

FY 2018 Title VI Goals and Accomplishments Report

DATE: October 26, 2018
TO: Jay Ankenbrock, NHDOT
FROM: Strafford Metropolitan Planning Organization
RE: FY 2018 Title VI Goals and Accomplishments Report

Goals and Objectives

- #1 Develop and implement outreach programs to educate members of the public about transportation, land use and air quality issues and their interrelationships, and the transportation planning process and how they can be involved in it.
- #2 Solicit the participation of local officials, community groups, and individual citizens in the transportation planning process.
- #3 Reach out to under-represented persons and groups, including low-income and minority populations and those of Limited English Proficiency to ensure that decisions are made with their input taken into consideration.
- #4 Inform the general public of the federally funded transportation projects and planning activities for each fiscal year.
- #5 Provide notice to the public that the Strafford Regional Planning Commission/Strafford MPO operates its programs and conducts its planning activities in accordance with the nondiscrimination requirement under Title VI, and members of the public can request additional information about the obligations of the Planning Commission.
- #6 Continually identify and implement ways to improve the public input process.
- #7 Ensure no person is denied access to, or the opportunity to participate in, Metropolitan Planning Organization programs.
- #8 Avoid disproportionately high or adverse impacts on communities.
- #9 Improve the public involvement process.
- #10 Involve the public by providing opportunities for input early and often in the transportation planning and decision making processes.
- #11 Document public involvement process, comments, and responses for all transportation planning documents.



1 Develop and implement outreach programs to educate members of the public about transportation, land use and air quality issues and their interrelationships, and the transportation planning process and how they can be involved in it.

Performance Measures/ Indicators for FY 2018	Explanation of complete/incomplete measures during FY 2018	Performance Measures/Indicators for FY 2019
<p>Maintain the performance measures section of the PPP annually to assess and continue developing Strafford MPO's outreach processes.</p> <p>Research outreach processes and efforts conducted by other MPOs. Try at least two effective and fitting methods other MPOs have used to educate the public.</p>	<p>Strafford MPO staffers are updating the baseline data reported in the Public Participation Plan, which was approved in Oct. 2017. The updated performance measures section, reporting on statistics from Fiscal Year 2018, is in process and will be completed in Fiscal Year 2019.</p> <p>Large MPOs such as Broward, in Florida, and the Southern California Association of Governments (SCAG) use social media for many of their outreach and engagement processes. Much of the content is very visual. Strafford MPO, through the SRPC Facebook account, has increased the amount of information shared on social media and increased the use of graphic elements. Some examples of this are listing of all Policy Committee meetings on the SRPC Facebook page, and the graphics used during the commuteSMART B2B challenge.</p>	<p>Complete the FY 2018 performance measures update to the Public Participation Plan and distribute/advertise the updated performance measures through SRPC's various media channels. This approach will enable us to track the implementation of our outreach strategies and assess their performance.</p> <p>Implement—at a transportation meeting or an event to collect community input—at least three outreach and engagement strategies learned from the UNH Cooperative Extension Community Engagement Academy.</p> <p>Create one new engaging information leaflet/fact sheet for each work section such as air quality, transportation planning, land use, and transit.</p>

2 Solicit the participation of local officials, community groups, and individual citizens in the transportation planning process.

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<p>Invite at least five individuals from new groups, such as seniors and individuals who would represent low income and minority populations, to participate on the TAC or Policy Committee.</p> <p>Finalize protocols for membership on the TAC and Policy Committee as part of the organization-wide efforts to be completed by June 30, 2018.</p> <p>Use focus interviews in a variety of MPO processes; conduct a minimum of seven in FY 2018.</p> <p>Continuous outreach focused on communities with concentrations of low-income populations.</p>	<p>The City of Rochester appointed one additional alternate to the TAC in FY 2018, and a few additional members have been attending TAC meetings. There is room for improvement in streamlining the process for recruiting TAC members and ensuring all citizens have the opportunity to express interest in participating of the Strafford MPO committees.</p> <p>A new timeline for TAC membership was aligned with the Unified Working Planning Program (UPWP). TAC members' terms will now run the same two years as the UPWP. Policy Committee members are also SRPC Commissioners and their term lengths are synonymous. This has remained unchanged.</p> <p>SRPC conducted focus interviews throughout FY 2018. Nancy O'Connor, program content coordinator, and Colin Lentz, regional transportation planner, conducted two focus interviews. One, with Somersworth Police Lt. Matthew Duval, focused on safety. The other was with the Town of Wakefield and NHDOT bridge engineer Nancy Mayville. Three Strafford MPO staffers conducted a focus interview roundtable with eight Boston MPO staffers to talk about different processes related to the MPO and its work.</p> <p>Most of Strafford MPO's outreach in FY 2018 was in the form of transportation committee meetings. Each of these meetings was held in the Rochester Community Center, which is accessible to low income populations and serviced by the COAST bus.</p>	<p>Solicit TAC members from communities that don't currently have representatives on the committee. Solicit new Policy Committee members as the terms of current members expire. Reach out to committee members in advance of meetings to increase meeting attendance rates.</p> <p>Hold focus conversations with decision-makers in region. Meet with state representatives or their staffs to increase their awareness and understanding of the MPO's work and objectives.</p> <p>Continue to seek interviews with road safety officials (Police Departments, etc.).</p> <p>Increase efforts to involve groups that will be affected by specific decisions or sets of decisions to be discussed at a particular meeting. Citizens from a specific community and transit riders are examples of such groups.</p>

3 Reach out to under-represented persons and groups, including low-income and minority populations and those of Limited English Proficiency to ensure that decisions are made with their input taken into consideration.

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<p>Maintain and test the list of strategies for engaging under-represented persons and groups, including low-income and minority populations and those of limited English Proficiency. Include this list in subsequent versions of the 2017 Public Participation Plan.</p> <p>Continue to contact groups representing these populations (e.g., Dover Adult Learning Center, cultural organizations) to get advice on how to best reach them. Set up a roundtable discussion to develop new relationships.</p>	<p>The strategies Strafford MPO uses to engage under represented persons and groups, including low income and minority populations and those of limited proficiency in English, are addressed in the “Ensuring Equity and Engagement” section of the 2017 Public Participation Plan. Our strategies include using new engagement technology such as iPad surveys, holding meetings at locations accessible by bus, and delivering public comment documents to accessible areas. We held meetings at accessible locations and delivered public comment documents to accessible areas in FY 2018.</p> <p>Strafford MPO makes an effort to deliver public comment documents to accessible locations so that all members of the public have ample opportunity to comment. Strafford MPO did not set up a roundtable discussion in FY 2018, but plans to begin contacting community organizations serving under represented populations for advice on how to best reach these groups.</p>	<p>Attend two events that under represented individuals already attend. Don't expect them to come to our public events.</p> <p>Create boilerplate language for meeting notices in a minority language.</p> <p>Plan one or two roundtable discussions on transportation issues and challenges to be held in a public space already used by underserved populations (e.g., a public library).</p> <p>Contact community organizations serving under represented populations for advice on how to best reach these groups.</p>

4 Inform the general public of the federally funded transportation projects and planning activities for each fiscal year.

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<p>Continue to upload the monthly minors and amendments to the website once they are approved by the executive director and concurred with by the Executive Committee.</p> <p>Invite up to three speakers to TAC and or Policy Committee meetings to discuss updates to regional and statewide federally funded projects. Presentations will focus on education and engagement related to transportation planning and processes.</p> <p>Feature Presentations given at TAC and Policy Committee meetings in the SRPC Annual Report, beginning with the FY 2018 report. These presentations will also be featured on the SRPC blog.</p>	<p>The database includes the approved minors and amendments and is up to date. A link to the database can be found in the sidebar.</p> <p>Transportation planner Colin Lentz invited seven speakers to present at TAC and Policy Committee meetings in FY 2018. The presentations covered a Diesel Emissions Reduction Act funding opportunity, NHDOT's bicycle and pedestrian program, NHDOT's Traffic Management Center, local support for public transportation, the future of electric vehicle charging in New Hampshire towns, a state freight update, and NHDOT's project development and management process.</p> <p>Presentation content is covered in the minutes of each meeting. This year's SRPC Annual Report included information from each of SRPC's quarterly meetings, but did not include information on presentations made at the TAC and Policy Committee meetings.</p>	<p>Continue to upload the monthly minors and amendments to the website once the executive director approves them and the Executive Committee concurs.</p> <p>Increase outreach to decision-makers to heighten their awareness of the MPO's role and work.</p> <p>Invite up to three speakers to TAC or Policy Committee meetings to discuss updates to federally funded regional and statewide projects. Presentations will focus on education and engagement related to transportation planning and processes.</p>

5 Provide notice to the public that the Strafford Regional Planning Commission/Strafford MPO operates its programs and conducts its planning activities in accordance with the nondiscrimination requirement of Title VI.

Performance Measures/Indicators for FY 2018	Explanation of complete/incomplete measures during FY 2018	Performance Measures/Indicators for FY 2019
<p>Continue to upload the annual Title VI reports to the Strafford MPO website.</p> <p>Continue to host the Assurance of Non-Discrimination Notice on the Strafford MPO website.</p> <p>Upload the final version of the PPP on the website, which includes information on how Strafford MPO adheres to Title VI and Environmental Justice legislation</p>	<p>All Title VI Goals and Accomplishments Reports are available online.</p> <p>The SRPC Assurance of Non-Discrimination is available on the Title VI and Environmental Justice web page.</p> <p>We continue to provide the following information about special accommodations at meetings:</p> <p>“Reasonable accommodations for people with disabilities are available upon request. Include a description of the accommodation you will need including as much detail as you can. Also include a way we can contact you if we need more information. Make your request as early as possible; please allow at least 5 days advance notice. Last minute requests will be accepted, but may be impossible to fill. Please call (603) 994-3500 or email srpc@strafford.org.”</p> <p>The adopted Public Participation Plan is available on the website.</p>	<p>Continue to upload the annual Title VI reports to the Strafford MPO website.</p> <p>Continue to host the Assurance of Non-Discrimination Notice on the Strafford MPO website.</p> <p>Upload the final version of the FY 2018 performance measures section of the PPP on the website.</p>

6 Continually identify and implement ways to improve the public input process.

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<p>Continue to attend up to five trainings (including webinars) concerning public outreach processes.</p> <p>Contact at least three individuals from other MPOs for pointers and input on the types of outreach processes they engage in.</p>	<p>Shayna Sylvia, communications and outreach specialist and Title VI coordinator, participated in quarterly calls/webinars with the AMPO Public Involvement Workgroup.</p> <p>Shayna Sylvia, communications and outreach specialist, and Nancy O' Connor, program content coordination, attended the UNH Cooperative Extension's Community Engagement Academy.</p> <p>Three Strafford MPO staffers conducted a focus interview roundtable with eight Boston MPO staffers to talk about different processes related to the MPO and its work, including outreach and engagement.</p>	<p>Identify new trainings, webinars, and opportunities to improve public outreach strategies. Attend at least five.</p> <p>Seek out non-traditional ways to engage the public and document these strategies via SRPC's communication channels.</p>

7 Ensure no person is denied access to, or the opportunity to participate in, Metropolitan Planning Organization programs.

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<p>Continue to hold the majority of TAC, Policy Committee, and Commission meetings in locations accessible by public transportation.</p> <p>Provide ample public notice for meetings, considering that some people might need transportation to and from the meetings.</p> <p>Continue to accommodate those needing assistance, as explained on the meeting agendas.</p>	<p>Most TAC, Policy Committee, and Commission meetings are held in locations accessible by public transportation (e.g., in Durham near the University, in downtown Dover, and in Rochester on the COAST route). All TAC and Policy Committee meetings in FY 2018 were held at our office in the Rochester Community Center, which is on the bus route. The Commission meetings for FY 2018 were held at Bedrock Gardens in Lee, the Rollinsford Library, the Newmarket Town Hall, and the Governor’s Inn in Rochester. Two of these locations were on a COAST or Wildcat bus route.</p> <p>The dates of all Commission/Economic Development District (EDD), Policy Committee, and TAC meetings are listed and published at the beginning of each fiscal year. The TAC and Policy Committees always meet in the SRPC conference room. Locations of Commission/EDD meetings are listed up to a month in advance, which gives interested parties ample time to request and plan for transportation to and from the meetings. Strafford MPO has not explored transportation options with COAST and ACT; however, the COAST bus does run to Strafford MPO’s most frequent meeting locales.</p> <p>The dates of Policy Committee meetings for the year are also posted on SRPC’s Facebook page. Most meetings are advertised via social media, on our website, and by email/e-communications.</p> <p>SRPC continues to use the following language on its agendas: “Reasonable accommodations for people with mobility issues are available upon request. Include a description of the accommodation you will need including as much detail as you can. Also include a way we can contact you if we need more information. Make your request as early as possible; please allow at least 5 days advance notice. Last minute requests will be accepted, but may be impossible to fill. Please call (603) 994-3500 or email srpc@strafford.org.”</p>	<p>Increase awareness of mobility issues that affect members of our communities by including a presentation by an accessibility group or individual at one of our meetings</p> <p>Use SRPC’s communications channels to specify how people without their own form of transportation can get to meeting. (For example, “The 3 p.m. Route X COAST Bus will get you to SRPC’s meeting on time. Check out the list of stops where you can get on here.”)</p>

8 Avoid disproportionately high or adverse impacts on communities.

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<p>Continue to conduct RIC meetings for projects of regional impact, upon request.</p> <p>Continue to hold RIC meetings in a central, accessible location.</p> <p>Continue to invite new members to participate on the RIC committee, as needed.</p> <p>Track low income and minority populations through update of regional map displaying this data.</p>	<p>In FY 2018, Strafford RPC/MPO completed two regional impact assessments, one for a project in Durham and one for a project in Milton. Citizens could voice their opinions during the citizen’s forum at the RIC meetings, which were held in SRPC’s conference room in Rochester. Both meetings were well attended, and many citizens spoke up about their concerns related to traffic on roads surrounding the project being assessed.</p> <p>The RIC meetings were held in SRPC’s conference room in the Rochester Community Center, which is right on the COAST bus route.</p> <p>There were no vacancies on the committee in FY2018. One vacancy on the RIC opened up in September, and a new committee member will be recruited in FY 2019.</p> <p>A map was made to compare minority populations from the 2010 census with 2016 ACS data. The ACS data margin of error is too high, so the map is not included in this report.</p>	<p>Work to identify a site for a RIC meeting that is easily accessible by the people most affected by the committee’s decision. In other words, don’t hold all meetings in Rochester.</p> <p>Find a way to present statistics for low-income and minority populations that most accurately reflects the information in the region.</p> <p>Fill the vacancy on the RIC committee, which opened up in Sept. 2018.</p>

9 Improve the public involvement process.

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<p>Annually maintain the performance measures section of the PPP so that Strafford MPO staffers can track and improve the public involvement process as outlined in the PPP's "How Do We Measure Up?" section.</p> <p>Work with local transportation groups and transit providers to understand the types of public involvement they see as useful, and use this input to create at least two meaningful outreach events during FY 2018.</p> <p>Continue to highlight engagement opportunities on the Strafford MPO and create a log to track the number of regional transportation events that are shared.</p>	<p>The format of the 2014 PPP was changed considerably to increase reader-friendliness. The performance measures section of the 2017 PPP is being updated with statistics from FY 2018 and will be completed in FY 2019.</p> <p>Shayna Sylvia, SRPC communications and outreach planner, serves on the advisory board for CommuteSMART Seacoast, the transportation management association (TMA) for the seacoast area. This helps SRPC understand transit needs and services in the area. Shayna was involved in outreach related to the TMA's commuter challenge event in FY2018, which encouraged residents throughout the seacoast to commute sustainably for a month. SRPC won the award for "most social media buzz" during the challenge. Principal regional planner Colin Lentz is on the COAST board of directors and represents regional community/public needs at board meetings.</p> <p>Events in FY 2018 that enabled the public to get involved in transportation planning processes were highlighted on the SRPC home page section "Regional Events" and on SRPC's social media page. They included hazard mitigation meetings, public hearings for documents, and conferences and events related to transportation.</p> <p>Regional transportation events are tracked for the performance measures section of the PPP and logged and analyzed in Excel spreadsheets. The number of SRPC and non-SRPC events shared via SRPC's different communications channels will be available when the FY 2018 performance measures reports for the PPP are finalized.</p>	<p>Review FY 2019 progress and implementation; adjust strategies to ensure we reach more people.</p> <p>Continue to maintain the performance measures section of the PPP so Strafford MPO staffers can track and improve the public involvement process outlined in the PPP's "How Do We Measure Up?" section.</p> <p>Continue to work with local transportation groups and transit providers to understand the types of public involvement they see as useful, and use this input to create at least two meaningful outreach events during FY 2019.</p> <p>Continue to highlight engagement opportunities on the Strafford MPO website and create a log to track the number of regional transportation events that are shared.</p>

10 Involve the public by providing opportunities for input early and often in the transportation planning and decision making processes.

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<p>Continue to post meeting and event notices in a variety of locations. Give the advanced notice required and, if possible, additional time.</p> <p>Continue to make a consistent effort to reach a wide range of audiences for input by posting content in various locations (online, on Facebook, in the office, at community centers)</p>	<p>Depending on the type of event, notices are posted on social media, in weekly communications such as Bits and Pieces, and our newsletter, on our website, in the newspaper, and at community organization centers.</p> <p>The notices that we release explain the ways people can share their input with us including mail, email, and phone. We provide numerous options for input so that the greatest number of individuals have a way to submit comments.</p> <p>Strafford MPO recently delivered public notices and documents for public comments to the Dover Adult Learning Center, senior centers, town halls, community centers, and other locations that are accessible to a wide variety of people. We often try to post at one or two additional, accessible locations in addition to the required city libraries/</p>	<p>Continue to make a consistent effort to reach a wide range of audiences for input by posting content in various locations (online, on Facebook, in the office, at community centers).</p> <p>Continue to post meeting and event notices in a variety of locations. Give the advanced notice required and, if possible, additional time.</p>

11 Document public involvement process, comments, and responses for all transportation planning documents.

Performance Measures/Indicators for FY 2018	Explanation of complete/incomplete measures during FY 2018	Performance Measures/Indicators for FY 2019
<p>Continue to publish blogs (at least five in FY 2018) related to transportation outreach and planning processes.</p> <p>Continue to list on the Strafford MPO website all comments and responses received during different documents' public comment periods.</p> <p>Continue to share transportation news in our weekly update, Bits and Pieces, and in our monthly newsletter.</p>	<p>Strafford MPO published five blog entries related to transportation in FY 2018: "Strafford Regional Planning Commission Commutes Smart," "Volunteer Today: Ready Rides" (republished on Aug. 18, 2018), "Volunteer Today: Road to Recovery," "The Cost of Accelerating NH Road Projects," and "Party planning 101-How to plan the most talked about community engagement event."</p> <p>The final versions of all transportation planning documents include a log of comments and responses that pertain to the document.</p> <p>Every week we include a transportation item Bits and Pieces. We also include multiple transportation-related pieces in the monthly newsletters and in our social media posts. And we often publish a transportation edition of Bits and Pieces consisting of only transportation news and updates.</p>	<p>Continue to publish blog entries (at least five in FY 2019) documenting public involvement processes.</p> <p>Continue to list on the Strafford MPO website all comments and responses received during different documents' public comment periods. List recorded comments in an appendix to each published document.</p> <p>Continue to share transportation news in our weekly update, Bits and Pieces, and in our monthly newsletter.</p>

Outreach and Engagement Photos

