

**Spokane Regional Transportation Council
Public Involvement Policy**



Adopted October 13, 2011

Title VI Compliance

The Spokane Regional Transportation Council (SRTC) assures that no person shall, on the grounds of race, color, national origin, or sex as provided by Title VI of the Civil Rights Act of 1964 and the Civil Rights Restoration Act of 1987 (P.L. 100.259), be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity.

Americans with Disabilities Act (ADA) Information:

Materials can be provided in alternate formats by contacting the Spokane Regional Transportation Council (SRTC) at 509-343-6370 or contact.srtc@srtc.org.

Table of Contents

I. FOREWORD	4
Organizational Structure	4
Committees	5
Partner Agencies and Neighboring Regions	5
Development of the Public Involvement Policy	6
Interagency Review	6
Comments on the Draft Public Involvement Policy	7
II. PUBLIC INVOLVEMENT POLICY GUIDING PRINCIPLES	8
Updating the Public Involvement Policy	9
Evaluating the Public Involvement Policy	9
Public Involvement Procedure	13
Public Meetings	14
Access to All	15
Tribal Government Consultation	15
III. PUBLIC NOTIFICATION METHODS	16
Email Distribution Lists and Databases	16
Public Meetings, Workshops, and Forums	16
Emergency/Urgent Meetings	16
Web Site	17
Media Outlets	17
Staff Dedication to Assistance and Outreach	18
IV. PUBLIC PARTICIPATION TECHNIQUES	19
Key Audiences	19
Public Meetings/Workshops	19
Visualization Techniques	19
Polls/Surveys	19
Focus Groups	19
Printed Materials	19
Targeted Mailings/Flyers	19
Utilize local media	20
Electronic Access to Information	20
Notify Public Via:	20
Techniques for Involving Low Income Communities and Communities of Color	20
Techniques for Involving Limited-English Proficient Populations	21
Techniques for Reporting on Impact of Public Comments	22
V. PUBLIC INVOLVEMENT MATERIALS	23
Publications	23
VI. PUBLIC PARTICIPATION PROCEDURES FOR THE MTP, TIP, AND OTHER DOCUMENTS	24
Metropolitan Transportation Plan	24
Transportation Improvement Program	24
VI. SUMMARY	28
VII. APPENDIX A- PUBLIC COMMENT	29

I. FOREWORD

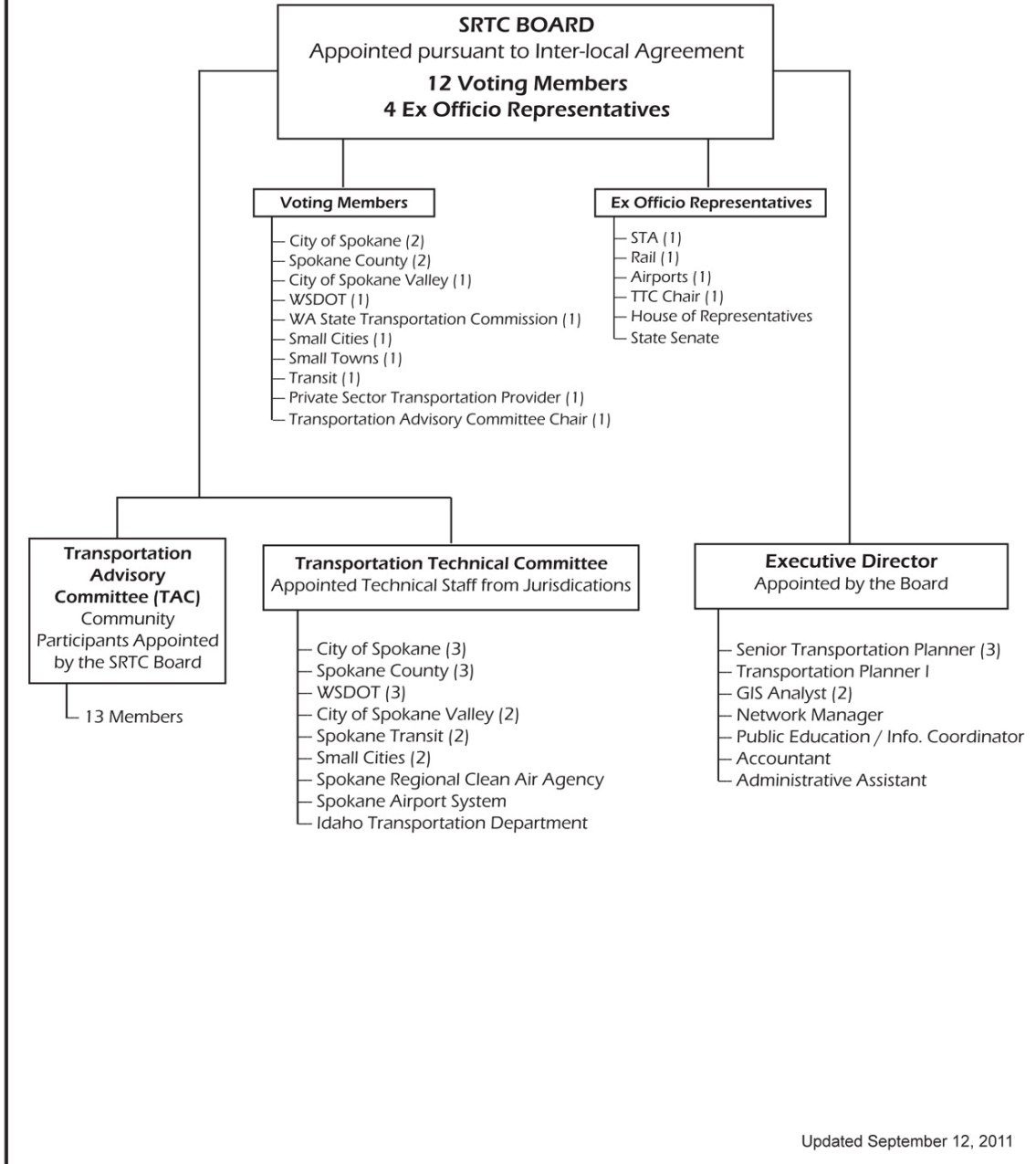
Spokane Regional Transportation Council (SRTC) is the federally designated Metropolitan Planning Organization for Spokane County. In order to assure cohesive connectivity throughout Spokane County, as a local intergovernmental agency, SRTC encourages coordination and collaboration between its partner agencies; planning and transportation departments in:

- City of Spokane
- City of Spokane Valley
- Spokane County
- Spokane Transit Authority
- Washington State Department of Transportation, and
- small cities and towns

Organizational Structure

SRTC is committed to an active public involvement process that provides comprehensive information, timely public notice, and full public access to key decision makers, SRTC's Board of Directors, staff, the Transportation Technical Committee, the Transportation Advisory Committee, and members of the public. The organizational chart below shows the structure of SRTC.

Spokane Regional Transportation Council (SRTC) STRUCTURE



Committees

Besides a Board of Directors, SRTC has two standing committees:

The Transportation Technical Committee (TTC) is composed of professionals from various local and state agencies. The TTC participates in SRTC's transportation planning program by conducting technical reviews of activities such as work programs and consultant contracts.

The Transportation Advisory Committee (TAC) is made up of citizens from all walks of life who are responsible for advising Board members on plans, programs, and activities conducted by SRTC.

All meetings of SRTC's Board and committees are open to the public, with the exception of Board executive sessions. Agendas and minutes from all SRTC meetings are posted on the agency website at www.srtc.org.

All Board and committee meetings include a public comment period.

Partner Agencies and Neighboring Regions

On a continuing basis, SRTC actively coordinates its planning efforts and public involvement activities with agencies and officials responsible for planning within the metropolitan area (including state and local planned growth, economic development, environmental protection, airport operations, and freight movements). Coordination is achieved through a variety of forums including staff involvement in:

- SRTC Board meetings
- TTC meetings
- TAC meetings
- Ad hoc plan/study committee meetings
- Chamber of Commerce meetings
- Spokane Transit Authority Board and Committee meetings
- Local government planning forums and workshops, and
- WSDOT and other state agency planning forums and workshops

In addition, SRTC involves representatives of the following groups or associations in the development of major MPO studies/activities:

- Spokane Transit Authority
- Freight shippers and providers of freight transportation services
- Private providers of transportation
- Representatives of users of public transportation
- Representatives of users of pedestrian walkways and bicycle transportation facilities
- Representatives of the disabled, elderly, low-income, and limited English proficiency, and
- Other interested parties identified by SRTC in its outreach efforts

SRTC and its counterpart agencies in adjacent regions often coordinate to identify transportation programs and projects of mutual interest for key travel corridors traversing both regions, such as Interstate 90.

Development of the Public Involvement Policy

SRTC worked with area agencies, special interest groups, and members of the public to develop this Public Involvement Policy (PIP) over several years. The original document was produced in 1995 and underwent its most recent major overhaul after the SAFETEA-LU federal transportation bill of 2005 was passed, requiring each Metropolitan Planning Organization (MPO) to develop an official Public Participation Plan.

The original PIP document was based on extensive demographic research conducted by the Public Education/Information Coordinator using the internet, existing documents, and public meetings to gather information.

Since then, the document has evolved and been refined on a semi-annual basis by incorporating outreach strategies that proved effective in soliciting and accommodating public involvement during specific studies. Some of those strategies have included sending revised drafts of the PIP to email distribution lists for input, asking attendees at public meetings how they heard about MPO activities and how they would prefer to be notified of activities in the future, and setting up meetings with small groups specifically to solicit ideas on how to reach a larger audience of certain populations (the elderly, disabled, people who speak English as a second language, minorities, females, other traditionally underserved groups and Environmental Justice populations that may be disproportionately impacted by transportation planning and projects).

While there have been no formal public meetings scheduled in *advance* of Public Involvement Policy revisions, there have been public meetings hosted after draft revisions of the PIP are complete, to provide members of the public a chance to voice their opinions on the document.

In September 2011, a draft of the Public Involvement Policy was made available for a 45-day public comment period and posted to the SRTC website and the SRTC blog. Members of the public were asked for suggestions on improvements that could be made.

In addition, SRTC presented and sent copies of the PIP to stakeholder groups, sent out a news release, ran legal notices in local print media, and featured the PIP in the SRTC newsletter.

All comments received are included as Appendix A of this document.

Interagency Review

Because SRTC is but one of many players involved in area transportation planning, and recognizing that transportation has direct impacts on the environment, it is essential that regional transportation planning and funding decisions are informed by affected governments at all levels.

SRTC engages the following agencies in its planning process, and this PIP was developed in consultation with:

- Public agencies
- Transit agencies
- Freight shippers
- Providers of freight transportation services
- Private providers of transportation
- Representatives of users of public transportation
- Representatives of users of pedestrian walkways and bicycle transportation facilities
- Representatives of the disabled, and
- Other interested parties.

To facilitate a discussion on how best to engage numerous local, state, and federal agencies in its plans and programs, SRTC alerted local agencies that the Draft Public Involvement Policy was available for review, and asked for comments and feedback. This was done in July of 2011 by

emailing draft copies of the PIP to the groups above and requesting feedback, posting the draft PIP on the SRTC website and blog, and featuring it in the SRTC newsletter.

Responses to the request for review and comment are included as Appendix A of this document.

SRTC also solicits comments from other agencies when seeking input on transportation documents, studies, and plans. Anytime a plan, policy, study, or document goes out to public review, a variety of jurisdictions, including SRTC partner agencies, transit agencies, freight shippers, private transportation companies, bike and pedestrian groups, and representatives of disabled groups are alerted through email notification and news releases, and asked to submit comments.

Any agencies, jurisdictions, organizations or companies interested in being contacted about SRTC's public outreach or planning process are welcome to email SRTC at contact.srtc@srtc.org or call (509) 343-6370 to request to be included in outreach efforts.

II. PUBLIC INVOLVEMENT POLICY GUIDING PRINCIPLES

SRTC's public involvement process aims to provide the public ample opportunities for early and continuing participation in transportation projects, plans and decisions, and to provide full public access to key decision making processes. Engaging the public early and often in the decision-making process is critical to the success of any transportation plan or program, and is required by numerous state and federal laws, as well as by SRTC's own internal procedures.

At key decision points, such as approval of the Metropolitan Transportation Plan (MTP) and Transportation Improvement Program (TIP), pursuant to state and federal laws, SRTC will provide "citizens, affected public agencies, representatives of public transportation employees, freight shippers, providers of freight transportation services, private providers of transportation, representatives of users of public transportation, representatives of users of pedestrian walkways and bicycle transportation facilities, representatives of the disabled, and other interested parties with reasonable opportunities to be involved in the metropolitan transportation planning process." [Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users- CFR Vol. 72, 450.316].

In order to fulfill this requirement, SRTC includes opportunities for interested parties to be involved in the early stages of plan, program, and policy development. These efforts include publications, workshops, open houses, and other public forums or methods to provide for public education and information that are mentioned in section IV of this document, 'Public Participation Techniques.'

In addition, SRTC coordinates closely with the Washington State Department of Transportation (WSDOT) in public participation relating to the State's transportation planning and programming activities. Where opportunities arise, public meetings are combined with meetings relating to the State's transportation plans, such as the State Transportation Improvement Program (STIP). SRTC also coordinates with non-profits that receive Federal assistance from WSDOT and local government authorities, Federal land management agencies, clean air management agencies, and freight shippers.

In the spirit and intent of SRTC's bylaws, which state, "...the interests of all citizens will best be served by coordinated and cooperative transportation planning," SRTC holds the same standard true for public involvement. SRTC will provide timely public notice and disclosure of information and public access unbiased by race, ethnicity, gender, economic level or any other population boundary.

SRTC's public involvement procedures are built on the following guiding principles:

1. Public education through distribution of information strengthens regional transportation policy and regional plans.
2. Inclusion of the traditionally underserved through alternate modes of communication fortifies the whole.
3. Public input is highest when citizens of all ethnicity, gender and backgrounds are well informed; when they have the opportunity to voice their concerns; and when their concerns have been addressed.
4. Public participation is a dynamic activity that requires teamwork and commitment at all levels of the MPO structure.

5. One size does *not* fit all — effective public participation strategies must be tailored to fit the audience and the issue.
6. Citizen advisory committees can be used to hear and learn from many voices in the Spokane area.
7. Engaging interested citizens in ‘regional’ transportation issues is challenging, but possible.
8. Effective public outreach and involvement requires relationship building.
9. There are many solutions to a problem.

Updating the Public Involvement Policy

SRTC’s Public Involvement Policy is a fluid document. In accordance with 23 CFR 450.316(a)(1)(x) of the Code of Federal Regulations, this Public Involvement Policy will periodically be reviewed for effectiveness of the procedures and strategies contained in it to ensure a full and open participation process. SRTC’s Public Education/Information Coordinator will review the document annually to determine if revisions are needed, then meet with SRTC’s Executive Director to discuss, refine, and approve the planned revisions.

All major updates to this Public Involvement Policy will include a review by SRTC’s advisory committees, the TTC and TAC, and SRTC’s Board, plus a 45-day public comment period with wide release and notification of the public about the proposed changes. All other documents, such as the Metropolitan Transportation Plan, the Transportation Improvement Program, the Regional Pedestrian Plan, the Regional Bicycle Plan, and many others require a 30- day public comment period when revisions are made.

All changes to any SRTC policy are available for public review and comment both on the agency website (www.srtc.org) and in hard copy form. In addition to public notices being published in local newspapers, as revisions are made to this document notice will be put out to SRTC partner jurisdictions for comment, and email distribution lists such as: affirmative action, study stakeholders, Tribal contacts, neighborhood councils, interested citizens (including minorities, women and low income populations), public transportation employees, freight shippers, providers of freight transportation services, private transportation providers, public transportation user representatives, representatives of users of bicycle and pedestrian facilities, representatives of the disabled, and other interested parties. This will be done in an effort to fully satisfy the requirement to develop the public participation plan in consultation with all interested parties.

The final draft of the Policy will be submitted to the Federal Highway Administration (FHWA)/Federal Transit Administration (FTA). Once approved by the SRTC Board, the final version of the Public Involvement Policy will be posted to the ‘Documents/Maps’ page of the SRTC website at www.srtc.org.

Evaluating the Public Involvement Policy

The most effective way to measure the success of the public outreach process is to ask members of the public for their opinion. Here are some of the ways SRTC will gauge the effectiveness of the Public Involvement Policy:

- SRTC’s Public Education/Information Coordinator will poll attendees at public meetings on how they were made aware of meetings, and how they would prefer to be notified of planning activities in the future. This information will be analyzed to see which methods of notification are the most successful in getting members of the public to attend public meetings, workshops, and activities.

- Demographic data is collected at every public meeting, then analyzed, to determine who is participating. The information gathered on community characteristics will be used for purposes of assuring that public involvement activities include representatives from diverse geographical areas that make up the MPO planning area. Community characteristic information also supports and encourages improvements in the methods used to meet the public need for information and involvement. The use of this information will hopefully increase attendance, participation, collaboration, and diversity at future meetings and events.
- SRTC hosts an annual 'Planning Assumptions' meeting to educate members of the public on how the transportation planning process works. The meeting includes an overview of the public involvement process. SRTC will use the occasion of this meeting to ask attendees for input on the public involvement process and may assemble a questionnaire asking for suggestions on improving the process. The results of these informal 'surveys' will be compiled and taken into consideration for implementation and inclusion in this PIP during the annual document revision.

Public involvement-related materials will also be evaluated for effectiveness as needed, including public notices, the SRTC newsletter, the SRTC website, blog Twitter and Facebook pages, and other items such as brochures and flyers. SRTC's Public Education/Information Coordinator monitors website performance by tracking the number of people logging onto the site on a monthly basis. Social media performance is tracked by how many 'followers' SRTC has on Twitter and Facebook and how many people 'retweet' our messages. The performance of newsletters, public notices, flyers, brochures and other materials can be measured at public meetings by asking attendees how they were made aware of the meeting, or by monitoring how many people respond to requests for comments included in printed materials.

The measures of effectiveness on the following page provide a standard framework to measure how well public feedback is being sought and provided.

Public Participation Evaluation Matrix

Public Participation Tool	Evaluation Criteria	Performance Goal	Performance Strategies	Review Period
Regularly Scheduled Meetings	Monitor meeting attendance of members or alternates	Attendance and participation by all appointed committee members	Stress importance of attendance as leverage to obtain funding for projects and report attendance records to the Board	Monthly
	Monitor demographic representation of committee members	Attempt to fill available citizen positions with people representing varied demographic populations	Identify open positions and assist board members in recruiting people to fill them	Monthly
	Monitor meeting attendance by members of the public	Record the participation of non-member meeting attendees	Send news releases to media outlets and, email distribution lists, post notice of meetings on SRTC's website and blog, include meeting dates in SRTC's newsletter and post meeting flyers in areas of high traffic.	Monthly
	Document media member attendance at regularly scheduled meetings	Procure media coverage or knowledge of MPO studies/activities	Send news releases to media outlets, follow releases with phone call to remind media members of meetings, post meeting notices on SRTC website and blog.	Monthly
	Document public comments at regularly scheduled meetings	Ensure opportunity for public comment at all meetings	Emphasize in news releases, meeting notices, website and blog postings, and media interviews that public comment is encouraged and public comment periods are available during every meeting.	Monthly
Public Access to Documents, Studies, and Plans	Monitor the public review of plans and reports, such as through website monitoring services and public records requests	Ensure opportunity for public review of all records	Promote/encourage review of all documents through web/blog postings, news releases, news letter articles, and email notification	Monthly
	Provide multiple copies of all documents, studies, and plans to area libraries as they are approved by the Board	Provide an additional way for members of the public to view MPO materials	Make contacts at local libraries and maintain relationship with that person	Monthly
Public Information Requests	Monitor calls, emails, and other verbal and written inquiries	Respond to all public requests in a timely and satisfactory manner	Document information provided in project/study files	Monthly

Public Participation Evaluation Matrix (Cont.)

Public Participation Tool	Evaluation Criteria	Performance Goal	Performance Strategies	Review Period
Public Information Requests (Cont.)	Poll people who submit requests for information as to the service they received and their level of satisfaction with the process	To streamline the public information request process and make it as smooth as possible	Maintain database of input on public information request process	Monthly
Email Distribution Lists and Contact Lists	Number of distribution lists maintained and number of recipients on each list	Maintain a contact list for every current project/study/activity/etc.	Identify interested citizens or groups through public meetings or activities, website/blog postings, and meeting/event notices	Monthly
Public Meetings, Workshops, and Hearings	Attendance	Set varying attendance goals for each event	Send news releases to media, meeting notices to distribution groups, post notice on website and blog, and place legal notices in local newspapers	As needed
	Public comment and participation	Encourage attendees to provide comment on meeting topic	Provide comment sheets, take and record verbal comments, use interactive exercises, send contact information with participants so they can submit comments at their convenience	As needed
	Media coverage	Amount and tone of media coverage	Send news releases to media and follow with reminder calls about the meeting or event, greet the media as they come in and provide meeting materials, make staff member available to answer media questions	As needed
News Releases and Media Contacts	Number of news articles and level of press coverage	Strive for increased amount of media coverage of local transportation activities	Send news releases and follow with personal phone calls, develop and maintain positive relationships with media members	Weekly
Print and Marketing Materials	Amount distributed, monitor how many people respond to requests for comment included in printed materials.	Increase distribution annually; public access to all documents, studies, etc., including marketing materials and summaries of all documents in alternate languages.	Identify interested recipients during public activities and target civic group meetings to attend and distribute materials	Yearly

Public Participation Evaluation Matrix (Cont.)

Public Participation Tool	Evaluation Criteria	Performance Goal	Performance Strategies	Review Period
Print and Marketing Materials (Cont.)	Amount developed	Increase amount of materials available to the public	Make sure all significant projects/activities have materials available	Monthly
Web Site, Blog, Twitter and Facebook pages	Number of site visitors	Maintain user-friendly and interesting website and blog site	Issue press releases, increase links from other sites, include web addresses in legal notices, meeting notices, and newsletter articles	Monthly
	Number of site visitors who post comments	Maintain user-friendly, informative, and interesting website and blog site	Emphasize in news releases, legal and meeting notice, newsletter articles, and on the websites that comments are encouraged and appreciated	Weekly
	Number of 'friends' or people who 'like' SRTC on Facebook	Distribute timely information to a wide array of people that may not be reached through traditional outreach methods	Emphasize in news releases, legal and meeting notice, newsletter articles, and on the websites that more information can be obtained on SRTC Facebook page	Monthly
	Number of followers on Twitter and number of messages 'retweeted'	Distribute timely information to a wide array of people that may not be reached through traditional outreach methods	Emphasize in news releases, legal and meeting notice, newsletter articles, and on the websites that more information can be obtained on SRTC Facebook page	Monthly
Public Inquiry, Special Events, and Outreach Activities	Number of special events/outreach activities involving SRTC staff members	Attend community events as requested by the general public and groups/organizations and seek opportunities to attend events	Monitor community/agency calendars for public events, develop relationship with local event planners, and participate in public events to discuss MPO activities	As needed
Internet and Direct Mail Polls and/or Surveys	Number of public responses to polls/surveys	Have enough people take polls/surveys to be able to infer public opinion regarding specific topics	News releases to media, notice of polls/surveys sent through email distribution lists or direct mail, post poll/survey on website and blog site.	As needed

Public Involvement Procedure

SRTC will target the following agencies for public participation:

- Greater Spokane Incorporated (Chamber of Commerce)
- Spokane Valley Chamber of Commerce
- West Plains Chamber of Commerce
- Downtown Spokane Partnership
- Spokane Transit Authority staff, Board and committees
- County Commissioners

- City of Spokane staff and City Council Members
- City of Spokane Valley staff and City Council Members
- Washington State Department of Transportation
- Freight shippers and providers of freight transportation services
- Private providers of transportation, and
- Small cities and towns within the County

SRTC will adhere to the following public involvement procedures:

1. Prior to review and action by the SRTC Board, all regional plans, TIPs, and major amendments will be subject to review and comment by SRTC's Transportation Technical Committee (TTC) and Transportation Advisory Committee (TAC).
2. SRTC may create, when necessary, new citizen committees. Conversely, SRTC may disband citizen committees that are no longer deemed productive.
3. All committee meetings will be open to the public.
4. Scheduled meeting dates of the SRTC Board will be published on the agency website and in newspapers of general circulation. Various minority, low income, women, and disabled community groups as well as organizations that assist individuals with disabilities will be informed of these dates in order to access all facets of the population. Notice of additional meetings will be sent to newspapers of general circulation a minimum of 10 days prior to the meeting, if possible. All possible efforts will be made to place notice of urgent or emergency-scheduled meetings in newspapers ten days prior to the meeting. In the case that is not possible, additional steps to publicize the meeting will be taken, such as posting flyers, sending notice to email distribution lists, posting meeting information on SRTC's website and blog, asking other agencies to do the same, and sending it out via Twitter and the Facebook page.

Regularly scheduled meeting dates of all board-created committees will be issued to the general public on a regular basis through such avenues as the news media, email distribution, website and blog posts, Facebook messages and Twitter tweets.

5. Public comment will be solicited on all regional plans, TIPs or amendments (including a TIP amendment which adds or deletes a project which contributes to and /or reduces transportation-related emissions). At least 30 days prior to the SRTC Board adopting a regional plan or TIP, a legal notice summarizing the document indicating where copies for review can be obtained and where to send comments will be placed in newspapers of general circulation. Amendments to regional plans and documents will be available for review and comment as well, at least fourteen calendar days prior to Board adoption. If additional time is available, amendments will be made available for public review and comment for a longer time period than fourteen days.
6. SRTC staff will consider all public comments. A summary, analysis and report on the disposition of all comments will be made part of the final document for all plans, studies, policies, and other documents.
7. If the final document differs substantially from one that was made available for public comment or raises new issues, an additional opportunity for public comment will be made available.
8. The SRTC public process will be coordinated with ongoing local, regional and statewide public involvement processes wherever possible in order to enhance public involvement.

Public Meetings

Public meetings are held as needed. Meetings are located and scheduled to maximize public participation. Locations are chosen based on proximity to the project/study area, ease of accessibility to minority, low-income, and traditionally underserved populations, and based on how accessible the location is to people with disabilities and people who rely on public transit.

If multiple meetings are required on a single topic, the meetings will be held at separate locations in order to cover as much geographic area as possible to provide accessibility to a maximum amount of people.

Meeting times vary, depending on the meeting topic and the target audience. Most meetings are held in the evening as that is when the majority of members of the public are available to attend. In the case of multiple meetings on the same topic, meetings will occasionally be held during traditional daytime working hours.

Access to All

Consistent with Federal requirements associated with the transportation planning process, SRTC is committed to nondiscrimination in all of its programs and activities. SRTC strives to ensure fair treatment and meaningful involvement of all Spokane residents, regardless of race, color, national origin, gender, disability and income. An effort will be made to seek out and consider the needs and interests of traditionally underserved populations.

To ensure SRTC's programs and activities are inclusive, a community profile utilizing population and demographic characteristics has been developed. This information will assist SRTC in: (1) developing strategies for public outreach activities; (2) project planning and development; (3) evaluating the effects of its transportation planning activities/decisions on the communities it serves; and (4) ensuring that planning decisions/investments are equitable and not disproportionate to traditionally underserved populations.

SRTC utilizes various mechanisms for engaging all segments of the population. For example, SRTC provides auxiliary aids or interpreters to persons with disabilities; translation of materials/meetings for persons with Limited English Proficiency or disabilities; and visualization techniques for all participants.

Tribal Government Consultation

There are five federally recognized Native American tribal governments in the Spokane area/region:

- Spokane Tribe
- Kalispell Tribe
- Coeur d'Alene Tribe
- Salish/Kootenai Tribe
- Colville Tribe

As part of the development of the Metropolitan Transportation Plan (MTP) and Transportation Improvement Program (TIP), SRTC asked these five tribes to review the documents and respond with suggestions to increase opportunities for ongoing consultation on regional transportation and land use matters.

SRTC also consults with area tribes on other transportation plans, studies, and activities. SRTC's working relationship with area tribes stretches back many years. In the past, tribes were only consulted when projects specifically impacted tribal members or lands, or tribal members expressed an interest in being involved in transportation studies or activities. SRTC has since developed a consultation process to involve area tribes in all aspects of the planning process.

SRTC's Executive Director is the direct point of contact between SRTC and area tribes. Tribes have been added to email distribution lists for project notices, newsletter mailing lists, and contacted whenever drafts are developed of documents such as the Metropolitan Transportation Plan or the Transportation Improvement Program.

SRTC maintains an email distribution list of Tribal contacts. Whenever a plan, policy, study, or document goes out to public review, or notification is sent out on any subject, it goes to the Tribal contacts distribution list in addition to a variety of other distribution lists.

III. PUBLIC NOTIFICATION METHODS

SRTC uses a variety of methods to notify the public of transportation studies, projects, and activities:

Email Distribution Lists and Databases

SRTC maintains email distribution lists and databases of interested members of the public, minority and low income populations, public agency staff members, committee members, and stakeholders. The distribution lists and databases include mailing information, e-mail addresses, and other contact information, and are organized around transportation studies, issues, or events. This allows SRTC to send targeted mailings to keep the public updated on specific activities of interest.

Public Meetings, Workshops and Forums

Public meetings on specific issues are held as needed. If statutorily required, formal public hearings are conducted, and notice is placed in the legal section of numerous newspapers (including minority publications identified later in this document) in the SRTC region at least ten days prior to the meeting. Documents containing the proposals to be considered at public hearings are delivered to libraries throughout the region prior to public hearings, and are made available to interested citizens upon request.

SRTC also conducts workshops, community forums, conferences and other events to keep the public informed and involved in various transportation projects and plans, and to elicit feedback from the public and SRTC's partner agencies. Meetings are located and scheduled to maximize public participation (including evening meetings). Some types/techniques used for SRTC Public Meetings/Workshops are:

- Open Houses
- Facilitated discussions
- Question-and-Answer sessions with planners and policy board members
- Break-out sessions for smaller group discussions on multiple topics
- Interactive exercises
- Customized presentations
- 'Round Table' meetings

For major initiatives and events, SRTC typically provides notice by posting information on the agency website, blog, Facebook and Twitter pages and through e-mail notices, flyers, and news releases. If appropriate, bulk mailings are used to distribute flyers, surveys, or postcards about upcoming meetings and events.

All meeting notices include language indicating that SRTC is capable of, and willing to, arrange for an interpreter or have meeting materials translated. Equipment is also available to assist people with hearing impairments. Requests for interpreters, translated materials or special equipment must be received by SRTC at least 72 hours prior to the date the assistance is needed.

The public is offered the opportunity to comment at all public meetings. A time limit may be set for each speaker in consideration of time constraints. Any person wishing to attend a meeting and comment and who needs special consideration such as a sign-language interpreter, can contact SRTC 72 hours prior to the meeting.

Emergency/Urgent meetings

SRTC makes every effort to schedule all meetings with at least ten days prior to the meeting in which to place legal notices in local publications. Occasionally however, an issue will arise that requires an emergency or urgent meeting be scheduled with less than ten days advance notice. In these cases, every effort will be made to place ads ten days prior to the meeting. If not possible though, additional efforts will be made to publicize the meeting, such as:

- Posting flyers
- Sending notice to email distribution lists
- Posting meeting information on SRTC's website
- Posting meeting information on SRTC's blog
- Sending messages to SRTC's 'friends' on Facebook
- Sending meeting information out via Twitter
- Asking other agencies to post meeting information on their websites, and
- Sending news release to local media

Web Site

SRTC's Web site, www.srtc.org, is targeted to transportation professionals, elected officials, members of the public, and news media seeking information on particular programs, projects and public meetings.

SRTC's website is a primary location for current information on all SRTC activities, and for posting documents, reports, and studies. Its function is to make information available quickly and conveniently. The SRTC website averages approximately 160-170 page views per day. That average has been increasing steadily over the past few years.

Updated on a regular basis, the site provides information about SRTC's projects and programs, the agency's structure and governing body and upcoming public meetings and workshops. It contains the names and contact information for staff and Board and Committee members, as well as all SRTC current planning documents and other publications.

Social Media

SRTC's blog, <http://srtctransportation.blogspot.com/>, is targeted to transportation professionals, elected officials, members of the public, SRTC stakeholders, news media and anyone else looking for local, regional, national and even international information on transportation.

In addition to information on SRTC's activities, other content is posted on the blog, such as meetings held by other local transportation agencies, national media articles on transportation and even fun videos related to transportation. The blog is updated with new items several times per day and averages about 85-100 'visits' per day.

SRTC's Twitter page, http://twitter.com/#!/SRTC_Spokane, is targeted to a demographic that may not use traditional methods of news gathering, such as attending public meetings, reading the newspaper or watching television news. Tweets are sent out regarding not only SRTC activities, but also those of other local and national transportation agencies, and tweets from those groups are often retweeted. Several tweets are sent out per day. Currently, the SRTC Twitter page has over 160 'followers.'

SRTC's Facebook page is in the process of being revamped, but is also used to reach those who may not respond to traditional media. Information will be posted on the page concerning both SRTC's activities, those of other local agencies, and pertinent articles and other information from across the country. The page will be updated at least a couple times per week. The page currently has 231 'friends.'

Media Outlets

SRTC regularly issues news releases about studies, projects, events, and actions of interest to the media. These include announcements of public meetings, workshops, and hearings. News releases are sent to regional, state and national media — including minority print and broadcast outlets. Area and regional media outlets include:

- Spokesman-Review newspaper
- Coeur d'Alene Press newspaper
- The Pacific Northwest Inlander weekly newspaper
- The Bonner County Bee newspaper
- KHQ Channel 6 television news
- KXLY Channel 4 television news
- KREM Channel 2 television news
- FOX 28 television news
- KSBN radio
- Building Magazine
- Cheney Free Press
- Deer Park Tribune
- Clear Channel Radio
- Journal of Business
- City Cable 5
- CDA TV Channel 19
- KPBX Radio
- Out There Monthly magazine
- Kootenay News newspaper
- La Prensa Bilingue newspaper
- Northwest Cable News
- Rathdrum Star newspaper
- Valley News Herald
- Comunidades Latinas del NW website
- Los Carminos de la Vida radio program
- Russian Spokane website
- Thin Air Radio
- Coeur d'Alene Press newspaper
- Community Minded TV

Staff Dedication to Assistance and Outreach

In addition to the components of SRTC's public outreach program detailed above, SRTC's commitment to public participation includes staff dedicated to involving the public in our work. SRTC's Public Education/Information Coordinator provides the following materials and services:

- Any item on the SRTC Web site (including meeting notices, agendas, and materials that accompany agenda items) if a person does not have Internet access,
- Works with interested organizations to arrange for SRTC staff and Board members to make presentations to community groups, and
- Will respond by telephone (509-343-6370), U.S. mail (221 W. First Ave., Suite 310, Spokane, WA 99201-3613) or e-mail (contact.srtc@rtc.org) to inquiries from the public and the media about SRTC.

- SRTC's presence at trade shows, meetings and other events that have a connection to transportation and provide SRTC a chance to interface with the public regarding our activities.

IV. PUBLIC PARTICIPATION TECHNIQUES

SRTC selects from an array of options to develop and execute specific public participation programs to inform of its major decisions, such as for corridor studies, new funding policies or updates to the Metropolitan Transportation Plan.

Public participation activities require a wide variety of tools to reach various audiences. The following lists the audiences, strategies, and materials that may increase public involvement:

Key Audiences

- Public voters
- Media
- Legislators/elected officials
- Special interest groups/involved members of the public
 - a. environmental groups
 - b. social groups
 - c. civic groups
 - d. business groups
- Neighborhoods/neighborhood councils
- Traditionally underserved populations such as minorities, women, low income populations, those with disabilities or citizens with Limited English Proficiency, and
- Transportation users

Public Meetings/Workshops

- Get on meeting agendas of existing agencies, and
- Co-host workshops with community groups, business associations, etc., especially in low-income and minority communities for targeted outreach

Visualization Techniques

- Maps
- Charts, illustrations, photographs
- Web content
- PowerPoint slide shows
- Artist renderings of future projects
- Animation
- Videos

Polls/Surveys

- Telephone polls
- Electronic surveys via internet
- Printed surveys distributed at meetings or through the U.S. Mail

Focus Groups

- Participants recruited randomly from telephone polls and other sources

Printed Materials

- Reader-friendly documents
- Maps, charts, photographs, and other visual means of displaying information

Targeted Mailings/Flyers

- Deliver flyers to businesses/services within interest area
- Mail to targeted database lists
- Distribute stacks of flyers to key community organizations for distribution

Utilize local media

- News Releases
- Opinion pieces/commentaries
- Purchase display ads
- Place speakers on Radio/TV talk shows
- Public Service Announcements on radio and TV
- Develop content for public access/cable television programming
- Free or weekly or monthly neighborhood or regional newspapers and newsletters

Electronic Access to Information

- Web site with updated content
- Opportunity on website to comment via email on materials/content
- Electronic duplication of open house/workshop materials
- Blog sites, including opportunity to comment
- A Facebook page, including opportunity to comment
- A Twitter account
- Access to maps, charts
- Provide information in advance of public meeting

Notify Public via:

- Emails, both to individuals and distribution lists
- Notices widely disseminated through partnerships with community-based and interest organizations
- Newsletters
- Printed materials
- Electronic access to information
- Local Media
- Flyers distributed throughout community
- Exhibits at events such as information fairs, community festivals, trade shows, etc.
- Twitter and Facebook messages

Techniques for Involving Low Income Communities and Communities of Color

Prior to the implementation of special outreach efforts, SRTC used several methods to identify where low income communities, communities of color, and Limited-English Proficient Populations are likely to live and work. This was done through analysis of US Census information. Following are other methods SRTC may use to identify special populations:

- The Washington Adult Literacy Council maintains information on those who have both low literacy and low English proficiency.
- Consultation with Northeast Washington Housing Solutions (Spokane's Housing Authority) can provide supplemental information both on the location and the best method of interaction with lower-income populations.
- Transportation disadvantaged individuals can sometimes be located through the cooperation of transit agencies and specific disabilities agencies such as the Washington Council of the Blind, Eastern Washington Center for the Deaf and Hard of Hearing, etc. All facilities that will be considered for use as meeting sites will be investigated to assure that they are ADA compliant.

Throughout the year, in an effort to determine and consider the needs of area underserved minority, low-income, and Limited English Proficient (LEP) populations, SRTC will conduct an

ongoing dialogue with groups representing their interests and those of potentially under-served populations, such as the elderly, youth, and non-native-English speakers.

SRTC's Public Education/Information Coordinator will do this through phone calls, emails, and meetings with representatives of groups originally contacted through other public involvement activities. These contacts include social service organizations, community development groups, civic groups, business and labor organizations, transportation advocates, environmental groups, environmental justice and civil rights groups, and interested individuals.

To consider and articulate the needs of these groups and populations, SRTC uses methods that include gathering information on their transportation needs, as well as identifying, sharing, and connecting with new contacts and sources of information for the planning process, recruiting new people interested in participating in the planning process, and serving as a conduit for ideas on improving transportation that can be relayed to other agencies.

Following are some of the ways SRTC involves low income communities and communities of color in the planning and decision-making process:

- Place flyers in low income neighborhoods and businesses, including minority owned and/or operated businesses.
- Translate materials and have translators available at meetings as requested.
- Include information in meeting notices on how to request translation or other assistance.
- Use large amount of "visualization" techniques, including maps and graphics to illustrate trends, proposed transportation projects, etc.
- Use community and minority media outlets to announce participation opportunities.
- Notify minority, women, low income, and organizations for those with disabilities of public meetings/hearings/projects/activities by e-mail, with the goal of engaging traditionally underserved populations in a culturally appropriate manner. This includes the Native American community. SRTC maintains an email distribution list titled 'Tribal contacts.' This list has been used to engage/consult with Tribal Governments in development of the MTP, TIP, and other documents.
- When multiple meetings are held for a single project, efforts will be made to ensure a diversity of meeting locations are utilized, in an effort to reach all segments of the affected population.
- SRTC's Public Education/Information Coordinator will seek opportunities to speak at meetings of groups involving minority/low income and traditionally underserved citizens.
- Notice of all public meetings/hearings will be posted on the front page of the SRTC website at www.srtc.org, posted on the SRTC blog and Facebook page and sent out via Twitter. A quarterly newsletter of SRTC activities will be emailed to local jurisdictions, interested transportation users, citizen groups and any other person/group that expresses an interest in receiving it. The newsletter will also be posted to the front page of the SRTC website and links will be posted on the SRTC blog and Facebook page.
- Press releases will be distributed to local media outlets in order to inform citizens of any meetings/hearings or other SRTC activities or issues that transportation users should be aware of.
- All SRTC news releases and meeting notices will include wording to the effect that SRTC assures nondiscrimination in accordance with Title VI of the Civil Rights Act of 1964, etc. and that special accommodations can be arranged by calling in advance.
- SRTC's Public Education/Information Coordinator will make arrangements to speak at the meetings of neighborhood councils that are affected by projects/activities organized by or involving SRTC.

Techniques for Involving Limited-English Proficient Populations

The results of a “four-factor analysis” conducted in 2005/2006 show there is not a great need for translation services in the Spokane area. The analysis showed the greatest potential benefits would be for people who speak Spanish or Russian at home (2.93% of the total population). Accordingly, SRTC will concentrate any necessary Limited English Proficiency (LEP) efforts primarily on these populations. Efforts such as:

- On-call translators for meetings.
- Include information in meeting notices on how to request translation assistance.
- Use large amounts of “visualization” techniques, including maps and graphics to illustrate trends, choices being debated, etc.
- SRTC has created a list of all staff members who speak a second language semi-fluently. One staff member speaks semi-fluent Spanish and one speaks semi-fluent Japanese. These staff members have agreed to be initial points of contact for citizens who speak the language each staff member is “semi-fluent” in. Staff members will assist callers by arranging interpretation or translation services as necessary.
- The City of Spokane maintains, and makes available for SRTC utilization, a ‘Language Bank’ for circumstances when there is not enough time in advance to schedule a certified translator. Employees who speak languages other than English volunteer to help translate if called upon. This resource is helpful for times when persons with LEP show up at an agency to ask a question or deal with an issue without scheduling an appointment in advance.
- Flyers and other informational material, written in the identified populations’ language, will be posted/distributed in locations frequented by Title VI-identified populations.
- The publication ‘La Prensa Bilingue’ will be used as a source for disseminating information to Spanish-speaking populations.
- The web site ‘Comunidades Latinas del NW’ will be used as a source for disseminating information to Spanish-speaking populations.
- The local radio program ‘Los Carminos de la Vida’ will be used as a source for disseminating information to Spanish-speaking populations.
- The web site ‘Russian Spokane’ will be used as a source for disseminating information to Russian-speaking populations.
- A local Russian radio show that airs every Saturday on ‘Thin Air’ will be used as a source for disseminating information to Russian-speaking populations.
- Every meeting notice and news release will include wording on how to request translation services.
- Regional plans such as the TIP and MTP will include visualizations of projects of regional significance. These visualizations will be digitally-altered pictures, sketches, and drawings. They will be used in general to convey to the public what a project will look like after construction is complete, but will also be effective in demonstrating to persons of Limited English Proficiency who may not be able to understand a written project description, what a project is meant to accomplish.

Techniques for Reporting on Impact of Public Comments

- Summarize key themes of public comments in reports.
- Email participants from meetings, surveys, etc. to report final outcomes.
- Newsletter articles.
- Maintain updated and interactive internet content.

V. PUBLIC INVOLVEMENT MATERIALS

SRTC public information materials communicate simply, efficiently, and concisely to the public concerning transportation projects. Examples of materials include but are not limited to:

- Brochures
- Visualizations
- Maps
- Line drawings
- Renderings
- Photographs
- PowerPoint and other types of presentations
- Fact sheets
- Charts
- Graphs
- Newsletters
- Web sites

Regional plans such as the TIP and MTP will include visualizations of projects of regional significance. Through visual imagery, the complex character of proposed transportation plans, policies and programs can be portrayed at appropriate scales and from different points of view, providing the public and decision makers with a clear idea of the proposals and likely impacts to the human and natural environment.

Publications

Copies of all reports, Major Investment Studies, bylaws, policies, etc., will be published on the SRTC web site on either the home page, the 'Documents, Studies and Plans' page, or the 'Projects' pages, and on the SRTC 'blog' page. Notice will also be sent out that those materials are available through the SRTC Facebook and Twitter pages. For those who do not have internet access, hard copies can be requested of all materials posted to the website.

A quarterly SRTC newsletter is published and distributed to partner agencies, libraries, community centers, neighborhood councils, and concerned transportation users and groups. The newsletter is also published on the agency web site and linked to the SRTC blog. Notice that the newsletter is available is distributed via the SRTC Facebook and Twitter pages.

VI. PUBLIC PARTICIPATION PROCEDURES FOR THE MTP, TIP, AND OTHER DOCUMENTS

The U.S. Department of Transportation requires SRTC and other MPOs to focus efforts on implementing and updating a Metropolitan Transportation Plan (MTP) and Transportation Improvement Program (TIP), as well as several other documents.

The MTP and TIP are specially called out in federal law as needing early and continuing opportunities for public participation.

Metropolitan Transportation Plan

The long-range Metropolitan Transportation Plan (MTP) guides all area transportation development over 20 years. The MTP is the comprehensive blueprint for transportation investment (transit, highway, local roads, bicycle, and pedestrian projects), and establishes the financial foundation for how the region invests in its surface transportation system by identifying how much money is available to address critical transportation needs and setting the policy on how projected revenues are to be spent. The MTP is updated annually to reflect new planning priorities and changing projections of growth and travel demand based on a reasonable forecast of future revenues available to the region.

MTP updates include extensive public consultation and participation involving area residents, public agency officials, and stakeholder groups over many months. As appropriate, SRTC requests that local agencies involve the public in their process for nominating projects for inclusion in the MTP, and show how public comments helped inform their recommendation.

Transportation Improvement Program

The Transportation Improvement Program (TIP) implements the policy and investment priorities expressed by the public and adopted by SRTC in the Metropolitan Transportation Plan (MTP). The TIP covers a four-year timeframe, and all projects included in the TIP must be consistent with the MTP. The TIP is a comprehensive listing of area surface transportation projects — including transit, highway, local roadway, bicycle, and pedestrian investments — that:

- receive federal funds, or are
- subject to a federally required action, or are
- regionally significant, for federal air quality conformity purposes.

The TIP includes a financial plan that demonstrates there are sufficient revenues to ensure that the funds committed (or “programmed”) to the projects are available to implement the projects or project phases. Adoption of the TIP also requires a finding of conformity with federal transportation-air quality conformity mandates.

The following Document Review and Advertising Schedule give an idea of what kind of documents SRTC develops and the process for reviewing, adopting, and updating them.

SRTC Document Review and Advertising Schedule

<p>Metropolitan Transportation Plan (MTP)</p>	<ul style="list-style-type: none"> • Reviewed and updated on annual basis • Review through Transportation Technical Committee and Transportation Advisory Committee • Reviewed through SRTC Board • Minimum 30-day comment period prior to adoption • Legal advertisement published in the Spokesman-Review; ad includes notice of public meeting to be held during 30-day comment period • Notice of public comment period sent to extensive email distribution list • Public meeting hosted during 30-day comment period to solicit input • Draft document posted for review and comment on SRTC website and blog site • Provide draft to Federal and State agencies for official review and comments, and partner agencies (list of partner agencies is included as section 1 of this document) Provide draft to area libraries for public review and comment • Document is approved by SRTC Board • Distribute final adopted copies to partner, Federal, and State agencies, and area libraries • Post adopted document on the SRTC website and blog site • Send out notice of adopted document via Twitter and Facebook
<p>Transportation Improvement Program (TIP)</p>	<ul style="list-style-type: none"> • Reviewed and updated on annual basis • Reviewed through Transportation Technical Committee and Transportation Advisory Committee • Reviewed through SRTC Board • Minimum 30-day comment period prior to adoption • Minimum 14 calendar day comment period prior to amendments • Legal advertisement published in the Spokesman-Review for annual update; ad includes notice of public meeting to be held during 30-day comment period • Notice of public comment period sent to extensive email distribution list • Public meeting hosted during 30-day comment period to solicit input • Draft document posted for review and comment on SRTC website and blog site • Provide draft to Federal and State agencies for official review and comments, and partner agencies (list of partner agencies is included as section I of this document) Provide draft to area libraries for public review and comment • Document is approved by SRTC Board • Distribute final adopted copies to partner, Federal, and State agencies, and area libraries • Post adopted document on the SRTC website and blog site • Send out notice of adopted document via Twitter and Facebook
<p>Public Involvement Policy (PIP)</p>	<ul style="list-style-type: none"> • Review and assess annually • Minimum 45-day public comment period prior to adoption and/or revision • Review through Transportation Technical Committee and Transportation Advisory Committee • Reviewed through SRTC Board • Legal advertisement published in the Spokesman-Review Notice of public comment period sent to extensive email distribution lists

<p>Public Involvement Policy (PIP) (Cont.)</p>	<ul style="list-style-type: none"> • Draft document posted for review and comment on SRTC website and blog site • Provide draft to Federal and State agencies for official review and comments, and partner agencies (list of partner agencies is included as section 1 of this document) • Board adopts final document • Distribute final adopted copies to partner, Federal, and State agencies, and area libraries • Post adopted document on the SRTC website and blog site • Send out notice of adopted document via Twitter and Facebook
<p>Title VI Annual Report and Update Questionnaire</p>	<ul style="list-style-type: none"> • Reviewed and assessed annually • Minimum 30-day public comment period prior to adoption and/or revision • Review through Transportation Technical Committee and Transportation Advisory Committee • Review through SRTC Board • Legal advertisement published in the Spokesman-Review; ad includes notice of public meeting to be held during 30-day comment period • Notice of public comment period sent to extensive email distribution list • Draft document posted for review and comment on SRTC website and blog site • Provide draft to Federal and State agencies for official review and comments, and partner agencies (list of partner agencies is included as section 1 of this document) • Board adopts final document • Distribute final adopted copies to partner, Federal, and State agencies, and area libraries • Post adopted document on the SRTC website and blog site
<p>Spokane Regional Bike Plan</p>	<ul style="list-style-type: none"> • Reviewed and adopted every three (3) years • Minimum 30-day public comment period prior to adoption • Review through Transportation Technical Committee and Transportation Advisory Committee • Review through SRTC Board • Legal advertisement published in the Spokesman-Review; ad includes notice of public meeting to be held during 30-day comment period • Notice of public comment period sent to extensive email distribution list • Draft document posted for review and comment on SRTC website and blog site • Provide draft to partner agencies (list of partner agencies is included as section 1 of this document) • Board adopts final document • Distribute final adopted copies to partner, Federal, and State agencies, and area libraries • Post adopted document on the SRTC website and blog site

<p>Spokane Regional Pedestrian Plan</p>	<ul style="list-style-type: none"> • Reviewed and adopted every three (3) years • Minimum 30-day public comment period prior to adoption and/or revision • Review through Transportation Technical Committee and Transportation Advisory Committee • Review through SRTC Board • Legal advertisement published in the Spokesman-Review; ad includes notice of public meeting to be held during 30-day comment period • Notice of public comment period sent to extensive email distribution list • Draft document posted for review and comment on SRTC website and blog site • Provide draft to partner agencies (list of partner agencies is included as section I of this document) • Board adopts final document • Distribute final adopted copies to partner, Federal, and State agencies, and area libraries • Post adopted document on the SRTC website and blog site
<p>Spokane County Coordinated Public-Transit- Human Services Transportation Plan</p>	<ul style="list-style-type: none"> • Reviewed and adopted periodically • Minimum 30-day public comment period prior to adoption and/or revision • Review through Transportation Technical Committee and Transportation Advisory Committee • Review through SRTC Board • Legal advertisement published in the Spokesman-Review; ad includes notice of public meeting to be held during 30-day comment period • Notice of public comment period sent to extensive email distribution list • Draft document posted for review and comment on SRTC website and blog site • Provide draft to partner agencies (list of partner agencies is included as section 1 of this document) • Board adopts final document • Distribute final adopted copies to partner, Federal, and State agencies, and area libraries • Post adopted document on the SRTC website and blog site
<p>Spokane County Commute Trip Reduction Plan</p>	<ul style="list-style-type: none"> • Reviewed and adopted periodically • Minimum 30-day public comment period prior to adoption and/or revision • Review through Transportation Technical Committee and Transportation Advisory Committee • Review through SRTC Board • Minimum 30-day comment period prior to adoption and/or revision • Legal advertisement published in the Spokesman-Review; ad includes notice of public meeting to be held during 30-day comment period • Notice of public comment period sent to extensive email distribution list • Draft document posted for review and comment on SRTC website and blog site • Provide draft to partner agencies (list of partner agencies is included as section I of this document) • Board adopts final document • Distribute final adopted copies to partner, Federal, and State agencies, and area libraries • Post adopted document on the SRTC website and blog site

VII. SUMMARY

Spokane Regional Transportation Council recognizes the importance of the public participation process as a means to inform, educate, and involve citizens in the transportation decisions that shape our community. By involving the public in our planning process, it helps to ensure that plans and programs include elements important to our community members and that all segments of the population benefited equally.

The SRTC Public Involvement Policy has been developed to assist staff in administering an effective public outreach program. Future updates to this document will include new and innovative strategies as they evolve.

Appendix A

Public Comment

Public/Stakeholder Comment	Action Taken
Great work identifying non-English speaking populations and conduits for outreach	None necessary
Great work on identifying low income communities and conduits for outreach	None necessary
I think SRHD should have a position on the Board or at the least on the TTC and be included in review/update of plans	Passed suggestion to staff liaison for TTC for consideration
It is not clear to me the compliance with state legislation including growth management. Land use and transportation are linked- CWPP direct comp plans and WSDOT is 'required' to be consistent with local comprehensive planning. Is there a tie-in for the MPO?	Reviewed and revised PIP for compliance with Washington State Growth Management Act and local Comp Plans and included wording in 'Development of the Public Involvement Policy' section to the effect that this was done.
Good to see ITD as part of the Transportation Technical Committee- was wondering if they should have more involvement as we look toward the 'big picture' of our regional transportation needs	Forwarded comment to staff liaison to TTC and Executive Director consideration
You might want to consider some representation from 'alternative' transportation (new transportation technology) i.e. electric cars, like Dave Holmes from Avista	Forwarded comment to staff liaison to TTC and Executive Director consideration
Check terminology, titles, etc. for accuracy	Reviewed entire document for accuracy and made minor updates in staff titles and project names
Update organization chart	Updated to correct misspelled name, take off eliminated staff positions and show non-voting Board positions
Include in Document Review and Advertising Schedule effect of what happens if project not submitted on time	Discussed with Executive Director and decided to put this info in separate projects calendar
Include GSI and Spokane Valley Chamber of Commerce as targets of outreach	Did so
<p>The cast of the document appears to be more toward transportation and professional planners than the general public. Certainly the document should meet federal and state regulatory standards, but an allegedly public-friendly agency should produce public-friendly--straightforward, non-duplicative, clearly laid out--documents, especially as regards its methods and means to engender public involvement.</p> <p>My hope is that after the current iteration of this document, the staff consider revising and streamlining the contents to make it more legible to a more general audience.</p>	Under consideration