

# THE NORTH FRONT RANGE METROPOLITAN PLANNING ORGANIZATION

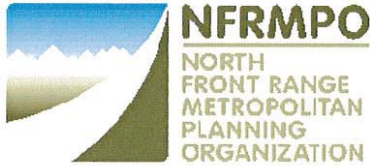


## PUBLIC INVOLVEMENT PLAN FOR TRANSPORTATION PLANNING

APPROVED OCTOBER 13, 2011

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**RESOLUTION NO. 2011-18  
OF THE NORTH FRONT RANGE TRANSPORTATION  
AND AIR QUALITY PLANNING COUNCIL (NFRMPO)  
ADOPTING THE NFRMPO PUBLIC INVOLVEMENT PLAN UPDATE**

WHEREAS, public input is critical to the NFRMPO transportation planning process including the Long Range Transportation Plan, the Transportation Improvement Program and the Unified Planning Work Program and is required by federal regulations (SAFETEA-LU) and state guidelines; and

WHEREAS, this update to the Public Participation Plan complies with the federally-required four-year update schedule and represents the fourth update to the plan since 2003; and

WHEREAS, the Public Involvement Program defines NFRMPO's public involvement policies, tools and evaluation measures for determining the effectiveness of the program; and

WHEREAS, the NFRMPO Technical Advisory Committee (TAC), at its scheduled meeting on September 22<sup>nd</sup>, recommended the draft Public Participation Plan to the NFRMPO Planning Council; and

WHEREAS, it is the function of the NFRMPO Planning Council to adopt and approve a Public Participation Plan.

NOW, THEREFORE, BE IT RESOLVED BY THE NORTH FRONT RANGE TRANSPORTATION AND AIR QUALITY PLANNING COUNCIL HEREBY ADOPT AND APPROVE THE PUBLIC PARTICIPATION PLAN.

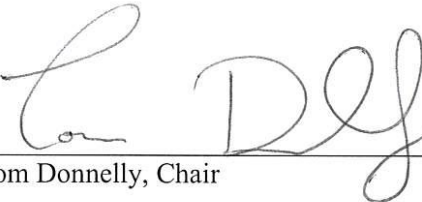
SECTION 1.

The NFRMPO Planning Council hereby approves and adopts the Public Involvement Plan Update; and

SECTION 2.

The NFRMPO Planning Council hereby directs NFRMPO staff to implement the Public Involvement Plan, as adopted.

Passed and adopted at the regular meeting of the North Front Range Transportation & Air Quality Planning Council held this October 13, 2011.

  
\_\_\_\_\_  
Tom Donnelly, Chair

ATTEST:

  
\_\_\_\_\_  
Cliff Davidson, Executive Director



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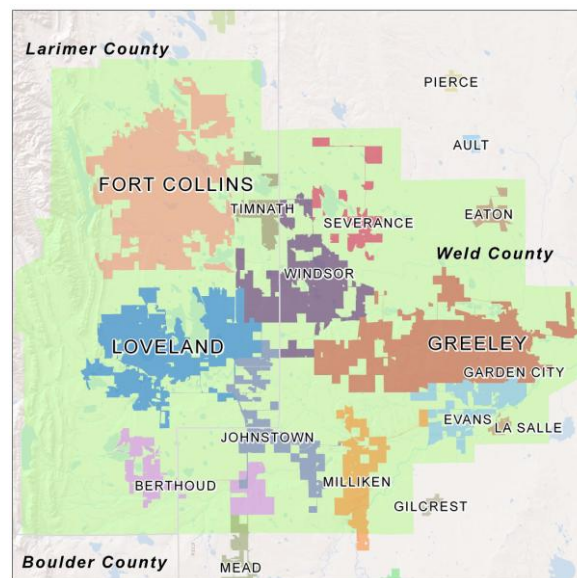
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## THE NORTH FRONT RANGE METROPOLITAN PLANNING ORGANIZATION (NFRMPO)

The North Front Range Metropolitan Planning Organization (NFRMPO) is the federally and state designated regional transportation planning organization for the urbanizing portions of Larimer and Weld counties. It was created in 1988 in response to a federal mandate that requires an urbanized area with a population of 50,000 or more residents to form such an organization in order to be eligible for federal funds.

The NFRMPO works with 15 member governments in the North Front Range- Berthoud, Eaton, Evans, Fort Collins, Garden City, Greeley, Johnstown, LaSalle, Loveland, Milliken, Severance, Timnath, Windsor, Larimer County, and Weld County. These areas cover over 600 square miles and include over 431,000 people, as of June 2011 from the State of Colorado Demographer's Office.

The NFRMPO's mission is to provide the long-range transportation planning that is necessary for improving the regional transportation system's performance. The NFRMPO engages in cooperative decision-making through working relationships and financial partnerships among the member governments, the Colorado Transportation Commission, the Colorado Department of Transportation (CDOT), the Federal Highway Administration (FHA), Federal Transit Administration (FTA), the Colorado Air Quality Control Commission (AQCC), and the Environmental Protection Agency (EPA).



(The area in green signifies the NFRMPO's region)

## INTRODUCTION

### PUBLIC INVOLVEMENT IN ESSENTIAL TRANSPORTATION PLANNING

The NFRMPO understands the value of input from the public in helping define and implement effective transportation and congestion solutions. The Public Involvement Plan (PIP) outlines the importance of, and establishes specific guidelines for, involving community members, organizations, governments, transportation professionals and other entities in NFRMPO projects, plans and programs. Included is information about the value of public participation, how it will be accomplished under various circumstances, and what will be done with the results. Also included are specific commitments by the NFRMPO to support an effective public process.

The NFRMPO seeks to interact with the public as much as possible and practical. The NFRMPO also works with several federal and state agencies which have specific public involvement requirements that must be followed for Metropolitan Planning Organizations. In addition to seeking public input during the planning and programming of transportation improvements, the NFRMPO is required to address the Americans with Disabilities Act (ADA), both during public involvement activities related to the planning and programming of transportation improvement projects. See Appendix B and C for the regulations and how the NFRMPO will meet or exceed these requirements.

The PIP also involves transportation officials, governmental entities, and agencies responsible for land use management, natural resources, environmental protection, historical preservation; organizations. Involving the potentially affected interests, including the traditionally underserved populations, significantly increases a plan or project's efficiency and effectiveness. The process outlined in the PIP will ensure inclusive and meaningful public involvement.

### NFRMPO COMMITMENT:

The PIP contains background material, guidelines, and commitments that the NFRMPO is undertaking to incorporate an effective public process into future plans, projects, and programs. The NFRMPO is committed to:

- ◆ Fostering inclusive and meaningful public involvement
- ◆ Holding open and honest communications with all individuals and entities
- ◆ Providing timely public notice
- ◆ Allowing full public access to information and key decisions

- ◆ Creating a sense of shared responsibility and ownership for regional transportation/congestion problems and a shared sense of pride in the development of solutions to those problems
- ◆ Helping form partnerships between member entities, and the private and public sectors to plan and implement transportation/congestion solutions
- ◆ Establishing policies and prioritizing needs based on valid data and using objective, fair and consistent processes
- ◆ Providing information and gathering input so that decision makers will be able to make informed decisions
- ◆ Utilizing/Recommending multiple languages in public involvement
- ◆ Employing diverse types of media for public involvement



## WHAT IS PUBLIC INVOLVEMENT?

### PURPOSE OF PUBLIC INVOLVEMENT:

Involving potentially affected interests at the NFRMPO is a highly important step when it comes to the implementation of a new plan or program. Communicating with potentially affected interests allows for important feedback which enhances project and program outcomes.

### GOALS OF PUBLIC INVOLVEMENT:

- ◆ Ensure that community members are given the opportunity to participate in the transportation planning process
- ◆ Ensure that the issues and concerns of potentially affected interests are given consideration

### VALUE OF PUBLIC INVOLVEMENT:

- ◆ Project leaders may gain new information
- ◆ Participants who want a project to be completed can provide additional resources in the form of assistance, goods, or services
- ◆ Public participation can be a forum for dispute resolution
- ◆ Progress can be made and implementation occur because:
  - The project can be better-designed with public input
  - The community better understands what the project plans to achieve
- ◆ Participants can champion projects
- ◆ Input can be a warning mechanism for potential problems
- ◆ Participant comments help the project leader understand areas where additional people may have concerns or misunderstandings. This can be used to provide better information to others who are not participating.
- ◆ NFRMPO can build an ongoing relationship with the public based on mutual trust
- ◆ Participants may bring new participants into the process
- ◆ Participants may partake in future public involvement efforts

### POTENTIALLY AFFECTED INTERESTS AND THE UNDERSERVED:

Public participation implies that an open process will be used to allow anyone to participate who is a potentially affected interest or interested in the process. Some of the reasons for encouraging this openness are stated above.

The NFRMPO defines “public” as individual, community organizations, governmental entities, and transportation professionals. Individuals and groups that make up the public are referred to as “stakeholders” and are welcomed to participate and be involved with the NFRMPO.

It is not enough to simply open the process to the public. There are numerous populations that are not likely to get involved unless a special effort is made to reach out to them. In the PIP, groups that need a more focused effort to get involved are referred to as “underserved populations.”

For the purposes of the PIP, the underserved groups that the NFRMPO will make an extra effort to reach include, but are not limited to:

- ◆ Minority (predominantly Hispanic/Latino and/or non-white) community members
- ◆ Low-income community members
- ◆ Physically or mentally-challenged community members
- ◆ Community members who may rely on alternative transportation (e.g. students, seniors, etc.)
- ◆ Community members who do not speak English

According to the US President’s Executive Order 12898, (which gives clarification to *Title VI of the Civil Rights Act of 1964*) minority populations may include anyone who is American Indian, Alaskan native, Asian or Pacific Islander (including Native Hawaiian) Black/African American or Hispanic/Latino.

By making a reasonable extra effort to include these populations, the NFRMPO hopes to ensure that all residents are given equal consideration.

## CONTINUAL EVALUATION OF PUBLIC INVOLVEMENT:

Continuing to evaluate and enhance the public involvement process will help to improve the outcome of each new NFRMPO plan, project, or program. Evaluating public participation involves multiple steps, which will be conducted at a specific program level. (See Appendix B for examples.)

First, the quantitative measurement should be addressed, such as: the number of activities held, the number of notices sent, and the number of people who participated. While valid and important, quantitative measurements do not show the complete picture.

Second, it is important to evaluate the qualitative aspects relating to perceptions, attitudes, and effectiveness. Did the people who participated feel they were heard? Were all the potentially affected interests (including the underserved) actually represented? Were the materials that were provided easy to understand? Were announcements received in a timely manner?

Third, the question of how the public input is utilized should be addressed. Once this information is recorded and made available, it also needs to be considered in the decision-making process.

Fourth, it is necessary to interpret and evaluate the reason why a certain outcome occurred. Understanding why there was good or poor participation is important to assessing effectiveness.

The ultimate point to consider in the evaluation process is the level of respect and trust. Final decisions cannot always please everyone, but it should be possible to plan or develop projects with an atmosphere of respect and trust. The NFRMPO intends to earn this by being fair and open with the public at all times.

## **PUBLIC INVOLVEMENT GUIDELINES**

The following guidelines define the public involvement philosophies, methods, and techniques that will be used by the NFRMPO as the organization works on projects, plans, and programs.

### **TECHNIQUES FOR PUBLIC INVOLVEMENT:**

Numerous and varied techniques exist to provide public involvement opportunities through various activities. Any combination and number of these may be used depending on the specific plan, program, or project. These activities are defined in detail in the Appendix B Toolkit. The NFRMPO will select from the various activities to provide the most effective public participation in each particular situation.

### **WELCOMING ATTITUDE:**

The NFRMPO welcomes and encourages public participation. Questions and statements are valuable and will be treated as such. Participants will be treated with respect. Meetings will abide by basic ground rules that enforce civil discussion. Anyone who feels that these rules have not been followed should contact NFRMPO staff at 1-970-224-6243 or 1-800-332-0950.

### **MEETING SCHEDULES AND LOCATIONS:**

Public meetings and hearings will be scheduled to allow the best opportunity for attendance by the general public and other entities. Every effort will be made to make the meeting locations convenient and ADA accessible.

In addition to general meetings, events, and activities, special efforts will be made to reach those who may be unable to attend due to specific circumstances and may request that the NFRMPO come to them. These options are open to any group or individual and it is the policy of the NFRMPO to “go where people are” whenever possible. Both the location and the meeting time are taken into consideration when it comes to those with special needs.

### **NOTIFICATION:**

Notices will follow the general Open Meeting Law of the State of Colorado, C.R.S 24-6-401 et seq. Information about meetings, events, and other opportunities for participation will be made in a timely manner. This is especially important for the physically and mentally challenged as extra time may be needed to arrange for accommodations to their needs. This notification will be easy to understand and provide adequate information or explain where the information can be obtained.

## **PRESENTATION OF INFORMATION:**

In order to help citizens better understand Transportation Planning, efforts will be made to show how presented information specifically relates to the public in both the near future as well as long-term. In addition, it is important to keep presentations as succinct and interesting as possible. Understanding that cost is a consideration, visualization enhancements (e.g. video, pictures, diagrams, 3-D models, etc.) will be incorporated to improve the experience for the public.

## **WRITTEN AND PERSONAL COMMUNICATIONS FROM THE NFRMPO:**

Technical and policy information from the NFRMPO will be written so that it is clear and understandable to the public. All relevant information will be open for public consideration. Informed staff will be available to answer questions at meetings and respond to phone questions in a timely manner. See Appendix H for NFRMPO Design Guidelines.

## **ONGOING COMMUNICATIONS:**

The NFRMPO will utilize mailings, news releases, social media, email, and relevant websites to have ongoing communication with the public and other entities. Members of the staff are also available via phone for questions, concerns, and suggestions.

## **OTHER ENTITIES:**

The needs and interests of other public and governmental entities will be solicited as appropriate. Coordination, cooperation, and teamwork among all the agencies are vital to the success of any plan, program, or project.

## **TRANSPORTATION INTERESTS:**

The NFRMPO will solicit input from transportation-related groups such as mobility professionals, freight interests, private providers of transportation, chambers of commerce, alternative transportation advocates, and others.

## **THE UNDERSERVED:**

The needs of the underserved population will be considered and a specific process will be developed to gather input relative to their issues. For the purpose of the PIP, the underserved groups will include, but are not limited to, minority and low-income community members, as well as physically and mentally challenged community members. This group may also include

people who do not speak English or people who are unable to operate a private automobile, such as youth and the elderly.

These populations are established by a certain set of criteria. Low-income households are identified by the Colorado Department of Transportation (CDOT) as households at 50% or less of the county's median income. Each county can have a different income threshold. The latest US Census data can be used to help define this population.

Additional underserved populations may be found and contacted through the following ways:

- ◆ Physically-challenged: organizations, doctors, and hospitals
- ◆ Youth: schools, clubs, and activities
- ◆ Seniors: senior centers or other organizations such as Golden K
- ◆ Non-English speaking residents: churches, organizations, foreign language TV stations, and radio stations.

The overall intent is to “create an environment that encourages the participation of diverse people in the selection and design of transportation facilities that will positively impact the mobility and quality of life of Colorado citizens” (CDOT Environmental Justice Training Manual).

To effectively meet the needs of these populations, additional efforts should be taken. Some of these might include:

- ◆ Translating information into other languages (making sure the translation is accurate and easy to understand)
- ◆ Communicating information through non-English local radio stations, television, newspapers, and other community-based publications
- ◆ Revising some published material to remove jargon and acronyms that are not generally known outside of the transportation arena
- ◆ Contacting and communicating with representative individuals
- ◆ Going to community events, churches, apartment buildings, local elementary schools, and other gathering places rather than asking the people to go a less central location
- ◆ Offering meetings at different times to allow for a variety of work schedules
- ◆ Gathering additional input from entities and/or organizations that may be aware of particular needs such as school administrators, police, or firefighters
- ◆ Offering healthy food and small “thank you” items as an incentive for participation
- ◆ Making available signers for persons with disabilities and interpreters for Limited English Proficiency (LEP) individuals (if applicable and appropriate) during meetings and open houses without fees to the individuals with these needs
- ◆ Providing alternative formats for materials (e.g. large prints, Braille, digital media, etc.) upon request

## **OPPORTUNITIES FOR INPUT:**

Opportunities for input will vary depending on the project, program, or plan. For larger projects, such as the 20-year Regional Transportation Plan (RTP), there could be as many as three rounds of public participation.

- ◆ Round One: the collection of initial comments on what projects citizens would like their transportation system to include, prior to the start of any work
- ◆ Round Two: the collection of comments on the first draft
- ◆ Round Three: participation to review the revised draft (may be necessary if significant changes to the plan occurred to reflect round two comments)

In each of these stages, a variety of techniques can be used to involve all of the stakeholders. This will be determined by the extent and nature of the project.

In addition, all plans adopted by the NFRMPO Planning Council during the normal meetings process are open for public comment. The Regional Transportation Plan (RTP), Transportation Improvement Program (TIP), and Unified Planning Work Program (UPWP) all require a 30-day public hearing notice. The PIP is required to have a 45-day public hearing notice.

## **USE OF PUBLIC COMMENTS:**

As appropriate, suggestions may be used to revise the scope and/or the proposed plan or program. In all cases, the suggestions will be compiled and made available to other participants, organizations, and policy makers. A complete record will be retained for public. In specific cases, identified by federal regulations, the public comments are typically part of the final document, as is the case with the Regional Transportation Plan (RTP) and the Transportation Improvement Program (TIP). Additionally, individual questions will receive a response in a timely manner, assuming the individual has left contact information.

## **DECISION-MAKING:**

All final transportation and air quality decisions (other than those requiring a vote of the people) are made by one or more groups of elected or appointed officials. Public meetings allow comments to be collected and may identify a consensus. The final decision, however, will be up to the NFRMPO elected officials based on a consideration of all related information.

Prior to each key decision point, equitable opportunity will be offered for input and that input will be shared with the decision-makers.

## DEVELOPMENT, ADOPTION, AND REVISION OF THE PIP

The PIP has gone through the following stages during its developmental phase:

- ◆ Preparation of a preliminary draft plan
- ◆ Evaluation of the plan to ensure compliance with all Federal regulations
- ◆ Review of the plan by the NFRMPO's Technical Advisory Committee (TAC) and Transit Advisory Group (TAG)
- ◆ Review of the plan by stakeholders including the general public, governmental entities, and transportation professionals/businesses
- ◆ Revision of the plan based on the above reviews
- ◆ Completion of a final draft plan
- ◆ Circulation of the draft plan for at least 45 calendar days. This includes notice to all potentially affected interests that this final draft plan is available for review, including placement at public libraries throughout the region.
- ◆ Review and evaluation of any further recommended changes
- ◆ Adoption of the plan by November 30, 2003 (see revision dates below)
- ◆ Ongoing implementation of the plan by the NFRMPO
- ◆ Availability of alternative formats as appropriate (e.g. large print, Braille, digital media) and upon request for individuals with these needs.

### REVISIONS TO THE PIP:

- ◆ The plan will be officially reviewed at a minimum of every six years. This re-evaluation will involve significant public input and a minimum 45-calendar-day review period prior to adopting any changes. All efforts to involve the public and other organizations will follow the steps outlined in the current plan.
- ◆ Other periodic revisions may occur, as new and better approaches are determined. Each time any significant content revisions are made, other than technical or grammatical revisions, the public will be given a 45 calendar day review and comment period prior to implementing the changes.
- ◆ The following is a list of PIP updates:
  - Approved November 6, 2003
  - Addendum November 15, 2005
  - Addendum November 10, 2008
  - Anticipated Addendum October 6, 2011





## APPENDIX A: GLOSSARY

**AMERICANS WITH DISABILITIES ACT (ADA):** The ADA prohibits discrimination on the basis of disability in employment, State and local government, public accommodations, commercial facilities, transportation, and telecommunications.

**COLORADO AIR QUALITY CONTROL COMMISSION (AQCC):** The Air Quality Control Commission develops air pollution control policy, regulates pollution sources and conducts hearings involving violations of the state's air pollution laws.

**COLORADO DEPARTMENT OF TRANSPORTATION (CDOT):** The department of the U.S. federal government that coordinates and institutes national transportation programs in Colorado.

**COMMUNITY:** All the people who live in a particular area.

**ENVIRONMENTAL PROTECTION AGENCY (EPA):** An agency established by the United States government to coordinate federal programs aimed at combating pollution and protecting the environment.

**FEDERAL HIGHWAY ADMINISTRATION (FHWA):** The Federal Highway Administration (FHWA) is an agency within the U.S. Department of Transportation that supports State and local governments in the design, construction, and maintenance of the Nation's highway system (Federal Aid Highway Program) and various federally and tribal owned lands (Federal Lands Highway Program).

**FEDERAL TRANSIT ADMINISTRATION (FTA):** an agency within the United States Department of Transportation (DOT) that provides financial and technical assistance to local public transit systems.

**LIMITED ENGLISH PROFICIENCY (LEP) INDIVIDUALS:** persons who are unable to communicate effectively in English because their primary language is not English and they have not developed fluency in the English language. A person with Limited English Proficiency may have difficulty speaking or reading English.

**LOW-INCOME:** Of or relating to individuals or households supported by an income that is below average.

**METROPOLITAN PLANNING ORGANIZATION (MPO):** an organization required by the US Department of Transportation for areas, with a population of 50,000 or more people, to provide a regional transportation planning forum.

## **NORTH FRONT RANGE METROPOLITAN PLANNING ORGANIZATION**

**(NFRMPO):** The MPO for the North Front Range Transportation Planning Region of Colorado. As of June, 2011, the NFRMPO includes 15 local government entities, each having votes on the NFRMPO Council: Berthoud, Eaton, Evans, Fort Collins, Garden City, Greeley, Johnstown, LaSalle, Loveland, Milliken, Severance, Timnath, Windsor, Larimer County, and Weld County. Two other voting members are the Colorado Transportation Commission and the Colorado Air Quality Control Commission.

**OPEN MEETINGS LAW (OML) FOR STATE OF COLORADO:** The Colorado Supreme Court has described the Open Meetings Law as “reflect[ing] the considered judgment of the Colorado electorate that democratic government best serves the commonwealth if its decisional processes are open to public scrutiny” (Benson v. McCormick)

**OUTREACH:** An effort to build connections from one person or group to another.

**POTENTIALLY AFFECTED INTEREST:** Any person who may currently, or in the future, be affected in one way or another by a proposed plan, project, or program.

Any person who believes they have something at stake.

**PUBLIC:** Persons of the general public or a broad group of organizations, governmental entities, and transportation professionals who might be interested in participating.

**PUBLIC INVOLVEMENT:** Process of obtaining citizen input into each stage of development of planning documents.

**PUBLIC INVOLVEMENT PLAN (PIP):** Document that presents the procedural plans of an organization to inform and gather information from project beneficiaries and the general public.

**REGIONAL TRANSPORTATION PLAN (RTP):** The official plan for the NFRMPO which describes the current transportation system and the projected growth based on a 20-year planning horizon. It is updated every four years.

**STAKEHOLDER:** Any person, organization, governmental entity, transportation professional, or member of the general public who has an interest in a NFRMPO project, plan, or program.

**TRANSPORTATION IMPROVEMENT PROGRAM (TIP):** Document that presents a specific set of projects and activities to be funded in this transportation planning region over the next several years. Projects in the TIP must come from an approved Regional Transportation Plan (RTP) and emerge from the Congestion Management Process identified therein.

**TRANSPORTATION PLANNING REGION (TPR):** An organized area from the state department of transportation to help develop regional specific transportation plans based on their unique needs and characteristics.

**TRANSPORTATION PROFESSIONAL:** Any person or organization that gets paid to work in an area of transportation including, but not limited to: transportation planners, transportation agency employees, private transportation providers, freight shippers, freight transportation services, engineers, transit and traffic operators, and transportation demand management staff.

Any person or group who may not get paid, but serves in an official role related to transportation.

**UNDERSERVED:** Any individual or group for which it is important to make a special effort to reach out to due to particular needs/interests or a lack of previous involvement. These include but are not limited to:

- ◆ Minority community members
- ◆ Low-income community members (50% or less of the county median income)
- ◆ Physically or mentally challenged community members
- ◆ People who are unable to operate a private auto, such as youth and the elderly

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#### SOURCES FOR GLOSSARY:

<http://dictionaries.cambridge.org>  
<http://dictionary.reference.com>  
<http://www.fhwa.dot.gov>  
<http://www.cdphe.state.co.us>  
<http://www.cml.org>  
<http://www.ada.gov>  
<http://www.thefreedictionary.com>  
<http://onlinedictionary.datasegment.com>  
<http://www.expertglossary.com>  
<http://www.hhs.gov>



## APPENDIX B: TOOLKIT OF PUBLIC INVOLVEMENT TECHNIQUES

The North Front Range Metropolitan Planning Organization (NFRMPO) uses a variety of activities and techniques to involve the public in planning activities and programs. Objectives for public involvement range from meeting basic legal requirements to generating enthusiasm and awareness about programs. The level of effort depends on the **public involvement objectives** for the planning activity or program, typically as determined by the Planning Council, as follows:

1. Meet legal requirements
2. Allow for diverse involvement of stakeholders in the region and the public
3. Provide information and foster awareness about plans and programs
4. Generate enthusiasm about plan and programs

The NFRMPO aims to make public events and activities as informative, accurate, and interesting as possible—with meaningful and interactive ways for a diverse group of people from the region to provide direct input to plans and programs. Different techniques can be used for events and topics.

Technology changes rapidly, so the NFRMPO will monitor and use current tools as available if the tools help with efficiency and achieve objectives. For instance, Internet-tools such as websites can be useful for plans, programs, or projects. CommunityVIZ simulations or key pad polling can help enhance a public event, as well as gaming or a “bucket” or “dot” polling exercise, where members of the public are able to “vote” on preferences by placing their votes on values or policy directions.

The NFRMPO also may facilitate, from time to time, group discussions or do one-on-one interviews with stakeholders, depending on the plan or program and their objectives. **Table B-1: Public Involvement Activities**, below, outlines the various possible activities as part of a public involvement process along with a description of what they are as well as when, how, and why they may be applied.

Typically, the NFRMPO notifies the public about events through the local media, contact lists, fliers, email, the website, and other methods. Spanish translation and written materials may be on-hand at a meeting if the plan or program is region-wide (e.g., the Regional Transportation Plan) or if the local audience will include Spanish-only community members.

**Table of Public Involvement Activities**

Activity	Description	Application
<b>Meetings/ In Person</b>		
<b>Charrette or Workshop</b>	An intensive brainstorming or design session using visual or other interactive methods to allow participants to give direct feedback to help select options and shape the outcome of the charrette. A charrette could last for several hours or could be a multi-day event.	This activity may be used during a visioning or planning process, often mid-effort (when exploring options and alternatives). A charrette also could be a pinnacle public event during a planning process, designed to generate excitement as well as convey technical information. It is also designed to capture an array of views and ideas from members of the public to lead toward selection of a preferred alternative.
<b>Meeting or Conference</b>	A planning meeting or conference can allow groups of people to assemble for a multitude of purposes, including at times viewing a formal presentation. The general intent of a planning meeting is to allow the NFRMPO to interact with people, share information, discuss a plan or program, and receive feedback.	Meetings can be held any time during a planning effort—to solicit input and to share technical information and updates. To be most effective, the NFRMPO should inform participants prior to the meeting about the agenda, format, participants’ roles, and the expected outcome. A meeting can be organized as part of a series or a conference that is focused on a unifying subject, such as regional transportation planning or mobility.
<b>Open House</b>	An informal meeting setting for display of information and materials. Rather than having a set agenda, as with a meeting, participants are free to move about and consider what is of interest to them and ask questions. Staff or other experts are available for	Open houses are commonly used during planning efforts. They are flexible and can be organized as a stand-alone event, or they can be set up in places where people already gather, such as a mall or town hall. Open houses are not typically designed for selection of preferred options or decision-making.

Activity	Description	Application
	questions and to hear comments.	
<b>Forum or Panel Discussion</b>	A forum or panel is an event designed with multiple experts who present information to help attendants better understand a subject. Usually, several people with differing viewpoints each make a short presentation to an audience and then answer questions.	A forum can be used for any subject with varying policy perspectives for the public to better understand viewpoints. It works best when a neutral party moderates the discussion. It can be helpful if some “experts” are local, known, and trusted within the region. Such an event is designed primarily to share information rather than to receive public input or for decision-making.
<b>Contacts at grocery stores (or other busy places)</b>	Contacting people at the grocery store can take place through different methods – by printing information on grocery bags, dropping fliers or information into grocery bags, hosting information tables, talking with people as they exit, or by displaying fliers or posters in the store.	Contacting people at busy places is a way to reach a broad and possibly diverse group of people who might not otherwise attend an event or activity. In this kind of setting, people likely will spend only a few minutes on a topic.
<b>Information Booth</b>	An information exhibit placed at a fair or other similar event (e.g., New West Fest, the Corn Roast, the Greeley Stampede, a farmers’ market, etc.).	A booth can provide information to people who might not ordinarily pay attention to planning, but it may not hold peoples’ attention for as long as a public meeting or open house. Ideally, a booth is designed as a “U-shape” to welcome visitors, rather than with a table between staff and visitors.
<b>Town Meeting</b>	Typically, a town meeting is a formal activity open to community members allowing them to interact with their elected leaders. It often includes opportunity for two-way discussion.	The town meeting format can be used anytime during a plan or program to share information and hear from the public. It is a way to gauge public viewpoints and elected official support.
<b>Transportation</b>	Generally a half to one day	



Activity	Description	Application
<b>Fair</b>	event used to garner interest in transportation. The fair might include attractions or events designed to interest the target audience.	
<b>Leadership Sessions</b>		
<b>Planning Council Study Session or Discussion Item</b>	A briefing or work session at a Planning Council meeting can be designed for policy discussion and updates about the planning process for a plan or program and to allow Planning Council to give policy direction prior to adoption.	Doing regular updates and discussion items with the NFRMPO Planning Council provides a foundation for later decisions to be made, so that the Planning Council will have adequate background, stay informed about public input, and have opportunities to help shape policy prior to adopting a plan or program.
<b>City/Town Council and Commission Study Session</b>	A briefing at a local community council or commission meeting can keep regional leadership informed about plans and programs and give opportunities for local leaders to give input.	Regular updates with local leaders allow them to help shape plans and programs and keep local leaders informed. These events can be the groundwork for later decision-making or implementation of projects.
<b>Committees and Focus Groups</b>		
<b>Technical Committee</b>	The NFRMPO has several technical committees (general and project-specific) which help the staff and Planning Council understand technical information and provide regional perspectives.	A technical committee can function as liaisons with the local jurisdictions to assist the NFRMPO and the Planning Council with plans, programs, and policy options.
<b>Focus Group</b>	A small, deliberately selected group of individuals who meet	Focus groups can be used at different stages of a plan or effort. The NFRMPO

Activity	Description	Application
	with NFRMPO to give feedback to the organizer on a specific topic.	should identify individuals or professionals who can help recruit representatives or participants for the group. Because a focus group is selected, not open to the public, others (not selected) may be suspicious of the information gathered.
<b>Key Person Interview</b>	A question and answer session set up with a specific person who may be pivotal to decision-making for a plan, project, or program, who may have an interest in it, or who may be affected by it.	Interviews are often useful as a first step or in the early stages of a planning effort to flesh out issues and ideas, and can be used to reach minority or other interest groups.
<b>Speakers Bureau</b>	An organized effort to provide speakers at various events on one or more specific subjects. Several speakers may be used as needed.	This can allow for flexibility and a broad outreach.
<b>Organization Outreach</b>	Contact with another organization (e.g., a not-for-profit or business association) to share information on and get input for a plan, program, or project.	Contact with another organization may occur either by request or through proactive outreach on the part of the NFRMPO. The outreach event may be in the form of a presentation, question and answer session, or brainstorming – depending on the time and interests of the organization.
<b>School Presentation / School TV</b>	To reach youth in the region, the NFRMPO can make presentations at schools, including presentations to clubs, student council, and specific classes. Some schools have a local school TV station for sharing information with the students.	School presentations are designed to reach youth and solicit specific input from youth. Suggested classes to attend would be: civics, economics (or other senior level classes) and transportation classes. The material presented needs to be short and to the point with a source for additional information such as a website. Interactive exercises can also capture input from youth. The TV station approach could be used to reach a broader spectrum of youth in the school.

Activity	Description	Application
<b>Internet/ Social Media</b>		
<b>Dedicated Website or Webpage</b>	The NFRMPO has its own organizational website (www.nfrmpo.org), with pages for topics and a calendar of events. A website or page can be developed for plans or projects.	A website is a relatively easy and inexpensive way to inform people about schedules, events, plans, and projects and provide access to recently updated information. It can be effective for communication and interaction (such as for hosting survey links) for people with Internet connections.
<b>Social Media</b>	Social media is an easily accessible and constantly updated source of news and announcements for public information. It can allow for a constant and consistent dialogue between the NFRMPO and others.	Social media outlets include Facebook, YouTube, and Twitter. Twitter will primarily be used by the NFRMPO to reach a larger audience with current staffing levels. It is important not only to post information, but to respond to others on Twitter. (See Appendix H for more information about Twitter.)
<b>Dedicated Telephone Line/Email</b>	The NFRMPO can set up a specific phone number or email address to collect comments for a plan or project.	This tool can be helpful throughout a plan or project to collect comments.
<b>E-Mail</b>	Electronic mail addresses as a means to contact people about events, plans, or projects.	Email is a very inexpensive and a quick way to contact people during any step of an effort. It is, however, important to note that not everyone has email and access to computers and to supplement email with other communication methods, such as direct mail.
<b>Promotional/ Media</b>		
<b>Brochure or Flier</b>	Written material for distribution. A brochure generally contains more information than a flier, as it is	Brochures should incorporate a mailing panel to eliminate the need for an envelope when possible. Multiple brochures or fliers can be produced for one event, plan, or

Activity	Description	Application
	succinct and folded to create a small piece for distribution.	project with each piece designed to communicate with different groups. These outreach items can be produced in various languages.
<b>Poster</b>	A large written and graphic piece for posting in a public place, often designed to announce an event or project.	Posters can be placed at numerous locations and should be designed to be eye-catching and appeal to different groups, including underserved or minority populations. Posters must be displayed in conspicuous and accessible locations.
<b>Display</b>	Information and materials for display in an informal setting where people are free to move about and consider whatever is of interest to them.	Displays can occur at different locations, such as malls, city halls, banks, etc., and can occur during different stages of a planning effort. They can also be used for open houses and other public events, such as information booths.
<b>Newspaper Advertisement</b>	Information that a newspaper prints which is regular news, but is instead paid for by a sponsor. The NFRMPO has control of the content and appearance of its paid advertisements.	Advertisements are generally purchased and are typically used to announce meetings, events, etc., where robust participation is desirable.
<b>TV Advertisement</b>	TV ads are usually 30 or 60 second spots during breaks in a regular show. As with newspaper ads, the sponsor generally has control of the content but also has to cover costs of producing and airing the ad.	With cable television, it is not too expensive to run TV ads; however, producing the ad can be more time-consuming and expensive than newspaper or radio ads.
<b>Postcard Notice</b>	A note designed for mailing to a predetermined mailing list to announce an event or activity or provide other specific information.	Postcards are an inexpensive but semi-direct way of announcing events and sharing information (such as a link to a website for a draft plan or project).

Activity	Description	Application
<b>Radio Talk Show</b>	A discussion on the radio about a particular subject. The talk show usually involves a host and one or more guests. It may provide opportunities for people to call in with questions.	Talk shows are an opportunity for discussion about more in-depth information on a certain topic and can be used during many stages of a planning project or program to increase awareness.
<b>Press Release</b>	A press release officially notifies the press about news it might be interested in reporting. A press release generally follows a specific format and includes basic but pertinent information (who, what, when, where, and a contact for more information).	Press releases can generate information that is reported as official "news," which may receive more attention and have greater credibility than paid advertising.
<b>Newsletter</b>	A regular communication for a specific plan, program, or project – for individuals who elect to receive it. Newsletters can be mailed or sent electronically.	A newsletter is a standard way to keep interested individuals and entities informed on a regular basis about a plan, program, or project.
<b>Surveys</b>		
<b>Survey - General</b>	A general survey is open to anyone who chooses to participate. The survey can be formatted traditionally (e.g., via paper copies or phone) or electronically (e.g., On-line link).	Informal general surveys can be easy to administer and inexpensive. They are used to generally poll people about preferences and ideas. For instance, Zoomerang is an easy-to-use online tool for surveying and organizing results. Statistical software, such as SPSS, can be used to easily analyze the data. While the information is useful and important, it cannot be stated as representing a larger group, because participants are self-selecting and may not represent a larger group. To be representative the survey must be statistically valid. (Surveys should be

Activity	Description	Application
<b>Survey - Statistically Valid</b>	A statistically valid survey is designed to collect information from people chosen on a random basis according to a specific formula to be representative. The results can be stated as representing a larger group from which the random sample was drawn.	offered in Spanish as well as English.)  Statistically valid surveys are expensive but can be useful in certain circumstances, such as in policy-making. (Any survey should be offered in Spanish as well as English.)
<b>Contact Lists and Notification</b>		
<b>Contact List</b>	A list of contacts created for general or specific notification (i.e., for a particular plan or project) and interested parties.	The NFRMPO maintains and updates its contact lists regularly using Microsoft Outlook and categorizes contacts by groups. A distribution list should be created for each plan, program, event, or project. Contents should be exported to Excel for archiving.
<b>Public Service Announcement</b>	A short announcement, usually on radio or television, for which the NFRMPO is not charged, and where the purpose is to announce public information.	Public service announcements can be done at any stage of a plan or program.
<b>Public Hearings</b>		
<b>Public Hearing</b>	A public hearing is typically required at the time of plan or program adoption. The public hearing also provides opportunity for public comment, and must be preceded with notification time (usually a minimum of 30 days, depending on the plan or program). The hearing format	Public hearings often are done at the end of a process and are often a poor setting for gathering pivotal input, as they are generally too late in the process.

Activity	Description	Application
	is typically done with elected officials sitting at the front and allowing community members to speak under very specific conditions.	
<b>Public Notice</b>	These are official notices posted prior to meetings.	These are required for meetings where three or more elected officials from the same governing body will be present.
<b>CDOT Countywide Hearing Process</b>	Coordinate CDOT hearing required under state law with NFRMPO public meetings to the degree possible.	

## OTHER TECHNIQUES TO CONSIDER:

- ◆ **Informal polling at meetings:** key pad polling, dot-voting exercise, etc., are all ways to get input from the public on their values and policy preferences for a plan or program.
- ◆ **Games and contests:** Games and simulations can be in the form of board games, role playing, computer simulations, and other methods, as a creative way to involve people and solicit information about their values and preferences.
- ◆ **Modeling:** Computer and/or physical modeling can be used to help people better visualize or better understand a particular concept or project and to analyze options and alternatives.
- ◆ **Contests and drawings:** Contests and drawings can be a way to raise awareness about a plan and program and increase participation. For instance, a gas or grocery card could be given away at a meeting.
- ◆ **Spanish translation:** Translation can be done as needed for Spanish-speaking audience at meetings or for written material.

## IN USING THE TECHNIQUES DESCRIBED IN THE TOOL KIT, THE FOLLOWING FACTORS NEED TO BE CONSIDERED:

People need to understand the relevance of transportation planning to them. Maintaining public interest is critical to gathering effective public input as decisions are made. Therefore:

- ◆ With each contact, efforts will be made to present information that is relevant and show how this information relates to the public in both the near future as well as long-term.
- ◆ As any of the above tools are used, the NFRMPO will keep in mind the importance of making whatever it is as current, accurate, and interesting as possible. Understanding that cost is a consideration, if it is reasonable, color, animation, physical props, pictures, 3-D models, etc. will be incorporated to enhance the experience for the public.
- ◆ Public notices must include reasonable accommodations for individuals with disabilities in need of special need (e.g. interpreters or signers). Include point of contact person, telephone number, email address and timeframe for response from individuals needing special needs accommodations.
- ◆ Pertinent materials are available in alternative formats (e.g. large print, Braille, audio/video).





## APPENDIX C: NFRMPO PUBLIC INVOLVEMENT CHECKLIST

<b>Phase: Project Planning</b>		
<b>Tactic</b>	<b>Action</b>	<b>Rank</b>
Dedicated Website or Webpage	<ul style="list-style-type: none"> <li>Document project milestones, correspondence, drafts, links, and project contacts</li> </ul>	All
Dedicated Telephone Line/Email	<ul style="list-style-type: none"> <li>Alias email to separate project manager from project</li> <li>Add extension to 1-800 number for project feedback</li> </ul>	Intensive
<b>Phase: Project Management</b>		
<b>Tactic</b>	<b>Action</b>	<b>Rank</b>
Social Media (e.g., Twitter)	<ul style="list-style-type: none"> <li>Tweet the start of the project</li> </ul>	All
Technical Committee	<ul style="list-style-type: none"> <li>Schedule Meetings in Outlook for duration of project</li> <li>Email/Post Meeting Minutes</li> <li>Announce Membership of Committee to Council</li> </ul>	Moderate
Planning Council Study Session or Discussion Item	<ul style="list-style-type: none"> <li>Schedule Meeting to introduce project plan</li> </ul>	Intensive
<b>Phase: Stakeholder Relations</b>		
<b>Tactic</b>	<b>Action</b>	<b>Rank</b>
Press Release	<ul style="list-style-type: none"> <li>Announce the project initiation, timeline, and public involvement opportunities</li> </ul>	All
Contact List	<ul style="list-style-type: none"> <li>Announce the project initiation, timeline, and public involvement opportunities</li> </ul>	All
Social Media	<ul style="list-style-type: none"> <li>Announce the project initiation, timeline, and public involvement opportunities</li> </ul>	All
Calendar Listings	<ul style="list-style-type: none"> <li>List all project PI opportunities on regional print and online calendars with link to project website</li> </ul>	All
Brochure or Flier	<ul style="list-style-type: none"> <li>Draft Topic of Focus for in-depth explanation of project</li> </ul>	Moderate
Display	<ul style="list-style-type: none"> <li>Print or laptop project visual describing project</li> </ul>	Moderate
	<ul style="list-style-type: none"> <li>Table set up at strategic events/locations to</li> </ul>	

Information Booth	provide project information and solicit stakeholder involvement	Moderate
Key Person Interview	<ul style="list-style-type: none"> <li>Arrange meetings with “politically affected interests” to build support, identify barriers, obtain data, and recruit volunteers</li> </ul>	Moderate
Newsletters	<ul style="list-style-type: none"> <li>Use newsletter service (i.e. Constant Contact) to provide project updates by email to stakeholders</li> </ul>	Moderate
Newspaper Advertisement	<ul style="list-style-type: none"> <li>Purchase ads to promote PI opportunity</li> </ul>	Moderate
Organization Outreach	<ul style="list-style-type: none"> <li>Request local and regional organizations contact their members (email, brown bag, etc.) about PI opportunity</li> </ul>	Moderate
Postcard Notice	<ul style="list-style-type: none"> <li>Mail postcards to well-defined stakeholder mailing list about PI opportunity</li> </ul>	Moderate
Poster	<ul style="list-style-type: none"> <li>Hiring postering service to promote PI opportunity in target community(s)</li> </ul>	Moderate
Radio Talk Show	<ul style="list-style-type: none"> <li>Propose project as topic of discussion on public affairs program</li> </ul>	Moderate
Survey - General	<ul style="list-style-type: none"> <li>Survey stakeholders to gather perceptions about project</li> </ul>	Moderate
Survey - Statistically Valid	<ul style="list-style-type: none"> <li>Hire third-party to survey a representative sample to measure project objectives and goals</li> </ul>	Moderate
TV Advertisement	<ul style="list-style-type: none"> <li>Purchase and produce TV ads to promote PI opportunity</li> </ul>	Moderate
Charrette or Workshop	<ul style="list-style-type: none"> <li>Intensive planning session where stakeholders, staff and others collaborate on a vision for plan development</li> </ul>	Intensive
City/Town Council and Commission Study Session	<ul style="list-style-type: none"> <li>Provides local elected officials an opportunity to examine and inquire about project at their local chambers</li> </ul>	Intensive
Contacts at grocery stores (or other busy places)	<ul style="list-style-type: none"> <li>Place staff at high-traffic locations to solicit input from targeted stakeholders</li> </ul>	Intensive
Focus Group	<ul style="list-style-type: none"> <li>Facilitated meeting with a specific line of question with representative stakeholders actively recruited to participate</li> </ul>	Intensive
Forum or Panel Discussion	<ul style="list-style-type: none"> <li>Hold public discussion with professionals/interested parties (likely contradictory views) to inform stakeholders about project goals</li> </ul>	Intensive
Meeting or Conference	<ul style="list-style-type: none"> <li>Large stakeholder meeting to provide project information (keynote speaker) while collecting concentrated feedback (survey, polling, game) over a number of hours</li> </ul>	Intensive
Open House	<ul style="list-style-type: none"> <li>Meeting scheduled at a convenient location in the project community(s) to gather feedback</li> </ul>	Intensive

School Presentation / School TV	<ul style="list-style-type: none"> <li>Schedule presentations with local schools in the affected communities of the project. Utilized taped interviews on school district public access</li> </ul>	Intensive
Speakers Bureau	<ul style="list-style-type: none"> <li>Seek presentation opportunities with local organizations (service, Chambers, non-profit) to introduce project</li> </ul>	Intensive
Town Meeting	<ul style="list-style-type: none"> <li>Question and answer session for the public to interact with elected officials in a comfortable environment</li> </ul>	Intensive
Transportation Fair	<ul style="list-style-type: none"> <li>Fair conducted by a business to inform their employees about transportation opportunities</li> </ul>	Intensive
<b>Phase: Project Closure</b>		
<b>Tactic</b>	<b>Action</b>	<b>Rank</b>
Press Release	<ul style="list-style-type: none"> <li>Announce Availability of Final Document</li> </ul>	All
Public Notice	<ul style="list-style-type: none"> <li>Release the notice of public hearing to press, stakeholder list</li> </ul>	Moderate
Public Hearing	<ul style="list-style-type: none"> <li>Conduct hearing (typically at NFRMPO Council Meeting) to gather feedback and to guide the council as per Federal Guidelines.</li> </ul>	Moderate



## APPENDIX D: SAMPLE EVALUATION SURVEY

**Meeting/Event:** (To be filled in ahead of time)

**Date:** (To be filled in ahead of time)

**Location:** (To be filled in ahead of time.)

**Three (3) things I really liked about this Meeting/Event:**

**Three (3) suggestions for improving this Meeting/Event:**

**Do you feel all your concerns were heard and understood?**

**If not, how could we have done better?**

**Numerical Rating scale if necessary to easily compare events.**

**If you would like to be put on our mailing list or if you have additional information you would like to obtain or share with us, please complete the information on the contact sheet. You can also contact us at any time in the future at:**

NFRMPO  
419 Canyon Ave. Suite 300  
Fort Collins, CO 80521  
970-221-6243 or 1-800-332-0950  
[www.nfrmpo.org](http://www.nfrmpo.org)



## APPENDIX E: COMPLIANCE INFORMATION

### THE PIP SERVICES A VARIETY OF FEDERAL REQUIREMENTS RELATING TO PUBLIC INVOLVEMENT ON TRANSPORTATION PROJECTS. THESE REQUIREMENTS INCLUDE:

- 1) The requirements found in the Code of Federal Regulations on Highways (23CFR) section 450.316(b) (1) titled: Metropolitan Transportation Planning Process: Elements b1. This section outlines ten specific requirements that have all been incorporated in the specifics of the PIP.
- 2) Americans with Disabilities Act (ADA) requirement to provide equal access to people with disabilities.
- 3) Title VI of the 1964 Civil Rights Act prohibiting discrimination on the basis of race, color, or national origin in programs and activities receiving federal financial assistance.
- 4) Transportation Equity Act for the 21<sup>st</sup> Century (TEA-21) Section 1203 (h) (1) (B) & Section 1203(h) (4) requiring Metropolitan Planning Organizations to provide “Opportunity for Comment” and “Notice and Comment” when working on the Transportation Improvement Program (TIP).
- 5) Executive Order 12898: Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations, 1994 which requires each federal agency to make achieving environmental justice part of its mission.
- 6) National Environmental Policy Act of 1969 (NEPA) which focuses on providing for “all Americans’ safe, healthful, productive and esthetically pleasing surroundings,” and developing a “systematic, interdisciplinary approach” in community environmental decision making.
- 7) US DOT Order 5610.2: Order to Address Environmental Justice in Minority Populations and Low-Income Populations, April 1997 which summarizes and elaborates on the Executive Order 12898.
- 8) Limited English Proficiency (LEP) – DOT Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient Persons (December 14, 2005). Title VI and its implementing regulations require that FTA recipients take responsible steps to ensure meaningful access to the benefits, services, information, and other important portions of their program and activities for individuals who are Limited English Proficient.





## APPENDIX F: REFERENCES

*CDOT Environmental Justice Guidebook*, prepared by DMJM&Harris for Colorado Department of Transportation 2003.

*Guidelines for Public Participation in Statewide Transportation Planning and Programming*, Colorado Department of Transportation, January 2003.

Institute for Participatory Management and Planning, *Citizen Participation Handbook for Public Officials and Other Professionals Serving the Public, Sixth Edition 1990*, © 1989; 969 Pacific St. Suite 10, Monterey, CA 93940.

*Public Involvement Plans, a Collection of "Best Practices" from and for Metropolitan Planning Organizations*, Federal Highway Administration Region 8.

*Public Involvement Techniques for Transportation Decision-making*, prepared by Howard/Stein-Hudson Associates, Inc. and Parsons Brinckerhoff Quade and Douglas for Federal Highway Administration and Federal Transit Administration, September 1996.

*Transportation and Environmental Case Studies*, US Department of Transportation, Federal Highway Administration and Federal Transit Administration Publication No. FHWA-EP-01-010.



**APPENDIX G: COMMENTS AND RESPONSES FOR THE PIP-  
SEPTEMBER 2011 REVISION**

<b>COMMENT</b>	<b>RESULT OF COMMENT</b>
<p>The only recommendation/opinion I would give is under Appendix H social media policy section – social media is ever changing and so I'd advise developing a more general policy that could cover Facebook, YouTube, and what ever comes next rather than just focusing on twitter.</p>	<p>The social media strategy has been update in Appendix B to acknowledge the use of other Social Media sites in the future. Appendix H will continue to reflect the protocols only for Twitter as the NFRMPO has determined Twitter is the only Social Media that can be managed at current staffing levels at the time of this PIP update.</p>



## APPENDIX H: SOCIAL MEDIA POLICIES

# TWITTER

### GOALS:

- ◆ Use as an accessible resource for the public and organizations to receive consistently updated information about NFRMPO
- ◆ Use to repost (retweet) important and relevant articles/postings (tweets)/ideas
- ◆ Use as a way to receive public feedback via links to surveys
- ◆ Use to help integrate the public into more planning and allow the public to understand NFRMPO's plans/projects/improvements
- ◆ Use as a source of announcements- meetings, projects, press releases, office closures, special events, news, project announcements, website updates
- ◆ Overall to allow more accessibility and understanding of NFRMPO's mission and allow more room for constant dialogue between the organization and the public/other organizations
- ◆ Allow both input and output- not only post things, but also respond to other organization's accomplishments

### WHAT IS TWITTER?

Twitter is a real-time information network that connects you to the latest information about what you find interesting. Simply find the public streams you find most compelling and follow the conversations.

At the heart of Twitter are small bursts of information called Tweets. Each Tweet is 140 characters in length, but don't let the small size fool you—you can share a lot with a little space. Connected to each Tweet is a rich details pane that provides additional information, deeper context and embedded media. You can tell your story within your Tweet, or you can think of a Tweet as the headline, and use the details pane to tell the rest with photos, videos and other media content (Twitter.com).

## WHY USE TWITTER?

- ◆ To allow for community outreach and feedback
- ◆ To easily display information that is easy to access to others (people in the community, reporters, other organizations, etc.)
- ◆ To access up-to-date and relevant news in relation to one's interests
- ◆ To enhance, strengthen, and increase interaction with the community

## WHO USES TWITTER?

- ◆ Businesses, government organizations, individuals, etc.

## GLOSSARY OF IMPORTANT TWITTER TERMS AND SYMBOLS:

**Tweet:** Message posted to a Twitter Page or the act of posting a message (tweet, tweeting, tweeted)

**Retweet (RT):** A reposted message (tweet) or the act of reposting a tweet that was previously on another person/organization's page

**# (Hashtag):** Used for keywords which are later grouped on separate pages for convenience. This allows easy accessibility to a certain subject all on one page (e.g. [#Windsor](#) or [#transportation](#)).

**@ symbol:** used to call out usernames in Tweets, like this: Hello @Twitter! When a username is preceded by the @ symbol, it becomes a link to a Twitter profile (Twitter.com) Ex-@NFRMPO

**Direct Message (DM):** Most recently called simply a "message," these Tweets are private between only the sender and recipient. Tweets become DMs when they begin with "d username" to specify who the message is for (Twitter.com)

**Email Notifications:** Preferences set by Twitter users to regulate notifications via email about events on your account, such as new followers and new direct messages (Twitter.com)

**Follower:** A Twitter user who is keeping up with (following) your page's updates and content (Tweets). A user can follow others and have followers

**Profile:** A Twitter page displaying information about a user, as well as all the Tweets they have posted from their account (Twitter.com)

## NFRMPO TWITTER KEY:

- ◆ PR: Press Release
- ◆ NEWS: News
- ◆ PA: Project Announcement
- ◆ SE: Special Event
- ◆ S: Survey
- ◆ WCU: Website Content Update
- ◆ AQ: Air Quality

## HOW TWITTER WILL NOT BE USED:

The NFRMPO Twitter page will not be used to respond in any personal/opinionated way. Tweets will not include a negative outtake or complaining or encourage such by others. Tweets will remain neutral in regards to issues, politics, etc.

In regards to the public tweeting to NFRMPO, there are security measures that have been taken into consideration. No one is able to post to the NFRMPO page without prior review. Responses to inquiries will then be made directly on the page if appropriate or via email.

## NFRMPO TWEET EXAMPLES:



### **NFRMPO NorthFrontRangeMPO**

**PR:** Household Survey – Front Range #Travel Counts: An effort to aid in future #transportation needs- [nfrmpo.org/Projects...](http://nfrmpo.org/Projects...)



### **NFRMPO NorthFrontRangeMPO**

**NEWS:** States push to convert #interstate highways into #tollroads- [nfrmpo.org/News/NewsDetail...](http://nfrmpo.org/News/NewsDetail...)



### **NFRMPO NorthFrontRangeMPO**

**PA:** Check out our new Interactive #Transportation Improvement Program (TIP) Database project- [nfrmpo.org/Projects/TIP...](http://nfrmpo.org/Projects/TIP...)





**[NFRMPO NorthFrontRangeMPO](#)**

**SE:** #RTP updates Open House- July 13 in #Greeley. Learn more here- [nfrmpo.org/Events...](http://nfrmpo.org/Events...)



**[NFRMPO NorthFrontRangeMPO](#)**

**S:** How often do you use over the West 1<sup>st</sup> Street #Bridge in #Loveland? Follow this link and let us know- [nfrmpo.org/Surveys/...](http://nfrmpo.org/Surveys/...)



**[NFRMPO NorthFrontRangeMPO](#)**

**WCU:** You can now access up-to-date information on #RTP updates at our new page- [nfrmpo.org/NewPage...](http://nfrmpo.org/NewPage...)



**[NFRMPO NorthFrontRangeMPO](#)**

**AQ:** #Greeley air quality forecast for today is: Moderate - [airnow.gov/index.cfm?acti...](http://airnow.gov/index.cfm?acti...) #AirQuality #AQI

**EXAMPLES OF HOW OTHER MPOS ARE USING TWITTER:**

**[LexAreaMPO Lexington Area MPO](#)**

Per Jessamine County communications, the Valley View Ferry is CLOSED until further notice as of 10:25am today due to high water conditions

**[LexAreaMPO Lexington Area MPO](#)**

Public mtg this Thurs. from 5-7pm at Southern Hill United Methodist Church 2356 Harrodsburg Rd - 2nd public mtg on Double Crossover Diamond

**[HillsboroughMPO Hillsborough MPO](#)**

Relax, take transit! A liberating look from Hawaii: RT [@CTMag1](#) Opinion: Mass transit can liberate us from stress - [tinyurl.com/6xwwlel](http://tinyurl.com/6xwwlel)

**[HillsboroughMPO Hillsborough MPO](#)**

Get info on upcoming Platt St Bridge construction at Open House on 6/22 4-6pm Tampa Convention Ctr, Rms 13-15 <http://tinyurl.com/3z9u2vy>



# APPENDIX I: DESIGN GUIDELINES

## NFRMPO DOCUMENT STYLE SET:

### HEADING 1

### HEADING 2

---

### HEADING 3

---

### HEADING 4

# TITLE

## SUBTITLE

*Subtle Emphasis*

EMPHASIS

INTENSE EMPHASIS

**Strong**

*Quote*

---

*Intense Quote*

**Subtle Reference**

***INTENSE REFERENCE***

***Book Title***

Normal Paragraph

List Paragraph

## TAC/TAG MINUTES

### MEETING SUMMARY of the TRANSIT ADVISORY GROUP (TAG) AND TECHNICAL ADVISORY COMMITTEE (TAC) of the North Front Range Transportation and Air Quality Planning Council

Date – Time

Location

TAG MEMBERS PRESENT:

ABSENT:

TAC MEMBERS PRESENT:

ABSENT:

NFRMPO STAFF:

**PUBLIC COMMENT**

**IN ATTENDANCE:**

#### **TAC SPECIFIC DISCUSSION ITEMS**

1. Project	Speaker	Time
------------	---------	------

#### **Joint Agenda Items for TAG and TAC**

#### **APPROVAL OF MEETING NOTES**

#### **DISCUSSION ITEMS:**

1. Topic	Speaker	Time
----------	---------	------

#### **WORK SESSION**

2. Topic	Speaker	Time
----------	---------	------

#### **REPORTS**

Topic	Speaker	Time
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Roundtable	All	
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#### **TAG SPECIFIC DISCUSSION ITEMS**

Meeting adjourned at .

Meeting notes submitted by:

Next meeting will be held on \_\_\_\_\_ at the \_\_\_\_\_.

## LETTERHEAD



419 Canyon Avenue, Suite #300  
Fort Collins, Colorado 80521  
(970) 221-6243  
(800) 332-0950 (Colorado only)  
FAX: (970) 416-2406  
[www.nfrmopo.org](http://www.nfrmopo.org)  
[www.smarttrips.org](http://www.smarttrips.org)

*MPO Planning Council*  
*Commissioner Tom Donnelly - Chair*  
*Larimer County*  
*Mayor Pro-Tem Verniece Thomas - Vice Chair*  
*Town of Eaton*  
*Mayor Pro-Tem Julie Cozad-Past Chair*  
*Town of Milliken*  
*Mayor Tom Patterson*  
*Town of Berthoud*  
*Mayor Lyle Achziger*  
*City of Evans*  
*Ben Manvel - Vice Chair*  
*City of Fort Collins*  
*Vacant*  
*Town of Garden City*  
*Mayor Tom Norton*  
*City of Greeley*  
*Scott James*  
*Town of Johnstown*  
*Mayor Andrew Martinez*  
*Town of LaSalle*  
*Joan Shaffer*  
*City of Loveland*  
*Bruce Florquist*  
*Town of Severance*  
*Mayor Jill Grossman-Belisle*  
*Town of Timnath*  
*Commissioner Sean Conway*  
*Weld County*  
*Mayor John Vazquez*  
*Town of Windsor*  
*Jon Slutsky*  
*Air Quality Control Commission*  
*Kathy Gilliland*  
*Transportation Commission*  
*MPO Staff*  
*Cliff Davidson*  
*Executive Director*  
*Suzette Mallette*  
*Regional Transportation Planning*  
*Crystal Hedberg*  
*Finance, Admin & Operations*



## APPENDIX J: PUBLIC RECORDS POLICY

### NORTH FRONT RANGE METROPOLITAN PLANNING ORGANIZATION

#### PUBLIC RECORDS POLICY

##### 1. PURPOSE:

The policy of the North Front Range Metropolitan Planning Organization (the "MPO") is that the decision-making process is a matter of public business and may not be conducted in secret. All public records shall be open for inspection by any person at reasonable times, except as otherwise provided by law. The MPO desires to implement a policy that will serve the public's right to access public records, while identifying to employees the inherent difficulties in ensuring privacy in the use of the MPO's computer system for personal use.

##### 2. AUTHORITY:

The MPO enacts this Policy under the following authority: the Colorado Open Records Act, C.R.S. § 24-72-201, *et seq.*, as amended ("CORA"); the Colorado Sunshine Law, C.R.S. § 24-6-401, *et seq.*, as amended; and case law interpreting the same.

##### 3. DEFINITIONS:

For purposes of this Policy, the following terms shall have the following meanings:

**A. Correspondence:** A communication that is sent to or received by one or more specifically identified individuals and that is or can be produced in written form, including, without limitation, communications sent via electronic mail, private courier, U.S. mail, modem or computer.

**B. Custodian of Records:** The individual who shall be responsible for compiling documents, scheduling appointments for inspection, and for responding to any such public records request. The MPO Council hereby designates the MPO's Office Manager as the Custodian of Records.

**C. Electronic Mail ("E-mail"):** An electronic message that is transmitted between two (2) or more computers or electronic terminals, whether or not the message

is converted to hard copy format after receipt and whether or not the message is viewed upon transmission or stored for later retrieval. E-mail includes electronic messages that are transmitted through a local, regional or global computer network.

**D. Work Product:** All advisory or deliberative materials assembled for the benefit of elected officials, which materials express an opinion or are deliberative in nature and are communicated for the purpose of assisting such elected officials in reaching a decision within the scope of their authority. Such materials include, but are not limited to: (a) notes and memoranda that relate to or serve as background information for such decisions; and (b) preliminary drafts and discussion copies of documents that express a decision by an elected official. "Work product" also includes a request by a MPO official for the preparation of such opinion or deliberative materials. For example, if the Executive Director requests in writing that staff prepare material to assist the MPO Council in a decision-making process, the written request shall also be considered "work product."

#### **4. PROTECTED RECORDS:**

Certain records are protected under law from public inspection under the CORA. These records fall into the following categories:

- Personnel files
- Ongoing investigations by law enforcement authorities
- Victim/witness information
- Juvenile criminal records
- Work product
- Correspondence sent to or received from the MPO's legal counsel
- Individual medical, mental health, sociological and scholastic achievement data
- Letters of reference
- Trade secrets
- Confidential commercial or financial data

Records that are exempt from the CORA might still be accessible to other forms of inspection, such as subpoena.

#### **5. E-MAIL:**

##### **A. General.**



The MPO shall make all e-mail which constitutes a public record and is not protected from disclosure under the CORA available for public inspection in compliance with the CORA.

**B. Retention of E-mail**

E-mail shall be retained on the system for ninety (90) days, and then e-mail shall be deleted. After such deletion, the e-mail shall not be retrievable in any form. Employees should be aware of this retention policy, and should not expect e-mail to be retained for any longer period of time. Employees should also be aware that any printed copy of e-mail, if retained in document form, may constitute a public record for as long as it is retained.

**C. Public Meetings**

Pursuant to the Colorado Sunshine Law, a meeting of three (3) or more members of the MPO Council at which any public business is discussed or at which any formal action may be taken is a public meeting. The term "discussion" as used in the Colorado Sunshine Law implies live, responsive communication between councilmembers. Therefore, it shall be the MPO's policy that the mere receipt or transmission of e-mail in other than a live, communicative discussion format shall not constitute a public meeting and shall not be subject to the requirements of the Colorado Sunshine Law. For example, the receipt by one or more elected officials of e-mail sent earlier in the day or week by another elected official concerning public business shall not constitute a "public meeting." The e-mail may, however, constitute a public record otherwise subject to disclosure pursuant to this Policy.

**6. RETENTION OF DOCUMENTS:**

All documents which constitute public records other than e-mail shall be retained in accordance with the guidelines established by the Colorado State Archives. At the request of the MPO Attorney, the Custodian of Records may retain certain records after the retention period expires, if those records are relevant to pending or imminent litigation involving the MPO.

**7. INSPECTION:**

**A. General.**

Public records shall be open for inspection by any person during normal business hours, Monday through Friday, 8 a.m. to 5 p.m., subject to the exceptions found in the

CORA. All public records shall be inspected at the MPO's offices or at the offices of the MPO's Attorney.

**B. Request Required.**

A request to inspect public records must be made to the Custodian of Records in writing, and must be sufficiently specific in scope to enable the Custodian to identify the information desired. Requests for inspection of e-mail shall include the sender's name, the recipient's name and the approximate date and time of the transmission. If the Custodian receives a request to inspect public records that is ambiguous or lacks sufficient specificity to enable the Custodian to locate the records, the Custodian shall, within three (3) working days, notify the requesting party in writing of the deficiencies in the request. Any clarified request shall be considered a new request for purposes of this Policy and the CORA.

**C. Review and Response.**

Upon receipt of a request for inspection of public records, the Custodian of Records shall review the request and determine whether the requested records are voluminous, in active use, or otherwise not readily available. If so, the Custodian shall, within three (3) business days, notify the requesting party in writing that the documents will be produced for inspection within seven (7) business days of the date of the request, pursuant to C.R.S. § 24-72-203(3). The notice shall state the reason(s) why the requested records are not readily available, and shall ask the requesting party to schedule an appointment for inspection of the requested records. If the records are readily available, the Custodian shall, within three (3) working days of the request, contact the requesting party to schedule an appointment. Notwithstanding the foregoing, based on the case of *Citizens Progressive Alliance v. Southwestern Water Conservation District*, 2004 WL 583734 (Colo. 2004), if it is physically impossible for the Custodian to comply with any request for public records within the time periods established by the CORA, the Custodian shall comply with the request as soon as physically possible.

**D. MPO's Attorney.**

Any of the notices required herein may be issued by the MPO's Attorney in lieu of the Custodian of Records. By written notice, the MPO's Attorney may further require that any requesting party contact the MPO Attorney rather than the Custodian of Records.

**8. FEES:**

**A. Copies, Printouts or Photographs.**

The MPO shall charge for copies, printouts or photographs of public records pursuant to C.R.S. § 24-72-205(1). The fee shall be \$1.25 per page for any amount over ten (10) pages, unless the actual cost exceeds that amount, such as costs for outside reproduction. Ten (10) pages or less shall be provided at no charge, unless outside reproduction is necessary, in which case the actual cost shall be charged. Electronic copies, if available, shall be provided at no charge.

**B. Research and Retrieval.**

The MPO reserves the right to charge a research and retrieval fee of twenty dollars (\$20.00) per hour for any staff time devoted to searching for the requested information. A greater fee may be assessed if professional assistance is needed to retrieve the requested information. Anyone submitting a request for public records for which a search is required shall remit a deposit equal to fifty percent (50%) of the estimated costs for the search before the search is commenced.

NORTH FRONT RANGE METROPOLITAN PLANNING ORGANIZATION

REQUEST TO INSPECT PUBLIC RECORDS

DATE OF REQUEST: \_\_\_\_\_ TIME: \_\_\_\_\_

NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP: \_\_\_\_\_ TELEPHONE: \_\_\_\_\_

DESCRIPTION OF RECORDS DESIRED: \_\_\_\_\_

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

SIGNATURE: \_\_\_\_\_

\_\_\_\_\_

(Do not write below this line)

This section to be completed by MPO Staff

RESPONSE DATE: \_\_\_\_\_

TIME: \_\_\_\_\_

METHOD OF DELIVERY: \_\_\_\_\_

NUMBER OF PAGES: \_\_\_\_\_

AMOUNT PAID: \$ \_\_\_\_\_

BY: \_\_\_\_\_

TITLE: \_\_\_\_\_

DENIAL OF REQUEST AND BASIS FOR DENIAL (IF APPLICABLE): \_\_\_\_\_

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COMMENTS: \_\_\_\_\_

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Pursuant to the Colorado Open Records act, the MPO will respond to this request within three (3) working days. The original of this form will be retained by the Office Manager.