PUBLIC PARTICIPATION PLAN

www.PolkTPO.com

Adopted by the TPO Board on ?????????
There are several ways for you to help shape the future of transportation:

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PURPOSE OF THE PUBLIC PARTICIPATION PLAN

The Polk TPO encourages early and continuing participation by residents in the planning and decision-making process. Public outreach efforts are designed to engage stakeholders from all segments of our diverse community.

The Public Participation Plan serves as a guidebook for the public as to how and when they can engage in the regional transportation planning and decision-making process.

The plan is organized into several sections:

PUBLIC INVOLVEMENT POLICIES

This section outlines the process and procedures the Polk TPO will follow when conducting public involvement including:

◊ How the public can submit comments
◊ What the TPO will do with the comments it receives
◊ When public meetings or comment periods will be held
◊ How the public can find out how to get involved

OUTREACH STRATEGIES

The tools and opportunities to educate and engage the public in the regional transportation planning process.

EVALUATION

Measure both the quantity and quality of interactions with the public.

ADDITIONAL RESOURCES

Information and links to more information on the planning process and federal regulations.

By the year 2045 Polk County is projected to be home to more than 1 million people. Residents of Polk County can shape tomorrow’s roads, trails and transit by getting involved. Access and the ability to comment on: Priority Transportation Projects; Rail Studies and Plans; Bike/Pedestrian Plans; the Transit Development Plan; Transportation Improvement Program, and Unified Planning Work Programs can be found at http://www.polktpo.com/plans.aspx
Established in 1977, the Polk Transportation Planning Organization (TPO) conducts planning for the entirety of Polk County. Considered the “crossroads of central Florida,” Polk is bounded by ten counties. It is the fourth largest county in the state of Florida at 2,011 square miles and the ninth most populous with more than 700,000 residents. Polk is one of five counties (Pinellas, Hillsborough, Polk, Osceola and Orange) in the emerging central Florida “mega-region” along the Interstate 4 corridor. This area is currently home to more than 4.8 million residents.

Polk County serves as an important freight and logistics center for the region and the state. It has the most rail miles (145) on Florida’s Strategic Intermodal System (SIS) and is home to Florida’s only Intermodal Logistics Center. Polk County has the second most highway centerline miles (190) on the SIS, and SIS highways include Interstate 4, State Road 570 (Polk Parkway), State Road 60, US 17, US 27, and US 98.

The Polk TPO is responsible for making sure that funding approved for transportation projects and programs is based on a continuing, cooperative and comprehensive planning process.

**WHAT IS THE POLK TPO RESPONSIBLE FOR?**

The Polk TPO is the lead transportation planning agency for Polk County. It employs a cooperative process to make decisions regarding the transportation investments needed to meet existing and future travel needs. To meet its mission, the Polk TPO develops:

**Long-Range Transportation Plan (LRTP)** - A document resulting from regional or statewide collaboration and consensus on a region or state’s transportation system. With a scope of 25 years, the LRTP serves as the defining vision for the county’s transportation systems and services. In metropolitan areas, the plan indicates all of the transportation improvements scheduled for funding over the next 25 years.

**The Transportation Improvement Program (TIP)** identifies transportation projects and strategies that will be pursued over the next four years.

**Unified Planning Work Program (UPWP)** is a two-year plan that identifies funding sources for each project, the schedule of activities and the agency or consultant responsible for each task or study.
OUR PARTNERS

THE BOARD

The TPO Board is comprised of elected officials including all five county commissioners and representatives from 15 of the 17 municipalities in Polk County. The Florida Department of Transportation (FDOT) is represented as a non-voting member, and several Board members also serve on the board of directors for local transit agencies.

THE TECHNICAL ADVISORY COMMITTEE

The Technical Advisory Committee (TAC) includes representatives from all of the TPO’s member jurisdictions, as well as transit agency and school board representatives. The smaller cities are often represented by the city manager while the larger cities appoint a planner or engineer. The TAC makes recommendations to the TPO Board on technical issues and other action items.

THE ADVISER NETWORK

The TPO established the Adviser Network to serve as an alternate mechanism for citizen involvement to increase public involvement. The network provides a less formal, more extensive structure for soliciting public participation and comment. Members can participate in the planning process through different mediums. There are currently 380 members that represent a broad cross section of the county’s population and include people of all ages, races and economic circumstances from all corners of the county. The TPO makes a concerted effort to recruit members who represent traditionally under served populations, minorities and persons with disabilities. When joining the Adviser Network, members are requested to include their demographic information, areas of interest and their desired method of communication.

Members have several options regarding their participation in the TPO planning process varying from interaction through social media and the viewing of videos to attendance at quarterly community forums. There is not a set limit or maximum membership for the Adviser Network. Members can participate on an as-desired basis as time allows and their interest dictates.

TRANSIT PARTNERS

The Polk TPO, the Lakeland Area Mass Transit District (LAMTD) or Citrus Connection, the Polk County Board of County Commissioners (BoCC), and the Polk Transit Authority (PTA) coordinate closely to plan for public transit, with the Citrus Connection taking the lead in operational and short-range planning projects, and the Polk TPO leading long-range efforts, such as the Transit Development Plan and transit element of the Long Range Transportation Plan. Close coordination is also required for integrating transit services and facilities into the greater network of transportation infrastructure. The Citrus Connection participates in the transportation planning process in accordance with federal and state requirements, and it will rely on this PPP to satisfy the public participation requirements for the development of its Program of Projects – which includes proposed transit capital and operating projects.

The TPO Planning process will afford the Citrus Connection an opportunity to:

◊ Identify the community need for public transportation services including the needs of individuals with disabilities, older adults and people with low incomes
◊ Prepare strategies for meeting these local needs
◊ Prioritize public transportation services for funding and implementation
Numerous elected officials serve on both the Board of Directors for LAMTD/Citrus Connection and the Polk TPO Board. There is extensive cross representation between these two boards. The membership of the TPO’s Technical Advisory Committee (TAC) includes staff from the Citrus Connection, as well as city managers whose jurisdictions receive public transportation services. Additionally, the TPO will ensure that its Adviser Network continues to include members with a particular interest in public transportation and related topics.

**INTERGOVERNMENTAL COORDINATION**

The TPO has an agreement with the Central Florida Regional Planning Council to ensure that planned transportation projects and services (Long Range Transportation Plan and Transportation Improvement Program) are consistent with local government comprehensive plans.

**REGIONAL COORDINATION**

The Polk TPO is part of two regional transportation alliances that span 16 counties across central Florida. There are 12 MPO/TPOs representing the 16 counties. The Chairs Coordinating Committee and the Central Florida MPO Alliance coordinate on regional transportation issues and projects. Both groups share current travel data and trends and adopt regional transportation plans and priorities for highway, public transportation and multi-use trail improvements.

**Chairs Coordinating Committee Members:**
- Sarasota
- Manatee
- Hillsborough
- Pasco
- Pinellas
- Hernando
- Citrus
- Polk

**Central Florida MPO Alliance Members:**
- Osceola
- Orange
- Seminole
- Brevard
- Volusia
- Lake
- Sumter
- Marion
- Polk
Policies and Principles

Public participation is an essential part of a meaningful transportation planning process. The Polk TPO actively seeks the opinions of people and organizations using a variety of methods including:

Public Notice
The Polk TPO will inform the public, in a timely manner, of key upcoming decisions. This information will be provided in plain language to enable citizens to find, understand, and use information they need or are asked to review.

Public Access
Meetings will be open to the public and include opportunities for public comment when applicable. Reasonable access to information necessary for meaningful participation in these meetings and decision-making processes will be provided.

Consideration and Response to Public Input
It is essential to respect and seriously consider public input, not just collect it. Comments and opinions are gathered, analyzed, and considered as part of the decision-making process.

Education and Engagement
Informing and educating the public about transportation planning issues and the transportation planning process results in good quality public input. Polk TPO staff engages the public in a number of outreach campaigns on topics such as pedestrian and bicyclist safety, and clean commuting options such as biking to work, ride sharing and teleworking.

Under-Represented Segments of the Citizenry
The Polk TPO seeks the participation of those typically under-represented in transportation decision-making. The everyday lives of these individuals are critically affected by how they are going to get to work, home, school, stores, and services. Particular emphasis will be placed on involving persons and groups with special transportation needs, including people with disabilities, low-income, minority, and elderly populations.

Re-Evaluation
Periodic evaluation of the public involvement process by both staff and the public will provide valuable feedback on the present and future success of the TPO’s efforts.
WHO WE SEEK TO CONSULT

Those whom the Polk TPO strive to consult and engage in the transportation planning process include:

◊ Public agencies
◊ Individuals
◊ Representatives of the disabled
◊ Freight shippers
◊ Providers of freight transportation services
◊ Limited English proficient persons
◊ Low-income communities
◊ Minority communities

◊ Representatives of users of pedestrian walkways and bicycle transportation facilities
◊ Private providers of transportation
◊ Representatives of users of public transportation
◊ Representatives of public transportation employees

In order to achieve these goals, the Polk TPO includes the following groups in the transportation process when possible:

◊ Affordable housing groups
◊ Business groups
◊ Civic organizations
◊ Community & economic development organizations
◊ Commuters
◊ Elected officials
◊ Environmental groups
◊ Environmental justice organizations
◊ Higher education institutions
◊ Public health organizations
◊ Religious organizations
◊ Neighborhood/Homeowner Associations
◊ Organizations focused on aging
◊ Social service organizations
◊ Transit dependent persons
◊ Workforce development agencies
◊ Youth

The Polk TPO maintains a list of interested individuals and organizations who have expressed an interest in previous transportation planning efforts. To be added to this list, please contact the TPO by telephone at 863-534-6486, by mailing Polk TPO at P.O. Box 9005, Drawer T505, Bartow, FL 33831-9005; or by sending a message through the TPO Facebook Page.
HAVING YOUR SAY

The Polk TPO encourages public comments and provides the public with a variety of ways to voice their opinions and share their ideas.

EARLY COORDINATION
The Adviser Network has an opportunity to submit early comment and provide direction on the development of major work products to include the LRTP, priority projects, FDOT Work Program and TIP.

The Adviser Network receives copies of draft and final documents on a regular basis, accompanied by a simple summary that highlights its important points in “layman terms.” Adviser Network members will be asked to provide comments and suggest changes as needed, and these comments and suggestions will be forwarded to the TAC and TPO Board.

PUBLIC COMMENT PERIODS
A key opportunity for the public to share their thoughts and ideas is during public review and comment periods. A review and comment period of at least 30 days will be held for the following plans and processes:

◊ Long Range Transportation Plan (a five-year development with several opportunities to comment on goals, projects, and priorities)
◊ Transit Development Plan and Transportation Disadvantaged Service Plan (short-range transit plans outlining transit service and capital needs)
◊ Transportation Improvement Program (a one-year short-range plan that assigns available funding to specific projects). The public notice will include an explicit statement that the time established for the public review and comment on the TIP will satisfy the Program of Projects requirement.
◊ The Federal Certification Review (a seven-year certification process)
◊ Unified Planning Work Program (developed annually to target goals and objectives. This program also serves to establish the annual budget.)

*Note: A review and comment period of at least 45 days will be held for the Public Participation Plan.

The public is encouraged to consult with the Polk TPO and review all of the plans listed above when they require updating. Other, less formal documents will also be made available for public comment. Information released to the public for review will be readable, public-friendly material posted on our web site and/or in printable format, The Polk TPO will review all comments received before a Polk TPO Board vote on these items.

HOW TO SUBMIT COMMENTS TO THE POLK TPO
The Polk TPO prefers comments in writing in order to accurately respond to public concerns or comments. If assistance is needed to submit a written comment, please contact the Polk TPO at 863-534-6486.
Please send all comments in writing using one of the following methods:

◊ Mail: The Polk TPO, at P.O. Box 9005, Drawer T505, Bartow, FL 33831-9005
◊ Fax: 863-534-6471
◊ Social Media: at www.facebook.com/PolkTPO or on Twitter at @PolkTPO

The public can also make comments in person at TAC, TPO Board, and Adviser Network meetings.

HOW YOUR COMMENTS WILL BE USED

The Polk TPO values public input and all comments received will be considered as part of the transportation decision-making process. Staff will document all comments and forward them to the TPO advisory committees and Board. All organizations/individuals who submit a comment in writing and include their contact information will receive a response to their comment. Every effort will be made to respond to comments before a final vote on an action item. Comments received using the methods detailed above are documented as part of the public record.

GETTING INVOLVED

The Polk TPO holds events throughout the year to address transportation issues and to deliberate on their strategies, projects, plans, and programs. These events include:

TPO BOARD MEETINGS

The TPO provides a forum for cooperative decision making regarding county wide transportation issues. Member governments include the Polk County Board of County Commissioners and the cities of Lakeland, Winter Haven, Auburndale, Bartow, Haines City, Lake Wales, Fort Meade, Mulberry, Frostproof, Lake Alfred, Dundee, Eagle Lake, Davenport, Polk City, and Lake Hamilton. The agency is comprised of a policy board (local elected officials), advisory committees, and staff. Prior to making decisions, the Polk TPO Board receives recommendations from the citizens-driven Adviser Network and the Technical Advisory Committee (TAC).

The TPO Board meets bi-monthly. A current calendar of these meetings can be found online at polktipo.com. Polk TPO Board meetings are advertised in the legal section of the newspaper no less than 14 calendar days prior to the meeting date. The meetings are held in the County Commission Board Room which is convenient to public transit and accessible to persons with disabilities. Additional accommodations for people with disabilities will be provided on an as-needed basis, if requested 5 days in advance. These meetings are broadcast live on Polk County Government Television (PGTV). Translation services are also available to those with limited English proficiency, if requested 5 days in advance.

ADVISER NETWORK PUBLIC FORUMS

The Adviser Network holds community forums on a quarterly basis to solicit public comments on the TPO’s work products and issues of current interest. People can attend in person or participate online via an interactive webcast, when available. As part of this process, staff prepares a recap of the forum to document public comments and to share the comments and recommendations with the Technical Advisory Committee (TAC) and the TPO Board.
TPO TRANSPORTATION SCHOOL

Transportation School is an opportunity for the public to sift through the acronym filled world of transportation planning. A visual, interactive journey the Polk TPO’s Transportation School explains what the Polk TPO does, who funds us, and how we make decisions when it comes to spending state and federal gas tax revenue here in Polk County. This event helps citizens to understand the mission of the Polk TPO and the TPO also seeks public comments in order to understand local needs and to set priorities for investments to meet those needs. Through staff and guest lectures, videos, and participation activities such as “Complete Streets Jeopardy” or “Bus Route Rehab” the Transportation School provides an overview of the planning process using layperson’s terms in an informal, fun environment. **Target:** The TPO will host Transportation School session as staff resources and needs dictate.

COMMUNITY REMARKS

The Polk TPO features the Long Range Transportation Plan, the Transportation Improvement Plan, and Bike/Ped initiatives on its’ website for public viewing. Community Remarks is a program that allows the public to make place-based comments in real-time to foster collaborative solutions to issues in their community. GIS based maps and overlays of project boundaries allow residents to offer direct feedback about a project area. Citizens can leave comments or vote (thumbs up or down) certain aspects of the plans. **Target:** The TPO will garner 30 or more comments per year on Community Remarks.

COMMUNITY OUTREACH

There are many community groups, neighborhood associations and civic organizations represented throughout Polk that are interested in hearing more about transportation plans and projects in their communities. In recent years, the TPO has attended many of these meetings and addressed various topics such as the Pledge to Slow Down Campaign or the Long Range Transportation Update. The TPO has found this approach as an effective way of educating the public about the TPO, as well as obtaining public comments on our plans and projects. Likewise, builds relationships and earns trust with groups and leaders in these communities. **Target:** The TPO will attend and provide presentations to eight community/civic groups throughout the County per year.

PUBLIC MEETING SCHEDULES

To reach the widest audience and encourage participation among the diverse population in Polk County, the following procedures have been outlined for major planning activities:

◊ Long-range transportation plan - a layperson’s version of the plan is produced and available online as well as distributed to libraries in the county. Multi-media presentations and graphic representations of the plan are displayed during informational outreach functions held throughout the county. Where and when these meetings will be held will be broadcast through emails to the Adviser Network and on Facebook and Twitter.

◊ Short-range transportation program (TIP) - The TIP is presented at a TPO Board Meeting and is posted on the TPO website.

◊ Amendments - Amendments to these plans are discussed during TPO Board Meetings. Notice of amendments are included in the legal ads posted prior to the board meetings and are posted on the website, as well as broadcast through email and social media.

The Polk TPO will consider significant civil, religious, and cultural holidays and do its best to refrain from holding meetings at these times.
NOTIFICATION OF PUBLIC COMMENT PERIODS

To ensure that the public has easy access to information and timely notice about the transportation planning process, comment periods are announced in a variety of way, including:

◊ The Polk TPO website – Documents released for public review are available online at www.PolkTPO.com or available by request.
◊ Press Releases are sent to the local newspaper and press release subscribers, as well as posted to TPO website.
◊ Announcements are sent through social media networks and e-blasts to the Adviser Network. Upon request, the public may request print notifications via U.S. mail.
◊ Print Documents – Copies of the plans are available in print at local libraries. Comment forms are provided also.

ACCESS FOR ALL

LIMITED ENGLISH PROFICIENCY PLAN DOCUMENT

The goal of the TPO's Limited English Proficiency plan is to provide meaningful access to the TPO for people with limited or no ability to speak, read, write or understand English.

NONDISCRIMINATION PLAN DOCUMENT

The Polk TPO believes that transportation systems should not only be safe and efficient, but also represent their unique, diverse and vibrant community. As such, the Polk TPO does not tolerate discrimination in any form in its programs, service or activities. The subject plan outlines how the Polk TPO will consider the transportation needs of everyone in Polk County and conduct substantial outreach to ensure broad input from the community.

The Polk TPO values the diversity within Polk and encourages full and fair participation in the transportation decision-making process by everyone, including those individuals and groups who are traditionally under served. To ensure the public is aware of the TPO's commitment to ensuring access for all, the following notice is placed in all Polk TPO agendas and on the website:

_The TPO planning process is conducted in accordance with Title VI of the Civil Rights Act of 1964 and Related Statutes. Any person or beneficiary who believes they have been discriminated against because of race, color, religion, sex, age, national origin, disability, or family status may file a complaint in writing with the TPO’s Title VI Specialist at the address above._

_In accordance with the Americans with Disabilities Act, persons with disabilities needing special accommodations to participate in this proceeding should contact the Board of County Commissioners, Communications Office located at 330 W. Church Street, Bartow by telephone (863) 534-6090 not later than four days prior to the proceeding. If hearing impaired call: (TDD) (863) 534-7777 or 1-800-955-8771 or Voice impaired call: 1-800-955-8770, via Florida Relay Service._

_ Un traductor del idioma español estará disponible._

Further information concerning Title VI of the Civil Rights Act prohibiting discrimination based upon race, color or national origin can be found by visiting www.justice.gov/crt/about/cor/coord/titlevi.php. The law states that “No person in the United States shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.”

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The Polk TPO has a mapping tool called the Vulnerable Population Index (VPI). The VPI uses census data to identify vulnerable populations in the region: People in poverty, Hispanic/Latino, Non-Hispanic and Non-White Minorities, Limited English Proficiency (LEP), People with disabilities, the elderly, and households without cars. This data was added to maps and scaled so that concentrations of vulnerable populations in the region could be identified. This tool helps us to identify valuable community partners, individuals, organizations, and communities representative of these vulnerable populations in Polk County. These include neighborhood and main street associations, community-based organizations, faith-based institutions, housing associations, nonprofits, etc. This information allows staff to reach out to these groups and help to ensure these individuals can participate in the regional planning process. Staff intentionally seek out and work to build relationships with residents, community elders and other leaders in traditionally under served communities throughout the region. Techniques to do this include:

◊ Person-to-person outreach at locations such as transit stations, grocery and discount stores, flea and farmers markets, laundromats, local food gatherings (ex: volunteer fire department breakfasts, church suppers), community concerts, and cultural festivals.

◊ Coordinate with government agencies to conduct outreach at health care centers, food banks and food stamp offices, schools, offices on aging, etc.

◊ Form alliances with faith-based institutions, cultural centers, community-based organizations that work with immigrants, etc.

◊ Conduct surveys and focus groups with individuals within organizations/agencies that work with traditionally under served individuals.

**Target:** The TPO will annually participate in at least 2 community meetings held by groups representing vulnerable, or traditionally under served populations.

Questions? If you have questions about the transportation planning process, this plan, or would like more information about joining the Adviser Network, please contact the Polk TPO at 863-534-6486.

¿Preguntas? Si usted tiene preguntas sobre nuestro proceso de planificación de transporte, o este plan, o si desea más información sobre nuestro Adviser Network, por favor contáctenos al 863-534-6486.
The Polk TPO Adviser Network holds community forums on a quarterly basis to solicit public comments on the TPO's work products and issues of current interest. People can attend in person or, when available, participate online via an interactive webcast. As part of this process, staff prepares a recap of the forum to document public comments and to share the comments and recommendations with the TAC and TPO Board.

Forums have been held to date on: Priority Transportation Projects; Transit and Aging in Place; FDOT Draft Work Program; Passenger Rail Service; Multi-Use Trails; Freight Mobility; Automated Vehicles; and the 2040 LRTP.

The public is invited to join the Adviser Network at all public meetings and events. They can also join at www.PolkTPO.com.

OUTREACH STRATEGIES

These strategies can enhance public involvement for a specific activity or assist the Polk TPO in meeting specific public involvement goals. Staff review and modify these strategies on an ongoing basis. Those that best increase outreach, education, and involvement are continued. Those that do not, are changed or discontinued.

WWW.POLKTPO.COM

The core tool used by the Polk TPO to disseminate information is their website. This website includes information on the transportation planning process as well as public meeting and involvement opportunities. The site also includes a calendar of events, links to agendas, minutes, and draft documents under review. Opportunities for the public comment are available in the form of staff email and phone number listings as well as the Constant Contact format.

VISUALIZATION TECHNIQUES

Information published by the TPO incorporate images, photos, graphics and video as a strategy for promoting public understanding of the material being presented. Target: Annually, the TPO will develop and publish four short informational videos or graphics on key transportation topics and issues.

E-BLASTS AND SOCIAL MEDIA

E-blasts are sent to members of the Adviser Network and other interested parties to provide readers with helpful information on transportation planning, public meetings, events and opportunities for involvement. The purpose is to encourage awareness and participation at the regional, state and local levels. Subjects include bicycle/pedestrian, transit, environment and the long-range transportation planning process. This information is also shared on social media sites such as Facebook, Twitter, and YouTube.
ADDITIONAL OUTREACH STRATEGIES

◊ The Polk TPO produces and distributes print documents such as white papers, and fact sheets to include timely information on targeted topics related to transportation planning and public participation activities. These publications are available online and distributed at outreach events.

◊ Maintains contact lists to include current and potential stakeholders.

◊ Produces some materials targeting non-traditional participants.

◊ Create and maintain partnerships with a wide range of outreach professionals, community groups, jurisdictions, and agencies. Utilize these resources to publicize activities and events to reach a broader audience and/or take leadership role in public participation efforts in their area. The purpose is to build relationships and earn trust with groups and leaders as well as identify strategies to bring traditional non-participants into the planning process.

◊ Hold meetings in accessible locations at various geographic locations at which the targeted populations congregate including community centers, fairs and festivals, churches, and libraries. Most meetings are located on transit lines to ensure accessibility.

◊ The interactive and informational Transportation School workshop uses interactive activities, games, tours, and other techniques to illustrate and discuss transportation issues, projects, and needs. It provides opportunity for comment through interactive discussions, comment sheets, and/or verbal comments.

◊ Hold public meetings to provide an opportunity for formal public comment or discussion at various steps in the planning process. These meetings are held at various locations throughout the county at various times, including evenings and weekends to maximize participation by a wide range of stakeholders, including those traditionally under served.

◊ Sponsor webcasts of meetings and provide links for re-broadcast for those who cannot travel or work during meeting hours.

◊ Share online videos on various topics to interested stakeholders

◊ Gather information on people’s perceptions, preferences, and practices via surveys and small group discussions in order to gather perspectives, insights, and opinions from the public on a single topic.
EVALUATION

The Polk TPO periodically reviews the effectiveness of its public participation program and techniques. Performance dashboards, measuring both the quantity and quality of interactions with the public, are used to modify methods as appropriate in order to maximize effectiveness. The TPO also researches new modes of communication and evaluates the effectiveness of adding these technologies to the Public Participation Plan.

SURVEYS, POLLS, & PUBLIC COMMENTS

Surveys, polls and public comments provide important feedback on a variety of topics, including the readability of information distributed; usefulness of public meetings or events; usefulness of techniques utilized, etc. Materials and opportunities for comment are developed to evaluate the effectiveness of TPO plans, processes, and the goals for public involvement.

Examples of the types of surveys that can be utilized are listed below:

◊ During comment periods, calls and emails are gathered by staff. Comments can be made on the website via Community Remarks to provide the public an easy way to submit comments or register support/opposition to a plan or project. Polling questions and surveys are handed out at public meetings to determine if questions were answered adequately.

◊ After a major planning activity, staff ask for comments/questions from those who attended a meeting. This helps the TPO to judge how the information provided was accepted and to identify any barriers to participation or any opportunities for improvement.

OUTREACH TOOLS

Likes, shares, and click-through dashboards for social media sites such as Facebook, Twitter and YouTube will be utilized in order to measure performance of these tools and their effectiveness. The number of attendees for meetings will be tracked, as well as the surveys results of the percent of those who found the meeting helpful.

A database of members of the Adviser Network (containing census data) will allow us to ensure that group membership continues to reflect the diversity of the community.

STAFF DEBRIEFINGS

All events shall be reviewed and suggestions made as to new strategies or improvements to the process and tools used.
The Polk TPO complies with the following federal laws:

**AMERICANS WITH DISABILITIES ACT**
The Americans with Disabilities Act of 1990 (ADA) is landmark civil rights legislation ensuring equal opportunity for people with disabilities in employment, public accommodations, transportation, state and local government services and communications. The ADA requires coordinating with disabled communities in the development and improvement of transportation services. Individuals with disabilities must also be able to access the sites where public involvement activities occur as well as the information presented. www.ada.gov

**TITLE VI OF THE CIVIL RIGHTS ACT OF 1964**
Title VI of the Civil Rights Act of 1964 prohibits discrimination based upon race, color or national origin. Specifically, 42 U.S.C.§2000d states that “No person in the United States shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.” www.justice.gov/crt/about/cor/coord/titlevi.php

**EXECUTIVE ORDER 12898 - ENVIRONMENTAL JUSTICE**
Executive Order (EO) 12898: Federal Actions to Address Environmental Justice in Minority and Low Income Populations – The EO reinforced the requirements of Title VI of the Civil Rights Act of 1964 and focused federal attention on the environmental and human health conditions in minority and low income communities. Further, recent guidance issued by FHWA and FTA emphasizes the importance of considering and addressing environmental justice in all phases of the transportation planning process. Environmental Justice is the fair treatment and meaningful involvement of all people regardless of race, color, national origin, or income. Along the same lines, transportation equity seeks to ensure that the needs of all communities, particularly low-income and minority communities are addressed in transportation policy and the transportation planning process. Additionally, transportation investments should work to ensure that both the benefits and impacts are distributed fairly. www.archives.gov/federal-register/executive-orders/1994.html#12898

**EXECUTIVE ORDER 13166 - LIMITED ENGLISH PROFICIENCY**
People with limited English proficiency are those with a primary or home language other than English. Due to their limited English skills, they must communicate in that primary language if they are to have an equal opportunity to participate effectively in or benefit from any aid, service, or benefit in federally funded programs and activities. EO 13166 requires any agency that receives federal funds to make their activities accessible to non-English speaking individuals.

Polk County is a diverse community that includes a wide array of ethnic communities and people, some with limited English proficiency. The Polk TPO has a plan for outreach and involvement with LEP individuals. This plan includes an analysis to determine language needs of the targeted population. It also includes strategies for announcing meetings, document translation, oral communication, and other communication needs during the regional transportation planning process. www.justice.gov/crt/about/cor/13166.php
<table>
<thead>
<tr>
<th>Acronym</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td>AADT</td>
<td>Annual Average Daily Traffic</td>
</tr>
<tr>
<td>ADA</td>
<td>Americans with Disabilities Act</td>
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<tr>
<td>ADT</td>
<td>Average Daily Traffic</td>
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<tr>
<td>ATMS</td>
<td>Advanced Traffic Management System</td>
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<tr>
<td>AZBA</td>
<td>Airport Zoning Board of Adjustment</td>
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<tr>
<td>BACS</td>
<td>Bay Area Commuter Choices</td>
</tr>
<tr>
<td>BEBR</td>
<td>Bureau of Economic &amp; Business Research</td>
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<tr>
<td>CAA</td>
<td>Clean Air Act</td>
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<tr>
<td>CAC</td>
<td>Citizen's Advisory Committee</td>
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<tr>
<td>CCC</td>
<td>Chairs Coordinating Committee</td>
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<tr>
<td>CFRPC</td>
<td>Central Florida Regional Planning Council</td>
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<tr>
<td>CIA</td>
<td>Community Impact Assessment</td>
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<tr>
<td>CIP</td>
<td>Capital Improvement Program</td>
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<tr>
<td>CMAQ</td>
<td>Congestion Mitigation &amp; Air Quality</td>
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<tr>
<td>CMS</td>
<td>Congestion Management System</td>
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<tr>
<td>CRA</td>
<td>Community Redevelopment Agencies</td>
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<td>CRMPOA</td>
<td>Central Florida Metropolitan Planning Organization Alliance</td>
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<tr>
<td>CTC</td>
<td>Community Transportation Coordinator</td>
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<td>CTD</td>
<td>Commission for the Transportation Disadvantaged</td>
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<tr>
<td>CUTR</td>
<td>Center for Urban Transportation Research</td>
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<tr>
<td>CUTS</td>
<td>Consolidated Urban Transportation Systems</td>
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<tr>
<td>DO</td>
<td>Development Order</td>
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<tr>
<td>DRI</td>
<td>Development of Regional Impact</td>
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<tr>
<td>EIS</td>
<td>Environmental Impact Statement</td>
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<tr>
<td>EPA</td>
<td>Environmental Protection Agency</td>
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<tr>
<td>ETDM</td>
<td>Efficient Transportation Decision Making</td>
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<tr>
<td>FAA</td>
<td>Federal Aviation Administration</td>
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<tr>
<td>FDOT</td>
<td>Florida Department of Transportation</td>
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<tr>
<td>FHWA</td>
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<tr>
<td>FSUTMS</td>
<td>Florida Standard Urban Transportation Model Structure</td>
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<tr>
<td>FTA</td>
<td>Federal Transit Administration</td>
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<tr>
<td>FY</td>
<td>Fiscal Year</td>
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<tr>
<td>GIS</td>
<td>Geographic Information System</td>
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<tr>
<td>GOP</td>
<td>Goals, Objectives, &amp; Policies</td>
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<tr>
<td>GPS</td>
<td>Global Positioning System</td>
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<td>ITE</td>
<td>Institute of Transportation Engineers</td>
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<td>ITS</td>
<td>Intelligent Transportation System</td>
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<tr>
<td>JPA</td>
<td>Joint Participation Agreement</td>
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<td>JAZB</td>
<td>Joint Airport Zoning Board</td>
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<tr>
<td>Acronym</td>
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<tr>
<td>LAMTD</td>
<td>Lakeland Area Mass Transit District</td>
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<tr>
<td>LCB</td>
<td>Local Coordinating Board</td>
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<tr>
<td>LOS</td>
<td>Level of Service</td>
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<td>Long Range Transportation Plan</td>
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<td>Metropolitan Planning Organization Advisory Council</td>
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<td>National Environmental Policy Act</td>
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<td>NHS</td>
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<td>PCTS</td>
<td>Polk County Transportation System</td>
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<td>PD&amp;E</td>
<td>Project Development &amp; Environmental Study</td>
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<td>PE</td>
<td>Preliminary Engineering</td>
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<td>RTO</td>
<td>Regional Transportation Organization</td>
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<td>SAP</td>
<td>Selected Area Plan</td>
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<td>Strategic Intermodal System</td>
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<td>TAZ</td>
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<td>TDP</td>
<td>Transit Development Plan</td>
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<td>Transportation Equity Act for the 21st Century</td>
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<td>Unified Planning Work Program</td>
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<td>West Central Florida Air Quality Coordinating Committee</td>
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<td>Winter Haven Area Transit</td>
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