective communication. Facebook and Twitter can be used for online project communication including notifications of project updates, events, live streaming public meetings (see Appendix E, "FHWA's Digital Tools to Enhance In-Person Events" for additional guidance), construction disruptions, project milestones, or exciting project photos. Stakeholders, including community and faith-based organizations may be willing to share project updates on their own social media sites.

Social media provides a low-cost opportunity to keep the dialogue about a project or issue current. It is important to ensure that posts are up to date; keep in mind that this outreach tool is only reaching those with access to the internet.

Public Informational Webpages (PIWs): All Categorical Exclusion (CE) projects will have some manner of public involvement depending on a number of factors such as project type, location, impacts, long-term effects, and public opposition. A Public Informational Webpage (PIW) may be another way to relay information to the general public.

The Public Informational Webpage Guidelines on the CTDOT Public Involvement Resources Webpage (located on the Intranet) provides guidance on hosting a PIW, including when it is an appropriate outreach method.

3D Modeling: 3D graphic techniques such as digital rendering, interactive modelling and virtual tours have been found to be very effective tools to help the public visualize how a complex proposal will look, fit in, and function. A Quick Response (QR) code can be included on public notices, posters, flyers, websites etc. and can be accessed from a cell phone. Members of the public can even stand at the site and use their phone to see a final rendering in any direction. See Appendix E "FHWA's Project Visualization" for additional guidance.

Radio and Television: Radio and television are powerful media sources that capture a wide audience. Interviews on news programs are an effective way to deliver project information. Additionally, radio can be used as a method of announcing meetings, workshops, and project milestones.

Electronic Surveys and Polling: Electronic surveys allow the public to provide valuable input on a specific set of questions without requiring them to attend a public informational meeting or hearing. On top of a number of other uses, surveys can be used to develop community profiles and help determine regional priorities and concerns.

Interactive electronic polling allows participants to respond to a series of questions in real time using a handheld electronic device. The service can register participants' responses and project them graphically on a screen, providing an opportunity for engaging discussion and instantly capturing public opinions.

See Appendix E, "FHWA's Digital Tools to Enhance In-Person Events" for additional guidance.

Virtual Town Halls: Virtual town halls or virtual public meetings offer stakeholders a way to take part in the planning process without traveling to a meeting location, such as a school or conference center. Stakeholders may join the meeting via teleconference, or by using online meeting software they access from their own computers or from a computer available in public locations, like a local library. In some formats, attendees at virtual town halls can engage in live polling and other dynamic information-sharing or listen to a simulcast in a language other than English. For additional guidance refer to Appendix E, "FHWA Virtual Town Hall Factsheet".

Websites: Project websites are increasingly being used as a communication tool in transportation project and provide 24-hour electronic access to information, and a 24-hour opportunity to comment. Websites are useful for tracking public interest through traffic tracking and analysis tools and provide a platform for conducting surveys and polls.

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CHAPTER 9: PUBLIC INVOLVEMENT AND REVIEW

The public involvement process will be completed to ensure an opportunity for all to participate in our process. The PIP will be available for the public to review and comment from August 24, 2020 to October 9, 2020, as required under 23 CFR 450.210.

A Display Advertisement will be placed in Connecticut newspapers including but not limited to those listed below.

The Connecticut Post	The New Haven Register
The New London Day	The Torrington Register Citizen
	La Voz
The Danbury News Times	The Northeast News Today
The Hartford Courant	The Waterbury Republican-American
	The Norwalk Hour
The Manchester Journal	The Stamford Advocate and Greenwich Times
The Middletown Press	The Willimantic Chronicle

The Display Advertisement will inform the public of the availability of the PIP for their review and comment. It will specifically identify the starting and ending date of the comment period. A copy of this notice will be included in Appendix F of the final report.

A Brochure detailing the availability of the PIP for review and comment will be sent to a little over 1100 individuals (using our Title VI, EJ and LEP contact database) and businesses who have expressed interest in the past in the Transportation planning process. A copy of this brochure will be included in Appendix F of the final report.

Comments and concerns will be received, addressed and incorporated in the final document. The department encourages the MPOs and the Rural COGs to have the PIP available in their office for public review and comment. This extends the PIP public involvement process to most parts of the state.

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APPENDIX A

PUBLIC ENGAGEMENT CHECKLIST

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CTDOT Public Engagement Checklist

This checklist should be completed and submitted to the Office of Contract Compliance after each public engagement activity including, but not limited to, public meetings or hearings to ensure meaningful and inclusive public participation. If you have any questions, please feel free to contact Tiffany Garcia by phone at (860) 594-2243, or via email at Tiffany.Garcia@ct.gov

Project: _____

Date/Time of Activity: _____ Location: _____

DOT Contact Name/Extension: _____

Deliverable	Yes/No	If No, please explain
Have you identified the demographics of the individuals/communities impacted by the CTDOT program, service, or activity?		
Have you reviewed the CTDOT Title VI Maps?		
Have you identified community and faith based organizations and community leaders within the impacted area?		
Is the venue ADA accessible?		
Have you notified the Office of Communications of the public engagement activity?		
Does the public notice detail the availability of language services and ADA accommodations and provide contact information and a deadline?		
If LEP populations were identified, did you translate the public notice and other related announcements based on the identified LEP populations? If yes, please attach copies of the notices/announcements to this checklist.		
If LEP populations were identified, did you identify media that reaches the LEP populations?		
Have you published the public notice with sufficient processing time for free language and accessibility accommodation requests?		
Have you forwarded the English and translated public notice to identified Community/Faith Based Organizations and community leaders?		
Have you made arrangements for any requested language assistance or accommodations?		

Have you translated meeting materials into identified LEP languages?		
Did you have copies of the Title VI Notice to the Public available at the public engagement activity?		
Did you have copies of the Voluntary Feedback Survey available at the public engagement activity?		
For public hearings, did you post meeting minutes within seven days on the CTDOT website?		

APPENDIX B

TRANSLATION VENDOR CONTRACT

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CONTRACT SUPPLEMENT
SP-37 - Rev. 4/10/19
Prev. Rev. 11/17/16

Rob Zalucki
Contract Specialist

860-713-5139
Telephone Number

STATE OF CONNECTICUT

DEPARTMENT OF ADMINISTRATIVE SERVICES
PROCUREMENT DIVISION
450 Columbus Boulevard, Hartford, CT 06103

CONTRACT AWARD NO.: **14PSX0152**
Contract Award Date: 1 May 2015
Bid Due Date: 31 March 2015
SUPPLEMENT DATE: 17 April 2020

CONTRACT AWARD SUPPLEMENT #1

IMPORTANT: THIS IS NOT A PURCHASE ORDER. DO NOT PRODUCE OR SHIP WITHOUT AN AGENCY PURCHASE ORDER.

DESCRIPTION: **In Person Interpretation and Translation including Document Translation**

FOR:	TERM OF CONTRACT:
All Using State Agencies and Political Subdivisions	**May 1, 2015 through April 30, 2021**
	AGENCY REQUISITION NUMBER: 367

CHANGE TO IN STATE (NON-SB) CONTRACT VALUE	CHANGE TO DAS-CERTIFIED SMALL BUSINESS CONTRACT VALUE	CHANGE TO OUT OF STATE CONTRACT VALUE	CHANGE TO TOTAL CONTRACT AWARD VALUE
-	-	-	-

NOTICE TO CONTRACTORS: This notice is not an order to ship. Purchase Orders against contracts will be furnished by the using agency or agencies on whose behalf the contract is made. INVOICE SHALL BE RENDERED DIRECT TO THE ORDERING AGENCY.
NOTE: Dollar amounts listed next to each contractor are possible award amounts, however, they do not reflect any expected purchase amounts (actual or implied). They are for CHRO use only.
NOTICE TO AGENCIES: A complete explanatory report shall be furnished promptly to the Procurement Manager concerning items delivered and/or services rendered on orders placed against awards listed herein which are found not to comply with the specifications or which are otherwise unsatisfactory from the agency's viewpoint, as well as failure of the contractor to deliver within a reasonable period of time specified. Please issue orders and process invoices promptly.
CASH DISCOUNTS: Cash discounts, if any, shall be given SPECIAL ATTENTION, but such cash discount shall not be taken unless payment is made within the discount period.
PRICE BASIS: Unless otherwise noted, prices include delivery and transportation charges fully prepaid f.o.b. agency. No extra charge is to be made for packing or packages.

Please note this contract has been extended through April 30, 2021.

DEPARTMENT OF ADMINISTRATIVE SERVICES

By:_____
(Original Signature on Document in Procurement Files)
Name: **ROB ZALUCKI**
Title: Contract Specialist
Date: 17 April 2020

CONTRACT AWARD
SP-38 - Rev. 5/21/14
Prev. Rev. 3/12/14

Pam Anderson
Contract Specialist

860-713-5088
Telephone Number

STATE OF CONNECTICUT

DEPARTMENT OF ADMINISTRATIVE SERVICES

PROCUREMENT DIVISION

165 Capitol Avenue, 5th Floor South, Hartford CT 06106-1659

CONTRACT AWARD NO.:
14PSX0152
Contract Award Date:
1 May 2015
Bid Due Date:
31 March 2015

CONTRACT AWARD

IMPORTANT: THIS IS NOT A PURCHASE ORDER. DO NOT PRODUCE OR SHIP WITHOUT AN AGENCY PURCHASE ORDER.

DESCRIPTION: **In Person Interpretation and Translation including Document Translation**

FOR: **All Using State Agencies and Political Subdivisions**

TERM OF CONTRACT: **May 1, 2015 through April 30, 2020**

AGENCY REQUISITION NUMBER: 0000002565

IN STATE (NON-SB) CONTRACT VALUE	DAS *CERTIFIED* SMALL BUSINESS CONTRACT VALUE	OUT OF STATE CONTRACT VALUE	TOTAL CONTRACT AWARD VALUE
$500,000.00 est.	**$150,000.00 est.**	**$350,000.00 est.**	**$1,000,000.00 est.**

NOTICE TO CONTRACTORS: This notice is not an order to ship. Purchase Orders against contracts will be furnished by the using agency or agencies on whose behalf the contract is made. INVOICE SHALL BE RENDERED DIRECT TO THE ORDERING AGENCY.

NOTE: Dollar amounts listed next to each contractor are possible award amounts, however, they do not reflect any expected purchase amounts (actual or implied). They are for CHRO use only.

NOTICE TO AGENCIES: A complete explanatory report shall be furnished promptly to the Procurement Manager concerning items delivered and/or services rendered on orders placed against awards listed herein which are found not to comply with the specifications or which are otherwise unsatisfactory from the agency's viewpoint, as well as failure of the contractor to deliver within a reasonable period of time specified. Please issue orders and process invoices promptly.

CASH DISCOUNTS: Cash discounts, if any, shall be given SPECIAL ATTENTION, but such cash discount shall not be taken unless payment is made within the discount period.

PRICE BASIS: Unless otherwise noted, prices include delivery and transportation charges fully prepaid f.o.b. agency. No extra charge is to be made for packing or packages.

The signature below by the DAS Contract Specialist is evidence that the Contractor's solicitation response has/have been accepted and that the Contractor(s) and DAS are bound by all of the terms and conditions of the Contract.

DEPARTMENT OF ADMINISTRATIVE SERVICES

By: _____
(Original Signature on Document in Procurement Files)
Name: **PAM ANDERSON**
Title: Contract Specialist
Date:

CONTRACTOR INFORMATION:
REFER TO THE CONTRACT ON THE DAS PROCUREMENT WEB PAGE FOR THE MOST CURRENT CONTRACTOR INFORMATION. (http://das.ct.gov/mp1.aspx?page=8)

Company Name: **1-Stop Translation USA, LLC**
Company Address: **3700 Wilshire Blvd., Suite 630, Los Angeles, CA 90010**
Tel. No.: **1-213-480-0011 x1300** *Fax No.:* *Contract Value:* **$50,000.00 est.**
Contact Person: *Delivery:* **As Requested**
Contact Person Address: **Same as Above**
Company E-mail Address and/or Company Web Site: **www.1stopasia.com info@1stopasia.com**
Remittance Address: **Same as Above**
Certification Type (SBE,MBE or None): **None** *Agrees to Supply Political SubDivisions:* **Yes**
Prompt Payment Terms: **0% 00 Net 45**

CONTRACTOR INFORMATION:
REFER TO THE CONTRACT ON THE DAS PROCUREMENT WEB PAGE FOR THE MOST CURRENT CONTRACTOR INFORMATION. (http://das.ct.gov/mp1.aspx?page=8)

Company Name: **A2Z Global, LLC**
Company Address: **230 E. Cuthbert Blvd., Haddon Township, NJ 08108**
Tel. No.: **1-856-833-0220** *Fax No.:* *Contract Value:* **$50,000.00 est.**
Contact Person: **Caroline Rapone** *Delivery:* **As Requested**
Contact Person Address: **Same as Above**
Company E-mail Address and/or Company Web Site: **www.a2zglobal.com caroline.rapone@a2zglobal.com**
Remittance Address: **Same as Above**
Certification Type (SBE,MBE or None): **None** *Agrees to Supply Political SubDivisions:* **Yes**
Prompt Payment Terms: **0% 00 Net 45**

CONTRACTOR INFORMATION:
REFER TO THE CONTRACT ON THE DAS PROCUREMENT WEB PAGE FOR THE MOST CURRENT CONTRACTOR INFORMATION. (http://das.ct.gov/mp1.aspx?page=8)

Company Name: **Accuworld International, LLC**
Company Address: **365 Willard Ave., Suite 2K, Newington, CT 06111**
Tel. No.: **(860)561-3388/(312)641-0488** ***Fax No.:*** **(888)556-2674** *Contract Value:* **$50,000.00 est.**
Contact Person: **Susan Joyce** *Delivery:* **As Requested**
Contact Person Address: **Same as Above**
Company E-mail Address and/or Company Web Site: **service@accuworld.com www.inlingua.com**
Remittance Address: **Same as Above**
Certification Type (SBE,MBE or None): **None** *Agrees to Supply Political SubDivisions:* **Yes**
Prompt Payment Terms: **0% 00 Net 45**

CONTRACTOR INFORMATION:
REFER TO THE CONTRACT ON THE DAS PROCUREMENT WEB PAGE FOR THE MOST CURRENT CONTRACTOR INFORMATION. (http://das.ct.gov/mp1.aspx?page=8)

Company Name: **Language Link of CT**
Company Address: **354 Main Street, Suite 8, Newington, CT 06111**
Tel. No.: **800-611-7773** *Fax No.:* *Contract Value:* **$50,000.00 est.**
Contact Person: **Andreas Warner** *Delivery:* **As Requested**
Contact Person Address: **Same as Above**
Company E-mail Address and/or Company Web Site: **languagelink@cox.net www.aptranslation.com**
Remittance Address: **Same as Above**
Certification Type (SBE,MBE or None): **None** *Agrees to Supply Political SubDivisions:* **Yes**
Prompt Payment Terms: **0% 00 Net 45**

CONTRACTOR INFORMATION:
REFER TO THE CONTRACT ON THE DAS PROCUREMENT WEB PAGE FOR THE MOST CURRENT CONTRACTOR INFORMATION. (http://das.ct.gov/mp1.aspx?page=8)

Company Name: **Chinese Interpreters and Translators**
Company Address: **93 Vista Way, Bloomfield, CT 06002**
Tel. No.: **860-614-1428** *Fax No.:* *Contract Value:* **$50,000.00 est.**
Contact Person: **Feng Zhou** *Delivery:* **As Requested**
Contact Person Address: **Same as Above**
Company E-mail Address and/or Company Web Site: **www.chineseinterpreterstranslators.com**
feng@chineseinterpreterstranslators.com
Remittance Address: **Same as Above**
Certification Type (SBE,MBE or None): **None** *Agrees to Supply Political SubDivisions:* **Yes**
Prompt Payment Terms: **0% 00 Net 45**

CONTRACTOR INFORMATION:
REFER TO THE CONTRACT ON THE DAS PROCUREMENT WEB PAGE FOR THE MOST CURRENT CONTRACTOR INFORMATION. (http://das.ct.gov/mp1.aspx?page=8)

Company Name: **Geneva Worldwide, Inc.**
Company Address: **256 West 38th Street, 10th Floor, New York, NY 10018**
Tel. No.: **212-255-8400 ext 363** *Fax No.:* **212-255-8409** *Contract Value:* **$50,000.00 est.**
Contact Person: **Shana Reiss** *Delivery:* **As Requested**
Contact Person Address: **Same as Above**
Company E-mail Address and/or Company Web Site: **sreiss@genevaworldwide.com** **www.genevaworldwide.com**
Remittance Address: **Same as Above**
Certification Type (SBE,MBE or None): **None** *Agrees to Supply Political SubDivisions:* **Yes**
Prompt Payment Terms: **0% 00 Net 45**

CONTRACTOR INFORMATION:
REFER TO THE CONTRACT ON THE DAS PROCUREMENT WEB PAGE FOR THE MOST CURRENT CONTRACTOR INFORMATION. (http://das.ct.gov/mp1.aspx?page=8)

Company Name: **Global Arena, LLC**
Company Address: **230 South Broad Street, Suite 1605, Philadelphia, PA 19102**
Tel. No.: **215-558-2158** *Fax No.:* **215.735.4188** *Contract Value:* **$50,000.00 est.**
Contact Person: **Lucy Engelhart** *Delivery:* **As Requested**
Contact Person Address: **Same as Above**
Company E-mail Address and/or Company Web Site: **lengelhart@globalarena.com** **www.globalarena.com**
Remittance Address: **Same as Above**
Certification Type (SBE,MBE or None): **None** *Agrees to Supply Political SubDivisions:* **Yes**
Prompt Payment Terms: **0% 00 Net 45**

CONTRACTOR INFORMATION:
REFER TO THE CONTRACT ON THE DAS PROCUREMENT WEB PAGE FOR THE MOST CURRENT CONTRACTOR INFORMATION. (http://das.ct.gov/mp1.aspx?page=8)

Company Name: **International Institute of CT**
Company Address: **670 Clinton Ave., Bridgeport, CT 06605**
Tel. No.: **(203) 336-0141** *Fax No.:* **(203) 339-4400** *Contract Value:* **$50,000.00 est.**
Contact Person: **Jane F. Norgren** *Delivery:* **As Requested**
Contact Person Address: **Same as Above**
Company E-mail Address and/or Company Web Site: **jnpphil@aol.com** **http://iiconn.org/**
Remittance Address: **Same as Above**
Certification Type (SBE,MBE or None): **None** *Agrees to Supply Political SubDivisions:* **Yes**
Prompt Payment Terms: **0% 00 Net 45**

CONTRACTOR INFORMATION:
REFER TO THE CONTRACT ON THE DAS PROCUREMENT WEB PAGE FOR THE MOST CURRENT CONTRACTOR INFORMATION. (http://das.ct.gov/mp1.aspx?page=8)

Company Name: **Interpreters and Translators, Inc.**
Company Address: **263 main Street, Manchester, CT 06042-3538**
Tel. No.: **(860) 647-0686** *Fax No.:* *Contract Value:* **$50,000.00 est.**
Contact Person: **Kathryn Howroyd** *Delivery:* **As Requested**
Contact Person Address: **Same as Above**
Company E-mail Address and/or Company Web Site: **khowroyd@ititranslates.com** **www.ititranslates.com**
Remittance Address: **Same as Above**
Certification Type (SBE,MBE or None): **None** *Agrees to Supply Political SubDivisions:* **Yes**
Prompt Payment Terms: **0% 00 Net 45**

CONTRACTOR INFORMATION:
REFER TO THE CONTRACT ON THE DAS PROCUREMENT WEB PAGE FOR THE MOST CURRENT CONTRACTOR INFORMATION. (http://das.ct.gov/mp1.aspx?page=8)

Company Name: **Language Link, Corp.**
Company Address: **900 Chapel Street, 10th Floor, New Haven, CT 06510**
Tel. No.: **(203) 305-6960** *Fax No.:* **(203) 285-8656** *Contract Value:* **$50,000.00 est.**
Contact Person: **Marisa Gillio** *Delivery:* **As Requested**
Contact Person Address: **Same as Above**
Company E-mail Address and/or Company Web Site: **gillio@mylanguagelink.org** **www.mylanguagelink.org**
Remittance Address: **Same as Above**
Certification Type (SBE,MBE or None): **MBE** *Agrees to Supply Political SubDivisions:* **Yes**
Prompt Payment Terms: **0% 00 Net 30**

CONTRACTOR INFORMATION:
REFER TO THE CONTRACT ON THE DAS PROCUREMENT WEB PAGE FOR THE MOST CURRENT CONTRACTOR INFORMATION. (http://das.ct.gov/mp1.aspx?page=8)

Company Name: **Latitude Prime, LLC**
Company Address: **80 South 8th Street, Suite 900, Minneapolis, MN 55402**
Tel. No.: **888-341-9080** *Fax No.:* *Contract Value:* **$50,000.00 est.**
Contact Person: **Elle Brigitte Jahansouz** *Delivery:* **As Requested**
Contact Person Address: **Same as Above**
Company E-mail Address and/or Company Web Site: **elle@latitudeprime.com** **www.latitudeprime.com**
Remittance Address: **Same as Above**
Certification Type (SBE,MBE or None): **None** *Agrees to Supply Political SubDivisions:* **Yes**
Prompt Payment Terms: **0% 00 Net 45**

CONTRACTOR INFORMATION:
REFER TO THE CONTRACT ON THE DAS PROCUREMENT WEB PAGE FOR THE MOST CURRENT CONTRACTOR INFORMATION. (http://das.ct.gov/mp1.aspx?page=8)

Company Name: **Maria Jose Pastor**
Company Address: **13 Winding Trail, Middlebury, CT 06762**
Tel. No.: *Fax No.:* *Contract Value:* **$50,000.00 est.**
Contact Person: **Maria Jose Pastor** *Delivery:* **As Requested**
Contact Person Address: **Same as Above**
Company E-mail Address and/or Company Web Site: **m.pastor@att.net**
Remittance Address: **Same as Above**
Certification Type (SBE,MBE or None): **MBE** *Agrees to Supply Political SubDivisions:* **Yes**
Prompt Payment Terms: **0% 00 Net 30**

CONTRACTOR INFORMATION:
REFER TO THE CONTRACT ON THE DAS PROCUREMENT WEB PAGE FOR THE MOST CURRENT CONTRACTOR INFORMATION. (http://das.ct.gov/mp1.aspx?page=8)

Company Name: **Northwest Interpreters, Inc.**
Company Address: **12500 SE 2nd Circle, Suite 140, Vancouver, WA 98684**
Tel. No.: **(360) 566-0492** *Fax No.:* *Contract Value:* **$50,000.00 est.**
Contact Person: **Vic Marcus** *Delivery:* **As Requested**
Contact Person Address: **Same as Above**
Company E-mail Address and/or Company Web Site: **vic@nwiservices.com** **http://www.nwiglobal.com**
Remittance Address: **Same as Above**
Certification Type (SBE,MBE or None): **None** *Agrees to Supply Political SubDivisions:* **Yes**
Prompt Payment Terms: **0% 00 Net 45**

CONTRACTOR INFORMATION:
REFER TO THE CONTRACT ON THE DAS PROCUREMENT WEB PAGE FOR THE MOST CURRENT CONTRACTOR INFORMATION. (http://das.ct.gov/mp1.aspx?page=8)

Company Name: **Office Systems of Connecticut, Inc.**
Company Address: **1880 Silas Deane Highway, Suite 202, Rocky Hill, CT 06067**
Tel. No.: **(860) 883-0102** *Fax No.:* *Contract Value:* **$50,000.00 est.**
Contact Person: **Pankaj Kamani** **pkamani@abc-ls.com** *Delivery:* **As Requested**
Contact Person Address: **Same as Above**
Company E-mail Address and/or Company Web Site: **office@abclangs.com** **www.abclanguageservices.com**
Remittance Address: **Same as Above**
Certification Type (SBE,MBE or None): **None** *Agrees to Supply Political SubDivisions:* **Yes**
Prompt Payment Terms: **0% 00 Net 45**

CONTRACTOR INFORMATION:
REFER TO THE CONTRACT ON THE DAS PROCUREMENT WEB PAGE FOR THE MOST CURRENT CONTRACTOR INFORMATION. (http://das.ct.gov/mp1.aspx?page=8)

Company Name: **Option Quest, LLC**
Company Address: **750 Main Street, Suite 319, Hartford, CT 06103**
Tel. No.: **855-299-5551** *Fax No.:* *Contract Value:* **$50,000.00 est.**
Contact Person: **Dan Banici** *Delivery:* **As Requested**
Contact Person Address: **Same as Above**
Company E-mail Address and/or Company Web Site: **option@optionquest.com** **www.languaue-queen.com**
Remittance Address: **Same as Above**
Certification Type (SBE,MBE or None): **None** *Agrees to Supply Political SubDivisions:* **Yes**
Prompt Payment Terms: **0% 00 Net 45**

CONTRACTOR INFORMATION:
REFER TO THE CONTRACT ON THE DAS PROCUREMENT WEB PAGE FOR THE MOST CURRENT CONTRACTOR INFORMATION. (http://das.ct.gov/mp1.aspx?page=8)

Company Name: **Rapport International, LLC**
Company Address: **93 Moore Road, Sudbury, MA 01776**
Tel. No.: **(978) 443-2540** *Fax No.:* *Contract Value:* **$50,000.00 est.**
Contact Person: **Wendy Pease** *Delivery:* **As Requested**
Contact Person Address: **Same as Above**
Company E-mail Address and/or Company Web Site: **www.rapporttranslations.com** **wmpeased@rapportintl.com**
Remittance Address: **Same as Above**
Certification Type (SBE,MBE or None): **None** *Agrees to Supply Political SubDivisions:* **Yes**
Prompt Payment Terms: **0% 00 Net 45**

CONTRACTOR INFORMATION:
REFER TO THE CONTRACT ON THE DAS PROCUREMENT WEB PAGE FOR THE MOST CURRENT CONTRACTOR INFORMATION. (http://das.ct.gov/mp1.aspx?page=8)

Company Name: **RDP Agency, LLC**
Company Address: **80 Boulanger Avenue, West Hartford, CT 06110**
Tel. No.: **(860) 881-8181** *Fax No.:* *Contract Value:* **$50,000.00 est.**
Contact Person: **Raquel Pacheco** *Delivery:* **As Requested**
Contact Person Address: **Same as Above**
Company E-mail Address and/or Company Web Site:
Remittance Address: **Same as Above**
Certification Type (SBE,MBE or None): **None** *Agrees to Supply Political SubDivisions:* **Yes**
Prompt Payment Terms: **0% 00 Net 45**

CONTRACTOR INFORMATION:
REFER TO THE CONTRACT ON THE DAS PROCUREMENT WEB PAGE FOR THE MOST CURRENT CONTRACTOR INFORMATION. (http://das.ct.gov/mp1.aspx?page=8)

Company Name: **Saul Sibirsky Interpretation and Translation Services**
Company Address: **72B Heritage Hill Rd., New Canaan, CT 06840**
Tel. No.: *Fax No.:* *Contract Value:* **$50,000.00 est.**
Contact Person: **Saul Sibirsky** *Delivery:* **As Requested**
Contact Person Address: **Same as Above**
Company E-mail Address and/or Company Web Site: **saulsibirsky@optonline.net** **www.saulsibirskyITS.org**
Remittance Address: **Same as Above**
Certification Type (SBE,MBE or None): **None** *Agrees to Supply Political SubDivisions:* **Yes**
Prompt Payment Terms: **0% 00 Net 45**

CONTRACTOR INFORMATION:
REFER TO THE CONTRACT ON THE DAS PROCUREMENT WEB PAGE FOR THE MOST CURRENT CONTRACTOR INFORMATION. (http://das.ct.gov/mp1.aspx?page=8)

Company Name: **The Latino Way, LLC**
Company Address: **330 Main Street, Third Floor, Hartford, CT 06106**
Tel. No.: **(860) 770 6071 (860) 816 1783** *Fax No.:* *Contract Value:* **$50,000.00 est.**
Contact Person: **Maria Lino** *Delivery:* **As Requested**
Contact Person Address: **Same as Above**
Company E-mail Address and/or Company Web Site: **www.thelatinoway.com** **mlino@thelatinoway.com**
Remittance Address: **Same as Above**
Certification Type (SBE,MBE or None): **MBE** *Agrees to Supply Political SubDivisions:* **Yes**
Prompt Payment Terms: **0% 00 Net 30**

CONTRACTOR INFORMATION:
REFER TO THE CONTRACT ON THE DAS PROCUREMENT WEB PAGE FOR THE MOST CURRENT CONTRACTOR INFORMATION. (http://das.ct.gov/mp1.aspx?page=8)

Company Name: **TransFluenci, LLC**
Company Address: **71 Spruceland Road, Enfield, CT 06082**
Tel. No.: **(413) 737-1888** *Fax No.:* **(413) 737-0188** *Contract Value:* **$50,000.00 est.**
Contact Person: **Jessica Ridley** *Delivery:* **As Requested**
Contact Person Address: **Same as Above**
Company E-mail Address and/or Company Web Site: **jessica@transfluenci.com** **www.transfluenci.com**
Remittance Address: **Same as Above**
Certification Type (SBE,MBE or None): **None** *Agrees to Supply Political SubDivisions:* **Yes**
Prompt Payment Terms: **0% 00 Net 45**

APPENDIX C

VOLUNTARY FEEDBACK SURVEY

DRAFT

CONNECTICUT DEPARTMENT OF TRANSPORTATION

Public Meeting/Hearing Demographic Survey Questionnaire

Thank you for attending the Connecticut Department of Transportation's (CTDOT) [Public Meeting/Hearing]. Respectfully, we ask that you take a few minutes to complete this short survey, so that we may continue to improve our public outreach efforts. Your responses are anonymous, and your feedback is important. We look forward to hearing from you.

To submit: (a) Fold and drop into box provided at meeting *-or-* (b) Fold, tape/staple, apply stamp, and mail *-or-* (c) Scan and e-mail to [insert email address]

➢ Meeting Description: [to be completed by CTDOT staff (i.e. project #, service/fare hearing, corridor study meeting, etc.)_____

1. Please rate the following aspects of this Public [meeting/hearing]:

	Excellent	Good	Fair	Poor
Date	☐	☐	☐	☐
Time	☐	☐	☐	☐
Location	☐	☐	☐	☐
Accessibility	☐	☐	☐	☐
Parking	☐	☐	☐	☐

2. How did you hear about this meeting/hearing?
   - ☐ Newspaper
   - ☐ City/Town Website
   - ☐ CTDOT Direct Mailing
   - ☐ CTDOT E-mail
   - ☐ CTDOT Website
   - ☐ Community or Faith-based Organization
   - ☐ Social Media
   - ☐ Television/Radio
   - ☐ Friend/Family
   - ☐ Other (Please specify): _____

3. Was this your first time attending a CTDOT Public Meeting/Hearing?
   - ☐ Yes
   - ☐ No

❖ ***NOTE: The following questions (#4-7) are used solely to ensure the CTDOT's outreach is representative and inclusive.***

4. Are you of Hispanic, Latino, or Spanish origin?
   - ☐ Yes
   - ☐ No

5. Are you? [check all that apply]
   - ☐ American Indian or Alaskan Native
   - ☐ Asian
   - ☐ Black or African-American
   - ☐ Native Hawaiian or Other Pacific Islander
   - ☐ White
   - ☐ Other (Please specify): _____

6. What is your primary spoken language?
   - ☐ English
   - ☐ Spanish
   - ☐ Other (Please specify): _____

7. What is your approximate annual household income?
   - ☐ Less than $12,500
   - ☐ $12,501 - $30,000
   - ☐ $30,001 - $50,000
   - ☐ $50,001 - $80,000
   - ☐ More than $80,000
   - ☐ I do not know

PLACE
STAMP
HERE

Contact Person
Attn: Connecticut Department of
Transportation
P.O. BOX XXXX
Newington, Connecticut 06131-XXXX

VOLUNTARY FEEDBACK SURVEY

APPENDIX D

EXAMPLES OF PUBLIC OUTREACH

DRAFT

Environmental Justice (EJ) and Title VI Outreach Plan for [Project Name/Number]

Please note that the following is an example and is not exhaustive of all of the outreach steps that should be taken for every project and/or program.

To ensure that EJ and Title VI populations have equal access to information and are aware of, and included in, the public comment periods, the CTDOT will follow the EJ/Title VI Outreach Plan and timeline outlined below.

Project staff has already identified EJ and Title VI populations within the affected project or service area.

Month 1

Week One: Identification and selection of organizations for EJ and Title VI outreach. Additional organizations to include those that work and interact with [identified Title VI and EJ populations]; particularly in census tracts [insert affected census tracts].

Week Two: Secure information (pricing info, availability, turnaround time, recommendations) about qualified [insert identified LEP languages] translators/interpreters.

Week Three: Initial contact with EJ/Title VI groups. Establish trust, rapport; answer their questions about the project and what we'd like from them; learn about their constituencies; establish methods for sharing information with them and their clients/members.

Month 2

Week One: Based on feedback from EJ/Title VI groups, schedule public hearing/meeting and secure venue.

Week Two: As final versions of materials (ie. fact sheets, bookmarks, public meeting notice, legal notice, advertisements, comment cards, overview of the public comment process) become available, get them translated into [identified LEP languages] immediately.

Week Three: Arrange for translated legal notices and Public Hearing notices/advertisements for publication in local and ethnic media for three consecutive weeks.

SAMPLE

Distribution of translated materials to EJ/Title VI groups and posting of the materials on the CTDOT or Project/Program website.

Month 3

Week One: Arrange for [identified LEP language] translation and interpretation/sign language for Public Hearing/Meeting

Week Two: Distribution of translated Public Hearing/meeting notice and comment cards to EJ and Title VI groups, in areas of heavy foot traffic in [identified census tracts] and possibly door-to-door outreach.

Month 4

Week One: Follow up with EJ and Title VI organizations to remind them of the approach of the end of the comment period and for collection of comment cards, and to thank them for their outreach assistance.

SAMPLE

I-84 DANBURY PROJECT

Danbury, CT

PUBLIC INVOLVEMENT PLAN

Sample

SUBMITTED TO:

CONNECTICUT DEPARTMENT OF TRANSPORTATION

SUBMITTED BY:

CDM Smith

NOVEMBER 2016

REVISED: FEBRUARY 19, 2018

I-84 DANBURY PROJECT, Danbury, CT

PUBLIC INVOLVEMENT PLAN

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Sample

1.0 INTRODUCTION

1.1 Overview

This Public Involvement Plan (PIP) describes the objectives, methods, schedule and expectations for public engagement on the I-84 Danbury Project. It is intended to be a living document, revisited periodically to incorporate changes in approach to be responsive to stakeholders' needs. The purpose of this public involvement effort is to lay the framework to consult and collaborate with diverse project stakeholders and the public to:

- identify deficiencies and needs;
- establish the project's purpose and need;
- identify, develop and evaluate alterative solutions;
- reach consensus for improvements in the corridor and select and design the preferred alternative;
- review environmental documents pertaining to NEPA and CEPA compliance -- i.e. a federal-level Environmental Impact Statement (EIS) or Environmental Assessment (EA) and state-level Environmental Impact Evaluation (EIE) – and assist the project team in identifying potential impacts and alternative mitigation measures; and,
- design and construct the chosen plan.

This consultation and collaboration will require significant public and stakeholder input throughout the planning and alternatives analysis, environmental documentation, and design and construction phases. To manage this process, coordinate public outreach activities and implement the project, CTDOT has selected various consultants and organized them under one team. In this PIP, CTDOT and its consultant team are referred to collectively as the project team.

A robust public and stakeholder outreach program, guided by this PIP, will utilize a wide range of strategies or techniques to engage residents, businesses, commuters throughout greater Danbury. Public input will be crucial in ensuring that the project not only addresses I-84's deficiencies and needs in a practical and cost-effective manner but also considers local and regional context and community concerns, goals and priorities related to land use, intermodal or multimodal travel, environmental protection, economic development, community cohesion and connectivity and social equity.

This PIP describes how the project team will reach out to inform and seek input from stakeholders, the traveling public, and affected communities throughout the project via newsletters, public meetings, e-bulletins, a project website, social media and other forms of outreach, as appropriate. Many methods will be used to let people know what is happening throughout the project, and there will be numerous opportunities for discussion and comment. Public opinion and comments will be well-documented and will be duly considered throughout project planning, design and construction.

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1.2 Guiding Principles

The Goals and Objectives of the Public Involvement effort for the I-84 Danbury Project reflects CTDOT's overarching goals to be accessible, inclusive, collaborative, responsive, informative, timely and transparent to the public in the provision of transportation services and in the planning and prioritization of major transportation projects. CTDOT highly values public involvement and views it as a foundation for improving the process and outcomes of this important project; it therefore chooses to invest the time and resources to create a PIP that does not simply fulfill the federal and state requirements, but exceeds those requirements and expectations.

Goals of the project's public involvement are to:

- Lower barriers to public participation in the transportation decision-making process and encourage more people and more diverse voices to review and comment on transportation investment priorities; particularly groups traditionally underserved by existing transportation systems, such as pedestrians, bicyclists, seniors, and the disabled; and low-income, minority, immigrant, ethnic and tribal communities.
- Establish ongoing, inclusive, meaningful, and responsive two-way communication with stakeholders, agencies, and the public.
- Engage with a significant number of stakeholders and a broad, representative cross-section of the public in an efficient manner.
- Ask residents, businesses, relevant organizations, and officials of the Danbury region to provide useful information that can inform the project.
- Develop practicable and strategic recommendations built upon a solid base of public support.

Objectives of the project's public involvement include:

- When appropriate or requested under established CTDOT procedures, public notices and meetings will also be provided in other language(s) to accommodate audiences or stakeholders who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English (i.e. limited English proficient or LEP populations).
- Adequate time will be provided for public notification of public involvement activities and for the review and comment of project information at key decision points.
- When appropriate, visualization techniques will be employed to better enable citizens to understand alternative plans and the context of proposed improvements and graphic illustrations will be used to clarify or replace technical language.
- Public events will be scheduled at convenient, accessible locations.
- Informational material will be made available in a timely manner, through a variety of electronic and in-person outlets.
- The public involvement process for this project will be reviewed periodically for effectiveness in engaging the public, particularly groups traditionally underserved by existing transportation systems.

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1.3 Commonly Used Acronyms

ADA: Americans with Disabilities Act

CEPA: Connecticut Environmental Policy Act

CFR: Code of Federal Regulations

CTDOT: Connecticut Department of Transportation

CSS: Context Sensitive Solutions

DEEP: Connecticut Department of Energy and Environmental Protection

EA: Environmental Assessment

EIE: Environmental Impact Evaluation

EIS: Environmental Impact Statement

EJ: Environmental Justice

EPA: United States Environmental Protection Agency

FAST Act: Fixing America's Surface Transportation Act

FHWA: Federal Highway Administration

FOI: Freedom of Information

FRA: Federal Rail Administration

FTA: Federal Transit Administration

HAR: Highway Advisory Radio

LEP: Limited English Proficiency

LRP: Long-Range Transportation Plan

MPO: Metropolitan Planning Organization

NEPA: National Environmental Policy Act

NOI: Notice of Intent

OPM: Connecticut Office of Policy and Management

PIP: Public Involvement Plan

PS&E: Plans, Specifications and Estimates

ROW: Right of Way

RPO: Regional Planning Organization

SAFETEA-LU: Safe, Accountable, Flexible and Efficient Transportation Equity Act: A Legacy for Users

SHPO: State Historic Preservation Office

STIP: Statewide Transportation Improvement Program

TDM: Transportation Demand Management

TIP: Transportation Improvement Program

TMP: Transportation Management Plan

TSM: Transportation Systems Management

USDOT: United States Department of Transportation

WestCOG: Western Connecticut Council of Governments

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1.4 Compliance

Public projects such as the I-84 Danbury Project are subject to many regulatory requirements. Several federal and state statutes or guidance documents call for certain outreach and coordination measures to be taken to ensure that adequate public and regulatory agency input is incorporated into the project. While CTDOT seeks to exceed these regulatory directives with a comprehensive and inclusive outreach strategy, it is important that the project team understand and comply with the regulations that exist. The following federal regulations are perhaps the most relevant:

- The *National Environmental Policy Act of 1969* (NEPA), as amended (42 U.S.C. 4321 et seq.)
- The *Connecticut Environmental Policy Act* (CEPA), Sections 22a-1 through 22a-1h of the Connecticut General Statutes establish an environmental policy for Connecticut and a process for evaluating the environmental impacts of State agency actions. The process is further defined by Sec. 22a-la-1 through 22a-la-12 of the Regulations of Connecticut State Agencies.
- Statewide and Metropolitan Planning. 23 *Code of Federal Regulations* (CFR) Parts 450 and 500 and 49 CFR Part 613, February 14, 2007
- Environmental Impact and Related Procedures and Section 4(f). 23 *Code of Federal Regulations* (CFR) Parts 771 and 774; October 16, 2001; 40 *Code of Federal Regulations* (CFR) 1506.6 *and Freedom of Information Act (5 U.S.C. 552)*
- Protection of Historic Properties. 36 *Code of Federal Regulations* (CFR) Part 800.
- Air Quality Conformity. 40 *Code of Federal Regulations* (CFR) Part 51, November 24, 1993
- Management and Monitoring Systems. 23 *Code of Federal Regulations* (CFR) 500, December 1, 1993
- *Title VI of the Civil Rights Act of 1964*
- *Environmental Justice Executive Order 12898*
- *FHWA Work Zone Safety and Mobility Rule 23 Code of Federal Regulations (CFR)* 630 subpart J

The federal regulations listed above require:

- Early and continuing public involvement opportunities during all stages of the planning and programming process.
- Timely information about transportation issues and processes to the community affected by transportation plans, programs and projects.
- Reasonable public access to information used in the development of the plans and projects.
- Adequate public notice of public involvement activities and time for public review and comment at key decision points.
- A process for demonstrating explicit consideration and response to public input.
- A process for seeking out and considering the needs of those traditionally underserved by existing transportation systems, such as low-income and minority households.
- Periodic review of the effectiveness of the public involvement process.

To provide guidance on CTDOT's approach to public outreach, CTDOT published the following manuals or guidance documents:

- *Connecticut Department of Transportation: Public Involvement Procedures August, 2017.* www.ct.gov/dot/**pip**
- *Connecticut Department of Transportation Public Involvement Guidance Manual, Revision of 2009. http://www.ct.gov/dot/lib/dot/documents/dpolicy/pigm_final_11_16_09.pdf*

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1.5 Identification of Stakeholders and Public Groups

The project team will work to identify stakeholders that should be directly engaged by the Public Outreach process. For purposes of this plan, a stakeholder is defined as a person or group involved in or affected by this transportation project, an entity that has the potential to influence people's opinions or decisions relative to transportation investments, or simply parties or members of the public that have expressed interest in the project.

Examples of stakeholders include federal, state, regional and local officials, Metropolitan Planning Organizations (MPOs), CTDOT partners or sister agencies, business, commerce or economic development organizations, transit operators, freight companies, shippers, transportation, transit or commuter advocates, bicycle advocacy groups, environmental organizations, public interest groups, institutions of higher learning, and community-based groups or social service agencies that advocate for limited English proficient populations, the disability community, and minorities, immigrant and ethnic groups.

In accordance with the requirements of Title VI, the project team will identify the population and composition of the individuals impacted by the I-84 Danbury Project. CTDOT Title VI maps will be reviewed to determine if there are low income, minority, or Limited English Proficiency (LEP) populations in the I-84 Danbury Project area. Additionally, the project team will research and identify community based organizations, faith based organizations, and community leaders within the I-84 Danbury Project area.

Throughout the project duration, the project team will create and maintain a list of stakeholders (organizations and individuals) that includes their email addresses. These stakeholders will receive regular project updates and notifications of meetings electronically through email and via the project's website. Ongoing maintenance of the list will include the addition of individuals and organizations that request to be added and/or attend public meetings, as well as making any requested changes to contact information. The project team will also conduct interviews with select stakeholders as further described in Section 2.1.3.

The following table is a snapshot of public outreach efforts or activities that CTDOT plans to execute to fulfill the public outreach objectives of the I-84 Danbury Project. In recognition that, to be effective, public outreach activities need to be customized for each major category of stakeholder, this table correlates five general categories of stakeholders -- including: 1) the general public; 2) community-based organizations and special interest groups; 3) elected officials; 4) focus groups; and 5) the media – with alternative live engagement techniques and communication tools.

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Table Correlating Major Categories of Stakeholders with Public Involvement and Outreach Strategies

	Principal Objective	*Live Engagement*	*Communication Tools*
The General Public	Inform Consult Collaborate	• **Informal, Pop-Up type Meetings** • **Public Informational Meetings or Workshops**	• **Project Website** • **Social Media** • **Brochures, Newsletters and Fact Sheets** • **Press Advisories** • **E-Bulletins** • **Comment Cards** provided at Informational Meetings
Environmental Justice Communities, Community Based Organizations, and Special Interest Groups	Inform Consult Collaborate	• **Informal, Pop-Up type Meetings** • **Stakeholder Interviews** or small group meetings	• **Project Website** • **Social Media** • **Brochures, Newsletters and Fact Sheets** • **Press Advisories** • **E-Bulletins**
Elected Officials	Inform Consult Collaborate	• Informal **Public Official Briefings** and Listening Sessions • Invite CEOs and Legislators to **Informal Public Events** (Pop-Ups), and **Public Informational Meetings or Workshops** • **Project Advisory Committee Meetings**	• **Brochures, Newsletters and Fact Sheets** • **E-Bulletins**
Focus Groups	Consult	• **Focus Group Meetings**	• **Brochures, Newsletters and Fact Sheets** • **E-Bulletins**
The Media	Inform	• Identify key media outlets in greater Danbury and contact them to determine how they can help disseminate timely information about the project to the public.	• **Project Website** • **Brochures, Newsletters and Fact Sheets** • **Press Advisories** • **E-Bulletins**

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2.0 PUBLIC OUTREACH EVENTS AND ENGAGEMENT TOOLS

A wide range of techniques – public outreach events and engagement tools -- will be utilized as part of the public involvement effort for this project. Following is a description of each technique along with information about how they will be used and the desired outcomes. These techniques are generally grouped into four categories: 1) Live Meetings; 2) Electronic Media; 3) Information Distribution Techniques; and, 4) Responding to public comments. These are discussed in the following sections:

2.1 Live Meetings

Online and electronic outreach cannot supplant traditional face-to-face outreach but rather complements the process to provide as inclusive an engagement process as possible. In-person meetings are an important way to engage with citizens and offer opportunities to communicate and receive input.

When scheduling a public engagement activity, the project team will consider scheduling multiple meetings at various locations and times, if doing so will increase meaningful access and participation. Every effort will be made to locate meeting locations near public transportation options and all public engagement activities will be held at venues that are ADA accessible. Once the project team has determined the date, time, and location of the public meeting, the CTDOT Office of Communications will be notified so the event can be added to CTDOT's Calendar of Events and posted on the CTDOT website, in addition to the I-84 Danbury Project website.

2.1.1 Project Advisory Committee Meetings

The Project Advisory Committee (PAC) will be comprised of representatives from a range of stakeholders. The PAC is expected to meet twice during each of four phases of the project leading to and including Preliminary Design. The four project phases include: 1) Project Initiation, Scoping, and Purpose and Need Phase; 2) Identification and Development of Alternatives; 3) Establishment of Evaluation Criteria and Assessment of Alternatives; and 4) Selection of Preferred Alternative. The development of NEPA/CEPA environmental documentation (EA, Draft EIS) and the preliminary design of the preferred alternative is expected to occur in later phases of the project.

The purpose of the PAC meetings is to ensure that specialized interests and local experts are provided an opportunity to share key knowledge of specific transportation issues and opportunities. The desired outcome of these meetings is the incorporation of specialized knowledge in the final plan and to garner the support of transportation stakeholders representing a wide variety of interests.

The PAC will be important for building a base of support among their constituents for the Preferred Alternative. Project Advisory Committee members will be requested to share information and gather input and comments on the project from their constituencies. Project Advisory Committee members will be selected by CTDOT, with assistance by the project team.

2.1.2 Focus Groups

Two sets of three focus groups will be held in the I-84 corridor to identify issues and concerns of the public. The desired outcome of Focus Group meetings is to: 1) collect informed opinions on this major capital investment and the project's purpose and need; 2) shed light on persistent challenges or problems in the I-84 corridor; 3) gauge public reaction to potential alternatives; and, 4) better understand the needs and concerns of a particular group of people.

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Individuals will be targeted who regularly use the I-84 transportation corridor but are not already engaged in public dialogue on transportations issues, and are not affiliated with organizations involved in planning. Outreach will be made to people from all walks of life – e.g. professional office worker, car mechanic, hair stylist, public safety officer – to participate in the focus groups. Focus groups should have enough participants to provide a diverse set of viewpoints but still be small enough that the conversation feels accessible to all participants; therefore, each focus group will be comprised of 10-12 individuals, one facilitator and one recorder.

The first series of three focus groups will meet within three months of project initiation. The purpose will be to gauge participant agreement with the project's purpose and need and their general expectations about project development.

Each session will be divided into three segments. First, the facilitator will provide focus group attendees with an educational or informative presentation to inspire discussion; the facilitator will then lead discussion to explore attitudes that focus group participants have about congestion in the corridor and how congestion affects their daily lives. This will be followed up by the facilitator eliciting opinions from participants about alternative investments in the corridor or alternative solutions.

The second series of three focus groups will meet after the project team, in close association with the public, has developed alternatives for the project, but prior to the screening or assessment of the alternatives. The principal objective of this series of meetings is to discuss various criteria, performance measures, indicators or metrics by which the alternatives might be evaluated. The expectation is that individuals representing different special interests or from different walks of life will have very different ideas about what criteria is most important to use as a yardstick. This information will help the project team identify a methodology through which the alternatives should be assessed as well as seed subsequent discussions with the public on the topic of screening of the alternatives.

A report of the focus groups will be written and made available to the public.

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2.1.3 Stakeholder Interviews

The purpose of the Stakeholder interviews is to gather input and build support from key stakeholders who may be unable or unwilling to attend or speak freely in the Advisory Committee setting. The desired outcome of these interviews is the receipt of detailed information not easily gathered in other settings.

Interviews with a range of stakeholders will be conducted by the project team to anticipate "hot button" issues and to elicit concerns from special interest groups who may be most affected by the project. One-on-one or small group meetings with interest groups such as truck, rail and bus transit industry representatives; commuter advocacy groups; economic development interest groups; and environmental and social justice groups will identify how the project benefits the long-term goals of such interest groups.

The agenda for discussion may include:

- The impact that a "No-Build" solution may have on the constituents of each stakeholder group; i.e. to what degree is the status quo relative to mobility, accessibility, commerce, environmental impact, social equity and sustainability an acceptable path?
- The stakeholders' viewpoint and concerns regarding possible positive and negative impacts associated with the interests specific to each stakeholder group.

- Identification of ways to optimize the potential benefits and mitigate potential negative impacts.

2.1.4 Informal Public Outreach or "Pop-Up Meetings"

The project team will conduct Pop-ups Meetings at various public venues. Pop-ups are a way of reaching people who do not typically come to meetings and might not otherwise hear about the project through tools like newspaper notices or web announcements on the project website.

Pop-Up meetings aim to increase public participation by "meeting people where they are" rather than expecting members of the public to come to us. It is important to hold meetings during weekend and evening hours and to provide translation services to increase meeting accessibility. Pop-Up meetings could be staged at local festivals, farmers' markets, highway service plazas, shopping mall concourses and regularly planned events to conduct outreach with the public.

The desired outcome of Pop-Up meetings is to yield increased public participation from many of the "difficult-to-reach" populations including disadvantaged populations that may not have immediate access to computers, low-income communities, women, the aging, and the young.

2.1.5 Public Informational Meetings or Workshops

The format of the Public Informational Meetings will include a blend of formal, sit-down presentations with live speakers, informal Q&A sessions, small group break-out sessions, and unstructured, open-house style exhibit areas where attendees can roam and view exhibits at their own pace and ask questions of meeting facilitators in a one-on-one chat. The desired outcome of informal Public Informational Meetings and open house style workshops is that interested citizens, stakeholders and the media can learn more about the project in a casual and comfortable environment and feel free to ask candid questions, express concerns or comments, and offer ideas.

Meeting rooms will be ADA accessible with integrated seating available for those who use wheelchairs or power assistive devices where practical. Reserved seating will be made available up front for deaf or hearing impaired so that they may see the interpreter, closed captions, or be able to lip read.

Individuals requiring materials in alternative formats and translated materials must request them prior to the event. Large print versions or electronic versions of all printed materials will be made available at all public meetings upon advance request (font size 16 pt. with the highest contrast – Black/White.) These materials will include the same information as the original handouts.

Foreign language and audible versions of materials will also be made available when requested prior to the meeting. All reasonable format requests will be honored. If the request is made at the meeting or after the meeting, every attempt will be made to provide the materials within seven days of the request. Attendees making the requests will not be charged for any cost affiliated with the creation of alternate formats of meeting materials.

When sign language interpreters are present during a meeting, their presence and function will be announced at the opening of the meeting. The location of accessible restrooms and areas of refuge (for safety) should be announced at the opening of the meeting. All videos and DVDs shown should be closed captioned.

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Prior to a Public Informational Meeting or Workshop and Formal Public Hearings, the project will make any timely requested language assistance services or accessibility accommodation arrangements. The following Title VI considerations will be addressed during set-up and during the public meeting based on requested or identified language needs:

- Posting of signage in other languages
- Space reserved for language interpreters clearly visible to the entire audience
- Provide Title VI materials at the welcome desk
    - I Speak Cards
    - Translated versions of written materials (i.e. fact sheets, comment cards, etc.)
    - ADA Compliant documents (i.e. braille, large font, etc.)
    - Title VI Notice to Beneficiaries (in English and any identified LEP languages)

Given the often technical and complex language of transportation planning and engineering, the project team will take care to communicate such complex information in a clear and simple manner to members of the public who have widely varying backgrounds, including varied education levels. Any public hearing or informational meeting with a formal presentation will begin with a general statement regarding non-discrimination, and the services available to assist with preparing written comments and/or for completing forms such as demographic surveys.

2.1.6 Formal Public Hearings

Formal public hearings will be held in accordance with state and federal regulations at required project milestones, including:

- The start of the National Environmental Policy Act (NEPA) and the Connecticut Environmental Policy Act (CEPA) process (Public Scoping Meeting)
- The release of the draft Environmental Assessment (EA) and/or Environmental Impact Evaluation (EIE) for public review
- The release of the final Environmental Assessment (EA) and/or Environmental Impact Evaluation (EIE) for public review

At a public hearing, the project team and CTDOT will receive and record verbal comments delivered in front of those in attendance. Although public hearings are generally conducted to receive public comments, the project team and CTDOT may choose to respond to questions received during the hearing. The project team and CTDOT will also be prepared to receive written comments that are hand-delivered at the public hearing, mailed to CTDOT, or submitted electronically to the project team or CTDOT.

During either a public hearing or other form of public forum where there is a formal question and answer session and the public speaks one at a time, the project team and CTDOT will document the questions and responses. If an immediate answer cannot be provided, the project team or CTDOT may respond to the public separately or as part of a future public forum.

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2.1.7 Public Official Briefings

The purpose of the Public Official Briefings is to inform chief elected officials (CEOs) and other decision makers about the project progress and to provide a forum for input before key decisions are finalized. These sessions will enable the project team to better understand issues and opportunities, coordinate on-going projects among different governmental levels, and provide introductions with key staff or others involved in the provision of transportation or development. The sessions will also inform CEOs and other officials about upcoming public events or report releases to allow them to alert their constituents to the availability of new information or to the schedule of public events.

The desired outcome of Public Official Briefings is to improve intergovernmental lines of communication and work more collaboratively on the identification and assessment of alternatives and the development of the preferred plan – a plan that considers local context, needs, goals and priorities, that is composed of practicable recommendations and integrated solutions, and that enjoys the support and buy-in of key policy-makers and their constituents.

2.2 Electronic Media

Electronic media will be employed as a cost-effective means of casting a broad net and conducting outreach with a large, diverse audience. The desired outcome of the electronic media outreach component is meaningful participation of stakeholders representing diverse ages, ethnic and racial backgrounds, income levels, and other characteristics.

2.2.1 Project Website - i84danbury.com

A website dedicated to the project will be created to provide information about the project and to host project documents. The site will remain the primary portal for the public and will include PowerPoint presentations, fact sheets, concept plans, maps and other information developed over the course of the project. The website will also be a repository for all information presented at PAC and public meetings as well as summaries of those meetings.

The website content will include these subsections:

- **Home Page** (Welcome) – This page will provide a project overview and feature tabs or icons to enable easy navigation within the website.
- **About** – This page will introduce website visitors to the project and will include project goals and objectives, information about the Alternatives Analysis process, draft and final Purpose and Need Statement, project timeline, frequently asked questions (FAQs), and details on the project team.
- **Get Involved** – Information posted in this section will include the Public Involvement Plan, information about the Project Advisory Committee, announcements of upcoming public outreach events, summaries of past public meetings, and a "Join Our Mailing List" submission form.
- **Library** – As the project progresses, this section will include information on the project's history, public meeting materials, press releases, newsletters, fact sheets, and other general project documents (plans, reports, technical memos, etc.)
- **Contact Us** – an electronic comment form for the public to submit questions and share views with the project team. This electronic form will submit the comment or question to a project email address. A

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log of all comments will be kept and shared with the project team. Questions and comments will be aggregated by general topic and the project team will provide responses for each general topic or thread.

The website content will present a balanced view of the project so that it is informative, objective and viewed as a source of accurate information. It will be updated monthly with news or postings of project progress, reports, meeting announcements, etc.

2.2.2 Social Media

In addition to the project website, online public outreach will also employ the use of social media – possibly including Facebook, Twitter, and YouTube – to better notify the public of opportunities to attend live meetings and other public events, to steer online traffic to new postings on the project website and to provide interesting platforms to disseminate alternative project content (e.g. videos, photos and webinars). Social Media engagement will be conducted to varying degrees throughout the project. As the project proceeds, updates and information will be distributed through various social media channels to increase attendance at project public outreach events.

Social media can also function as an online forum for general feedback and for the exchange of ideas. They can provide an unstructured, accessible method for people to express concerns about the project or to brainstorm possible solutions. They can also provide value in alerting CTDOT to any project misconceptions or festering issues that should be addressed.

The management and oversight of all social media outlets will comply with the State of Connecticut's Social Media Policy as outlined by the Office of Policy and Management.
http://www.ct.gov/opm/cwp/view.asp?a=3006&q=561700

2.3 Information Distribution Techniques

The primary purpose of the following techniques or tools is to distribute information to the public in print and electronic or digital formats in a timely and efficient manner. These techniques will also serve to prompt interested citizens and groups to provide contact information (emails) so that they can receive regular updates about the project and to solicit comments from individuals and groups that may not be able to attend live meetings or other public outreach events. The variety of tools to be employed for these purposes better enables CTDOT to reach out to a diverse cross-section of the public including stakeholders traditionally underserved by existing transportation systems.

All public notices will advertise the availability of free language assistance and the availability of reasonable accommodations. The notice will include the contact information and procedures for requesting the services, including the deadline for requesting the services.

Additionally, all public notices will provide instruction for those who are hearing impaired to call the 711 Telecommunications Relay Service in order to request accommodations.

The public notice will be published with sufficient processing time for free language and accessibility accommodation requests. The project team will develop translated versions of the public notice, press release, or other related announcements, based on the identified LEP populations. The project team will identify non-English media (print, TV, radio, website, etc.) through which to publish the notice to the public. Additionally, the public notice will be provided to individuals, organizations, and other

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stakeholders that represent Title VI and EJ populations in the affected area. They will be provided with a copy of the public notice, in English and any translated versions, to share with their constituents, members, or clients. Options for distribution will include email, postal mail, telephone, and in-person distribution by members of the project team.

2.3.1 Brochures or Newsletters

Throughout the project, the project team will generate engaging brochures, newsletters or fact sheets with project-related content. These documents will be brief and concise and will include text and infographics to convey information on key transportation-related topics such as freight, transit, land use sustainability, economy, and technology. For example, subject content might include:

- A description of the existing travel characteristics of I-84 (e.g. traffic volumes, congestion levels, percent through traffic, percent truck traffic, etc.).
- An explanation of the value of Travel Demand Management (TDM) and how TDM could be improved to better serve commuters and employers in greater Danbury and to better connect the various modes of travel.
- What is Transportation System Management (TSM) and how is the technology of TSM changing? Could TSM be employed to help solve some of the thornier problems that lead to congestion (e.g. better notification of highway incidents).
- A description of alternatives under consideration and the criteria through which they well be assessed.

The intent of these tools is to better inform the public about emerging or innovative transportation-related systems, principles, or strategies, as well as to highlight some of the key issues, challenges and findings associated with the study of alternatives for I-84 and with the potential positive and negative impacts of each alternative.

Printed versions of these brochures, newsletters or fact sheets will be distributed at public meetings, at local libraries and other community facilities; digital versions will also be posted to the project website and linked to social media.

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2.3.2 Press Advisories

Engagement with the press and media outlets will occur at strategic points throughout the project. Press Advisories or Press Releases will be prepared at these points to update the public on project progress and notify the public and stakeholders about the availability of information or plans. Press Advisories or public notices will also be prepared and distributed to media outlets in advance of key public information meetings or public hearings about the project to notify the public about the date, time, place of the meetings and the subject to be discussed.

2.3.3 E-bulletins

In addition to regularly issued newsletters or fact sheets, the project team will prepare and electronically distribute e-bulletins over the course of the project to the individuals and groups on the project's stakeholder email list. The communications will include project updates, notifications of public meetings

and events, links to project news articles, notification of project website updates, and announcements about new editions of project newsletters. E-bulletins will be issued jointly in both English and Spanish.

2.4 Responding to Public Comments

2.4.1 Comment Database

All comments submitted by the public via the website and social media pages, as well as via mail and fax, will be reported to the project team. The project team will create a database to collect, manage and report on comments. Questions and comments will be aggregated by topic or theme and the project team will regularly report to the public (via the project website) what the team is hearing from the public and how CTDOT is addressing those questions and comments.

2.4.2 Response to Comments

Every person who sends a question or comment to the project website will receive an automatically generated "thank you for your comment" response indicating that the comment has been received and its content will be reviewed by the project team. Questions and comments will be aggregated by topic or theme and responded to on that basis. If appropriate, the topic will be added to the website list of Frequently Asked Questions.

People who leave comments via the website will automatically be added to the project database and will receive future communications about the project.

Comments received via the project's Facebook page or other social media accounts will also be monitored, aggregated by topic or theme and responded to on that basis. Oral comments received at public meetings will be captured by project note-takers and put into a meeting summary. Written comment cards will also be collected at public meetings. These comment cards will be reviewed, aggregated and reported and archived similarly to those received via the website.

The project team and CTDOT will consider all public comments, both written and verbal, expressed during a public hearing, informational meeting, or other form of public engagement activity in the decision-making processes of the I-84 Danbury Project. The project team and CTDOT will review public comments to determine if a response is required. Following a public engagement event, a report of meeting or meeting minutes will be available to the public and posted on the project website and CTDOT's Internet website. The project team and CTDOT will make, keep, and maintain a record of the proceedings of the meeting.

All questions and comments received and all responses provided by CTDOT throughout the course of the project will be archived for the public record.

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3.0 EVALUATION OF PUBLIC INVOLVEMENT EFFECTIVENESS

The project team will periodically (twice annually) evaluate the effectiveness of the project's public involvement and outreach efforts. The project team will assess levels of overall public participation, attendance levels at live events, engagement of traditionally hard-to-reach groups, number of comments received, and the degree of misinformation or public confusion about project objectives or process and other metrics.

Performance metrics will focus on participant demographics and participant feedback collected at each public participation project. Performance assessments will reflect on outreach activities throughout the project, identifying practices or locations that were successful, and drawing conclusions for future outreach based on lessons learned. Specific attention will be given to the assessment of the effectiveness of outreach to Environmental Justice or Limited English Proficiency populations.

This assessment may lead to modification of:

- Public outreach meetings or events, such as reassessing:
  - Meeting formats
  - The number or frequency of public involvement opportunities
  - Meeting venues
- Website content and social media postings
- Project materials, such as:
  - Are they clear and understandable?
  - Do they provide opportunity for input or indicate that input is desired?
  - Do they help explain the process?
  - Are they well received?

Sample

4.0 SCHEDULE

The project team has developed a preliminary schedule for public involvement activities to: a) elicit timely and productive community dialog about transportation; b) to maintain public interest in addressing important transportation issues; c) to strategically bridge between the plan's technical work and public needs, expectations or desires; and, d) to maximize benefits that can be achieved from interaction with the public. This schedule is available to the public on the project website and will be updated as required during the project.

Sample

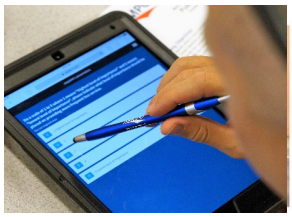
Sample

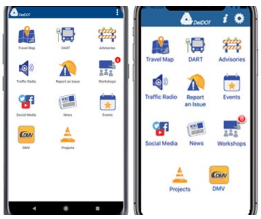
APPENDIX E

FHWA VIRTUAL PUBLIC INVOLVEMENT GUIDEBOOK

DRAFT

On-Ramp to Innovation
every day counts





Virtual Public Involvement

A Collection of Tools, Techniques, and Examples

U.S. Department of Transportation
Federal Highway Administration

Office of Planning, Environment, and Realty
FHWA-HEP-19-012
December 2018

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14. ABSTRACT
Fact sheets covering eight types of virtual public involvement in transportation planning and project development. The fact sheets describe commonly used digital tools and techniques to enhance and broaden public involvement, highlighting examples from state departments of transportation, metropolitan planning organizations, transit agencies, and local governments. Produced as part of FHWA's Every Day Counts 5 initiative on virtual public involvement.

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Virtual public involvement, public involvement, public meeting, public engagement, online engagement, digital public involvement, digital engagement, every day counts, transportation planning, transportation project development

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Introduction

In 2011, the Federal Highway Administration launched the "Every Day Counts" program to help state departments of transportation, metropolitan planning organizations, and local public agencies advance practice-ready innovations into everyday use. Now in its fifth two-year cycle, the program is showcasing Virtual Public Involvement (VPI) as one of the featured innovations.

This initiative seeks to Increase meaningful public involvement in transportation planning and project development by using a variety of virtual tools and techniques that make participation more convenient, affordable, and enjoyable for greater numbers of people.

This booklet includes information about VPI tools and techniques, organized into eight (8) categories. Each two-page fact sheet describes what the tool is, how the tool could help an agency improve its public involvement outcomes, and how interested agencies can get started.

The "Take Note" sections provide readers with quick reference about the tools. The work for numerous state, regional, and local agencies is included as examples throughout in the "VPI in Practice" sections.

Finally, each fact sheet includes information about how readers can contact a colleague who has knowledge of, and experience with, a particular tool or technique.

Look for the icons at right to help you navigate to the sections of each fact sheet that are most relevant to you and your agency.

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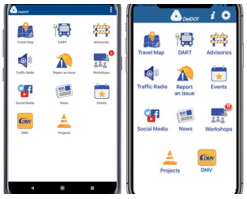
On-Ramp to Innovation
every day counts



Virtual Public Involvement Initiative

Learn About

Mobile Applications

What are Mobile Applications?

Smartphones are more common than ever before, with some stakeholders relying exclusively on smartphones for internet access rather than tablets, laptops, or desktop computers. A 2017 study found that more than three-quarters of Americans reported owning and using a smartphone.*

Mobile applications are closely related to – but very different from – their mobile-responsive website counterparts. With an app, users download and install the program directly on their smartphones. Apps allow users to obtain or review information, or submit their own text, images, or other multi-media messages.

Apps also usually feature on-screen notification options that serve to keep people engaged with, and aware of, updates from other users or from the app provider. In a transportation planning context, mobile apps can be developed as a single digital clearinghouse of information about project planning, development, public involvement opportunities, and contact information.

Mobile apps, by design, leverage geolocation services, which allows users to associate their comments with specific project locations, submit geotagged photos, or share location-based input.

VPI in Practice

The Delaware Department of Transportation (DelDOT) developed a mobile app for a range of activities, from sharing information about project planning and alerting stakeholders to upcoming public meetings to giving the public a way to report maintenance issues.

Image courtesy of Delaware Department of Transportation (DelDOT)

Mobile Applications

Can Mobile Apps Help My Agency?

Mobile apps can reach more people than traditional media, especially in communities with high rates of smartphone use. Mobile apps can expand engagement by allowing users to submit or share geotagged photos, videos, and comments. Bolstering participation can make projects better, and make for a smoother project delivery process.

Costs to develop mobile apps are typically invested up front, so longer term outreach costs can be reduced once stakeholders have downloaded and installed the app. Users can later be encouraged to take part in a range of public involvement activities outside of the mobile app setting, potentially growing the universe of stakeholders.

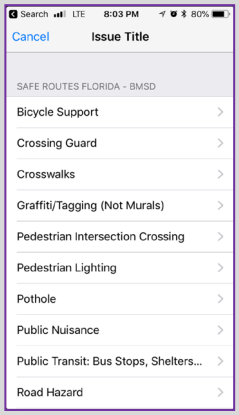
How Can My Agency Start Using Apps?

Agencies have a range of options when considering mobile apps. Some "all-in-one" community engagement software packages include customizable mobile apps in the suite of services. In other cases, like DelDOT's app, an agency will develop a custom app.

DelDOT created both iOS and Android versions of an app that assembles project information, event information, real-time traffic and weather alerts, and provides a way for drivers and system users to contact DelDOT when issues arise. The app interfaces with other popular traffic reporting apps as a way of keeping users engaged.

VPI in Practice

Broward County Florida works with a non-profit - Urban Healh Partnerships - to provide a mobile app that lets residents report issues they experience during walking, biking, and transit trips to and from school. The app uses GPS to tie comments and pictures to specific locations. Reports are routed to the appropriate department to be assessed and addressed. Users can track the status of their reports in the app and see what other users have identified as issues.



Images courtesy of Urban Health Partnerships

TAKE NOTE…

- **Smartphones are common among some stakeholder groups but not all**
- **A 2017 study* found 77% of U.S. adults say they own a smartphone**
- **Mobile apps put your information in stakeholders' pockets**
- **Mobile apps can leverage GPS-based location services to connect input with on-the-ground projects in real time**
- **Mobile apps may prime stakeholders for other kinds of engagement**

* Pew Research Center, "10 Facts About Smartphones as the iPhone Turns 10." June 28, 2107.

CONTACT A COLLEAGUE

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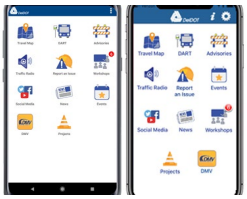

Virtual Public Involvement Initiative

Learn About

Project Visualizations

What are Project Visualizations?

Project visualization techniques include photo simulations, 3D images, videos, aerial footage, augmented reality or virtual reality. They can be powerful public involvement tools for transportation agencies because they provide the public with a "mock up" of what a proposed project would look like on the ground.

Visualizations can help communicate complex site conditions or engineering designs, enhance public understanding of a project's goals, and provide spatial or geographic context for a project. What's more, visualizations can be created *before* an agency spends time and resources developing detailed engineering plans and designs. Such visualizations can be a first step in conveying the macro or broad project objectives.

Transportation agency visualizations of plans and projects can be posted to streaming sites, shared on social media, and made accessible on project websites. Agency staff can integrate visualizations into do-it-yourself videos to share details of a proposed project, reaching potentially new audiences through a popular medium.

Image courtesy Washington State DOT Visual Engineering Resource Group

VPI in Practice

The Visual Engineering Resource Group at Washington State DOT develops visualizations to support the department's project development and NEPA processes.

In this example, the team created a photo-simulation showing local terrain, existing buildings, and a proposed roundabout on SR150.

Can Project Visualizations Help My Agency?

Engaging with stakeholders during the transportation planning and project development process is not only required, it's the right thing to do for the public good. Community members want to understand how tax dollars are being invested, and residents have unique perspectives and insights about the places they live, work, and visit.

A common challenge for stakeholders and the public is understanding how a project will actually impact the physical geography of their communities. Narrative descriptions of projects are valuable, but for many stakeholders, "a picture is worth a thousand words." Agency staff can dramatically improve the public's understanding of a project and its components by creating easy-to-access visualizations. Washington State DOT, which staffs an in-house Visual Engineering Resource Group dedicated to creating visualizations, reports that their open houses are becoming more popular, and participants display an enthusiastic appreciation for project visualizations.

How Can My Agency Create and Use Project Visualizations?

Creating visualizations requires specialized training and expertise in the use of key software packages and tools. Agencies may choose to assemble an entire team or provide adequate training and resources to one or two staff people or contractors. It's important to continually monitor and invest in staff development as tools, programs, and equipment will evolve and change over time. Agencies can test the value of visualizations to the public by hiring a firm to develop photo-simulations, animations, or videos before developing in-house staff capacity.

Washington State DOT had success by initially developing 3D modeling skills, then advancing to animations. Video software and the use of "storytelling" techinques can make for more compelling animations. An agency that has some basic equipment – video software, cameras, microphones, and lighting – is well positioned to begin using project visualizations in public involvment efforts.

CONTACT A COLLEAGUE

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VPI in Practice

North Carolina DOT created 3-D visualizations for its "Complete 540" Triangle Expressway Southeast Extension project. Point your smartphone's camera at the QR code below to see the visualizations!

Image courtesy North Carolina Department of Transportation (NCDOT)

TAKE NOTE…

- **Visualizations provide information that narrative or text doesn't convey**
- **Virtual reality – in the form of gaming – is already familiar among some demographics, like younger stakeholders**
- **Agencies can hire professional visual engineers or contractors prior to developing in-house staff capacity**
- **"A picture is worth a thousand words"**

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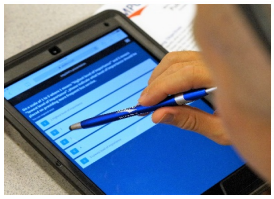

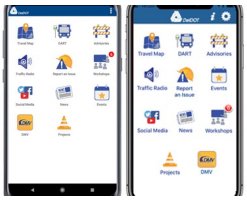

Virtual Public Involvement Initiative

Learn About

Do-It-Yourself Videos

What are Do-It-Yourself (DIY) Videos?

Video content – whether viewed on television or on the web – reaches people in a very different way than written or published material. Video has been a mainstay of internet content for several decades.

Today's tablets, smartphones, and digital cameras make it easier than ever for individuals to create high-quality live or recorded videos. Features like image stabilization, drones, and other equipment have become ever more affordable and accessible to consumers, giving agency staff an alternative to hiring costly video production firms to create video messages.

Transportation agency videos about plans, projects, events, and more can be posted to streaming sites, shared on social media, and made accessible on project websites. By creating DIY videos, planners and program managers can create personalized, accessible content about a project to share with stakeholders, reaching potentially new audiences through a popular medium.

Image courtesy Utah Department of Transportation (UDOT)

VPI in Practice

Utah Department of Transportation regularly creates short videos using smartphones and easy-to-use digital cameras. UDOT uploads these videos to the web then shares them on social media. The videos are short, low-cost, and give stakeholders an opportunity to hear directly from agency staff about issues like project planning, construction activites, and upcoming public events and meetings.

U.S. Department of Transportation
Federal Highway Administration

Can DIY Videos Help My Agency?

Engaging with stakeholders during the transportation planning and project development process is not only a requirement, it's the right thing to do for the public good. Community members want to understand how tax dollars are being invested, and residents have unique perspectives and insights about the places they live, work, and visit.

Video content can reach more people than other methods of engagement, especially in communities with high rates of internet use. Different stakeholder groups may also be more inclined to watch a short video on a smartpone or through a social media feed than to read a printed meeting announcement or text website content. Videos also have high engagement rates, meaning stakeholders may be more likely to share an agency's video than a flyer or an email.

Costs to develop DIY videos are largely associated with hardware and equipment. An agency that already has smartphones, digital cameras, or drones is well-positioned to use that equipment to create video content for stakeholders.

How Can My Agency Start Creating DIY Videos?

Agencies have a range of options for creating in-house video content. Simple, short, unscripted video messages can be easily created on a smartphone, then uploaded to a video site and shared via social media. If an agency prefers to use more advanced recording features, a staff person familiar with more sophisticated digital cameras can record footage and edit it using desktop video editing software.

Finally, an agency could invest in hardware like drones to capture video footage of project locations that are harder to reach on foot. Drone footage can be shared via social media or an agency website without any editing, or can be incorporated into longer videos with higher production value.

Utah DOT has experimented with different kinds of video content, from planned, scripted announcements to in-the-field recorded messages and project updates.

CONTACT A COLLEAGUE

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TAKE NOTE…

- **Video can engage viewers in a way print media can't**
- **Video creation hardware might already be in your pocket!**
- **Agencies can quickly and easily share video content on the web and through social media**
- **Videos can be closed-captioned or translated into various langauges to reach even more stakeholders**

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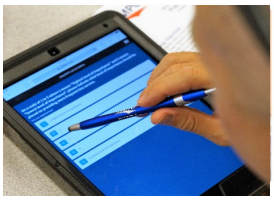

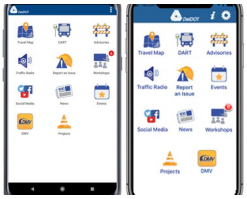

Virtual Public Involvement Initiative

Learn About

Crowdsourcing

What is Crowdsourcing?

Public meetings and workshops are a traditional method of gathering information from a group of participants and facilitating conversation among those participants. Today, many stakeholders want to share their ideas and weigh in on ideas submitted by others in a digital format.

Crowdsourcing is the use of digital tools (both online and mobile) to assemble ideas, comments, or suggestions, and to provide a forum for others to assess the value of those suggestions by voting for or against them.

Crowdsourcing tools are effective at generating input, and can be paired with photos, videos, maps, and other media in order to stimulate participation. By "voting" or appraising an idea, stakeholders can engage during the early stages of a project in a quick, easy, and "low-stakes" way. Instead of agreeing to attend a public meeting or taking a long online survey, stakeholders can – on their own schedule and at their own pace – read and support different ideas.

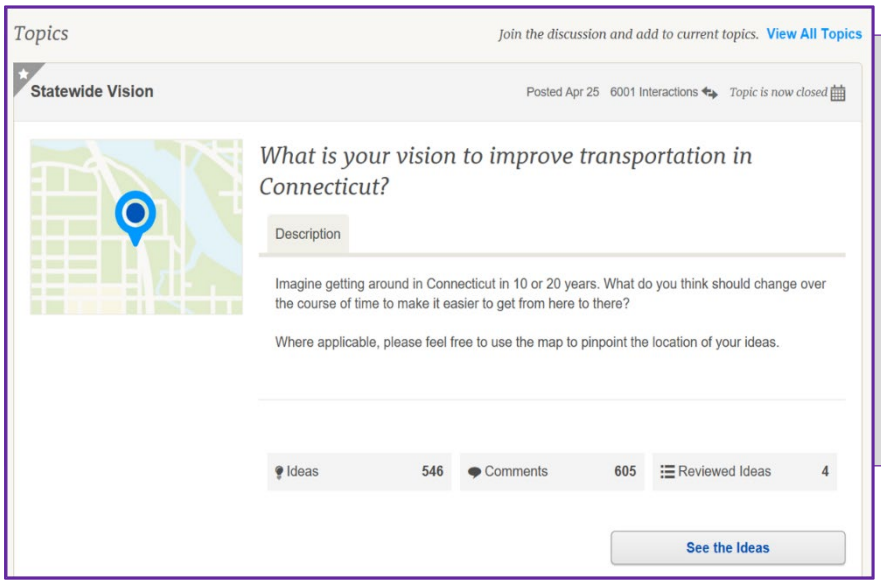

Image courtesy Connecticut Department of Transportation (ConnDOT)

VPI in Practice

The Connecticut Department of Transportation (ConnDOT) created *Let's Go CT*, an interactive social media platform to guide a community conversation about long-range transportation planning in the state. The site uses informal survey questions to prompt creative and thoughtful responses and ideas from participants. The platform also encourages residents to stay engaged after public meetings.

U.S. Department of Transportation
Federal Highway Administration

Can Crowdsourcing Help My Agency?

Engaging with stakeholders during the transportation and project development process is not only a requirement, it's the right thing to do for the public good. Community members want to understand how tax dollars are being invested, and residents have unique perspectives and insights about the places they live, work, and visit.

Crowdsourcing offers stakeholders a digital platform to submit their own ideas and input, and to "vote" or evaluate others' ideas. This can help agencies discern trends and priorities for planning and project development. Agencies can reach a larger and potentially more diverse audience by pairing digital platforms with in-person public involvement.

How Can My Agency Start Crowdsourcing?

There are many simple ways to crowdsource ideas and opinions – from straightforward online chat services to more robust platforms that allow user upvoting and downvoting. It's easy to begin using these tools, but it's most important to consider the roles, responsibilities, and staff effort that's needed to manage the information being submitted.

Stakeholders and members of the public who engage with agency plans through crowdsourcing tools may expect or assume that staff will be available online to answer questions or provide more detail. Staff need to be prepared to monitor information generated through crowdsourcing tools to maintain standards of civility and to encourage fruitful dialogue.

As a first step, an agency interested in using online crowdsourcing tools may publish its own plans and ideas and allow the public to use simple upvote/downvote tools. Once staff are comfortable monitoring and managing that type of public engagement, the agency might add more options for the public to submit their own comments, ideas, and opinions.

CONTACT A COLLEAGUE

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TAKE NOTE…

- **Crowdsourcing is a common and familiar activity on the web**
- **Upvoting and downvoting ideas can help staff quickly and easily see trends and priorities**
- **Crowdsourcing is easy for stakeholders to participate in and free options are available**

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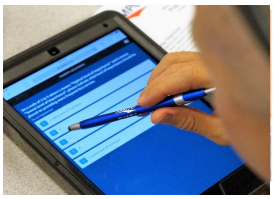

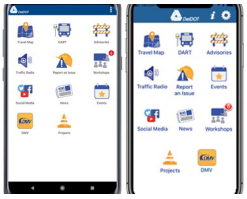

Virtual Public Involvement Initiative

Learn About

Virtual Town Halls

What are Virtual Town Halls?

Public meetings are an essential part of the transportation planning and project development process. They provide a forum for stakeholders to learn about projects and investments, ask questions and interact with agency staff, and provide opinions and input on the local or regional transportation network.

With careful planning, face-to-face meetings can bring together diverse groups of stakeholders. They can elicit valuable feedback for staff and build support for transportation projects. However, public meetings require a great deal of time, labor, and funding to design, promote, and facilitate. What's more, stakeholders with busy schedules may find it burdensome to travel to a public meeting venue on a specific date and time.

Virtual town halls or virtual public meetings offer stakeholders a way to take part in the planning process without traveling to a meeting location, such as a school or conference center. Stakeholders may join the meeting via teleconference, or by using online meeting software they access from their own computers or from a computer available in public locations, like a local library. In some formats, attendees at virtual town halls can engage in live polling and other dynamic information-sharing, or listen to a simulcast in a language other than English.

SFMTA Online Budget Townhall

VPI in Practice

The San Francisco Municipal Transportation Agency used a virtual town hall meeting to discuss its FY 2019 and 2020 budget. The online meeting helped to improve participation and elicit useful feedback.

Image courtesy of San Francisco Municipal Transit Agency

U.S. Department of Transportation
Federal Highway Administration

Can Virtual Town Halls Help My Agency?

Engaging with stakeholders during the transportation planning and project development process is not only required, it's the right thing to do for the public good. Community members want to understand how tax dollars are being invested, and they have unique perspectives and insights about the places they live, work, and visit.

Virtual town halls can bridge the gap between wanting to attend an in-person public meeting and the constraints that stand in the way. Using virtual town halls can bolster participation, make projects better, and smooth the project delivery process.

Agencies can save time and money by employing readily-available approaches, like teleconferencing, and can reach populations with low-mobility, limited English proficiency, and other barriers that may reduce in-person attendance.

How Can My Agency Start Hosting Virtual Town Halls?

It's simple to get started hosting virtual town halls. Consider adding a teleconference option to an in-person meeting and sharing the toll-free call-in number in meeting advertisments. Some teleconference services provide technical support to manage calls with a large number of participants.

The San Francisco Municipal Transportation Agency (SFMTA) recently opted to use online public meetings as a complement to traditional town halls for their budget process. The agency was in search of new avenues to increase engagement on discussions related to the budget and was interested in leveraging existing resources to make meetings more accessible to the public.

The SFMTA was fortunate to be able to work alongside the production staff at San Francisco Government TV (SFGOVTV) in order to develop the content for the meeting and to produce a multi-cast approach as the meeting was broadcast on YouTube, SFGOVTV, and Facebook Live. Throughout the meeting, the agency accepted questions from participants in real-time through Facebook, Twitter and by e-mail. By offering various opportunities for engagement, the agency was able to gather feedback from a more diverse set of participants.

In preparation for the event, the agency promoted the online meeting using various social media channels and through its budget project web page, which offered a package of opportunities designed to generate feedback. In the future, SFMTA hopes to expand its online meetings offerings beyond discussions on the budget.

CONTACT A COLLEAGUE

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TAKE NOTE…

- **Teleconferences and online meetings bring more people to the virtual table**
- **Virtual hearings may have legislative requirements**
- **Online town halls can be used to share graphics, maps, and other visual aids**
- **Virtual public hearings can save time and money while improving meeting effectiveness**

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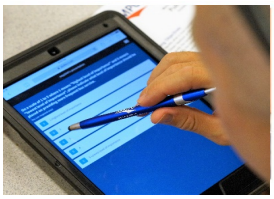

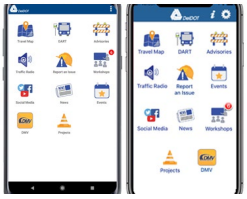

Virtual Public Involvement Initiative

Learn About

Mapping Tools

What are Mapping Tools?

As the saying goes, a picture is worth a thousand words. The same goes for maps. Maps provide an opportunity to share data in unique ways. They allow information to be communicated in a visual format, making it easier for the public to digest complicated data in a concise, clear format.

Beyond simply displaying information, mapping tools typically have interactive capabilities that permit users to search, click, and query their way across a specific project site, neighborhood, or region to gather details that may not be easily accessible in other formats. Some tools allow individuals to share comments or ideas directly on a map they can access from their mobile phones, tablets, or computers.

Integrating mapping tools into the planning and project development process can be a powerful way to communicate information and collect feedback and preferences from the public.

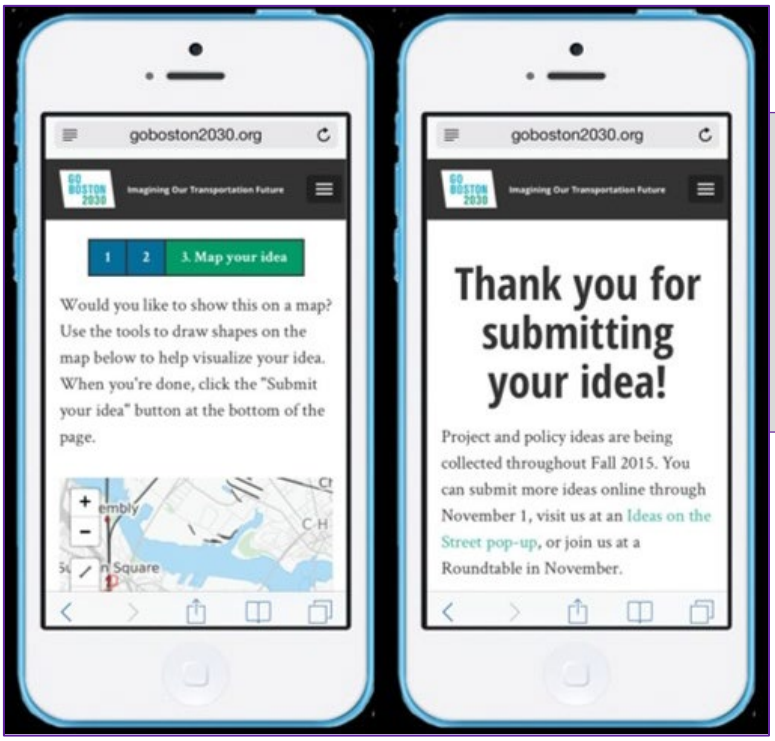

Image courtesy of Boston Transportation Department (BTD)

VPI in Practice

As part of its long-range transportation planning process, *Go Boston 2030,* the Boston Transportation Department (BTD) invested in a web tool that allowed users to share their ideas as either written concepts or by drawing lines or shapes directly on a map. The tool was optimized for both desktop and mobile browsers.

Can Mapping Tools Help My Agency?

Engaging with stakeholders during the transportation planning and project development process is not only required, it's the right thing to do for the public good. Community members want to understand how tax dollars are being invested, and residents have unique perspectives and insights about the places where they live, work, and visit.

Mapping tools are an excellent way to show the public where funds are being spent or are expected to be spent. Agencies can embed maps directly into websites or mobile apps, giving the public the ability to search for information at their convenience. Thus, users can more easily digest information and understand where investments are being made.

Transportation agencies can also include options to submit comments, ideas, or questions. For example, when developing its Transportation Improvement Program, the Alamo Area Metropolitan Planning Organization (AAMPO) used an interactive map to show proposed projects and asked users to complete a survey to help prioritize projects for funding. AAMPO found that this approach increased participation by up to 500 percent.

VPI in Practice

During the *Go Boston 2030* effort, BTD developed an online database that organized all ideas by zip code. Users were then able to go to BTD's website and click through an interactive map to review all submitted ideas. The public was able to express support for ideas by clicking "like." The results from this outreach effort directly influenced the four future scenarios BTD developed as part of its planning process.

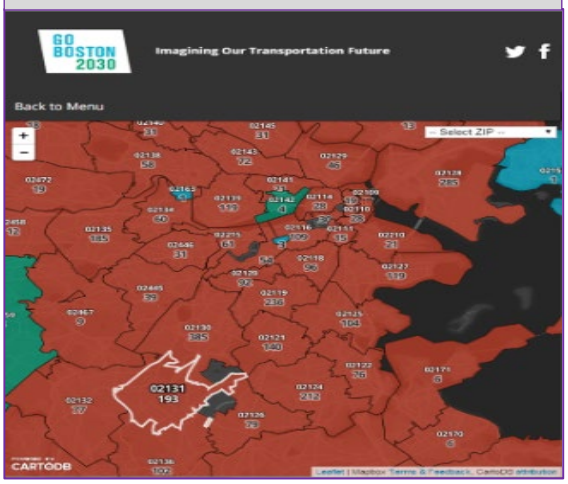

Image courtesy of Boston Transportation Department (BTD)

How Can My Agency Start Using Mapping Tools?

Many options are available to integrate mapping tools into the planning and project development process. There are some free, user-friendly versions of mapping applications with simple data analysis and visualization capabilities that agencies can explore and pilot. Subscription-based mapping applications provide a greater range of services. For example, story maps allows agencies to combine maps with narratives, images, and videos.

CONTACT A COLLEAGUE

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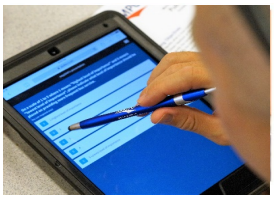
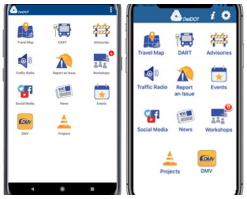
TAKE NOTE…

- **Maps can communicate data in unique and interesting ways**
- **Agencies may already have in-house, web-based mapping or GIS capabilities**
- **Agencies can share maps on their websites, through social media, and at in-person meetings and events**

On-Ramp to Innovation
every day counts





Virtual Public Involvement Initiative

Learn About

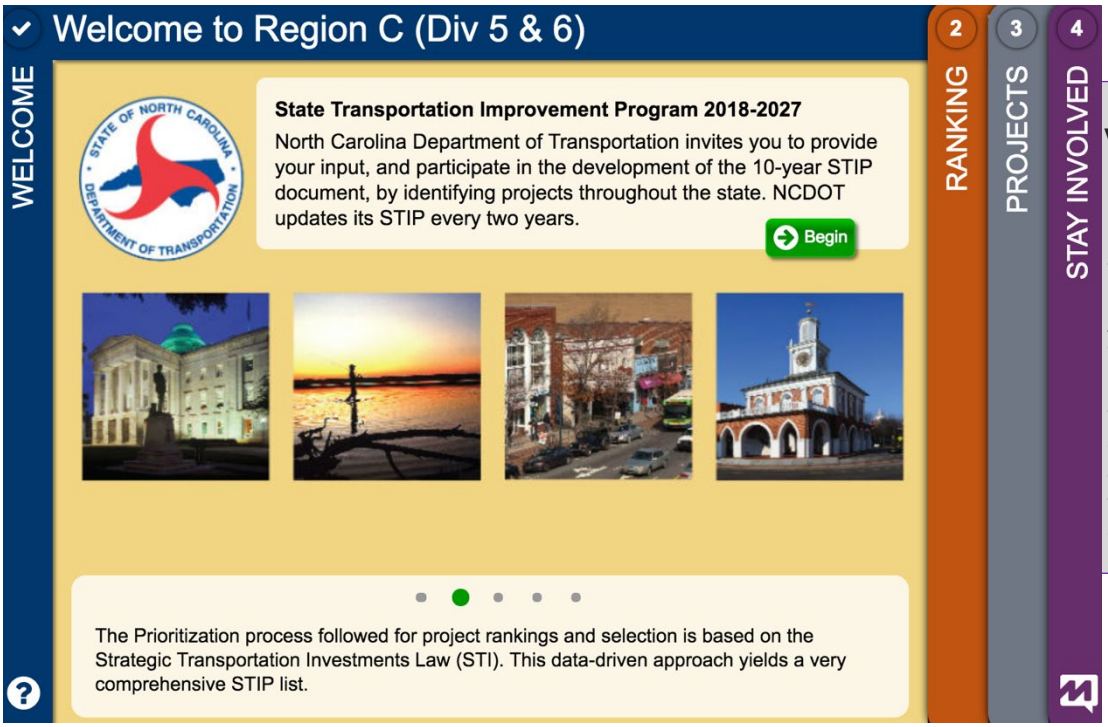
"All-in-One" Tools

What are "All-in-One" Tools?

Several software companies have developed platforms that combine crowdsourcing features, mapping, visualization, file storage and sharing, and survey instruments. We call these platforms "all-in-one" virtual public involvement tools.

Today's stakeholders access, consume, and create information in both digital and analog format. What's more, many internet uesrs are seeking a single clearinghouse of information about a topic or issue — a "one-stop shop" for information, maps, videos, and input submission areas.

Transportation agencies can use these "all-in-one" web-based platforms to consolidate plan drafts, videos, images, maps, event announcements, staff contact information, and more. Agencies can customize these all-in-one tools for specific transportation projects, or for medium- and long-range planning processes, such as NCDOT's 2018-2027 State Transportation Improvement Program (STIP).



VPI in Practice

North Carolina DOT first used MetroQuest as part of the public involvement process for its 2018-2027 STIP. The straightforward interactive site boosted public involvement by 19 times, allowing individuals across the state to easily get involved in the transportation planning and programming process.

Image courtesy North Carolina DOT

U.S. Department of Transportation
Federal Highway Administration

Can "All-in-One" Tools Help My Agency?

Engaging with stakeholders during the transportation planning and project development process is not only a requirement, it's the right thing to do for the public good. Community members want to understand how tax dollars are being invested, and residents have unique perspectives and insights about the places they live, work, and visit.

All-in-one tools can provide agency staff with a mechanism to dramatically increase public participation in a convenient and streamlined package. North Carolina DOT has used an all-in-one web-based platform for several plans and projects, and has seen increased participation among *all* stakeholder demographics. Notably, the agency also increased participation among stakehlders under 25 years of age and between the ages of 26 and 40. These stakeholders were historically underrepresented in the planning process.

Costs associated with all-in-one platforms are largely invested upfront in the form of software licenses and staff training. Once in use, agencies can see upticks in participation rates and decreases in outreach and public involvment costs. NCDOT reported a 600 percent decrease in cost per participant after making the investment in a web-based all-in-one tool.

How Can My Agency Start Using "All-in-One" Tools?

All-in-one tools are sophisticated, and agency staff may need to invest time in learning about a platform and pitching it to agency leadership. Acquiring licenses for these tools can be costly up-front, but increased overall participation can accelerate project delivery and reduce costs at later stages of the planning and project development process.

One useful approach is to find a peer agency or colleague in the field who is using an all-in-one tool. Start by gaining some hands-on experience with the information sharing, polling, mapping, and other features of a tool before making an investment. Software companies that produce these tools will also provide demos to equip agency staff with the knowledge they need to expand their virtual public involvement activities. NCDOT had success by looking both inward and outward: that is, identifying an internal staff person to serve as the main point of contact on implementation of an all-in-one tool and developing a strategic communications plan to promote use of the tool among the public and different stakeholder groups.

CONTACT A COLLEAGUE

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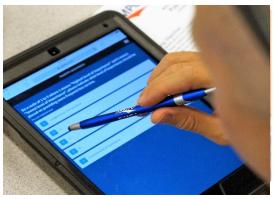
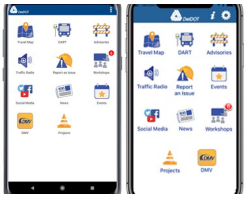
TAKE NOTE…

- **All-in-one tools require upfront investment and staff training**
- **Web-based platforms become "one-stop shops" for project information**
- **Agencies can dramatically improve participation rates and reduce costs**
- **Traditionally underrepresented stakeholder groups like younger community members can become engaged through all-in-one tools**

On-Ramp to Innovation
every day counts





Virtual Public Involvement Initiative

Learn About

Digital Tools to Enhance In-Person Events

What are Digital Tools to Enhance In-Person Events?

For more than a decade, the prevalence of mobile devices have been rapidly growing; it has greatly changed the way the public shares and collects information. Using mobile devices and online tools during in-person meetings opens up new ways of communicating with the public.

In-person events and public meetings seek to bring people together to discuss important issues in their community and collect feedback that can influence the results of the planning and project development process. By introducing digital tools to these events, the experience is likely to be more engaging, fulfilling, and fun. Furthermore, agencies can use digital tools to gather more structured feedback and give citizens opportunities to lead their own meetings in their communities at times and places that work for them.

Some examples of integrating digital tools into in-person events include: live polling using mobile devices, facilitating the collection and sharing of ideas using tablets, and using social media to stream public meetings in real time in order to boost participation.

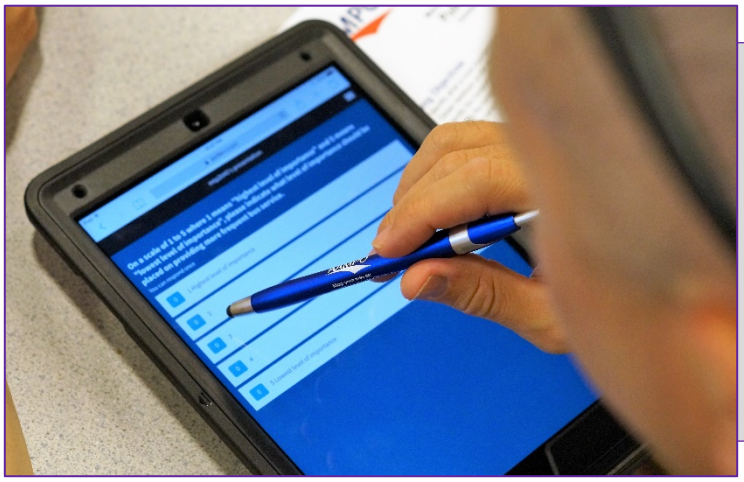


Image courtesy the Alamo Area Metropolitan Planning Organization (AAMPO)

VPI in Practice

The Alamo Area Metropolitan Planning Organization (AAMPO) uses live polling software to engage with the participants at public meetings to collect and display responses to questions in real time. Participants (both in person and remote) can easily access the polling tool on their mobile phones or computers and share their opinions about the topic at hand. AAMPO makes sure to have tablets available for those participants without access to a mobile phone. Tablets are also used to collect feedback from the public in the field.

Digital Tools to Enhance In-Person Events

Can Digital Tools Enhance In-Person Events at My Agency?

Engaging with stakeholders during the transportation planning and project development process is not only required, it's the right thing to do for the public good. Community members want to understand how tax dollars are being invested, and residents have unique perspectives and insights about the places they live, work, and visit.

Digital tools enhance in-person events and meetings by allowing the public to participate in the planning and project development process in more interactive and tangible ways. They are a great way to gather input from participants that do not typically share comments in front of an audience. For example, the Boston Transportation Department (BTD) purchased tablets for use by street teams when visiting neighborhoods to collect questions and ideas from the public during for its long range plan – Go Boston 2030. The engagement rate far exceeded the BTD's expectations.

A "Meeting-in-a-Box" is another popular tool for structuring and enhancing in-person events. Agencies develop meeting kits for community members to use at their own meetings at a time and location of their choosing. These kits contain all the materials and instructions to run a meeting and gather input, and often include tablets and links to online materials to help facilitate the process. The Knoxville Regional Transportation Planning Association is one organization that has used meeting-in-a-box kits.

Live-polling software is another common tool that agencies use to enhance in-person events. These tools allow agencies to ask meeting participants questions and see results displayed in real time.

How Can My Agency Use Tools to Enhance In-Person Events?

For agencies interested in using digital tools for in-person events, there are different options depending on the resources available. For instance, purchasing tablets for use during events requires an up-front investment. Another option can be to encourage meeting participants to use their personal mobile devices. Not everyone will have access to a personal device, so agencies should set up stations (e.g., laptops, tablets) to ensure everyone has the ability to participate.

Agencies should continue to educate themselves on the latest technology and applications available, and consider ways to integrate digital tools into in-person meetings that meet their goals.

CONTACT A COLLEAGUE

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TAKE NOTE…

- **Digital tools can increase participation by allowing the public to use mobile devices to share input in real time**
- **Agencies can purchase tablets to use at in-person events, but also allow the public to use their personal devices**
- **Digital tools can allow community members to host their own meetings at a time and place of their choosing**

Virtual Public Involvement
A Collection of Tools, Techniques, and Examples

December 2018 | FHWA-HEP-19-04

U.S. Department of Transportation
Federal Highway Administration

APPENDIX F

PUBLIC OUTREACH

DRAFT

Everyone Is Invited To A

VIRTUAL PUBLIC INFORMATION MEETING

Statewide Transportation Improvement Program (STIP) and CTDOT Public Involvement Procedures (PIP) document

Residents, commuters, business owners, and other interested individuals are encouraged to take advantage of this opportunity to learn about and discuss the STIP and PIP.

Please join us on Wednesday, September 23, 2020

The meetings will be live streamed via: Microsoft Teams Live Event and YouTube Live

Afternoon session - Formal Presentation will begin at 1:00 pm,
Evening session - Formal Presentation will begin at 7:00 p.m.
Question and Answer (Q&A) sessions will immediately follow both presentations.

Instructions on how to access the meeting and on how to provide comments or ask questions, can be found at the project webpage: www.ct.gov/dot/stip

The public informational meeting is being held to provide the public and local community the opportunity to offer comments or ask questions regarding the Draft 2021 STIP and PIP. Persons with limited internet access may request that the Draft 2021 STIP and /or PIP information be mailed to them by contacting Rose A. Etuka by email at Rose.Etuka@ct.gov or by phone at 860 594-2040. (Allow one week for processing and delivery.)

Individuals with limited internet access can listen to the meeting by calling (800) 369-2192 and entering the Participant Code when prompted: 4906163. Persons with hearing and/or speech disabilities may dial 711 for Telecommunications Relay Services (TRS). The MS Teams Live Event offers closed-captioning for the hearing impaired and non-English translation options. A recording of the formal presentation will be posted to YouTube following the event and closed-captioning (including non-English translation options) will be available at that time. The recording will also be available in the list of DOT virtual public meetings here: https://portal.ct.gov/dot/general/CTDOT-VPIM-Library

Visit the project webpage for options for Apple users. During the Q&A session and the comment period that follows the meeting, individuals may leave a question or comment via email (preferred) at DOT.Draft2021STIPComment@ct.gov
. Individuals may also leave a voicemail question or comment by calling (860) 944-1111. Please reference the project in your voicemail.

Language assistance may be requested by contacting the Department's Language Assistance Call Line (860) 594-2109. Requests should be made at least 5 business days prior to the meeting. Language assistance is provided at no cost to the public and efforts will be made to respond to timely requests for assistance.

Additional Opportunities for Public Review and Comment

Capital Region COG
Hartford
860-522-2217
www.crcog.org

Connecticut Metropolitan COG
Bridgeport, CT
203-366-8437
www.ctmetro.org

Lower CT River Valley COG
Essex, CT
860-581-8554
www.rivercog.org

Naugatuck Valley COG
Waterbury, CT
203-757-0535
www.nvcogct.org

Northeastern CT COG
Dayville, CT
860-774-1253
www.neccog.org

Northwest Hills COG
Goshen, CT
860-491-9884
www.northwesthillscog.org

South Central Regional COG
New Haven, CT
203-234-7555
www.scrcog.org

Southeastern CT COG
Norwich, CT
860-889-2324
www.seccog.org

Western CT COG
Sandy Hook, CT
475-323-2060
www.westcog.org

Public Informational Meeting

♦ 2021 Statewide Transportation Improvement Program (STIP)

♦ Public Involvement Procedures (PIP)

REVIEW PROCEDURE

A copy of the Draft 2021 STIP and PIP will be available for review at specific locations for a forty-five day public comment period between August 24, 2020 and October 9, 2020. These documents are available for review at the CTDOT Administration Building in Newington and at each of the Council of Governments. It is suggested that an appointment be scheduled in order to adequately accommodate all interested parties. To schedule an appointment at CTDOT, please call (860)594-2040 or send request via email to: Rose.Etuka@ct.gov

To schedule an appointment at one of the Council of Governments , please call them directly.

The Draft 2021 STIP is available online at: http://www.ct.gov/dot/STIP

The Draft PIP is also available online at: http://www.ct.gov/dot/PIP

Comments….

Written comments must be received on or before October 9, 2020. Comments should be addressed to:

Maribeth Wojenski

Emailaddress:
DOT.Draft2021STIPComment@ct.gov

Transportation Assistant Planning Director
Bureau of Policy and Planning
Connecticut Department of Transportation
P.O. Box 317546
Newington, CT 06111

Please include your name, address and if applicable, the name of the company or organization you represent with your request.

2021 STATEWIDE TRANSPORTATION IMPROVEMENT PROGRAM(STIP)

In accordance with the provisions of Title 23, section 135 of the United States code, as amended by Fixing America's Surface Transportation (FAST) Act, enacted December 4, 2015, the Connecticut Department of Transportation (CTDOT) has developed a draft Statewide Transportation Improvement Program (STIP) covering all areas of the state. The STIP lists all federally funded transportation improvements, by federal funding category and by region, which are scheduled to occur over the next four years. It includes capital and operational improvements to the various modes, which make up the transportation system, including highway, bus, rail and bicycle facilities. The STIP is used to implement the goals and objectives identified in the Metropolitan Transportation Plans and State Transportation Plans. The portion of the STIP for the urban regions of the State is based on the Transportation Improvement Programs adopted by the Metropolitan Planning Organizations (MPO). For the rural regions of the State, the STIP is developed in cooperation with the Rural Council Of Government (COG).

PUBLIC INVOLVEMENT PROCEDURES (PIP) DOCUMENT

Federal Statewide Planning and Metropolitan Planning Regulations (23 CFR Part 450 and 771 & 49 CFR Part 613, May 27, 2016) require that state transportation agencies and MPOs develop public involvement procedures. Pursuant to these regulations, CTDOT has established a proactive, public involvement process that is accessible to the public and identifies and addresses transportation-related issues early in the project development process. This process provides complete information, timely public notice, full public access to key decisions, and supports early and continuing involvement of the public in developing planning documents and transportation improvement programs. This process also minimizes duplication of public involvement efforts and meets the needs of the public and resource and regulatory agencies to provide early and continuing input into the project development process.

PUBLIC INFORMATIONAL MEETINGS

On Wednesday **September 23, 2020, two Virtual Public Informational Meetings will be held.** The first will be at 1:00 p.m. and the second will be at 7:00 p.m. The meetings will provide a forum for a full and open discussion of the details of the Draft 2021 STIP and PIP. At these meetings, the public will have an opportunity to comment and discuss information regarding the STIP's projects and programs. Department of Transportation staff will be available to help answer specific questions and clarify any proposed projects. Please use this meeting as an opportunity to ask questions and provide input to this very important transportation planning effort.

Persons with limited internet access may request that the Draft 2021 STIP and /or PIP information be mailed to them by contacting Rose A. Etuka by email at Rose.Etuka@ct.gov or by phone at 860 594-2040. (Allow one week for processing and delivery.)

Individuals with limited internet access can listen to the meeting by calling (800) 369-2192 and entering the Participant Code when prompted: 4906163. Persons with hearing and/or speech disabilities may dial 711 for Telecommunications Relay Services (TRS). The MS Teams Live Event offers closed captioning for the hearing impaired and non-English translation options. A recording of the formal presentation will be posted to YouTube following the event and closed captioning (including non-English translation options) will be available at that time. The recording will also be available in the list of DOT virtual public meetings here: https://portal.ct.gov/dot/general/CTDOT-VPIM-Library

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