

# **Nashua Regional Planning Commission Metropolitan Planning Organization**

## **Public Involvement Process For Transportation Planning**



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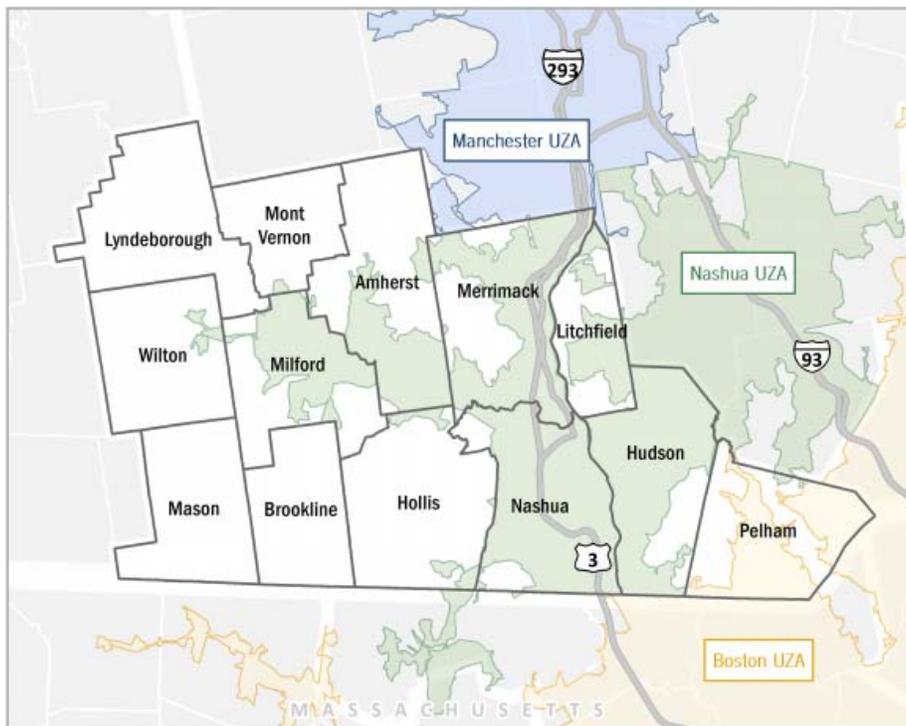
## LIST OF ABBREVIATIONS

ACS	American Community Survey
EPA	Environmental Protection Agency
FAA	Federal Aviation Administration
FAST	Fixing America's Surface Transportation Act
FHWA	Federal Highway Administration
FTA	Federal Transit Administration
LEP	Limited-English-Proficiency
MPO	Metropolitan Planning Organization
MTP	Metropolitan Transportation Plan
NHDES	New Hampshire Department of Environmental Services
NHDOT	New Hampshire Department of Transportation
NRMTP	Nashua Regional Metropolitan Transportation Plan
NRPC	Nashua Regional Planning Commission
NTS	Nashua Transit System
PBP	Pedestrian and Bicycle Plan
PIP	Public Involvement Process
RSA	Revised Statutes Annotated
STIP	State Transportation Improvement Plan
TIP	Transportation Improvement Plan
TTAC	Transportation Technical Advisory Committee
UZA	Urbanized Area

## PUBLIC INVOLVEMENT PROCESS FOR TRANSPORTATION PLANNING

### 1.0 ORGANIZATIONAL INTRODUCTION

The Nashua Regional Planning Commission (NRPC) serves as the Metropolitan Transportation Organization (MPO) for the Nashua, NH Urbanized Area (UZA), as defined below. From here on after, NRPC will be referenced as the “MPO”.



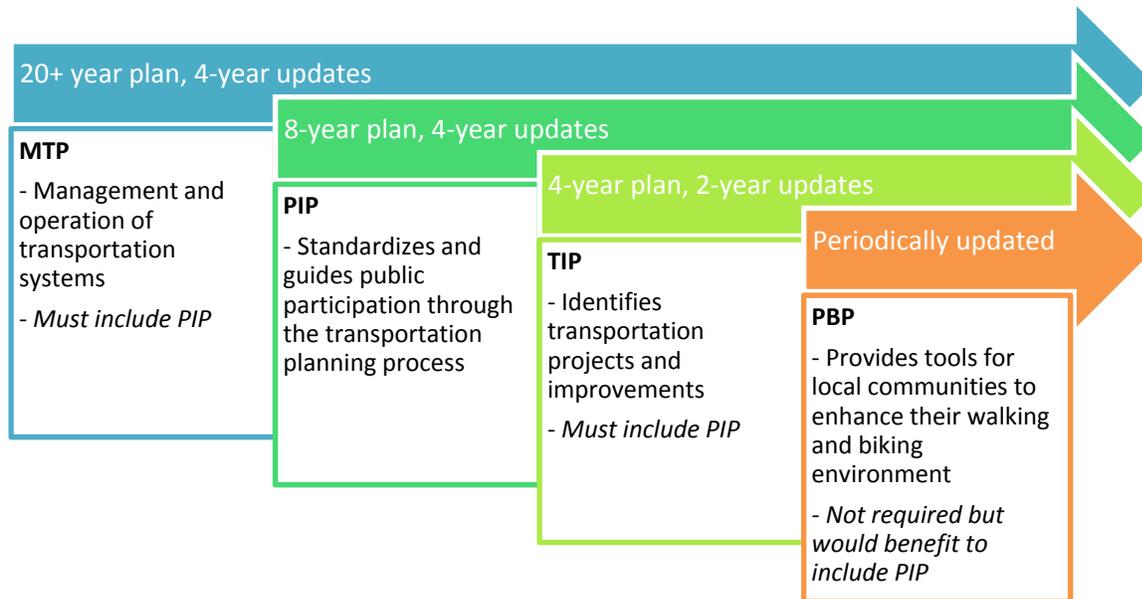
The MPO is the transportation policy-making organization for the 13-community region and is made up of between one and four representatives from each member community together with representatives from federal, state and local governmental agencies including the Federal Transit Administration (FTA), Federal Highway Administration (FHWA), NH Department of Transportation (NHDOT), New Hampshire Department of Environmental Services (NHDES), and the Nashua Transit System (NTS). The overall purpose of the MPO is to administer the federal transportation process and ensure that investments in transportation are based on a continuing, cooperative and comprehensive planning process.

The MPO produces four primary documents which integrate public involvement into the regional transportation planning and programming, including the:

- Metropolitan Transportation Plan (MTP) which is a 25-year plan with 4-year updates that identifies how the MPO will manage and operate transportation systems to meet the region’s long-term needs, growth and sustainability goals;
- Public Involvement Process (PIP) which is an 8-year plan with 4-year updates that establish public involvement procedures for the transportation planning process;
- Transportation Improvement Program (TIP) which is a 4 -year plan with 2-year updates that identify transportation projects and improvements; and

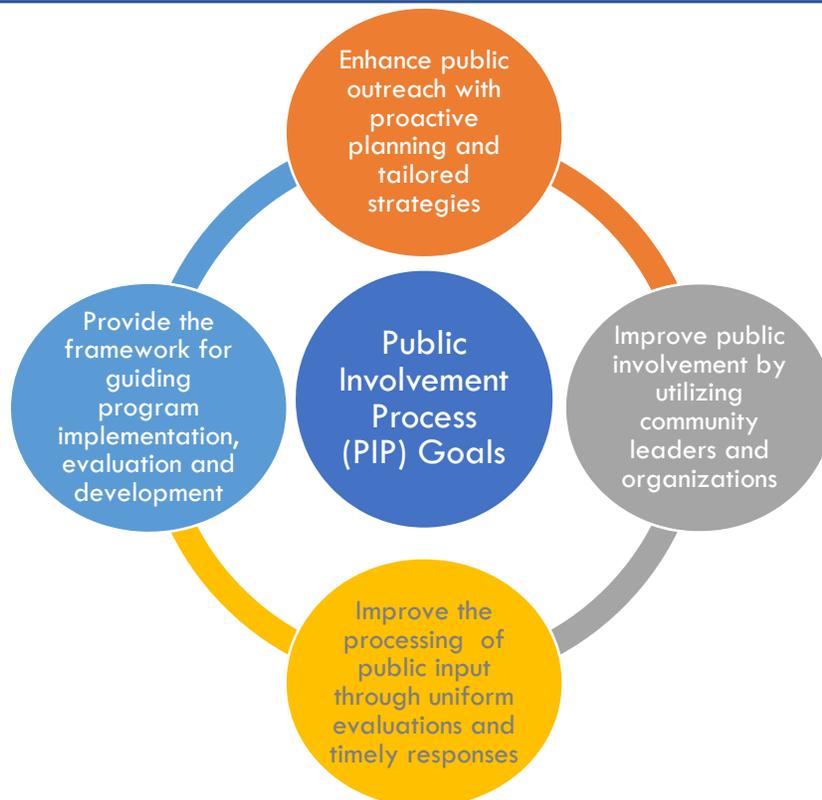
- Pedestrian and Bicycle Plan (PBP) which is periodically updated and provides tools for local communities to enhance their walking and biking environment.

The MPO may also generate other transportation plans not mentioned above that would also be relevant to the usage of this document. Before the aforementioned documents are created, approved and adopted, however, the MPO must undertake a meaningful level of public participation to ensure these plans and programs reflect the needs and wants of the public it ~~we~~ ~~sserves~~. For that reason, the MPO has created this document – the Public Involvement Process (PIP) – to help standardize and guide the public participation process.



## 2.0 PURPOSE, GOALS AND OBJECTIVES

The purpose of the public involvement process is to ensure that the concerns and issues of everyone with a stake in transportation decisions are identified, evaluated and responded to in a thoughtful, thorough and timely manner.



### 2.1 PURPOSE

Public involvement is an integral part of the transportation process which helps ensure that decisions are made in consideration of and of benefit to public needs and preference. A core function of the MPO is to provide a forum for effective regional decision-making when it comes to matters concerning transportation. Therefore, the purpose of PIP is to ensure that the concerns and issues of everyone with a stake in transportation decisions are identified, evaluated and responded to in a thoughtful, thorough and timely manner. Typical transportation matters include, but are not limited to transportation policies, allocation of transportation resources and the prioritization of regional projects.

In accordance with [23 CFR 450.316](#), federal regulations state that every MPO must develop, adopt and implement formalized procedures for effective public involvement, participation and consultation to be used during the development or updating of a Metropolitan Transportation Plan (MTP) or Transportation Improvement Program (TIP). The regulation also stipulates that a public involvement process shall seek out traditionally underserved populations. The Fixing America's Surface Transportation (FAST) Act also emphasizes public involvement as the hallmark of the planning process. Similarly, the State of New Hampshire has several laws which require various types of public involvement concerning planning process and access to government information ([RSA 91-A](#)).

In addition, the Nashua Transit System, which is the FTA Section 5307 (c) applicant, has consulted with the MPO and concurs that the public involvement process adopted by the MPO for the development of the TIP satisfies the public hearing requirements that pertain to the development of the Program of Projects for regular Section 5307, Urbanized Area Formula Program, grant applications, including the provision of public notice and the time established for public review and comment.

The following PIP is intended to ensure effective and inclusive public involvement throughout the MPO's transportation planning activities while complying with federal and state rules.

## **2.2 GOALS AND OBJECTIVES**

The following section covers the principal goals and corresponding objectives for the MPO's PIP.

### **GOAL 1:** Enhance *public outreach*

#### **Objectives**

- Incorporate public outreach early in the process, properly account for time and resources required
- Identify and seek input from a wide variety of individuals, groups and organizations including traditionally underrepresented populations
- Tailor outreach strategies that engage individuals, groups and organizations of low-income, minorities, limited-English-proficiency (LEP) populations and the disabled
- Adjust outreach strategies for effectiveness as needed based on public feedback

### **GOAL 2:** Improve *public involvement*

#### **Objectives**

- Encourage public involvement early in the planning process to guide plan development
- Clearly convey how those wanting to understand and participate in the process can be involved
- Utilize community leaders and organizations to leverage higher levels of public involvement
- Adjust involvement strategies for effectiveness as needed based on public feedback

### **GOAL 3:** Improve the *processing* of public input

#### **Objectives**

- Establish a process for properly collecting, storing and disseminating public input
- Uniformly evaluate public input as possible but allow for adaptability and case-by-case basis evaluations as needed
- Incorporate both quantitative and qualitative evaluation methods and measures
- Respond to public input in a consistent and timely manner

### **GOAL 4:** Appropriately *implement, evaluate and develop* public involvement program

#### **Objectives**

- Provide the framework for a standardized implementation schedule which guides future public outreach and involvement
- Establish evaluation measurements to reflect the program performance
- Conduct regularly scheduled evaluations to monitor program effectiveness and assess public feedback

- Utilize evaluation results to further and enhance program development
- Synchronize the MPO's PIP with other statewide and regional public involvement processes
- To satisfy the Nashua Transit System public participation for the Program of Projects

### 3.0 UNDERSTAND AND PARTICIPATE IN THE PROCESS

The goal of this chapter is to help interested parties understand MPO procedures for public involvement and understand when and how to get involved.

The MPO's PIP can be broken into four major focus areas which reflect the four [program goals](#):

- public outreach;
- public involvement;
- processing of public input and comments;
- program implementation, evaluation and development.

The MPO has identified seven key strategies within the content of *public outreach* and the *public involvement* focus areas that interested parties should understand and leverage in order to get involved. The table below lists these strategies while the tables on the follow pages further detail what interested parties should *know* in order to *participate* in the transportation planning process.

Strategy	MTP		TIP		PIP		PBP	
	Update	Amend	Update	Amend	Update	Amend	Update	Amend
1. Public Outreach with info meetings	•		•		•		•	
2. Official Public Notice of Intent to update	•	•						
3. Draft or amended plan made available to public	•	•	•	•	•	•	•	•
4. Public meetings at TTAC or as specified	•	•	•	•	•	•	•	•
5. Official Notice of Comment Period and Hearing	•	•	•	•	•	•	•	•
6. Official Comment Period	•	•	•	•	•	•	•	•
7. Public Hearing at NRPC Exec Committee or Full Commission meeting	•	•	•	•	•	•	•	•

- Denotes a required procedural step

**Note:** Each plan – MTP, TIP, PIP and PBP – will generally follow these same seven strategies for public outreach and involvement. As noted above and within the detailed table that follows, some of the plans will not require certain procedural actions.

The other two focus areas – *processing of public input* and *program development* – involve little to no public involvement, so they have been omitted from chapter 3 altogether. Their detailed information will begin in chapter 6.

The following table further details the 7 key procedures that help interested parties to understand the MPO procedures and let them know how to get involved.

Strategy	Description of Public Involvement
Public Outreach with Info Meetings	<p><b><u>KNOW</u></b></p> <ul style="list-style-type: none"> <li>• Outreach and informational meetings are important to the development of the regional MPO plans.</li> <li>• <a href="#">Broad</a> and <a href="#">strategic public outreach strategies</a> outlined in this document will be implemented during this phase and may vary plan-to-plan.</li> <li>• The MPO will seek input from a variety of people and organizations including the general public, the <a href="#">list of interested and affected parties</a>, and <a href="#">strategic neighborhoods, organizations and programs</a>.</li> <li>• The MPO will hold informational meetings as needed and be responsible for coordinating and notifying all outreach.</li> <li>• Meetings will be open to the public, but a broad-based advertisement may not be used. Advertisements at this stage may be strategically directed to parties perceived to be affected or relevant to the specific topic at hand and publicized through the NRPC Newsletter and social media.</li> <li>• All major updates to the MTP, TIP, PIP and PBP shall include a public outreach phase; minor revisions and amendments to these plans <u>do not</u> require an outreach phase.</li> </ul> <p><b><u>PARTICIPATE</u></b></p> <ul style="list-style-type: none"> <li>• Interested parties are encouraged to participate in outreach events, informational meetings, workshops, charrettes, questionnaires and surveys or complete a <a href="#">Public Input/Comment Form</a>.</li> <li>• Interested parties not reached through these strategies should refer <a href="#">NRPC website</a> for the most up-to-date information and request how to be included going forward.</li> <li>• The MPO will strive to stay in contact with key community leaders and organizations to encouraged broad participation.</li> </ul>
Public Notice of Intent	<p><b><u>KNOW</u></b></p> <ul style="list-style-type: none"> <li>• An official Notice of Intent is required to notify the public and interested parties that the MTP is to be updated or amended.</li> <li>• The TIP, PIP and PBP do <u>not</u> require a Notice of Intent.</li> <li>• The notice may be published on the <a href="#">NRPC website</a>, social media, electronic mailing to interested parties, the newspaper and other general public forums.</li> </ul> <p><b><u>PARTICIPATE</u></b></p> <ul style="list-style-type: none"> <li>• Interested parties should regularly check on-line and print news outlets and the NRPC website for Notices of Intent.</li> </ul>

Draft or  
Amend  
Plan

**KNOW**

- All plans will require the MPO to generate an updated draft plan or amendment to be made available to public.
- Draft plan and amendment documents will be made publicly accessible via the [NRPC website](#) and will follow all [RSA 91-A](#) provisions concerning access to public records and meetings.
- Information gathered from the public outreach and informational meetings will be included in the draft. Draft documents will emphasize how the outreach and meetings contributed to development of the draft.

**PARTICIPATE**

- Interested parties should now direct their attention to accessing and reviewing the draft.
- Interested parties are encouraged to generate and consolidate their plan comments for the upcoming comment period. By waiting to submit until the comment period, public comments will become officially documented, addressed and included in the final draft.

Public  
Meetings

**KNOW**

- All plans with major updates or amendments will be discussed at public meetings to be held in accessible locations that can accommodate the needs of the disabled. Typically, these public meetings are presented at TTAC meetings.
- Public meetings are crucial points in the public involvement process. The meetings provide a forum for information and discussion concerning the MPO plans.
- The MPO will coordinate all public meetings and notify as many interested and affected parties as possible.

**PARTICIPATE**

- Interested parties are encouraged to attend public meetings and to check for public notices and announcements on the [NRPC website](#).
- If possible, all parties should have reviewed the draft plan or amendment before the meeting. By doing this, participants can:
  - receive greater plan clarity;
  - raise specific comments, questions and concerns;
  - become more involved in the decision-making process; and
  - help guide the discussion.

Public Notice for Comments and Hearing

**KNOW**

- All plans with major updates or amendments shall include a Public Notice of Comment Period and Hearing.
- Notices will be published on the [NRPC website](#), and through social media, the NRPC Newsletter and electronic mailings to interested parties. The MPO may publish in local newspapers as needed or required.
- Notices will include dates, times, location and contact information for questions.
- Public Hearings are open to the public and in accessible locations that accommodate the needs of the disabled. Typically, at NRPC Executive Committee or Full Commission meetings.

**PARTICIPATE**

- There is no active involvement with this task but interested parties should be on the lookout for notices from the above-mentioned media outlets or reach out the MPO or contact person directly.

Public Comment Period

**KNOW**

- All plans with major updates and amendments have a Comment Period.
- The purpose of the Public Comment Period is for the MPO to clarify draft or amendment information, answer questions and gather public input.
- The MPO will allow a 10-45-day public comment period depending on various factors, see [Public Comment Period](#) section for greater detail.

Document	Comment Period Length for Amends (min. days)	Comment Period Length for Updates (min. days)
MTP	10	30
TIP	10	30
PBP*	10	30
PIP	10	45
*Not a federally required document		

- The public comment period will commence once the draft is published.
- When significant written and oral comments are received on the draft or amendment of the MTP, TIP, PIP or PBP – a summary, analysis and report of the disposition of comments shall be include in the final report.

**PARTICIPATE**

- Interested parties should critically review the draft plan update or amendment and submit comments and questions to the MPO.
- Draft or amendment comments and questions sent to the MPO should be submitted via the [Public Input/Comment Form](#) or through:
  - MPO distributed questionnaires and surveys as applicable;
  - email to listed contacts on the draft or amendment documents;
  - in-person at officially noticed meetings;
  - through the NRPC website.
- It is important to ensure that comments and questions are officially recorded for future reference, plan considerations, or corrective actions.

Public  
Hearing  
and  
Decision

KNOW

- All plans with major updates or amendments will include a Public Hearing.
- The purpose of the hearing is to provide a setting for public discussion prior to a decision-making point.
- The hearing will be conducted on the date specified in the notice. The hearing will be held at an accessible location which accommodates the needs of the disabled. Typically, at Executive Committee or Full Commission meetings.
- The hearing will include condensed background information about the draft or amendment and will allow timed or untimed testimony from interested parties.
- The governing body will make a final decision on the draft plan or amendment or table final action to a date certain to allow for changes to be made to the draft plan or amendment required as a result of public or MPO member comment.
- All final reports will be made publicly available on the NRPC website in accordance with the provisions of [RSA 91-A](#).

PARTICIPATE

- Interested parties are encouraged to attend the public hearing and officially voice their comments. All questions and comments will be recorded in the hearing minutes.

## 4.0 PUBLIC OUTREACH

Public outreach is a critical component in the public involvement process. The goal of this chapter is to identify potential stakeholders in the decision-making process and the methods the MPO may employ to reach them. The MPO will strive to identify key stakeholders as early as possible in the planning process.

### 4.1 LIST OF AFFECTED AND INTERESTED PARTIES

The MPO shall develop and maintain a list of interested and affected parties whose input will be actively sought out during plan development. This list of parties will include those required by Federal Regulation [23 CFR 450.316](#) and others the MPO deems appropriate. The list includes, but is not be limited to, the following:

- boards of Selectmen and Aldermen and Town Council;
- members of the state legislature representing NRPC communities;
- appropriate state and federal agencies, including the NHDOT, NHDES, FHWA, FTA, FAA, EPA and other affected public agencies;
- representatives from adjacent MPO's;
- planning boards, traffic committees, public works officials/road agents;
- public and private transportation providers;
- representatives of public transportation employees;
- known public transportation users and advocates;
- pedestrian and bicycle system users and advocates;
- representatives of traditionally underserved populations;
- human service agencies with paratransit-eligible clients;
- organizations concerned with economic development;
- organizations and interest groups within the region with a demonstrated interest in transportation issues;
- existing members of the MPO Transportation Technical Advisory Committee (TTAC) not included in the above list;
- providers of freight transportation services;
- freight shippers; and
- contacts from the local news media.

This list will be used to keep individuals, organizations and agencies informed about the development of the transportation plans and to notify them about specific opportunities for public involvement. This list will be periodically updated by the MPO. An initial list of [public agencies and community organizations](#) has been included in the appendices.

### 4.2 OUTREACH STRATEGIES

The outreach strategies included in this section shall be executed in a proactive manner which informs and solicits the opinions of the general public. The following section (4.3) specifically discusses outreach to underrepresent populations as opposed to the broader, general public covered in this section. Various techniques will be used to strategically solicit public comment. As the program matures, new technologies and techniques may be introduced as preexisting methods are evaluated for effectiveness. Some examples of participation strategies targeted to the general public are briefly described below.

#### **4.2.1 Informational Brochures or Newsletters**

Informational brochures, postcards and newsletters in print or digital form may be used by the MPO to convey information regarding current planning activities and news about the region. Brochures, flyers or postcards may be prepared for plan or program updates, or to provide an overview of planning activities.

#### **4.2.2 Electronic Mailing Lists**

The MPO actively maintains an electronic mailing list database to facilitate communication with members and interested parties. Through these mailing lists, the MPO reaches target audiences with announcements of upcoming events, meeting information, newsletters, summary reports and other information about agency activities including pending plan updates or amendments and public meetings.

#### **4.2.3 Partnering with other agencies and events**

The MPO will partner with other community organizations whenever practicable to set up public outreach displays and materials on specific planning projects at various community meetings, fairs or other events. This strategy emphasizes a proactive approach to outreach by going directly into communities, rather than relying solely on attracting interested parties to public MPO meetings.

#### **4.2.4 Public Workshop Meetings**

Public meetings using a workshop or charrette format may be used to disseminate information, provide a setting for public discussion, and gather feedback from the community. The workshops would be structured to allow participants to interact with project or planning staff one-on-one or in small groups. Plan or project exhibits will be displayed and available for review by the public. The workshop session may be preceded or followed by a formal presentation by project or plan staff. Workshops will be held at key points in the planning or project development process. They may be tailored to specific issues or community groups and may be informal or formal.

#### **4.2.5 Video and Other Media Outlets**

Videos may be produced and distributed to local cable access channels, uploaded to various on-line video platforms and made available on the NRPC website. Other media strategies include the use of press releases, legal ads, newspaper articles and, when feasible, television and radio outlets may be used.

#### **4.2.6 Web Site and Social Media**

Updates will be made continually to the NRPC website ([www.nashuarpc.org](http://www.nashuarpc.org)) to keep the public informed about planning activities, pending plan updates or amendments, public meetings and hearings and to offer another way to provide comments. The NRPC website includes a calendar of meetings, agendas and meeting minutes; links to regional demographic, and traffic data; downloadable versions of planning documents, and extensive GIS/mapping content. Social Media platforms will be a key method for outreach, involvement and information distribution.

#### **4.2.7 Surveys and Questionnaires**

The MPO may use surveys to gather information for major updates to planning documents and projects. The method of data collection will vary by project, and may include in-person or

telephone interviews, web- or social media-based questionnaires, paper survey mailings and professionally administered surveys. A list of [sample questionnaire questions](#) have been included in the appendices. The use and modification of this list may change from plan to plan.

#### **4.2.8 Visualization Techniques**

The MPO will implement visualization techniques and media designed to convey important information to the public. This may include regional maps showing project location and anticipated changes to the transportation system. It could also include simpler techniques such as renderings or photo simulations to show a widened roadway or bridge in context for example; flow charts to clearly depict the transportation planning process; or graphs related to distribution of project funding. Visualizations can be made available through direct mail, social media, presentations at public meetings or on the NRPC website.

#### **4.2.9 Official Comments from Public Representatives and Agencies**

The MPO may ask for and include official comments from local, state and federal representatives and agencies on matters directly related to specific transportation issues and matters. The inclusion of official comments are to be quoted and impartial. Official comments will not be representative of the MPO's views or opinions but will serve as a reflection of decision-makers and experts within the public realm.

### **4.3 STRATEGIES TO REACH UNDERREPRESENTED POPULATIONS**

In addition to the outreach strategies mentioned in the previous section, the MPO will be proactive and intentional regarding public outreach to underrepresented populations, including minority, low-income, LEP and transit-dependent individuals. Specific outreach strategies intended to engage underrepresented populations are included in the PIP to create a more comprehensive and inclusionary approach to transportation planning.

#### **4.3.1 Translation Services**

The MPO may offer translation services where feasible. Those seeking translation services may also be encouraged to contact area nonprofit organizations offering translation services or use available technology and software applications to instantaneously translate published text. If reproduction of translated documentation cannot be implemented, the MPO may provide contact information for translation services within the region. Though it is the MPO's intent to better serve those with a language barrier, translation services may be limited and restricted by organizational resources and availability. The MPO will track requests translation services to determine demand for these services and evaluate the allocation and availability of additional resources as may be needed.

#### **4.3.2 Strategic Distribution of Mailings and Multilingual Questionnaires**

The MPO may strategically distribute relevant information electronically, through flyers or via direct mail to those identified in low-income, minority or LEP areas. The identification of these neighborhoods and areas of interest is central to the strategic distribution of information to traditionally underserved populations. The next subsection will further explain the basis for identifying these potential neighborhoods and areas.

The inclusion of multilingual questionnaires, via direct mail, email, phone or hand delivered fliers could bypass the need for translation services and improve feedback and engagement. The MPO

has previously implemented this strategy. An [example survey](#) which was translated in Spanish can be found in appendices.

#### **4.3.3 Strategically Planned Neighborhood Meetings**

The MPO may use strategically planned neighborhood meetings to provide a greater level of detail to residents of specific neighborhoods that may be impacted by a plan or project. Identification of these neighborhoods may be done by utilizing data indicators from the Census and the American Community Survey (ACS). Indicators include, but not limited to:

- household income;
- property values;
- employment rates;
- poverty rates;
- race and ethnicity;
- language use; and
- reasonable observation.

Residents of specific neighborhoods may be contacted by mail, email, social media, phone or hand delivered fliers to notify them of a meeting. While the targeted neighborhood meetings are open to the public, a broad-based advertisement may not be used. Additionally, a more targeted approach to engage underrepresented populations may include the direct mailing to subsidized and income-restricted housing developments. A list of [income-restricted housing developments](#) have been located in the appendices. The MPO shall periodically update this list and potentially include more generalized maps that help visualize collective neighborhoods with are underrepresented.

#### **4.3.4 Strategic Inclusion of Community Organizations and Programs**

The MPO may reach out to community organizations and programs who purposefully interact with low-income, minority, LEP residents and transit-dependent individuals. Residents which are part of a specific organization or using a specific service can be contacted directly or indirectly through, or in coordination with, the community organization. Target organizations within the region may include those with services or expertise areas such:

- transportation;
- affordable housing;
- community development and resource centers;
- education and child development;
- health and food assistance;
- senior services;
- employment centers;
- welfare departments;
- charities, foundations and non-profits;
- immigrant and refugee programs;
- human rights, civil rights and advocacy groups;
- minority business groups, and
- minority support programs.

Specific organizations and programs which might regularly interact with low-income, minority, LEP residents and transit-dependent individuals may include, but are not limited to:

- NH Transit Association;
- Nashua Transit System (NTS);
- Transit Matters (a public meeting held every other month for NTS rides);
- Souhegan Valley Transit Collaborative;
- Nashua Regional Coordinating Council;
- Nashua Housing Authority;
- NeighborWorks Southern New Hampshire (a nonprofit providing housing and neighborhood revitalization services)
- Nashua Urban Programs (sub-division of Nashua Community Development Division);
- Arlington Street Community Center;
- United Way and One Greater of Nashua;
- Nashua Community College;
- Southern NH Services (a nonprofit Community Action Agency);
- Nashua Soup Kitchen & Shelter;
- Greater Nashua Area Branch NAACP; and
- India Association of New Hampshire.

A detailed list of [public agencies and community organizations](#) with contact information has been included in the appendices. The MPO shall periodically update this list.

#### **4.3.5 Contact Local Government Planners, Staff and Elected Officials**

The MPO will contact local government Town/City Managers, welfare administrators, planners, staff and elected officials as needed. Local government staff and elected officials may have a better understanding of the community and be able to provide vital information for reaching underrepresented populations. Direct interaction and involvement with community leaders, groups and neighborhoods may result in an approach which is more organic, rather than data-driven.

#### **4.3.6 Recruit Advocates**

The MPO may actively recruit advocates to participate in the planning process. The MPO's emphasized involvement with advocates within the community may lead to an increase in overall community involvement and a strengthened relationship with the MPO. This very direct, targeted approach may prove to be very effective but will greatly hinge on the abilities of advocate.

## 5.0 PUBLIC INVOLVEMENT

There is minimum set standard for which all MPO public involvement processes must follow. This chapter will first identify those standards then recommend various involvement strategies to clarify and supplement the process.

### 5.1 PUBLIC INVOLVEMENT STANDARDS

The federal rules governing metropolitan planning for transportation specify minimum standards which the MPO's public involvement process must strive to achieve ([23 CFR 450.316](#)). These standards form the basis of the criteria that will guide the MPO in carrying out its public involvement process.

- Require a minimum public comment period of 45 days before the public involvement process is initially adopted or revised.
- Provide information about transportation issues and processes to citizens, affected public agencies, private providers of transportation and other interested parties and segments of the communities affected by transportation plans, programs and projects.
- Provide visualizations to help describe the MTP and TIP.
- Require adequate public notice for public review and comment at key decision points, including, but not limited to, amendments to, and approval of the MTP and TIP.
- Consider the needs of those who are commonly underserved by existing transportation systems, including households with low income, minority and disabled individuals when applicable.
- Demonstrate explicit consideration and response to the public input received during the planning and program development public hearing processes.
- Provide the opportunity for additional public comment, prior to adoption, whenever substantive changes are made to a proposed draft MTP or TIP after it is released for public comment.
- Coordinate the MPO public involvement process with the statewide public involvement process wherever possible to enhance public consideration and understanding of the issues, plans and programs.
- Review and self-certify that this public involvement process is being followed and is effective in meeting the purpose, objectives and criteria set forth herein.
- Ensure that all meetings concerning MPO business be open to the public and held in accessible locations that can accommodate the needs of the disabled and that the provisions of RSA [91-A](#) (Access to Public Records and Meetings) are followed.

### 5.2 INVOLVEMENT STRATEGIES AT PUBLIC MEETINGS

The MPO shall solicit input at public meetings using several methods like those in the [Outreach Strategies](#) section. Each public meeting will typically include an information component which explains all necessary background information. The use of visual aids, such as a PowerPoint or models, may be used to help clarify.

There will be an emphasis on recording public input to ensure all issues and concerns are understood, properly addressed and able to be referenced. Reference the [Documenting of Public Input](#) section for a more detailed explanation. The following methods are to be employed at public meetings as needed.

### **5.2.1 Attendance Sheets**

The MPO will include attendance sheets at all public meetings. The attendance sheets will clarify how many and who were at the public meetings. The attendance sheets will include contact information and will be utilized to update interested parties, notify attendees about follow up meetings and/or issues and concerns which could not be readily addressed at the meeting.

### **5.2.2 Interviews**

The MPO may conduct individual or group interviews at the public meetings for purposes of collecting public input. Interviews may have standardized questions or resemble a more free-flowing discussion both of which could result in quantitative and/or qualitative responses.

### **5.2.3 Data Collection Forms**

The MPO may include the use of data collection sheets at public meetings. Data collection sheets shall ask basic questions and tabulate quantitative answers for all respondents. Questions are generally asked aloud and addressed to the entire group.

### **5.2.4 Questionnaires and Surveys**

The MPO may utilize the use of questionnaires and surveys during the public meetings. Questionnaires and surveys may both be quantitative and qualitative in nature and typically distributed to each individual attendee. Questionnaires and surveys may be more detailed or specific than data collection forms. Questionnaires and surveys may also be distributed to the public at the meeting and sent back in via mail, email or other forms of correspondence.

### **5.2.5 Sign-Up Sheets**

The MPO may utilize the use of sign-up sheets which indicate a commitment or acknowledgement for respondents. Respondents may sign-up for things such as future information, involvement or pledges.

### **5.2.6 Written Comment**

The MPO may accept written comments from attendees and/or non-attendees. Comments may be solicited on public notices or official MPO advertisement. The MPO will encourage the public to submit comments using the [Public Input/Comment Form](#) so that response are collected, evaluated and responded to in a more uniform manner.

## **5.3 PUBLIC INPUT PERIOD**

The MPO seeks and welcomes public input throughout its planning process. Public input differs from public comment due to the formality and nature of their involvement. Public input occurs very early in the planning process, before public comment and is typically less structured with more open and free-flowing involvement. The section 5.4 Public Comment Period will further detail public comments and their differences.

### **5.3.1 When to Submit Public Input**

The Public Input Period is not an officially designated period which may or may not require public notice. However, the unofficial public input period shall begin with the Public Outreach phase and conclude before the official Public Comment Period. It is encouraged that all affected and

interested parties get involved as early as possible. This early public involvement helps direct and develop plans throughout the process.



### 5.3.2 How to Submit Public Input

Submitting public input is important to the development of the transportation plans. The submission of public input can be done in a variety of ways, including but not limited to:

- participation at public outreach or meetings;
- email, mail or phone to designated contact or NRPC office;
- completion of questionnaires, surveys or other data collection forms;
- use of internet-based platforms;
- the comment button/tab on the NRPC website; or
- completion of a Public Input/Comment Form.

The [Public Input/Comment Form](#) is available on the [NRPC website](#) and within the appendices. Public input/comment forms shall be submitted via mail, email or in-person to the MPO contact listed on the planning document in question. All planning documents – including questionnaires, surveys, drafts, amendments, etc. – should include MPO contact information with a name, address, telephone and email address.

If no specific contact information is listed on MPO distributed planning documents, please direct all public comments to the NRPC office via mail, email or in-person. Check the [NRPC website](#) for the most up-to-date contact information. The most current contact information listed before publication of this document is below.

Nashua Regional Planning Commission  
30 Temple Street, Suite 310  
Nashua, NH 03060  
Phone: (603) 417-6570

Interested parties are encouraged to submit questions and comments as early as possible in the public involvement process. This will allow for public comments to be processed in a proactive manner and well before the decision-making point.

## 5.4 PUBLIC COMMENT PERIOD

Public comments are formal comments officially submitted during the public comment period. These submitted comments will be summarized, responded to and included in the final draft. The length of the public comment period will vary.

### 5.4.1 When to Submit Public Comment

A Public Notice for Comment will be published to indicate the Public Comment Period and when the MPO will begin collecting and responding to public comments. Interested parties are then encouraged to review the plans and submit formal, public comments for the record. Formal public comments may not be considered after the public comment period has ended – unless presented at the Public Hearing. The MPO’s intention is to include public commenting periods before key decision points in the planning process.

The MPO will determine the length of the public comment period through an interagency consultation process factors including the magnitude of the changes being proposed, the relative sensitivity of the projects included, and any factors that require timely actions, e.g. emergencies, federal lapses, etc. For amendments on all planning documents (MTP, TIP and PIP) the MPO will recommend a length for the public comment period between 10 days. For complete draft updates to the MTP and TIP, the public comment period will be 30 days. For complete updates to the PIP, the public comment period will be 45 days. Since the PBP is not a federally required transportation planning document, the comment period may vary but would likely follow the 10-day period for amendments and a 30-day period for complete updates. The MPO reserves the right to adjust PBP comment periods as needed.

Document	Comment Period Length for Amends (min. days)	Comment Period Length for Updates (min. days)
MTP	10	30
TIP	10	30
PBP*	10	30
PIP	10	45
*Not a federally required document		



At the conclusion of the public comment period, the draft documents – along with the summary of comments – are presented at the Public Hearing during either an NRPC Executive Committee or Full Commission meeting. When significant written and oral comments are received during the comment period or public hearing – a summary, analysis and report of the disposition of comments should be included in the final draft.

Per [23 CFR 450.316](#), in the case that the final plan significantly differs from the initial version that was made available for public comment and raises new concerns that interested parties could not reasonably have foreseen, the MPO will provide an additional opportunity for public comment.

#### **5.4.2 How to Submit Public Comment**

The [Public Input/Comment Form](#) is available on the [NRPC website](#). Public input/comment forms shall be submitted via mail, email or in-person to the MPO contact listed on the planning document in question. All planning documents – including questionnaires, surveys, drafts, amendments, etc. – shall have the MPO contact information with a name, address, telephone and email address.

If no specific contact information is listed on NRPC distributed planning documents, please direct all public comments to the NRPC office via mail, email or in-person. Check the [NRPC website](#) for the most up-to-date contact information. The most current contact information listed before publication of this document is below.

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30 Temple Street, Suite 310  
Nashua, NH 03060  
Phone: (603) 417-6570

Interested parties are encouraged to submit questions and comments as early as possible in the public involvement process. This will allow for public comments to be processed in a proactive manner and well before the decision-making point.

#### **5.5 PUBLIC REVIEW OF PLANNING DOCUMENTS:**

Copies of draft plan updates and amendments are made available electronically through the [NRPC website](#). Paper copies may be available upon request or may be reviewed at local public libraries or city/town halls. Those needing translation services should reach out to the listed contact person or the NRPC office directly.

Minutes will be taken at all public meetings and hearings, and be made publicly available per RSA [91-A](#), concerning access to public records and meetings. In addition, all meeting minutes may be accessed on the [NRPC website](#).

## **6.0 PROCESSING PUBLIC INPUT AND COMMENT**

The MPO has established a process for managing public input and comments. The processing will include collecting, evaluating, responding and documenting. It should be noted that even though the general processing of these two forms of public involvement (public input and public comment) is the same, the methods and strictness within each section may vary.

The reason for varying methods and strictness is due to differences between public input and public comment. The formality of public comments and their inclusion into the final report demands stricter, more detailed processing whereas early-stage, free-flowing communication between the MPO and interested parties allows for broader interaction and more adaptable processing. The MPO reserves the right to use its best judgement when employing differing methods of managing public input.

### **6.1 COLLECTING OF PUBLIC INPUT AND COMMENT**

The collection of public input and comment happen within two designated timeframes. Public input will happen at the beginning of the outreach phase and continue right up to the beginning of the public comment period. During this timeframe, input is collected through informational meetings (including workshops and charrettes), input at public meetings, surveys and questionnaires and from public input/comment forms. These public inputs are compiled, responded to and documented as practically as possible and incorporated into the plan update or amendment development process.

The length of the public comment period will be determined by the MPO and announced to the public via Notice for Public Comment. The collection of comments may vary but the MPO encourages the use of the [Public Input/Comment Form](#) because this will allow for input to be presented in a uniform format. A uniform format can easily be calculated and analyzed for trends and commonalities. Furthermore, this will help provide consistency with the comment summaries, responses and documenting required to be in the final report.

### **6.2 EVALUATION OF PUBLIC INPUT AND COMMENT**

The evaluation of the public input and comments are to be as uniform as possible. Questionnaires, surveys and other data collection forms support this well due to the nature of their format. The list of [sample questionnaire questions](#), the [Public Input/Comment Form](#) and whatever other forms used for collecting public input shall attempt to maintain consistency by allowing for open-ended question but reasonably limiting their inclusion. The use of close-ended questions provide comparable results which can be later quantified, however open-ended questions are beneficial as they allow interested parties the freedom to comment as they see fit. The forms and their associated questions may be uniform across all types of plans or specific to each individual plan. At a minimum, it is the MPO's intent to standardize evaluation process across each individual plan. Some input and comments may need to be assessed on a case-by-case and the MPO reserves the right to handle these as needed.

At the end of Comment Period, the MPO will review public comments and look for commonalities that indicate a need for modification or clarification. An evaluation report shall be generated for the collective comments submitted for each individual plan. The evaluation shall include quantified

results with a qualitative summary and response. An evaluation report of the collective comments is to be included in the final draft or amendment to be proposed.

### **6.3 RESPONDING TO PUBLIC INPUT AND COMMENT**

The MPO complies all public comments received during the Comment Period. In addition to the collective evaluation of public comments, individual comments shall be summarized and responded to by the MPO – the individual comment summaries and their associated responses shall then be included in the final report. Summaries and responses will then be sent to the submitting organizations or individuals and included in the report to the governing body for consideration – typically before the Public Hearing.

### **6.4 DOCUMENTING OF PUBLIC INPUT AND COMMENT**

The collection and storage of public comments are to be mandatory for all Comment Periods and Public Hearings. All public comments are to be directly associated to one specific planning document. The collection of public comments submitted during each plan's Comment Period, their corresponding summaries and responses, and their collective comments evaluation report are to be included in the final plan which is published.

The MPO assumes the responsibility of collecting and storing all public comments, summaries, responses and evaluations associated to each adopted plan. The MPO will store all public comment records until at least new draft or amendment replaces an older one or for at least 8 years, whichever is longer, or as may otherwise be required under RSA 91-A.

#### **6.4.1 Meeting Minutes**

All public meetings and hearings will have minutes which officially document what was discussed or what happened at the meeting or hearing. All notes, materials, tapes or other sources used for compiling the minutes will kept on record until the official minutes are published.

#### **6.4.2 Audio or Visual Recording**

The MPO may utilize audio and or video recordings during the outreach sessions, public meetings and hearings.

#### **6.4.3 Various Data Collection Forms**

The MPO may document public input using various data collection methods such as questionnaires, surveys or other data collection forms. The forms, both tangible or internet-based, can be tabulated, categorized or organized in any sensible manner for purposes of presenting and analyzing the results.

#### **6.4.5 Public Comments**

The MPO shall include all public comments, their summarizations and responses in the final draft or report sent to be approved. Public comments shall be submitted, evaluated and documented using the [Public Input/Comment Form](#) as possible. Other forms of formal comment submission may be accepted as the MPO deems necessary.

#### **6.4.6 General Filing for Public Input**

The collection of general public input – excluding official Public Comments submitted during the Public Comment Period – may be cumbersome, random or free-flowing. Given this nature of public input before the Comment Period, it is acceptable for input to be more generally filed with associated plan documents.

## 7.0 PROGRAM IMPLEMENTATION, EVALUATION AND DEVELOPMENT

### 7.1 PROGRAM SCHEDULE

The MPO has included a Standard PIP Program Schedule to be employed for *major updates* to the MTP, TIP or PIP plans. Its purpose is to ensure enough time is planned for to properly implement and evaluate the PIP. The following figure loosely reflects the 7 key procedures identified in [chapter 3](#) but will be identified as phases to create a level of differential.

Standard PIP Program Schedule		
Phase	Procedure Duration and Description	Accumulative Timeline
Establish Rough Framework	<ul style="list-style-type: none"> <li>Recommended Duration: 1 month</li> <li>Reference previous drafts or innovative plan framework</li> <li>Includes topics, new technology, potential parties, outreach methods</li> </ul>	0-1 month
Public Outreach	<ul style="list-style-type: none"> <li>Recommended Duration: 2 months</li> <li>Recommended Events: 1-2 event</li> <li>Goal: Explain basic plan framework, receive public feedback through questionnaires, surveys, input forms and/or discussion</li> </ul>	1-3 months
Process Feedback	<ul style="list-style-type: none"> <li>Recommended Duration: 1 month</li> <li>Goal: Compile, analyze and visualize data and public feedback</li> </ul>	3-4 months
Draft or Update of Plan	<ul style="list-style-type: none"> <li>Recommended Duration: 2 months</li> <li>Goal: Prepare draft which integrates industry expertise with public feedback</li> <li>Make information publicly available upon completion</li> </ul>	4-6 months
Public Meetings	<ul style="list-style-type: none"> <li>Recommended Duration: 1 month</li> <li>Recommended Events: 1-2 meetings</li> <li>Goal: Clearly convey and clarify draft reasoning as needed</li> </ul>	6-7 months
Public Comment Period	<ul style="list-style-type: none"> <li>Recommended Duration: 10-45 days (dependent on plan)</li> <li>Goal: Encourage the submission of public comments and ensure the process is "user-friendly" and does not deter input</li> </ul>	7-9 months
Public Hearing and Final Report	<ul style="list-style-type: none"> <li>Recommended Duration: 1 month</li> <li>Goal 1: Provide a setting for public discussion prior to the point of decision</li> <li>Goal 2: Accurate process final comments, reflect changes as needed and justify responses to comments</li> </ul>	9-10 months
Evaluation	<ul style="list-style-type: none"> <li>Recommended Duration: 1-2 months</li> <li>Goal 1: Compile and organize all outreach and involvement feedback including public input/comments</li> <li>Goal 2: Analyze feedback, effectiveness of outreach and involvement strategies, and processing of input</li> </ul>	10-12 months

## 7.2 PROGRAM EVALUATION

The PIP program will be evaluated according to the [PIP Development Schedule](#). The intent of the evaluations are to measure the program's ability to address the original goals and objectives set forth in the beginning of this document. Three [sample matrices](#) have been created to exemplify and guide the evaluation process. However, the MPO reserves the right to use alternative evaluation matrices or evaluation processes. The following sample evaluation matrices may be used until newer editions are tested and established as a part of the PIP program.

- [Sample matrix 1](#): Public outreach and involvement
- [Sample matrix 2](#): Processing and evaluation of public input
- [Sample matrix 3](#): Implementation, evaluation and development of PIP

Matrices can include a combination of quantitative and qualitative questions and results. They can be amended as needed and dependent upon approval from the governing body. The sample evaluation matrices have also been included in the appendices.

**Note:** These PIP evaluation matrices contain questions and results related to the program itself including its outreach, involvement, processing and holistic evaluation. Evaluation matrices may not include transportation planning specific questions and results. Transportation related results collected using various data collection methods should be included the corresponding plans themselves.

## 7.3 PROGRAM DEVELOPMENT

It is the MPO's intent to establish, monitor and adjust the four focus areas of the PIP – outreach, involvement, processing and evaluation – for increased efficiency and effectiveness. To do this, the MPO has enacted five methods for improvement:

- Minor Revisions – making “small” changes to the existing program and will not require approval from the governing body, for example:
  - administrative update;
  - uploading new reports, evaluations or examples to the appendix;
  - reordering the format of the document;
  - altering input/comment form; or
  - uploading new templates for questionnaires or surveys.
- Amendments – making significant additions, removals or improvements *typically* requiring approval from the governing body, for example:
  - modifying outreach or involvement strategies;
  - modifying the method for processing public input; or
  - modifying how the MPO holistically evaluates the program.
- Evaluations – compiling and analyzing comprehensive data for making recommended adjustments, for example:
  - compiling outreach or involvement numbers for certain time period;
  - evaluating the percentage of outreach and involvement which attracted low-income, minority or LEP populations;
  - generating a heat map for where public input/comments are coming from; or
  - recognizing a resource deficiency which is stalling overall program success.

- Updates – using comprehensive evaluations to make significant process and plan modernizations and will require approval from the governing body, for example:
  - restructuring the program to include entirely new procedures;
  - incorporating new technologies which require significant investment; or
  - creating new and significant partnerships for the betterment of the program.
- New Plans – complete plan overhaul which establishes a new vision, direction, goals and objectives going forward, requires approval from governing body, for example:
  - requirements from this document which state a need for modernization.

The PIP Development Schedule below helps visualize the frequency and what is required with each improvement method – dependent on the section in question.

PIP Development Schedule					
Concentration/ Section	Minor Revision	Amendment	Evaluation	Update	New Plan
Forms, Notices	As needed, no required approval				NA
Public Outreach Strategies	As needed, no required approval		After each MTP or TIP update	Every 4 years, requires governing approval	NA
Public Involvement Strategies	As needed, no required approval		After each MTP or TIP update	Every 4 years, requires governing approval	NA
Processing and Evaluation of Public Input	As needed, no required approval	As needed, requires governing approval	After each MTP or TIP update	Every 4 years, requires governing approval	NA
Program Implementation, Evaluation and Development	As needed, no required approval	As needed, requires governing approval	Every 4 years	Every 4 years, requires governing approval	Every 8 years

The development of the PIP should be *one part the technical expertise* of the MPO and *one part the interests and involvement of the public*. The MPO should be guiding program development by asking:

- how can we increase our outreach and involvement numbers?
- how can we improve the involvement of low-income, minority, LEP and transit-dependent populations and other underrepresented populations?
- what strategies are effective for better reaching and involving our regional population?
- how does our region respond to different types of presentation methods?
- what are the examples of new and innovative strategies or technologies that could improve public outreach and involvement?
- how can we ensure or improve the quality of data collected?
- have we allotted enough time and budget to properly analyze and visualize the data?
- should we strive to limit free-form questions?
- how can we improve processing efficiencies given our resources?

- what steps within the processing of public input or the program are too cumbersome and impede efficiency or deter involvement?
- can we include other agencies or services which would help support or propel a more successful program?
- what program indicators can explain the larger picture of public involvement?
- how can we increase the resources devoted to public involvement?
- what are the strengths of our strategies and how can they best be leveraged or improved?
- how can we deepen our commitment to the public involvement process?

These questions are among many more that the MPO must ask and look to address when considering the implementation and development of the PIP.

## **8.0 OTHER CONSIDERATIONS**

The MPO will endeavor to take a realistic look at its capacity to implement this PIP effectively on an on-going basis as decisions to take on a certain strategy or process will inevitably come at a cost, not only from a monetary standpoint but also from a capacity, capability and technology standpoint. Similarly, certain strategies may not result in the level of participation or input anticipated. Depending on the nature of the plan update or amendment and the resources available, the MPO may decide to start with a lower scale of investment and intensity until program results are collected and analyzed for efficiency and effectiveness.

As results from the program justify further development, the MPO can assess varying levels of efficacy resources and technology. In addition, the use of new and emerging technologies may be able to help propel a more successful PIP and enhance public engagement.

Ultimately, the specific PIP procedures and strategies to be employed will come down to asking:

- how effective are we in obtaining and integrating public input and participation into our plan update and amendment development processes?
- how effective are we in engaging traditionally underserved populations?
- how effectively are deploying limited resources to implement desired strategies and level of effectiveness?
- do we have the capacity, capability or ability to employ these desired strategies efficiently and effectively?

## APPENDICES

### SAMPLE QUESTIONNAIRE QUESTIONS

- Which population would you consider yourself to represent?
- Where do you currently live?
- What is your current employment status?
- Where is your workforce location?
- If you are currently employed at a fixed location outside of your home, what is the primary way you typically travel to work?
- If you are currently employed at a fixed location outside of your home but are unable to use your primary means of transportation, what is typically your second choice?
- What is the primary way you typically travel to shop, run errands or travel to other non-work-related destinations?
- If you are not self-employed, how frequently do you work from home (telecommute)?
- If you travel by car to a fixed location for employment, how frequently do you carpool?
- If affordable autonomous (self-driving) automobiles were to become available, how likely would you be to purchase one?
- If affordable electric automobiles were to become available, how likely would you be to purchase one?
- How frequently do you use ride-hailing services such as Uber or Lyft?
- If you use ride-hailing services such as Uber or Lyft, what are the primary purposes for which you use these services?
- Do you frequently or occasionally walk or utilize a wheelchair or similar device on public streets or sidewalks? If yes, indicate the primary purposes.
- Do you frequently or occasionally ride a bicycle? If yes, indicate the primary purposes.
- Indicate the degree to which you agree or disagree with the following statement – various examples to be listed
- How frequently do you take Boston Express from exit 8 into Boston or Logan Airport?
- How frequently do you take MTBA Commuter Rail Service from Lowell into Boston?
- If commuter rail service were to be provided between North Station in Boston and downtown Nashua, how likely would you be to use the service for any of the purposes indicated below?
- How concerned are you that you or a family member will be unable to get to a doctor's appointments, shop for groceries or access other necessary services due to age-related driving limitations?
- What are the most significant transportation challenges?
- Please indicate your top 5 transportation priorities.
- Please rate the importance of the following transportation projects.
- What options do we need more of? (i.e. better signage, more sidewalks, rail, bus, etc.)
- How concerned are you about the future development of the region's transportation network?
- What would be the most fair and reasonable method to fund transportation improvements and investment?

- How should we be balancing our resources between immediate improvements and long-term investments?
- Please rate the region's past ability to improve transportation.
- Please indicate how effective these outreach methods are.
- Please indicate how effective these involvement strategies are.
- Please indicate how effective these presentation methods are in conveying transportation information and plans.
- How many outreach events and informational meetings do you think is adequate for representing and involving the public?
- How likely are you to show up to a future outreach event or informational meeting?
- What are two main reasons why the public involvement in the transportation planning process is so low?

## PREVIOUSLY TRANSLATED QUESTIONNAIRE

### Encuesta del Sistema de Tránsito de Nashua (NTS)

NTS está llevando a cabo esta encuesta para evaluar el número de usuarios actuales. Envíe su encuesta completa durante todo el viaje, incluidas las transferencias a la casilla que se encuentra en la parte delantera del autobús o al centro de tránsito del centro de la ciudad. Gracias.

1. ¿En qué ruta estás abordando el autobús?

Número de ruta \_\_\_\_\_

Nombre de la ruta \_\_\_\_\_

2. ¿A qué hora subiste al autobús?

\_\_\_\_\_ de la mañana

\_\_\_\_\_ de la tarde

\_\_\_\_\_ de la noche

3. ¿Dónde abordaron este autobús?

Nombre del lugar: \_\_\_\_\_

Esquina de \_\_\_\_\_ y \_\_\_\_\_

4. ¿De dónde vienes antes de subirte a este autobús?

\_\_\_ Su casa                      \_\_\_ Servicios medicos

\_\_\_ Su trabajo                  \_\_\_ Reunión social o personal

\_\_\_ Las compras                \_\_\_ El colegio

\_\_\_ Otro \_\_\_\_\_

Nombre del lugar: \_\_\_\_\_

Esquina de \_\_\_\_\_ y \_\_\_\_\_

5. ¿Cómo llegaste a este autobús?

\_\_\_ Caminado, \_\_\_ minutos

\_\_\_ Monté mi bicicleta, \_\_\_ minutos

\_\_\_ Manejé

\_\_\_ Alguien más me condujo

\_\_\_ Otro \_\_\_\_\_

6. ¿Dónde vas a bajar de este autobús u otro autobús para finalizar tu viaje?

Nombre del lugar: \_\_\_\_\_

Esquina de \_\_\_\_\_ y \_\_\_\_\_

7. ¿A dónde vas en este viaje?

\_\_\_ Su casa                      \_\_\_ Servicios medicos

\_\_\_ Su trabajo                  \_\_\_ Reunión social o personal

\_\_\_ Las compras                \_\_\_ El colegio

\_\_\_ Otro \_\_\_\_\_

Nombre del lugar: \_\_\_\_\_

Esquina de \_\_\_\_\_ y \_\_\_\_\_

8. ¿Se está transfiriendo entre los autobuses en este viaje? \_\_\_ No \_\_\_ Sí

Desde el número de ruta \_\_\_ para enrutar el número \_\_\_

9. ¿Cómo alcanzará su destino final?

\_\_\_ Caminado, \_\_\_ minutos

\_\_\_ Monté mi bicicleta, \_\_\_ minutos

\_\_\_ Manejé

\_\_\_ Alguien más me condujo

\_\_\_ Otro \_\_\_\_\_

10. ¿Con qué frecuencia viaja normalmente en el sistema de tránsito de Nashua?

\_\_\_ 5 días o más por semana

\_\_\_ 3 a 4 días por semana

\_\_\_ 1 a 2 días por semana

\_\_\_ Una o dos veces al mes

\_\_\_ Menos de una vez al mes

11. ¿Cuáles son sus principales razones para viajar en el autobús? (marque todo lo que corresponda)

\_\_\_ Conveniencia

\_\_\_ La congestión del tráfico

\_\_\_ El autobús es menos costoso

\_\_\_ Costo de estacionamiento o disponibilidad

\_\_\_ Preservar el medio ambiente

\_\_\_ Solo transporte disponible

\_\_\_ Otro \_\_\_\_\_

12. ¿Tiene una licencia de conducir válida?

\_\_\_ No \_\_\_ Sí

13. ¿Había un vehículo a motor disponible para este viaje? \_\_\_ No \_\_\_ Sí

ENCUESTA CONTINUA.....POR FAVOR DESE LA VUELTA



14. ¿Qué otros modos de transporte usa regularmente?  
(marque todos los que correspondan)

- Conducir solo
- Compartir el vehículo
- Un aventón
- Caminar
- Bicicleta
- Taxi/Uber/Lyft
- Otro \_\_\_\_\_

15. En que grupo de edad estas

- Menores de 16 años
- 16 a 24 años
- 25 a 34 años
- 35 a 49 años
- 50 a 64 años
- 65 o más

16. ¿Cuántas personas viven en su casa o apartamento,  
incluido usted? \_\_\_\_\_

17. ¿Cuál es tu principal actividad diaria?

- Empleado de tiempo completo
- Empleado a tiempo parcial
- Desempleados
- Estudiante universitario
- Estudiante de escuela secundaria / media /  
primaria
- Retirado
- Otro \_\_\_\_\_

18. ¿Cuál es su rango total de ingresos familiares?

- Menos de \$20,000
- \$20,000 a \$29,999
- \$30,000 a \$39,999
- \$40,000 a \$59,999
- \$60,000 a \$79,999
- \$80,000 o más

19. ¿Qué categorías lo describen a usted? (marque todas  
las que correspondan)

- Islas asiáticas o del Pacífico
- Afroamericano o Negro
- Hispano o latino
- Indio Americano o Indio Americano
- Caucásico
- Otro \_\_\_\_\_

20. ¿Tienes una discapacidad física? \_\_ No \_\_ Sí

En caso afirmativo, explíquelo por favor

\_\_\_\_\_

21. ¿Qué ubicaciones le gustaría ver Nashua Transit  
extendido a?

- Milford médica (Milford)
- Milford Oval
- Market Basket (West Milford)
- Lowe's Shopping Plaza (Amherst)
- Shopping Plaza Con Bed Bath & Beyond & Otros,  
Amherst
- Walmart (Amherst)
- Hudson Centro de ciudad
- Hannaford (Hudson)
- Ayotte's Stateline Market (Hudson)
- Walmart (Hudson)
- Salidas Premium (Merrimack)
- YMCA (Merrimack)
- Shaw's Plaza, Salida 11 (Merrimack)
- King Kone y alrededores (Merrimack)
- CVS/Centro de ancianos/centro de ciudad de  
Merrimack
- Shaw's, Salida 12 (Merrimack)
- Target (Bedford)
- Manchester-Boston Aeropuerto regional
- Otros

Comentarios / Sugerencias

Si desea realizar esta encuesta en línea, visite:

[https://www.surveymonkey.com/r/2018NTSOnBoard\\_Sp](https://www.surveymonkey.com/r/2018NTSOnBoard_Sp)

o escanee el código QR a continuación con su teléfono  
inteligente



**INCOME-RESTRICTED HOUSING DEVELOPMENTS**

<b>Location Name</b>	<b>Address</b>
Coliseum Seniors Residence	7 Coliseum Ave, Nashua
Brentwood Manor Apartments	18 Merrimack St, Nashua
Casimir Place	119 Temple St, Nashua
Gatewood Manor	27 Will St, Nashua
Ahepa 35 Manor	681 W. Hollis St, Nashua
Wagner Court	101 Burke St, Nashua
Davidson Landing	143 Ledge St, Nashua
Davidson Landing II	145 Ledge St, Nashua
Pratt Homes	583 W. Hollis St, Nashua
Harbor Homes Group Home	3 Winter St, Nashua
Village Gate	49 Spit Brook Rd, Nashua
Harbor Homes II	30 Allids St, Nashua
Harbor Avenue House	60 1/2 Harbor Ave, Nashua
Amherst Park	525 Amherst St, Nashua
Streeter Shores	76 Temple St, Nashua
Harbor Homes III	156 Chestnut St, Nashua, NH 03064
Xavier House	25 Morgan St, Nashua, NH 03064
One Clocktower Place	1 Clocktower Pl, Nashua, NH 03060
Two Clocktower Place	2 Clocktower Pl, Nashua, NH 03060
6 Summer Street	6 Summer St, Nashua, NH 03064
Ledge McLaren	48 Ledge St, Nashua, NH 03060
Mountain View Pheasant Run	1 Danforth Rd, Nashua, NH 03060
Park View Apartments	31 Greeley St, Nashua, NH 03064
Maynard Homes	165 Pine St, Nashua, NH 03060
Arel Manor	57 Tyler St, Nashua, NH 03060
Millette Manor	72 Vine St, Nashua, NH 03060
Nashua Childrens Home	123 Amherst St, Nashua, NH 03064
Vine Street	65 Vine St, Nashua, NH 03060
Wentworth Place Apartments	1 Coventry Ct, Merrimack, NH 03054
Wentworth Place II	42 Coventry Ct, Merrimack, NH 03054
Hollis Village	6 Market Pl, Hollis, NH 03049
Buttercup Hill	51 Webster St, Hudson, NH 03051

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Parkhurst	2 Veterans Rd, Amherst, NH 03031
Darrah Village	1 Stark Ln, Litchfield, NH 03052
Milford Mill	40 Bridge St, Milford, NH 03055
Pine Valley Lofts	37 Wilton Rd, Milford, NH 03055
Granite Square	161 Bridge St, Milford, NH 03055
Beechbrook	80 Adams St, Milford, NH 03055
Pelham Terrace	25 Windham Rd, Pelham, NH 03076
Beaver Brook Elderly Housing	11 Main St, Pelham, NH 03076
Edgewater Estates	5 Howard St, Wilton, NH 03086

**PUBLIC AGENCIES AND COMMUNITY ORGANIZATIONS**

<b>Sector</b>	<b>Organization/Company</b>	<b>Address</b>	<b>Contact Name</b>	<b>Email</b>	<b>Phone</b>
Low-Income Housing	Harbor Homes	45 High St, Nashua, NH 03060	General Mailbox	<a href="mailto:hope@harborhomes.org">hope@harborhomes.org</a>	603-882-3616
Low-Income Housing	Nashua Housing Authority	40 East Pearl Street, Nashua, NH 03060	General Mailbox	<a href="mailto:nha@nashuanh.gov">nha@nashuanh.gov</a>	603-883-5661
Community Development	Nashua Urban Programs	229 Main Street, Nashua, NH 03060	Carrie Johnson Schena	<a href="mailto:schenac@nashuanh.gov">schenac@nashuanh.gov</a>	603-589-3085
Community Development	Arlington Street Community Center	36 Arlington Street, Nashua, NH 03060	General mailbox	<a href="mailto:ASCC@nashuanh.gov">ASCC@nashuanh.gov</a>	603-204-5303
Community Development	United Way and One Greater of Nashua	20 Broad Street, Nashua, NH 03064	Sara Ceasar	<a href="mailto:sceaser@unitedwaynashua.org">sceaser@unitedwaynashua.org</a>	603-864-0201
Education	Nashua Community College	505 Amherst St, Nashua, NH 03063	Lizabeth Gonzalez	<a href="mailto:lgonzalez@ccsnh.edu">lgonzalez@ccsnh.edu</a>	603-578-8900
Social Service	Southern NH Rescue Mission	40 Chestnut Street, Nashua, NH 03060	General Mailbox	<a href="mailto:office@nashuarescuemission.org">office@nashuarescuemission.org</a>	603-889-3421
Social Service	Southern NH Services, Rural Transportation/Housing	134 Allds, Nashua NH 03060	Paula Thompson	<a href="mailto:pthompson@snhs.org">pthompson@snhs.org</a>	603-889-3440
Social Service	Nashua Center for the Multiply	18 Simon St, Nashua, NH 03060			603-883-6163
Social Service	Front Door Agency	7 Concord St, Nashua, NH 03064			603-886-2866
Social Service	Tolles Street Mission	52 Whitney St, Nashua, NH 03064	General Mailbox	<a href="mailto:thetollesstreetmission@comcast.net">thetollesstreetmission@comcast.net</a>	603-880-4984
Social Service	NAACP	124 W. Pearl St, Nashua, NH 03060	General Mailbox	<a href="mailto:gnanaacp@gmail.com">gnanaacp@gmail.com</a>	603-521-7988
Social Service	India Association of NH	NA	General Mailbox	<a href="mailto:publicrelations@ianh.org">publicrelations@ianh.org</a>	NA

Social Service	Building Community in NH	510 Chestnut Street, Manchester, NH 03101	General Mailbox	<a href="mailto:bcnh@bcinnh.org">bcnh@bcinnh.org</a>	603-935-9620
Social Service	Nashua Welfare	18 Mulberry St, Nashua, NH 03060			603-589-4555
Social Service	St. Joseph Community Services	395 Daniel Webster Hwy, Merrimack, NH 03054	General Mailbox	<a href="mailto:meals@sjcsinc.org">meals@sjcsinc.org</a>	603-424-9967
Social Service	Salvation Army Comm. Ctr	1 Montgomery Ave, Nashua, NH 03060	Captain Wayne Bink	<a href="mailto:Wayne.Bink@use.salvationarmy.org">Wayne.Bink@use.salvationarmy.org</a>	603-889-5151
Social Service	Nashua Soup Kitchen & Shelter	2 Quincy Street, Nashua, NH 030060	Meghan Bolton	<a href="mailto:meghan@nsks.org">meghan@nsks.org</a>	603-889-7770
Social Service	The Bureau of Elderly and Adult Services	40 Terrill Park Drive, Concord, NH 03301	General mailbox	<a href="mailto:BEAS@dhhs.nh.gov">BEAS@dhhs.nh.gov</a>	603-271-7014
Transportation	NHTA	PO Box 731, Lebanon, NH 03766	General Mailbox	<a href="mailto:info@nhtransit.com">info@nhtransit.com</a>	603-623-8801
Transportation	NTS	32 Elm Street, Nashua, NH 03062	Camile Pattison	<a href="mailto:pattisonc@nashuanh.gov">pattisonc@nashuanh.gov</a>	603-880-0100
Transportation	Transit Matters	32 Elm Street, Nashua, NH 03062	Kristi Gillette	<a href="mailto:gillettek@nashuanh.gov">gillettek@nashuanh.gov</a>	603-880-0100
Transportation	Souhegan Valley Transportation Collaborative	PO Box 753, Hollis, NH 03049	Janet Langdell	<a href="mailto:info@souheganvalleyrides.org">info@souheganvalleyrides.org</a>	603-860-1202
Transportation	NH Department of Health and Human Services	70 Temple Street, Nashua, NH 03060	Mary Frances Schoenley	<a href="mailto:mschoenley@eastersealsnh.org">mschoenley@eastersealsnh.org</a>	603-598-8491
Environmental	NHDES	29 Hazen Drive, PO Box 95 Concord, NH 03302	General mailbox	<a href="mailto:info@des.nh.gov">info@des.nh.gov</a>	603-271-8876





## SAMPLE OUTREACH AND INVOLVEMENT MATRICES

Outreach and Involvement Matrix		
Goals 1+2:	Enhance public outreach and involvement	
Objectives:	Proactively plan for public outreach and involvement early in process, properly for account for time and resources	
	Identify and seek input from a variety of individuals, groups and organizations	
	Tailor outreach strategies that engage individuals, groups and organizations of low-income, minorities, limited-English-proficiency (LEP) populations and the disabled	
	Adjust outreach and involvement strategies for effectiveness as needed based on public feedback	
Planning and Accounting		
Questions	Possible Answers	How to Collect
How long was the outreach and involvement period?	6 months	Planning review
What tasks were completed during the outreach and involvement period? – not including staff time.	Advertisement, room reservations, document distribution, translation services, recruiting advocates, partnering with organizations, general administration	Planning review
What was the potential number of participants to be reached?	30,000	Planning estimate
What was the actual number of participants who were involved in meetings, questionnaires and commenting?	150	Questionnaires, comment forms, other data forms, minutes, attendance sheets
What were the total cost of the listed completed tasks during the outreach and involvement period?	\$6,000	Calculation
What were to total staff hours required to complete these tasks?	80	Calculation
What were to the total costs of the staff hours?	\$4,000	Calculation
What were the total staff hours required to complete this evaluation?	24	Calculation
What was the total cost for staff hours required to complete this evaluation?	\$1,000	Calculation
What were the total number of hours required for translation services?	8	Calculation
What was the cost for translated services	\$200	Calculation
What is the total cost for outreach and involvement?	\$11,200	Calculation
What was the cost per potential participant?	\$0.37 per person	Calculation
What was the cost per actual participant?	\$74.67 per person	Calculation
Representation		
Questions	Possible Answers	How to Collect
What was the breakdown of represented populations?	90% white, 10% minority, 5% disabled, 5% elder, 5% LEP, 20% low-income, 15% private sector, 45% government, 2% college student/recent grad, 8% young family, 10% advocacy orgs,	Questionnaires, comment forms, other data forms
What percentage of participants were from underrepresented populations before the comment period?	20%	Questionnaires, comment forms, other data forms
What percentage of participants were from underrepresented populations during the comment period?	15%	Questionnaires, comment forms, other data forms

How many requests for translation services have there been? If so, for what services?	6 total, 4 for translated text and 2 for translated communications	Formal requests
What languages were requested?	4 requests for Spanish, 2 requests for French	Formal requests
How many hours were needed for each translator?	1 hour for Spanish, 1 hour for French	Formal requests, contracted services
<b>Strategies</b>		
<b>Questions</b>	<b>Possible Answers</b>	<b>How to Collect</b>
How long was the implementation period planned originally planned for? From the establishment of the rough framework through the public hearing and final report?	10 months	Planning review
How long was the actual implementation period? From the establishment of the rough framework through the public hearing and final report?	8 months	Planning review
Is there a discrepancy from the original and actual implementation timeframe? If so, why?	Yes – public outreach was only for one month, the draft was completed in 6 weeks and we only required 4 week for the public comment period	Planning review
What outreach strategies were employed?	Brochures, outreach events, mailing list, partnership with local organizations, questionnaires	Planning review
What outreach strategies were used to include underrepresented populations?	Neighborhood identification, targeted neighborhood meetings, recruited community advocates, mailed 4,000 targeted questionnaires	Planning review
How many outreach and informational meetings did we have?	4	Planning review
How many outreach and informational meetings specifically included the underrepresented populations?	2	Planning review
What were the total number of hours spent on outreach and informational meetings?	8	Planning review
How many organizations did we directly reach out to? And, have they been recorded and stored for future reference?	25 – yes	Planning review
How many organizations did we directly reach out to that were associated with underrepresented populations? And, have they been recorded and stored for future reference?	12 – yes	Planning review
Were underrepresented populations mapped out and made into visuals? And, have they been recorded and stored for future use?	Yes, no	Planning review
How many community advocates did we recruit?	2	Planning review
Which outreach strategies were identified as most effective?	Social media, email, community organizations	Questionnaires, comment forms, other data forms
Which outreach strategies were identified as most effective with underrepresented populations?	Social media, community organizations	Questionnaires, comment forms, other data forms
Is there any feedback from NRPC or the public concerning the how well the public outreach was conducted? Were there enough meetings, facility issues, location issues, adequate attendance, limited survey respondents, etc.?	Yes – physical meeting attendance remained low but online questionnaires provided over 400 responses.	Discretionary observation

Were there any new or innovative outreach strategies employed? If so, should they be added to the list of PIP outreach strategies?	No	Planning review
Which involvement strategies were identified as the most effective?	Online meetings/surveys	Questionnaires, comment forms, other data forms
Were there major findings during the outreach phase which significantly altered from the original vision or past revisions?	No – the data reflected similar results from past drafts, we also had a good idea of new and trending topics which may have questioned or recommended	Discretionary observation
Were the new visual made available to the public and implemented into public meetings?	Yes, no	Planning review
Is there any feedback from NRPC or the public concerning the how well the public involvement was conducted? Were there enough meetings, facility issues, location issues, adequate attendance, limited survey respondents, etc.?	Yes – we reached out to several local organization who deal with underrepresented populations and they expressed interest in getting involved but for some reason or another they were able to get involved	Discretionary observation
Were there any new or innovative involvement strategies employed? If so, should they be added to the list of PIP involvement strategies?	Yes – we streamed all public meetings live, then created short clips of the meetings and included them in social media posts. Recommend to emphasis this strategy in the future.	Planning review, discretionary observation
Which involvement strategies were identified as the most effective with underrepresented populations?	Online meetings/surveys	Questionnaires, comment forms, other data forms
Which presentation methods were identified as the most effective?	Summarized bullets	Questionnaires, comment forms, other data forms
Which presentation methods were identified as the most effective with underrepresented populations?	Interactive exercises	Questionnaires, comment forms, other data forms
What was the most common occurrence for the adequate number of outreach events?	1-2	Questionnaires, comment forms, other data forms
What was the most common occurrence for the adequate number of informational meetings?	1-2	Questionnaires, comment forms, other data forms
How likely were people to show up to future outreach or informational meetings?	Maybe	Questionnaires, comment forms, other data forms
What was identified as the main two reasons why public participation is so low?	Too technical, people are too busy	Questionnaires, comment forms, other data forms

### SAMPLE PROCESSING AND EVALUATION OF PUBLIC INPUT MATRIX

Processing and Evaluation of Public Input Matrix		
Goal 3:	Improve processing and evaluation of public input	
Objectives:	Establish a process for properly collecting and storing all public input	
	Uniformly evaluate public input as possible but allow for the ability to evaluate on a case-by-case basis evaluations as needed	
	Incorporate both quantitative and qualitative methods and measures	
	Respond to public input in a consistent and timely manner	
Collecting and Storing		
Questions	Possible Answers	How to Collect
How long was the public comment period and was it considered an adequate amount of time for the public to respond?	30 days – the comment period could have been shorter as we had one-week with zero comments	Planning, discretionary observation
Has a centralized location/filing system been created to store all public input related to this plan?	Yes, no	NA
What types of public input collection methods were employed?	Questionnaires, surveys, public discussion, email, mail, phone calls	Questionnaires, comment forms, other data forms, minutes, direct contact
Have all data collection forms been compiled and organized in specific location?	Yes, no	Questionnaires, comment forms, other data forms, minutes, direct contact
How many of each type of data collection forms were received?	300 questionnaires, 40 surveys, 10 comments	Questionnaires, comment forms, other data forms, minutes, direct contact
Have all meeting minutes/video been compiled and stored together?	Yes, no	Minutes, video
Have all miscellaneous forms of public input been compiled and stored together?	Yes, no	Mail, email, phone calls, etc.
How many different, miscellaneous forms of public input have been collected?	3 – mail, email, phone calls	Mail, email, phone calls, etc.
Do any type of miscellaneous forms of public input warrant the creation of a new form or process?	No – not frequent or larger enough volume (discretion)	Mail, email, phone calls, etc.
Has a complete contact list been created and stored for all of those providing public input?	Yes, no	Questionnaires, comment forms, other data forms, minutes, direct contact
Evaluating		
Questions	Possible Answers	How to Collect
Have all data collection forms and public comments been quantified and put into visuals?	Yes, no	Questionnaires, comment forms, other data forms
Were the data collection methods and forms used found to be useful when preparing the draft?	Somewhat – we had an idea of what the results may have come out to be, but the data helps with creditability.	Discretionary observation
Were there commonalities among the qualitative results received before the comment period?	Yes – the funding was unclear and there were specific problems anticipated for the bridge project	Questionnaires, comment forms, other data forms
Were commonalities collected before the comment period able to be grouped or categorized to help indicate plan or involvement weakness?	Yes – 5 clarification commonalities related to funding sources, 3 concern commonalities related to the bridge project, 2 consideration commonalities for dangerous crossings	Questionnaires, comment forms, other data forms

Were there commonalities among the qualitative results received during the comment period?	Yes – half of the projects cost too much and don't begin until 10 years from now	Questionnaires, comment forms, other data forms
Were commonalities collected during the comment period able to be grouped or categorized to help indicate plan or involvement weakness?	Yes – 8 recommendation commonalities include more bike/ped trails	Questionnaires, comment forms, other data forms
How much staff time has been required to process all public input?	40	Calculation
<b>Responding</b>		
<b>Questions</b>	<b>Possible Answers</b>	<b>How to Collect</b>
How many public comments were submitted during the public comment period?	10	Comment form
Have all public comments submitted during the comment period been individually summarized and responded to?	Yes, no	Comment form
Have all public comments submitted during the comment period which indicated "opposed" been responded to with reasons why the NRPC/MPO disagrees with the opposition?	Yes, no	Comment form
Have all public comments submitted during the comment period been summarized into one report?	Yes, no	Comment form
Have all individual responses and the one summarized response to the public comments been included in the final report?	Yes, no	Comment form
Were there significant findings/comments presented in the public hearing that required a follow up response outside of the comment period? If so, were they responded to?	Yes, no	Comment form

## SAMPLE IMPLEMENTATION, EVALUATION AND DEVELOPMENT OF PIP MATRIX

Program Implementation, Evaluation and Development of PIP Matrix		
Goal 4:	Provide the framework for a standardized implementation schedule which guides future public outreach and involvement	
Objectives:	Establish evaluation measurements to reflect program performance	
	Conduct regularly scheduled evaluations to monitor program effectiveness and assess public feedback	
	Utilize evaluation results to further and enhance program development	
Chapter 1: Organizational Introduction		
Questions	Possible Answers	How to Collect
Has the NRPC/MPO organization changed in any way which has altered the responsibilities of including the PIP in the transportation planning process?	Yes, no - explanation	Planning review, discretionary observation, recorded amendments, authoritative decisions
Have any transportation plans been added or removed to include the use of the PIP?	Yes, no - explanation	Planning review, discretionary observation, recorded amendments, authoritative decisions
Were there any other significant amendments to the Organizational Introduction section? If so, what were they and explain their reasoning.	Yes, no – explanation	Planning review, discretionary observation, recorded amendments
Chapter 2: Purpose, Goals and Objectives		
Questions	Possible Answers	How to Collect
Has the PIP purpose been amended? If so, what and why?	No – the purpose still reflect our program intent	PIP purpose, goals and objectives procedures, recorded amendments
Have the PIP goals been amended? If so, what and why?	Yes – we want to single-out the importance of technology and how we want to integrate	PIP purpose, goals and objectives procedures, recorded amendments
Have the PIP objectives been amended? If so, what and why?	Yes – the new technology goal warrants that we establish objectives	PIP purpose, goals and objectives procedures, recorded amendments
Were there any other significant amendments to the Purpose, Goals and Objectives section? If so, what were they and explain their reasoning.	Yes, no – explanation	Planning review, discretionary observation, recorded amendments
Chapter 3: Understand and Participate in the Process		
Have there been any new state or regional regulations that have altered the 11 key procedures referenced in chapter 3: Understand and Participate in the Process? If so, what have they been and what is their affect?	No – state and regional regulations have remained the same	Planning review, discretionary observation, state and regional regulations
Have any key procedural elements been added, removed or amended for other reasons? If so, what and why?	Yes, no - explanation	Planning review, discretionary observation, recorded amendments
Has the public been able to comprehend chapter 3: Understand and Participate in the Process? Has this chapter been included or referenced during outreach and informational meetings? This is an important chapter and publics' clarity on this matter is paramount to the entire involvement process.	Yes – we have included an abbreviated diagram of this chapter at all outreach and informational meetings, additionally we have included it at the beginning of most online questionnaires/surveys	Planning review, discretionary observation, meeting minutes, various distributed media
Have there been any other significant amendments to the Understand and Participate in the Process section? If so, what were they and explain their reasoning.	Yes, no – explanation	Planning review, discretionary observation, recorded amendments

Chapter 4: Public Outreach		
Has there been any significant alterations to the list of Affected and Interested Parties?	Yes – we have moved to include the bike/ped community and related organizations	Planning review, discretionary observation, recorded amendments
Have the outreach strategies been amended and updated? If so, what has been done and why?	Yes, no – explanation	Planning review, discretionary observation, recorded amendments
Has public outreach increased or improved in any manner over time? Whether higher potential number of participants, more meetings, new strategies, etc.	Yes, no – explanation with measurement data	Planning review, discretionary observation, recorded amendments, outreach and involvement evaluation matrix
Have there been any new socioeconomic indicators added to the PIP which help identify underrepresented populations? If so, what are they?	Yes, no – explanation	Planning review, discretionary observation, agency suggested metrics
Have underrepresented populations and related local organizations/groups been identified, recorded and stored for future use? If so, have they been added to PIP document?	Yes – we have created contact list with relative documents specifically for underrepresented populations	Planning review, discretionary observation, outreach and involvement evaluation matrix
Have underrepresented been mapped out, recorded and stored for future use?	Yes, no	Planning review, discretionary observation, outreach and involvement evaluation matrix
Have the most effective outreach strategies been identified? If so, what are the results?	Yes – we have found that online use for outreach events, info, questionnaires and such have been rated by the public as the most effective – as result we are pushing all strategies online as possible	Planning review, discretionary observation, recorded amendments, outreach and involvement evaluation matrix
Do the most effect outreach strategies significantly differ when comparing general outreach to outreach which specifically include underrepresented populations?	No – it did not matter what populations were being polled, online questionnaires proved to be the most effective	Planning review, discretionary observation, outreach and involvement evaluation matrix
Has a contact list been recorded and stored for future reference?	Yes, no – location	Outreach and involvement evaluation matrix, meeting minutes, attendance sheets
Has NRPC/MPO been able to reduce outreach costs while maintain a quality pool of potential participants?	Yes, no – explanation with measurement data	Planning review, discretionary observation, outreach and involvement evaluation matrix
Have there been any other significant findings / amendments to the Outreach Strategies section? If so, what were they and explain their reasoning.	Yes, no – explanation	Planning review, discretionary observation, recorded amendments
Chapter 5: Public Involvement		
Questions	Possible Answers	How to Collect
Have there been any significant additions, modifications or removal of the federal regulations governing public involvement standards? If so, what were they and what is their affect?	Yes, no – explanation	Federal and state regulations
Has the use of targeting local organizations and advocates who specifically deal with underrepresented populations proved to be an effective way to turn outreach into involvement?	Yes, no explanation	Planning review, discretionary observation, outreach and involvement evaluation matrix

Have the most effective involvement strategies been identified? If so, what are the results?	Yes – the public has indicated that interactive exercises are the most effective way convey information and get people engaged	Outreach and involvement evaluation matrix
Were there any other significant or innovative involvement strategies which were found to be successful? If so, what were they?	Yes – the engagement through online, live stream, questionnaires, clipped videos, etc.	Planning review, discretionary observation, outreach and involvement evaluation matrix
Were there any other significant findings / amendments within the involvement section?	No – we have retained the public involvement to basically two phases with informal and formal input periods	Planning review, discretionary observation, recorded amendments
<b>Chapter 6: Processing Public Input and Comment</b>		
<b>Questions</b>	<b>Possible Answers</b>	<b>How to Collect</b>
Has a centralized location / filing system been established to store all public input? Or has public input been associated with filings of specific plans?	Yes, no – explanation	Planning review, process and evaluation of public input matrix
What was the percentage breakdown of data collection methods?	8,000 questionnaires, 200 surveys, 250 miscellaneous responses, 100 formal comments, 30 meeting minutes	Centralized location / filing system for public input, questionnaires, surveys, comment forms, meeting minutes, etc.
Have public comments been evaluated in a uniform manner?	Somewhat – for the most part we tried to limit free-form questions so we could quantify everything, but we still need to evaluate qualitative answers on a case-by-case basis; we eventually moved to have all free-form be categorized by the respondent before answering	Planning review, discretionary observation, questionnaires, surveys, comment forms, process and evaluation of public input matrix
Have all public comments submitted during the comment been summarized, responded to and justified if the plan was being opposed?	Yes, no	Comment forms, processing and evaluation matrix
Has the summation of public comments submitted during the comment period been summarized into one response for each individual plan?	Yes, no	Comment forms, processing and evaluation matrix
Have all comments and responses been made publicly available?	Yes, no	Planning review
Have all public comments been stored for the length between plan updates or at least 8 years, whichever is longer?	Yes, no	Planning review, centralized location / filing system
Were there any other significant findings / amendments within the processing, evaluation, responding to and documenting of public input?	Yes, no – explanation	Planning review, discretionary observation, recorded amendments
<b>Chapter 7: Program Implementation, Evaluation and Development</b>		
<b>Questions</b>	<b>Possible Answers</b>	<b>How to Collect</b>
What has been the typical duration to complete all phases of the plan implementation schedule? From establishing a rough framework through completing the public hearing and final report. Reference chapter 7: Standard PIP Implementation Schedule.	10 months	Planning review, discretionary observation, recorded amendments
Has there been a significant difference in the durations for completing all phases of the implementation plan for MTP and TIP? If so, why?	Yes – the MTP is so far out and somewhat hypothetical that outreach and involvement can be	Outreach and involvement evaluation matrices, processing evaluation

	shortened. The TIP outreach and involvement is much longer because people are better equipped to process short-term plans	matrices, discretionary observation
Have any implementation schedule phases been added, removed or amended? If so, what and why?	No – they still reflect our procedures and we find no reason to amend	Planning review, discretionary observation, recorded amendments
What has been the typical duration for completing the rough framework phases?	2 weeks	Planning review
What has been the typical duration for completing the public outreach phases?	1 month	Planning review
Has there been any significant to report concerning the outreach strategy phases?	Yes – the public is much more receptive online content/interactions than any other platform	Outreach and involvement matrices, questionnaires, comment forms, other data collection forms
What has been the typical duration for completing the process feedback phases?	1 month	Planning review
Has there been any significant to report concerning processing feedback phases?	Yes – we have made our data collection forms predominantly limited to qualitative answers	Outreach and involvement matrices, questionnaires, comment forms, other data collection forms
What has been the typical duration for completing the draft phases?	2 months	Planning review
Has there been anything significant to report concerning the drafting phases?	Yes – even though we have somewhat combined the processing of feedback and	Planning review, discretionary observation
What has been the typical duration for completing the public meeting procedure?	1 month	Planning review, discretionary observation
Has there been anything significant to report concerning the public meeting phases?	Yes – the inclusion of online, live stream, recorded and clipped meetings have seemed to be most beneficial	Planning review, discretionary observation
What has been the typical duration for completing the public comment phases?	Varying 10-45 days dependent on the plan being implemented	Planning review, discretionary observation
Has there been anything significant to report concerning the public comment phases?	Yes – we struggle with making public comments possible to be submitted online due to the verification process but know it will yield a higher number of responses. Need to explore possible solutions.	Planning review, discretionary observation
What has been the typical duration for completing the public hearing and final report phases?	No – minimal need to adjust the final report due to significant comment at the public hearings	Planning review, discretionary observation
Has there been anything significant to report concerning the public hearing and final report phases?	No – standard operating procedure	Planning review, discretionary observation
Has the same matrix been used for all outreach and involvement evaluations? If not, what type of amendments have been made to the outreach and involvement matrix?	No – we have included more planning, accounting and representation fields to get a better grasp, in addition we have slightly altered the matrix from plan to plan but stored each version	Outreach and involvement evaluation matrices
Has the same matrix been used for all processing evaluations? If not, what type of	No – we have removed the language that we must reply to all comments	Processing and evaluation matrices, processing public input procedures

amendments have been made to the processing and evaluation matrix?		
Have there been any other significant findings / amendments to the outreach and involvement, and / or the processing and evaluation matrices? If so, what were they and why?	Yes – we have added different versions of each matrix dependent on the plan because we were measuring aspects that weren't relevant before, all versions have been saved for future reference	Planning review, discretionary observation, outreach and involvement evaluation matrix, processing and evaluation matrix
Has there been any confusion concerning the program development methods for improving the PIP (e.g. minor revisions, amendments, evaluations, updates and new plans)? If so, why and have they been corrected?	Yes, no – explanation	Planning review, discretionary observation
Has the Development Schedule been amended? If so, what has been done and why?	Yes – we moved out the schedule to reflect a evaluation every 6 years and a new plan every 12 years because we want to limit adjustments and collect more results from the program	Planning review, discretionary observation, development schedule
Have there been any amendments to the process of approving amendments? If so, what were they and why?	Yes – the governing body agreed that we do not need approval for amending the processing and evaluation of the PIP.	Planning review, discretionary observation, development schedule, governing body
Is there a need to amend this Implementation, Evaluation and Development matrix? If so, what is to be done and why?	Yes – we need to remove repetitive questions	Discretionary observation, implementation, evaluation and development matrix
Have there been any other significant findings / amendments to the Program Implementation, Evaluation and Development section?	Yes, no – explanation	Planning review, discretionary observation, recorded amendments
<b>Chapter 8: Other Considerations</b>		
<b>Questions</b>	<b>Possible Answers</b>	<b>How to Collect</b>
Have there been any significant findings / amendments to the Other Considerations section?	Yes, no – explanation	Planning review, discretionary observation, recorded amendments

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