OZARKS TRANSPORTATION ORGANIZATION
PUBLIC PARTICIPATION PLAN

APPROVED BY THE BOARD OF DIRECTORS
17 DECEMBER 2009
# Table of Contents

Introduction.................................................................................................................. 3

Public Involvement in Public Participation Plan Update.............................................. 5

General Guidelines .................................................................................................... 6

Participation Policies .................................................................................................. 8

  Objective 1................................................................................................................. 8

  Objective 2................................................................................................................. 9

  Objective 3................................................................................................................. 9

  Objective 4................................................................................................................. 10

  Objective 5................................................................................................................. 11

Participation Techniques ......................................................................................... 12

  OTO Web Site ......................................................................................................... 12

  OTO Master Database ........................................................................................... 12

  Legal Advertisements ............................................................................................ 12

  Press Releases ........................................................................................................ 12

  Project Workshops/Open-Houses ......................................................................... 12

  E-mail Announcements ......................................................................................... 13

  OTO Logo .............................................................................................................. 13

  Comment Forms .................................................................................................... 13

  Surveys .................................................................................................................... 13

  Posters and Flyers ................................................................................................. 13

Specific Plan Processes .......................................................................................... 14

  Unified Planning Work Program ...................................................................... 14

  Long-Range Transportation Plan .................................................................. 14

  Transportation Improvement Program ............................................................ 15

  Agency Public Involvement ............................................................................... 16

  Changes to the TIP ............................................................................................... 19

Appendix A Public Participation Plan Evaluation Handbook ........................................... 22

Appendix B Public Participation Plan and Focus Group Outreach .................................... 45

Appendix C Public Participation Surveys ..................................................................... 50

Appendix D Agenda and Meeting Summary for Public Participation Focus Group ............... 68

Appendix E References ........................................................................................... 73
INTRODUCTION

The Ozarks Transportation Organization (OTO) MPO is the federally designated regional transportation planning organization that serves as a forum for cooperative transportation decision-making by state and local governments, and regional transportation and planning agencies. MPOs are charged with maintaining and conducting a “continuing, cooperative, and comprehensive” regional transportation planning and project programming process for OTO’s study area. The study area is defined as the area projected to become urbanized within the next 20 years. Please see Figure 1 for the study area boundary.

The OTO Board of Directors includes local elected and appointed officials from Christian and Greene Counties, and the cities of Battlefield, Nixa, Ozark, Republic, Springfield, Strafford and Willard. It also includes technical staffs from the Missouri Department of Transportation, Federal Highway Administration, Federal Transit Administration, and the Federal Aviation Administration. Staff members from local governments and area transportation agencies serve on the MPO’s Technical Planning Committee, which provides technical review, comments, and recommendations on draft MPO plans, programs, studies, and issues.

The “Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users” (SAFETEA-LU), signed into law on August 10, 2005, contains specific language outlining federal requirements regarding public involvement processes and procedures. In general, the SAFETEA-LU legislation built upon previous transportation legislation (ISTEA and TEA-21) to provide states and metropolitan planning organizations specific direction in conducting and promoting broad-based public involvement activities. SAFETEA-LU Legislation (Public Law 109-59) requires metropolitan planning organizations to 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 a reasonable opportunity to comment on the transportation plan.

In addition, the Public Participation Plan

- shall be developed in consultation with all interested parties; and
- shall provide that all interested parties have reasonable opportunities to comment on the contents of the transportation plan.
Beyond the federal requirements, participation by citizens, affected public agencies, community groups, and other interested parties is an important part of a successful public planning program. The Ozarks Transportation Organization actively encourages the participation of all interested parties in its planning efforts.
PUBLIC INVOLVEMENT IN PUBLIC PARTICIPATION PLAN UPDATE

This plan, in accordance with the principles of the Plan, has been developed in consultation with the public, as well as identified OTO stakeholders.

In October 2009, OTO staff developed a public participation survey. The public and OTO stakeholders and Committee members were invited to take the survey. This was accomplished through direct e-mail and postal mail contact, as well as an invitation sent by press release to local media outlets.

The targeted OTO stakeholders included the following:

- OTO Board of Directors Members
- OTO Board of Directors Alternates
- OTO Interested Parties
- OTO Technical Planning Committee Members
- OTO Technical Planning Committee Alternates
- OTO Local Coordinating Board for Transit Members
- OTO Bicycle Pedestrian Advisory Committee
- OTO Bicycle Pedestrian Advisory Committee Interested Parties
- Area Neighborhood Organizations
- Regional Freight Firms
- Human Service Agencies
- Area School Districts

A specific list of individuals included for public comment is included in the Appendix B.

The survey results are discussed in Appendix A – The Public Participation Plan Evaluation Handbook. These results have also been analyzed and reviewed for recommendations and next steps. This information has then been tied back into the overall Public Participation Plan.

Public comment was also sought through a meeting of the Public Participation Plan Focus Group on October 27, 2009. The Public Participation Plan Focus Group was comprised of individuals who were part of the survey notification process. The public and OTO stakeholders were invited to be a part of this committee. The meeting on October 27, 2009 was a facilitated discussion of attendees about OTO’s goals regarding public participation, as well as techniques which promote greater public participation.

The public also had an opportunity to comment at the OTO Technical Planning Committee on November 18, 2009 and at the OTO Board of Directors meeting on December 17, 2009. A 45-Day Notice, in advance of the Board of Directors meeting, was published on November 1, 2009.
**General Guidelines**

This Participation Plan is intended to provide direction for public involvement activities to be conducted by OTO and contains the policies, objectives, and techniques used by OTO for public involvement. In its public participation process, OTO will:

1. **Provide timely information about transportation issues and processes to citizens, affected public agencies, representatives of transportation agencies, private providers of transportation, other interested parties and segments of the community affected by transportation plans, programs and projects (including but not limited to local jurisdiction concerns).**

2. **Provide reasonable public access to technical and policy information used in the development of the Long Range Transportation Plan, the Transportation Improvement Program, and other appropriate transportation plans and projects, and conduct open public meetings where matters related to transportation programs are being considered.**

3. **Give adequate public notice of public participation activities and allow time for public review and comment at key decision points, including, but not limited to, approval of the Long Range Transportation Plan, the Transportation Improvement Program, and other appropriate transportation plans and projects, as well as review of environmental impact. If the final draft of any transportation plan differs significantly from the one available for public comment by OTO and raises new material issues, which interested parties could not reasonably have foreseen, an additional opportunity for public comment on the revised plan shall be made available.**

4. **Respond in writing, when applicable, to public input. When significant written and oral comments are received on the draft transportation plan (including the financial plan for the TIP and Long Range Transportation Plan) as a result of the public participation process or the interagency consultation process, report on the disposition of comments shall be made part of the final plan.**

5. **Solicit the needs of those under-served by existing transportation systems, including but not limited to the transportation disadvantaged, minorities, elderly, persons with disabilities, limited English proficiency, and low-income households. OTO shall provide reasonable opportunities for 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 a reasonable opportunity to comment on the transportation planning.

6. Provide a public comment period of 45 calendar days prior to the adoption of the Public Participation Plan and/or any amendments. Notice of the comment period will be advertised in a newspaper of general circulation and various other publications prior to the commencement of the 45-day comment period. Notice will also be mailed to the entire OTO mailing list prior to the start of the 45-day comment period.

7. Provide a public comment period of not less than 30 calendar days prior to adoption of the Long-Range Transportation Plan, the Transportation Improvement Program, and Transit Coordination Plan.

8. Provide a public comment period of not less than 15 days for any TIP amendments or updates to the Long Range Transportation Plan, the Transportation Improvement Plan, and Transit Coordination Plan and other appropriate transportation plans and projects. The differences between a TIP amendment and an administrative modification of the TIP are described later under Specific Plan Process/Transportation Improvement Program. Administrative modifications to the TIP require no public comment period.

9. Coordinate the Public Participation Process with statewide Public Participation Processes wherever possible to enhance public consideration of the issues, plans and programs, and reduces redundancies and costs.

10. OTO will ensure that the requirements of Title VI of the Civil Rights Act of 1964 are met and that appropriate actions are taken during all phases of public involvement to comply with the Americans with Disabilities Act. OTO shall not exclude any person from participating in the any program receiving federal assistance on the basis of race, color, or national origin and shall undertake reasonable effort to accommodate citizens with disabilities who wish to attend public meetings.

11. Evaluate and continuously review the public participation process using the performance measures outlined in Appendix A that relate to Reach, Access, Effective Communication, Input, Impact, and Diversity & Equity.
PARTICIPATION POLICIES

Goal: To provide the public with thorough information on transportation planning services and project development in a convenient and timely manner.

Objective 1.

OTO shall actively engage the public in the transportation planning process according to the policies contained in this Participation Plan and State and Federal Law.

Policy 1.1: OTO shall maintain an up-to-date database of contacts including at a minimum the following persons to provide that all interested parties have reasonable opportunities to comment on the transportation planning process and products.

A. Elected Officials
B. Local Government Staff
C. Transportation Agencies (Airports, Transit, etc.)
D. Local Media (TV, Radio, Print, etc.)
E. Civic Groups
F. Special Interest Groups (Other Interested Parties)
G. Libraries (For Public Display)
H. Consultation with Federal, State and local agencies responsible for land use management, natural resources, environmental protection, conservation and historic preservation, and other environmental issues.
I. Consultation with parties that would have an interest in the planning and development of the transportation network including affected public agencies in the metropolitan planning area
J. Private Freight Shippers
K. Representatives of Public Transportation Employees
L. Providers of Freight Transportation Services
M. Private Providers of Transportation
N. Representatives of Users of Public Transportation
O. Representatives of Users of Pedestrian Walkways
P. Representatives of Users of Bicycle Transportation Facilities
Q. Representatives of the Disabled

A form will also be made available on the website to enable additional interested persons to request information.

Policy 1.2: OTO shall, when feasible, electronically mail meeting announcements to the MPO contact list or to targeted groups for upcoming activities. Pertinent information will be contained in the subject line to ensure maximum exposure of the information.
**Policy 1.3:** OTO shall employ visualization techniques to depict transportation plans. Examples of visualization techniques include: charts, graphs, photo interpretation, maps, use of GIS systems, artist renderings, physical models, and/or computer simulation.

**Objective 2.**
OTO shall keep the public informed of on-going transportation related activities on a continuous basis.

**Policy 2.1:** OTO shall make all publications and work products available electronically to the public via the OTO website and at the OTO offices and employ visualization techniques to describe transportation actions as part of the Long Range Transportation Plan.

**Policy 2.2:** OTO staff shall be available to provide general and project-specific information at a central location during normal business hours and after hours at the request of community interest groups with reasonable notice.

**Policy 2.3:** OTO shall maintain an internet web site.

**Policy 2.3.1:** The web site shall be updated and maintained to provide the most current and accurate transportation planning information available.

**Policy 2.3.2:** The web site shall, at a minimum, contain the following information:

A. Contact information (mailing address, phone, fax, and e-mail)
B. Current OTO committee membership
C. Meeting calendars and agendas
D. Work products and publications (Transportation Improvement Program, Long Range Transportation Plan, Unified Planning Work Program, etc.)
E. Comment/Question Form
F. Links to related agencies
G. Current By-Laws and Operating Procedures (including the Public Participation Plan and updates)
H. Guidance on public participation

**Objective 3.**
OTO shall encourage the involvement of all area citizens in the transportation planning process.

**Policy 3.1:** Target audiences shall be identified for each planning study conducted by OTO, including residents, business and property owners and those traditionally underserved and underrepresented populations, including but not limited to, low income, limited English proficiency, and minority households, within the study area. This can be accomplished by
working with community organizations and popular community websites to help distribute the information.

**Policy 3.2:** OTO shall, whenever feasible, hold public meetings or forums at a site convenient to potentially affected citizens.

**Policy 3.3:** OTO will provide comment cards at meetings and general/plan-related comment forms on the website, minimizing any concerns someone may have when making a public comment.

**Objective 4.**
OTO shall follow a public policy goal of ensuring that adverse human or environmental effects of governmental activities do not fall disproportionately upon minority or low-income populations.

These effects include, but are not limited to:

A. Bodily impairment, infirmity, illness, or death;
B. Air, noise, water pollution, and soil contamination;
C. Destruction or disruption of manmade or natural resources;
D. Destruction or diminution of aesthetic values;
E. Destruction or disruption of community cohesion or a community’s economic vitality;
F. Destruction or disruption of the availability of public and private facilities and services;
G. Vibration;
H. Adverse employment effects;
I. Displacement of persons, businesses, farms, or nonprofit organizations;
J. Increased traffic congestion, isolation, exclusion, or separation of minority or low-income individuals within a given community or from the broader community; and,
K. Denial of, reductions in, or significant delay in the receipt of benefits of U.S. DOT programs, policies, or activities.

**Policy 4.1:** OTO shall not carry out any activity using federal funds that is shown to cause a disproportionately adverse impact on these populations unless:

- Alternative approaches or further mitigation measures that would avoid or reduce the disproportionate effect are not practicable; and,
- A substantial need exists for the program, policy, or activity, based on the overall public interest and alternative approaches that would have less adverse effects on protected populations either would:
1. Have other adverse social, economic, environmental, or human health impacts that would be more severe, or
2. Involve increased costs of extraordinary magnitude.

**Policy 4.2:** In order to assure compliance with the environmental justice standards and to assure that the public has access to full information concerning human health and environmental impacts, OTO and its member agencies shall conduct the following four actions early in the project development process:

1. Identify and evaluate environmental, public health, and interrelated social and economic effects;
2. Propose measures to avoid, minimize, and/or mitigate disproportionately high and adverse environmental and public health effects and interrelated social and economic effects, offsetting benefits on opportunities should be provided to enhance communities, neighborhoods, and individuals whenever permitted by federal law and policy;
3. Consider alternatives when they would enable disproportionately high and adverse impacts to be avoided and/or minimized; and,
4. Provide sufficient public involvement opportunities, including soliciting input from affected minority, limited English proficiency, and low-income populations, in considering alternatives.

**Objective 5.**
OTO shall strive to continuously improve public participation.

**Policy 5.1:** OTO shall create and distribute a brochure or other format, describing OTO, MPOs, and OTO’s work products.

**Policy 5.2:** OTO, when appropriate, will send out press releases informing the region of OTO project or plan activities of interest.

**Policy 5.3:** OTO shall continuously evaluate public involvement techniques. This process is outlined in Appendix A.

**Policy 5.4:** This Public Participation Plan shall be reviewed and adopted, with revisions if necessary, at least every three (3) years in order to improve the effectiveness of public involvement.
**Participation Techniques**

Public participation is an ongoing activity of OTO. Public participation is also an integral part of one-time activities such as corridor studies and regularly repeated activities such as the annual Transportation Improvement Program process and Long Range Transportation Plan updates. This section contains descriptions of public participation tools currently being used by OTO.

**OTO Web Site**

The site was established to provide basic information about the MPO process, members, meeting times, and contact information. The site also includes information about specific projects undertaken by OTO. Work products, such as the Draft, and Adopted, Public Participation Plan, Unified Planning Work Program, Transportation Improvement Program, and Long Range Transportation Plan are available from the site. The site provides many links to other transportation related sites at the local and national level.

The website address is www.OzarksTransportation.org. The web site is maintained and updated regularly.

**OTO Master Database**

OTO staff maintains a master database of business, federal, state and local agencies and interested public. The database includes committee membership, mailing information, phone numbers, fax numbers, e-mail addresses and web sites. The database is used for maintaining up-to-date committee membership lists and special interest groups. The database will be used to establish and maintain a list of e-mail contacts for electronic meeting notification and announcements.

**Legal Advertisements**

Missouri Sunshine Law requires posting a notice of any public meeting where a decision could be made by the OTO Board of Directors or when a quorum of the OTO Board of Directors may be in attendance at another function or meeting. OTO regularly posts notice of OTO meetings.

**Press Releases**

Formal press releases are sent to local media (newspaper, TV and radio) to announce upcoming meetings and activities and to provide information on specific issues being considered by OTO or OTO’s committees.

**Project Workshops/Open-Houses**

These are targeted public meetings that are generally open and informal, with project team members interacting with the public on a one-on-one basis. Short presentations may be given
at these meetings. The purpose of project-specific meetings is to provide project information to the public and to solicit public comment and a sense of public priorities.

E-mail Announcements
Meeting announcements and OTO information are e-mailed to interested persons that have submitted their e-mail addresses to OTO staff.

OTO Logo
A logo representing OTO is used to identify products and publications of OTO. A logo helps the public become familiar with the different activities of OTO by providing a means of recognizing OTO products.

Comment Forms
Comment forms are often used to solicit public comment on specific issues being presented at a workshop or other public meeting. Comment forms can be very general in nature, or can ask for very specific feedback. For example, a comment form may ask for comments on specific alignment alternatives being considered during a corridor study, or may ask for a person’s general feelings about any aspect of transportation. Comment forms can also be included in publications and on web sites to solicit input regarding the subject of the publication and/or the format of the publication or web site.

Surveys
Surveys are used when very specific input from the public is desired. A survey can be used in place of comment cards to ask very specific questions such as whether a person supports a specific alignment in a corridor study. Surveys are also used to gather technical data during corridor and planning studies. For example, participants may be asked about their daily travel patterns.

Posters and Flyers
Posters and flyers are used to announce meetings and events and are distributed to public places such as City Halls, libraries and community centers for display. The announcement may contain a brief description of the purpose of a meeting, the time(s) and location(s), and contact information. Posters and flyers may be used to reach a large audience that cannot be reached using other notification methods.
**Specific Plan Processes**

The following plans are identified as OTO’s core plans with each public participation process identified. All of OTO’s plans are available on the OTO website and are also available in hard copy at the OTO offices.

**Unified Planning Work Program**

The Unified Planning Work Program (UPWP) is a description of the proposed activities of the Ozarks Transportation Organization. The program is prepared annually and serves as a basis for requesting federal planning funds from the U. S. Department of Transportation.

It also serves as a management tool for scheduling, budgeting, and monitoring the planning activities of the participating agencies. This document is prepared by staff from OTO with assistance from various agencies, including the Missouri Department of Transportation, the Federal Highway Administration, the Federal Transit Administration, City Utilities Transit Department, Missouri State University Transportation Department, and members of the MPO Technical Planning Committee consisting of representatives from each of the nine MPO jurisdictions.

The UPWP is developed by OTO with input from local governments, area transit providers, and the Missouri Department of Transportation (MoDOT). When comments are being solicited during the public review period, notice will be posted on the OTO Web site. All public comments received pertaining to the UPWP will be reviewed and considered. An effective means of incorporating public input into the UPWP is to review comments received the previous year that relate to similar new projects. When developing the work program, the UPWP project manager should take this public comment into consideration.

The UPWP is updated annually in March, and released for public review and comment for a minimum of two weeks. Final approval is made in April. Amendments are made throughout the year and are released for public comment when projects are either added or deleted, or when significant changes are made to the document.

**Long-Range Transportation Plan**

The Long Range Transportation Plan (LRTP) is essential in the development of a sound transportation network. The OTO has developed a Long Range Transportation Plan in order to provide guidance for future transportation decisions. Although long-range in scope, the plan provides direction and sets policies for day-today decision making. The LRTP builds on past transportation planning conducted by the Ozarks Transportation Organization. All transportation modes relating to passenger travel and freight are discussed in the document.
The plan addresses transportation policies and strategies and assists in prioritizing transportation improvements over the next 25 to 30 years.

The transportation system is generally the community’s single largest infrastructure investment. Transportation decisions can have a tremendous effect on the community and its neighborhoods, which explains why transportation projects often spark much community discussion and debate. It is not uncommon to have many stakeholders with legitimate and often conflicting values involved with a transportation project. As a result, it is critical to balance the concerns and values of stakeholders with the values and priorities of the community in making transportation decisions.

The LRTP is developed through an extensive public process that spans several months and involves thousands of individuals across the region. A series of public meetings will be held throughout the region for each complete update. Events will be publicized using display advertisements in the Springfield News-Leader and other community newspapers. Opportunities for public involvement do not stop with the adoption of the Long-Range Transportation Plan; it will continue to evolve as additional needs are identified. The LRTP must be completely updated at least every five years while in air quality attainment (four years when in non-attainment), but may be revised more frequently if necessary.

When a new update is being developed, it is suggested that a specific public participation plan be written to outline the public participation process. OTO should post drafts of chapters online throughout development, in addition to when it is officially released for public comment as a single document.

Once ready, the draft plan will be publicized on the OTO Web site and local newspapers. The public review and comment period will last at least 30 days, as federally required. Amendments are periodically made, between major updates, to the LRTP as new projects, funding, or programs arise. The approval and public comment process for LRTP amendments is the same as the process for full updates, except the public comment period will be at least 15 days. However, only chapters containing the proposed amendments are presented for public comment and Board of Directors approval.

**Transportation Improvement Program**

The Transportation Improvement Program (TIP) is the short-range capital improvement program for various transportation systems located in OTO’s study area. The TIP is a financially constrained four-year program outlining the most immediate implementation priorities for transportation projects and is updated on a yearly basis. It serves to allocate limited financial resources among the various transportation needs of the community. The TIP serves to
program the expenditure of federal, state, and local transportation funds. In order to receive federal highway or transit funds, a project must be included in the TIP.

The TIP is intended to serve as a project implementation guide for those agencies participating in the OTO. The projects outlined in the TIP are a reflection of the policies and plans adopted by the Ozarks Transportation Organization. The TIP, as approved by the Board of Directors and the Missouri Department of Transportation, constitutes the selection document for project implementation. The first year of projects in the TIP represent the agreed list of projects eligible for implementation.

The projects submitted by the various agencies for inclusion in the TIP have been subjected to citizen input through each individual agency's public involvement process. The projects submitted by the various cities are all part of their respective Capital Improvement Programs (CIP) where required. Depending on their area of concern, the following City boards hold public hearings on the proposed projects - Airport Board, Park Board, and Planning and Zoning Commission/Board. After receiving a recommendation on the CIP from the Planning and Zoning Commission/Board, the City Council/Board of Aldermen of the respective city, hold another public hearing at which additional comments are received.

**Agency Public Involvement**

**City Utilities of Springfield**

City Utilities of Springfield has adopted a public involvement policy that offers public and private entities the opportunity to participate in the transit planning process and to present views concerning development of local transportation plans and programs. City Utilities holds an annual public hearing on the Utilities’ budget and projects for the coming year. The City Utilities’ Board of Public Utilities also must approve the Utilities’ budget and projects with the Springfield City Council making the final approval. OTO advertises City Utilities’ program of projects each year in the Springfield News-Leader. A public hearing is required prior to implementing either an increase in Transit fares or a significant reduction in service. A significant reduction in service is defined by the following criteria:

1. A decrease of 25 percent or more in the revenue miles of route, either at one time or cumulative during any twelve month period; or
2. An increase in headway's for a route of more than 15 minutes; or
3. A rerouting that will last more than 180 days and decrease the revenue miles of a route by 25 percent or more.
**Greene County**

The Greene County Highway Department and Greene County Commission hold public hearings and meetings on projects that are listed within the time frame for the TIP.

**Missouri State University**

Missouri State University (MSU) utilizes the Transit Shuttle Advisory Committee for public involvement in the selection of projects to be included in the TIP. This committee includes representatives of the student body, faculty, Administration, and transit operations.

**OATS, Inc.**

OATS, Inc. uses public involvement procedures to select projects for inclusion in the TIP. The three methods used to solicit and gain public input are as follows:

- As required by Section 5309 process, a public notice is published notifying residents of the application and the opportunity for a public hearing. This hearing is held only if there is a request for such a hearing. The published notice may appear in the Springfield News-Leader or other local community paper.
- In each county served by OATS, Inc., there is a support and advisory group, the OATS County Support Committee, made up of volunteers and riders. This County Support Committee meets regularly to review service schedules, assist with problem resolution and to develop fund-raising activities to assist OATS in raising the local match required for capital equipment grants. This grassroots group of users and other interested parties provides input regarding service needs and planning.
- OATS’ single largest operating funding source within the Springfield metropolitan area is the Southwest Missouri Office on Aging. OATS works closely with this agency in identifying service needs on an ongoing basis. They receive feedback from public forums held annually to learn what services their client groups need.

**Missouri Department of Transportation**

Local input is important in statewide transportation planning. The Missouri Department of Transportation (MoDOT), the regional planning commissions (RPC), OTO, city officials, and county officials form partnerships to gather and evaluate local input on transportation needs. These are regional partnerships. This allows the group members with common interests and goals to tailor their level of participation as they desire.
Their roles can then evolve as participants gain more experience in transportation planning.

Although members’ roles and specific processes may differ from group to group, some common themes exist among them. Public comments concerning transportation needs are gathered from many sources including county-wide public meetings, calls to MoDOT’s customer service center, public surveys, and comments received by local officials from their constituents. The local officials, generally in conjunction with the RPC and MPO, use these comments in their process for identifying and prioritizing transportation needs in this region. Each RPC and MPO develop a prioritized list of needs for MoDOT’s consideration in programming.

In addition to public input, MoDOT continuously evaluates the condition of Missouri’s roads and bridges. State bridge inspectors evaluate the structural integrity of each bridge component. Interstate and primary system roads are evaluated every year, along with approximately one-third of the secondary system roads. During the pavement evaluation, physical factors such as rut depth, roughness, cracking, and joint integrity are reviewed. The road and bridge inspection data for the entire system is analyzed to provide indices for pavement and bridges. All of this data is used in programming.

MoDOT uses a combination of factors to determine what would be the best expenditure of funds in a particular year. These factors may include public comment and priority time necessary to produce plans, and estimated cost, as well as safety factors, traffic information, condition ratings, construction scheduling and sequencing, duration of the construction, coordination with other construction projects (both MoDOT’s and others), economic development, and the availability of outside funding sources. The combination of these factors, and more, are used to develop project priorities for programming.

**Ozarks Transportation Organization**

In addition to the public involvement processes of the individual agencies, OTO conducts its own public involvement process. This includes the notification of transportation agencies and other interested groups concerning the TIP process and how to participate. OTO also publishes written notices and press releases to alert the public to those meetings at which the proposed TIP would be discussed. Public comment is solicited and copies of the draft are been made available for public examination at the public library and in the OTO offices.
OTO will provide annual notice by April 1st of the calendar year to the agencies and groups considered interested parties and to agencies that have previously submitted projects to the MPO. The notice shall include information concerning the transportation issues and processes used in developing a TIP submittal. This notice will provide the information required to propose projects for inclusion in the TIP and the timetable to be followed. OTO staff will be available to give these agencies and groups any assistance they might require in developing projects for submittal for the TIP.

Agencies submitting projects for inclusion in the TIP will include written documentation of the public involvement procedures used by that agency in selecting projects to include in the TIP and/or for federal funding, e.g., projects for which FTA Section 5307 funding is sought. If written or oral comments that question the need, scope or scheduling of TIP projects or that propose alternative projects are received during the TIP preparation process, the submitting agency will submit a summary, analysis and report on the disposition of the comments which will be made a part of the approved TIP.

Public comment is taken prior to approval of the Transportation Improvement Program. The draft TIP is to be made available for comment for 30 days. A notice will be in the Springfield News-Leader or other community paper. The draft TIP will be available on the OTO website, at the OTO offices, and at the Springfield-Greene County Library. Any public comment received during this review period will be taken into account by OTO staff and will be presented to the Technical Planning Committee and Board of Directors as part of the approval process.

The approved TIP will be available for review by the public at the OTO offices, the Greene County Planning Department, the Greene County Highway Department, the City Utilities transit office, and the Missouri Department of Transportation District 8 office.

**Changes to the TIP**

Project sponsors may find it necessary to request revisions to the adopted TIP. Pursuant to 23 CFR § 450.104, TIP amendments and administrative modifications are defined into two categories:

1. **TIP Amendments.** TIP Amendments are major revisions which require official approval by the OTO Board of Directors. This is followed by submission to the Missouri Department of Transportation (MoDOT) for approval by the Governor of Missouri and subsequent approval by the Federal Highway Administration (FHWA) and Federal Transit Administration (FTA). TIP Amendments will require
a public comment period of 15 days prior to consideration by the OTO Board of Directors. Notice will be given by press release and on the OTO website.

2. **TIP Administrative Modifications.** TIP Administrative Modifications are minor revisions which can simply be made by OTO staff after verification that the change(s) falls into this category. Notification of administrative modifications will be provided to the Technical Committee, Board of Directors, MoDOT and Federal Highway Administration (FHWA) and Federal Transit Administration (FTA). TIP Administrative Modifications will require no public comment period.

**Revisions Requiring TIP Amendments:**
1. Addition or deletion of any project (except as noted in the Administrative Modifications section below);
2. Substantial changes to the scope of a project (e.g. changing the number of through traffic lanes, changing the type of project such as from rehabilitation to system expansion);
3. Changes in the availability (adding or deleting funds by Congressional action) of earmarked (special appropriation) funds;
4. Moving a project into or out of the first four Federal Fiscal Years of a TIP;
5. Changes in a project’s total programmed amount greater than 15% (or any amount greater than $2,000,000);
6. Changes in a project’s fund source(s) from non-Federal to Federal; and.
7. Changes in the termini of a capacity project of any length OR any project in which the total length changes more than 1/4 mile.

**Revisions Allowed as Administrative Modifications**
1. Changes in a project’s programmed amount less than 15% (up to $2,000,000);
2. Minor changes to the scope of a project;
3. Minor changes to the termini of a non-capacity project (one that increases or decreases the total length of the project by no more than 1/4 mile);
4. Adding or deleting a project development phase of a project (Env. Doc, PE, Design, ROW, Constr. or Other) without major changes to the scope to the project;
5. Moving a project’s funds to another Fiscal Year provided they are not being moved into or out of the first four FY’s of a TIP;
6. Minor Changes to funding sources between federal funding categories or between state and local sources,
7. Changes in a project’s fund source(s) from Federal to non-Federal with no changes to the project’s scope (however, the disposition of the “freed-up” Federal funds remain under the authority of the OTO and are subject to TIP Revisions as appropriate); and
8. Changing a project’s lead agency when agreed upon by the two agencies affected.
9. Changes made to an existing project’s amount of local or state non-matching funds provided no other funding, scoping or termini changes are being made to the project;
10. Changes made to an existing project’s programmed federal funds, in order to reflect the actual amount awarded by the federal agency and the corresponding required amount of matching funds;
11. Adding a project to the TIP which is split from a “parent project” provided the cumulative, total amount of Federal funding in each funding category in the parent and split projects remains intact and the overall scope of work intended to be accomplished does not change; and
12. Combining two or more projects already in the TIP provided the cumulative, total amount of Federal funding in each funding category of the combined projects remains intact and the overall scope of work intended to be accomplished does not change.
13. Moving a project from a prior adopted TIP to the current TIP.
APPENDIX A

PUBLIC PARTICIPATION PLAN EVALUATION HANDBOOK
INTRODUCTION

The Federal Highway Administration, under Federal Law 23 CFR 450.316(a)(1)(x), requires that OTO continuously evaluates the effectiveness of public involvement activities, with the purpose of establishing guidelines to evaluate the effectiveness of current public involvement strategies and increase OTOs accountability for its stakeholders. By continuously evaluating public involvement activities, it is possible to improve or add new public involvement activities to the OTO program and to discontinue activities that are ineffective. The purpose of this Appendix is to provide guidelines for the evaluation of public involvement techniques. OTO’s public involvement activities are contained in the Public Participation Plan.

This document will guide OTO’s public participation evaluation efforts during the upcoming years. The evaluation will assess the effectiveness of OTO’s public outreach methods along with the public’s perception of accessibility, current levels of participation, and quality of public comments. In addition, it will attempt to uncover obstacles that may be limiting the public’s ability to participate, while identifying strategies for further public involvement. Over the long-run, OTO expects to use this tool to phase out ineffective methods and to help tailor outreach efforts.

In creating this handbook, OTO conducted an evaluation throughout the month of October 2009. In addition, staff has conducted in depth literature reviews of other MPOs’ Public Participation Plans and evaluation programs to be included as part of a comprehensive evaluation. A two-part approach was chosen for the initial evaluation (Phase I), which will be a stakeholder PPP Evaluation Survey, and a PPP Committee/Focus Group.

Phase II consists of a comprehensive evaluation that will be conducted from now until summer of 2010. OTO plans to create an in-house report of the evaluation annually, after the conclusion of the fiscal year, and publish formal results in the PPP every three years.

This handbook will include the findings from the Phase I Evaluation (conducted in October 2009) as well as some recommendations for future evaluation strategies during Phase II (to be conducted from October 2009 to 2010). This Evaluation Handbook is not set in stone as it is meant to be a living document; changes will be made as new evaluation and outreach strategies are assessed and adopted.

Phase I:
Initial Evaluation
*Survey & Focus Group
October 2009

Phase II
Annual Evaluation
*Various Activities 2009-2010
RESEARCH METHODOLOGIES

In evaluating the PPP and creating new opportunities for evaluation, staff utilized qualitative and quantitative research methods. Quantitative research methods included close-ended questions on the PPP Evaluation Survey and qualitative research consisted of open ended questions on the PPP Evaluation Survey and the PPP Committee/ Focus Group. In evaluating and determining new ways to assess and conduct outreach, a literature review and staff brainstorming sessions were conducted.

PHASE I

In order to evaluate the current OTO public participation strategies and Public Participation Plan (PPP), and to provide input into the 2009 Updated PPP, OTO used an “interested parties” database, which had recently been updated for the Transportation Improvement Plan, to invite about 150 stakeholders, including members of the public/private sector, current/former OTO advisory boards and members of the general public, to either complete a survey or to be part of the Public Participation Plan Committee/Focus Group.

Survey

The Evaluation Survey was conducted from October 2, 2009 to October 26, 2009, giving prospective participants about three weeks to respond. The survey was distributed to about 150 stakeholders that were part of OTO’s contact list. An invitation to complete the survey was sent either via e-mail or mail. Since OTO’s mailing list only includes self-identified stakeholders, who already are interested in OTO endeavors, the survey worked best as a participant satisfaction measure of OTO’s public outreach methods. However, in order to include other types of participants and increase outreach, the
survey was uploaded to OTO’s website and an ad to complete the survey was placed on Craigslist. The survey was also used to expand OTO’s email list by asking participants to take a second survey and voluntarily signing up to receive OTO’s notices. The surveys are included in Appendix C.

The two surveys were created, collected and analyzed with Survey Monkey. Possible questions and methodologies were identified through the review of several metropolitan planning organization sites (see references) and by using the Travel Survey Manual published by the U.S. Department of Transportation. Feedback was requested regarding OTO’s public involvement activities, transportation processes, and how its public outreach process could be improved. For example, participants were asked to describe their familiarity with OTO and its publications, rate statements about OTO’s public outreach activities, and share their participation activities as stakeholders. In order to assess OTO’s level of inclusion and diversity, a voluntary section asked participants about their demographic characteristics (zip code, age, sex, income, race, etc.). Twenty three people responded to the survey. The response rate was about 15.3 percent (those who completed the survey vs. number of people invited, n=23/150). An analysis of the survey can be found in the section titled: “Key Findings, Recommendations and Next Steps.”

**Focus Group**

As mentioned previously, about 150 stakeholders were asked to be part of the Public Participation Plan Focus Group. The PPP Focus Group meeting took place on Oct 27, 2009 between 5:30 p.m. and 6:45 p.m. at The Library Station located at 2535 N. Kansas Expressway, Springfield. The agenda for the workshop included a presentation by OTO staff on the PPP followed by a facilitated group discussion. The agenda and meeting notes are included in Appendix D. The PPP Focus Group was asked to review the survey findings and provide input on current OTO public participation strategies, according to previously identified performance measures, along with any recommendations for future activities. The meeting ended with some concluding remarks by OTO staff with an invitation to all participants to engage in upcoming PPP efforts and other OTO activities.

**Phase II**

Phase II information will be updated upon its implementation.
**Performance Measures**

To establish a simple but manageable way to evaluate the alternatives, staff worked to define six performance measures against which to evaluate the PPP objectives: Reach, Access, Effective Communication, Input, Impact, and Diversity & Equity. The performance measures were broken into a more fine-grained set of fifteen considerations including: public knowledge of OTO and familiarity with its role and publications, as well as effectiveness of methods to get informed and involved. The survey took into consideration these performance measures. The symbols under the performance measures will be used on the “Key Findings, Recommendations and Next Steps” section to indicate which performance measures the survey questions addressed. In addition, the focus group was asked to evaluate OTO’s strengths and weaknesses, and suggest modifications/opportunities according to the following performance measures and considerations:
<table>
<thead>
<tr>
<th>Performance Measures</th>
<th>Considerations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reach</td>
<td>1. Public's awareness of OTO (logo, office location, media, radio, etc.)&lt;br&gt;2. The public's familiarity with OTO’s role and publications&lt;br&gt;3. Effectiveness of methods to get informed (mail, e-mail, website, etc.)&lt;br&gt;4. Effectiveness of methods to get involved (meetings, focus groups, surveys, website, boards, commissions, etc.)</td>
</tr>
<tr>
<td>Access</td>
<td>5. Provide timely information to allow the public to review plans, give comments and attend meetings&lt;br&gt;6. Convenience of meetings at a given time and location (e.g. meetings held at a central location and in neighborhoods where affected people live)&lt;br&gt;7. Ability to access OTO’s publications (internet, library, OTO’s office, etc.)</td>
</tr>
<tr>
<td>Effective Communication</td>
<td>8. OTO products and presentations use effective visualization techniques to help the public conceptualize the material presented&lt;br&gt;9. Material presented at meetings is relevant&lt;br&gt;10. A quality discussion takes place on meetings</td>
</tr>
<tr>
<td>Input</td>
<td>11. Create a number of opportunities for participants to give their input during comment periods, meetings and other activities (public speaking, surveys, comment cards, etc.)&lt;br&gt;12. The public understands why, how and when to participate?</td>
</tr>
<tr>
<td>Impact</td>
<td>13. Public concerns are addressed, questions are answered and comments are taken into consideration</td>
</tr>
<tr>
<td>Diversity &amp; Equity</td>
<td>14. Outreach to diverse populations (citizens, interest groups, governmental organizations/ stakeholders from a wide geographical area/ demographical diversity by age, race, income and gender)&lt;br&gt;15. Inclusion of traditionally underrepresented groups (racial/ethnic minorities, the elderly, low-income households, persons with Limited English Proficiency, and persons with disabilities)</td>
</tr>
</tbody>
</table>
KEY FINDINGS, RECOMMENDATIONS AND NEXT STEPS

The following key findings and recommendations are based on the Evaluation Survey (responses showed on the graphs), the PPP Focus Group, staff literature research and conversations on evaluation methods, and ways to improve and build upon the current PPP.

People’s Knowledge of OTO

![Pie chart showing the percentage of survey respondents familiar with OTO.]

**Question – Are you Familiar with OTO?**

**Findings:** 53.8% of the survey respondents are familiar with OTO, 23.1% are somewhat familiar and the other 23.1% are not familiar.

**Recommendations:** OTO needs to improve its outreach strategies, in order to inform and involve those people who aren’t familiar with OTO.

**Next Steps:** One main brochure will be created discussing “What is an MPO?” & “What is OTO’s role?” This will be distributed on OTO’s website, in bus stations and other key community/governmental facilities. In addition, in order to keep the public informed, OTO is planning on publicizing an e-newsletter bi-annually with announcements and issues of interest. OTO will also send out periodic press releases regarding specific project or program information of interest to the region.

**Question – Indicate which of the following OTO programs and publications you are familiar with:**

**Findings:** Stakeholders are more aware of the Long Range Transportation Plan (LRTP) and the Transportation Improvement Program (TIP) than the Public Involvement Plan (PPP) and the Unified Planning Work Plan (UPWP).

**Recommendations:** OTO should increase the public’s knowledge of the lesser known plans, especially the PPP, as this plan has an impact on the rest of OTO activities.
Next Steps: OTO will include in the brochure some brief information about its publications. In addition, OTO will create, when appropriate, factsheets for its plans and distribute them when the plans are ready for public review and comments.

OTO’s Website

Question – Please rate the following statements: OTO’s Website

Findings: Most stakeholders find OTO’s website useful and feel that it is updated regularly. 57.1% agree with the statement that “OTO’s website makes key publications available to the public.”

Recommendations: OTO could do a better job making their website more dynamic and conducive to public participation.

Next Steps: OTO will redesign the website to include a public participation page. This page will outline the necessary tools to be able to get involved, e.g. factsheets on publications and information about: “What is an MPO?”, “What is OTO’s role?” and “How to participate?” Moreover, this page will ask the public to fill out specific surveys and solicit general comments regarding OTO publications, issues of interest, public hearings, etc. This new feature will allow
the public to make comments even when they are not able to attend meetings. The page will include a link for people to sign up to OTO’s Master’s Database in order to receive notices.

OTO will continue to post the full interaction that takes place during e-meetings and will continue to provide access to the public at OTO’s offices to view the meeting in progress. OTO will review the potential for this discussion to occur live online.

In addition to this survey evaluation, OTO staff plans on conducting a study of web analytics from OTO’s website to determine the average number of users, new users vs. returning users, page loads, and document downloads. Spikes in web traffic will be analyzed, especially when they coincide with report releases and outreach efforts such as the release of the Public Involvement Plan, Unified Planning Work Program, Transportation Improvement Program, and Long Range Transportation Plan, or in sending emails to OTO contacts, publishing press releases, or after having a public hearing.

<table>
<thead>
<tr>
<th>OTO's website makes key publications available to the public</th>
<th>Website is maintained and updated regularly</th>
<th>I find OTO's website useful</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strongly Agree: 57.10%</td>
<td>Strongly Disagree: 7.10%</td>
<td>Strongly Agree: 64.30%</td>
</tr>
<tr>
<td>Agree: 42.90%</td>
<td>Disagree: 28.60%</td>
<td>Agree: 42.90%</td>
</tr>
<tr>
<td>Disagree: 7.10%</td>
<td>No Opinion: 7.10%</td>
<td>Disagree: 7.10%</td>
</tr>
<tr>
<td>No Opinion: 0.00%</td>
<td></td>
<td>No Opinion: 0.00%</td>
</tr>
</tbody>
</table>
Public Comment Periods

**Findings:** OTO received fairly high rankings regarding its public comment periods. People find that OTO gives them enough time to review and give public comments, that OTO makes the documents available in a timely manner, that OTO responds to questions when appropriate, and that OTO takes into consideration public comments on final plans.

**Recommendations:** OTO could do a better job keeping making sure that people know how public comments are used.

**Next Steps:** OTO shares all public comments received with the OTO Board. The comments are included in the OTO Board Agenda Packet. The Board may also serve as a technical asset in answering questions raised by the public.

OTO will utilize a “Public Comment Log” to keep track of the issues, follow up, etc. In addition, OTO will also catalogue comments received in its central files by using folders organized by topic and then by year and month. These strategies will help OTO to keep track of how many public comments it receives and, in the future, evaluate its performance.
Meeting Notices

**Question – Meeting Notice**

Findings: 76.9% of respondents felt that adequate notice was provided (Strongly Agree & Agree).

Recommendations: OTO shall find out why the rest of the respondents rate negatively.

Next Steps: Ask open ended questions in another survey, when given the opportunity, to ask respondents “What would be appropriate notice?” (e.g. give more time, use other methods of communication, etc.). Also, e-mail subject lines will be used to show the date and times of meetings, as well as other pertinent information as is suited to the e-mail. OTO will also use other community organizations as outreach to their members.

Diversity

**Question – Diversity**

Findings: 69.3% of respondents felt that OTO does a good job including underserved populations: racial/ethnic minorities, the elderly, low-income households, persons with Limited English Proficiency (LEP), and persons with disabilities.

Recommendations: OTO can always do a better job making sure that under-served populations are included.
**Next Steps:** OTO will keep track of stakeholders that represent underserved populations by asking its participants demographic information when they complete a survey, comment card, etc.

OTO will also create a “Meeting/Participation Log” to keep track of services requested for OTO meetings (e.g. translators, sign language interpretation, wheelchair-friendly accommodations, etc.)

In addition, OTO will utilize the Limited-English Proficiency Plan to ensure access by LEP individuals. OTO will also reach out to LEP individuals, as well as the general public, by attending multicultural festivals and other community events, when appropriate.

**OTO’s Overall Performance on Public Participation**

**Question – OTO’s Overall Performance on Public Participation**

**Findings:** 84.6% of respondents felt that OTO does a good job on public participation (Strongly Agree & Agree)

**Recommendations:** N/A

**Next Steps:** N/A

![Bar chart showing public participation percentages](chart.png)

- No Opinion: 7.70%
- Strongly Disagree: 30.80%
- Disagree: 53.80%
- Agree: 7.70%
- Strongly Agree: 7.70%
Question – Have you attended an OTO meeting?

Findings: 69.2% have attended an OTO meeting

Recommendations: N/A

Next Steps: N/A

Question – I have never attended an OTO meeting because (mark all that apply):

- I have never been notified
- Inconvenient meeting date/time or location
- Not directly affected
- Not interested
- Opinion would not count
- Meeting provisions (lack of childcare, transportation, food…)
- No opinion
Findings: The remaining 30.8%, who in the previous question indicated that they haven’t attended a meeting, were asked “Why not?” 50% indicated that their opinion wouldn’t count and the rest of the responses were split between the following responses: they haven’t been notified, time or location was inconvenient, not directly affected, or no opinion.

Recommendations: OTO should evaluate more in-depth why people aren’t able or willing to attend OTO meetings.

Next Steps: OTO will evaluate possible tools to help set meeting dates and times.

Regarding the perception that the public opinions wouldn’t count, OTO will add on its “Public Comments Log” a session regarding the utility of the comment. And, when appropriate, OTO shall write a letter of acknowledgement to the person who made the comment; letting him/her know if his/her comment was used and in which way or if it wasn’t used, and explain the reason why.

Question – Rate the following statements regarding PRESENTATIONS AND MATERIALS:

Findings: 100% of meeting participants either strongly agree or agree that presentations and materials are relevant and helpful.

Recommendations: Still, OTO could use more creative ways to make presentations.

Next Steps: When appropriate, OTO will utilize visualization techniques during presentations and on the website to enable the public to better understand the project or program being discussed.

![Bar chart showing responses to the question: Supporting materials and visuals presented are relevant and helpful, and Oral presentations are educational, clear, and concise.](chart.png)
Question – Rate the following statements regarding FACILITATED DISCUSSIONS at meetings:

Findings: 100% of meeting participants either strongly agree or agree with the following statements regarding facilitated discussions at meetings: people understand the areas that are open to discussion; believe that a quality discussion takes place; that their questions were answered and their concerns addressed; and that OTO does a good job facilitating discussions.

Recommendations: N/A

Next Steps: N/A
Question – Have you ever made a public comment at an OTO meeting?

Findings: 77.8% of the people who have attended OTO meetings have made public comments.

Recommendations: N/A

Next Steps: N/A

---

Question – Why haven’t you commented at an OTO meeting (mark all that apply)?

Findings: When respondents were asked why they haven’t made public comments at OTO meetings, 66.7% responded that they were not directly affected.

Recommendations: N/A

Next Steps: N/A
Getting Notified

Question – Rank the best way to notify you about a meeting or current projects:

<table>
<thead>
<tr>
<th>Rank order from 1 to 9, with 1 being best</th>
<th>Answer Options</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>7</th>
<th>8</th>
<th>9</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>E-mail</td>
<td>13</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>17</td>
</tr>
<tr>
<td></td>
<td>OTO’s Website</td>
<td>2</td>
<td>4</td>
<td>6</td>
<td>3</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>17</td>
</tr>
<tr>
<td></td>
<td>Community or organization site with event</td>
<td>0</td>
<td>3</td>
<td>4</td>
<td>2</td>
<td>4</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>16</td>
</tr>
<tr>
<td></td>
<td>Newsfeeds (like Twitter or RSS)</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>3</td>
<td>1</td>
<td>1</td>
<td>8</td>
<td>16</td>
</tr>
<tr>
<td></td>
<td>Phone</td>
<td>1</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>3</td>
<td>15</td>
</tr>
<tr>
<td></td>
<td>Postcard</td>
<td>0</td>
<td>1</td>
<td>3</td>
<td>3</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>2</td>
<td>0</td>
<td>15</td>
</tr>
<tr>
<td></td>
<td>Newspaper</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>2</td>
<td>6</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>16</td>
</tr>
<tr>
<td></td>
<td>Television</td>
<td>1</td>
<td>2</td>
<td>0</td>
<td>2</td>
<td>2</td>
<td>0</td>
<td>3</td>
<td>4</td>
<td>2</td>
<td>16</td>
</tr>
<tr>
<td></td>
<td>Radio</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>3</td>
<td>15</td>
</tr>
</tbody>
</table>

Question Totals

<table>
<thead>
<tr>
<th>Question</th>
<th>Answered</th>
<th>Skipped</th>
</tr>
</thead>
<tbody>
<tr>
<td>Other (Facebook)</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Answered Question</td>
<td>18</td>
<td></td>
</tr>
<tr>
<td>Skipped Question</td>
<td>8</td>
<td></td>
</tr>
</tbody>
</table>

Question – Which of the following methods would help you express your views at a meeting (mark all that apply)?

- A "How to Participate" fact sheet
- Questionnaires, surveys, or comment cards
- Translated material; interpretation services
- Facilitated discussion
- No opinion
Findings: Most people who answered the Evaluation Survey prefer to get notified through e-mail and OTO’s and other community/organization websites. The majority of respondents also feel that surveys and questionnaires, as well as a “How to Participate” fact sheet, would help them make their opinions known.

Recommendations: These results might be skewed, since the survey was conducted online. Nonetheless, OTO should take advantage of using more technology as more people will slowly move towards internet, e-mail, etc. However, OTO should still use other methods, posters, phone calls, newspapers, etc. to inform other populations that otherwise wouldn’t be informed of OTO meetings and activities.

Next Steps: OTO will sign up on Springfield’s most popular public websites in order to maintain communication, get informed and keep others informed. OTO will continually evaluate the use of phone texting, newsfeeds (like Twitter and RSS), and social networking websites (like Facebook). At meetings, OTO will use comment cards to allow for anonymous contributions to the discussion at hand. Community organizations will also be utilized to help get information out to additional members of the public.

Open Ended Questions

The survey also asked several open ended questions to allow for more complete comments regarding OTO’s public participation process. These comments reiterate what has been discussed throughout the review of the survey results.

Question – How can OTO improve public involvement?

- More advertising;
- OTO does an OK job by including the public, but OK is not good enough. There needs to be more creative ways to get the word out about a project DURING the planning process instead of after. Send out fact sheet newsletters via mail; have an e-mail (newsletter) sign-up on Springfield’s most popular public websites; illustrate images/diagrams of possible projects/routes in an easier way instead of downloading a .pdf file;
- More surveys either on website or via phone or snail mail. They are less intimidating than attending a meeting;
- I think you do an excellent job in providing public involvement, especially for Transportation projects;
• Get more information out to the public...I was searching Craigslist randomly or I wouldn’t even know about OTO’s survey – Facebook and e-mail are my primary communication devices;
• Inform the public of the role OTO plays in the planning process and publish pertinent meeting information in appropriate media, to encourage participation;
• I think more outlines of possible projects, so people can figure out what is best; and
• I don’t know that it can be improved; it seems the folks don’t get involved until they are directly affected. A new highway seven miles away and eight years in the future will not pull much in the way of the public.

**Question – Do you have any other comments regarding OTO’s public involvement process?**

• Keep up the great work!;
• I know of a need for senior citizens to have qualified transportation to their places of worship on Sundays...;
• I think all too often the public perceives their input as being ignored; therefore they are not very likely to attend, let alone make a comment. I don’t necessarily agree in the case, but the perception is there;
• Doing more online I think would help the population, especially in the future. Many of us don’t have time for a meeting;
• Just keep using a variety of techniques to get public input. A survey or e-mail works for me; texting and RSS feeds are foreign to me. Each person has a different way to be communicated with; and
• Update the public involvement process to include exceptions for times when work products or amendments need to move quicker.

**Demographics**

In order to assess OTO’s level of inclusion and diversity, a voluntary anonymous section asked participants about their demographic characteristics. Seventeen of the twenty-three participants completed this section.
Question – My age group is:

Findings: The majority of respondents were between the ages of 22-34.
Recommendations: N/A
Next Steps: N/A

Question – Gender Identity

Findings: The majority of respondents (66.7%) were male.
Recommendations: N/A
Next Steps: N/A

Question – Ethnic Background
Findings: 100% were white and spoke English as their primary language.

Recommendations: OTO needs to do a better job involving racial/ethnic minorities, especially those with Limited English Proficiency.

Next Steps: OTO will continue to work to improve its relationship with Limited English Proficiency persons and will utilize the LEP plan for that course of action.

Findings: 11.1% (2 respondents) identify themselves as having a disability according to ADA.

Recommendations: N/A

Next Steps: N/A
Question – Estimate your household’s total combined yearly income before taxes:

Findings: Most stakeholders (55.5%) have a median household income higher ($40,000 and above) than that of the median income in Green County, which is about $32,325 (American Fact finder, 2007).

Recommendations: OTO needs to do a better job involving low-income populations.

Next Steps: Many of the initiatives mentioned before (for example: distributing brochures at bus stations and increasing communication with community organizations/churches that serve these populations) will help OTO to inform and involve low-income households.

Conclusion
The initial evaluation of the PPP illuminates many of OTO’s strengths, weaknesses, and modifications/ opportunities of OTO’s public participation activity. While OTO outreach plan has some weaknesses for example, in its involvement of the general public and minorities; the current outreach plan has some obvious strengths such as, a strong stakeholder base among interested parties (government agencies, transportation related agencies, etc.) and a high participant satisfaction rating.

This Evaluation Handbook outlines an ambitious agenda for the next upcoming year in terms of implementing new methods to evaluate and increase public participation. The following diagram is an “Evaluation Conceptual Framework” that summarizes the steps already taken and future courses of action.
OTO Public Participation Plan  

**Evaluation Conceptual Framework (main activities)**

- **Initial PPP Evaluation (October 2009)**
  - Qualitative and Quantitative Methodologies
  - PPP Evaluation Survey
  - PPP Focus Group
  - Literature Review
  - Staff Brainstorming Sessions

- **OTO's Website**
  - Analysis of OTO's Website Traffic
  - Creation of a Public Involvement Webpage
  - Participant Surveys and Comment Cards
  - Keep a Public Comment Log and and LEP and ADA Log for evaluation purposes

- **OTO's Meetings and Activities**
  - "What is an MPO" and What is OTO" Brochure
  - Creation of a "How to Participate" factsheet

- **Upcoming Evaluation Strategies and PPP Improvements (2009-2010)**
  - Educational Products

- **Evaluation Handbook**
APPENDIX B

PUBLIC PARTICIPATION PLAN AND FOCUS GROUP OUTREACH
# Participants Directly Invited to be a Part of Public Participation Plan Survey and Focus Group

<table>
<thead>
<tr>
<th>Name</th>
<th>Organization</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bill Adams</td>
<td>Conco Quarries</td>
</tr>
<tr>
<td>Bruce Adib-Yazdi</td>
<td>Butler Rosenbury</td>
</tr>
<tr>
<td>Mokhtee Ahmad</td>
<td>Federal Transit Administration</td>
</tr>
<tr>
<td>James Anderson</td>
<td>Springfield Area Chamber of Commerce</td>
</tr>
<tr>
<td>Rick Artman</td>
<td>Greene County</td>
</tr>
<tr>
<td>Bob Atchley</td>
<td>Christian County</td>
</tr>
<tr>
<td>Harold Bengsch</td>
<td>Greene County</td>
</tr>
<tr>
<td>Roseann Bentley</td>
<td>Greene County</td>
</tr>
<tr>
<td>Eric Bernskoetter</td>
<td>MoDOT</td>
</tr>
<tr>
<td>Debra Biggs</td>
<td>Safety Council of the Ozarks</td>
</tr>
<tr>
<td>Brian Bingle</td>
<td>City of Nixa</td>
</tr>
<tr>
<td>David Bishop</td>
<td>Springfield Public Schools</td>
</tr>
<tr>
<td>Debbie Bogner</td>
<td>North Springfield Betterment Association</td>
</tr>
<tr>
<td>Jim Bresee</td>
<td>Christian County</td>
</tr>
<tr>
<td>David Brock</td>
<td>City of Republic</td>
</tr>
<tr>
<td>Sue Brokaw</td>
<td>Lakewood Village Property Owners Association</td>
</tr>
<tr>
<td>David Brown</td>
<td>Interested Citizen</td>
</tr>
<tr>
<td>Randall Brown</td>
<td>City of Willard</td>
</tr>
<tr>
<td>Brian Buckner</td>
<td>City of Republic</td>
</tr>
<tr>
<td>Stacy Burks</td>
<td>Senator Bond’s Office</td>
</tr>
<tr>
<td>Greg Burris</td>
<td>City of Springfield</td>
</tr>
<tr>
<td>Carl Carlson</td>
<td>Scott Consulting Engineers</td>
</tr>
<tr>
<td>Lloyd J. Carmichael</td>
<td>Missouri Highways and Transportation Commission</td>
</tr>
<tr>
<td>Steve Childers</td>
<td>City of Ozark</td>
</tr>
<tr>
<td>Dan Chiles</td>
<td>Springfield City Council</td>
</tr>
<tr>
<td>Jamie Cockrum</td>
<td>Woodland Heights Neighborhood Association</td>
</tr>
<tr>
<td>King Coltrin</td>
<td>City of Strafford</td>
</tr>
<tr>
<td>Kendall Cook</td>
<td>First National Bank</td>
</tr>
<tr>
<td>David Coonrod</td>
<td>Greene County</td>
</tr>
<tr>
<td>Carol Cruise</td>
<td>City Utilities Transit</td>
</tr>
<tr>
<td>Gary Cyr</td>
<td>Springfield/Branson National Airport</td>
</tr>
<tr>
<td>Sheri Davis</td>
<td>Springfield-Greene County Parks and Recreation</td>
</tr>
<tr>
<td>Jim Dow</td>
<td>Springfield Public Schools</td>
</tr>
<tr>
<td>Ron Effland</td>
<td>MoDOT</td>
</tr>
<tr>
<td>John Elkins</td>
<td>Citizen-at-Large Representative to OTO BOD</td>
</tr>
<tr>
<td>Mary Ellison</td>
<td>City of Springfield</td>
</tr>
</tbody>
</table>

**OTO Public Participation Plan**

46

17 December 2009
<table>
<thead>
<tr>
<th>Name</th>
<th>Organization</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deana Fishel</td>
<td>City of Marshfield</td>
</tr>
<tr>
<td>Tom Finnie</td>
<td>Citizen-at-Large Representative to OTO BOD</td>
</tr>
<tr>
<td>J. Howard Fisk</td>
<td>Citizen-at-Large Representative to OTO BOD</td>
</tr>
<tr>
<td>Steve Foucart</td>
<td>Spring Creek Property Owners</td>
</tr>
<tr>
<td>Virginia Fry</td>
<td>City Utilities</td>
</tr>
<tr>
<td>Andy Furedy</td>
<td>City of Springfield</td>
</tr>
<tr>
<td>Diane Gallion</td>
<td>City Utilities Transit</td>
</tr>
<tr>
<td>Michelle Garand</td>
<td>Community Partnership of the Ozarks</td>
</tr>
<tr>
<td>Dawne Gardner</td>
<td>MoDOT D8</td>
</tr>
<tr>
<td>Mike Giles</td>
<td>City of Springfield</td>
</tr>
<tr>
<td>Daphne Greenlee</td>
<td>Safe Kids Springfield</td>
</tr>
<tr>
<td>Brendan Griesemer</td>
<td>City of Springfield</td>
</tr>
<tr>
<td>Teri Hacker</td>
<td>Citizen-at-Large Representative to OTO BOD</td>
</tr>
<tr>
<td>Jim Hansen</td>
<td>Interested Citizen</td>
</tr>
<tr>
<td>Susan Hansen</td>
<td>Southern Hills Neighborhood Association</td>
</tr>
<tr>
<td>Coy Hart</td>
<td>MO Bicycle/Pedestrian Federation</td>
</tr>
<tr>
<td>Kelly Hasner</td>
<td>City of Nixa</td>
</tr>
<tr>
<td>Brian Hayes</td>
<td>City of Nixa</td>
</tr>
<tr>
<td>Barbara Helvey</td>
<td>City of Strafford</td>
</tr>
<tr>
<td>Rick Hess</td>
<td>City of Battlefield</td>
</tr>
<tr>
<td>Debra Hickey</td>
<td>Springfield Public Schools</td>
</tr>
<tr>
<td>Paul Hood</td>
<td>City of Willard</td>
</tr>
<tr>
<td>Roger Howard</td>
<td>BNSF</td>
</tr>
<tr>
<td>Jim Huntsinger</td>
<td>City of Republic</td>
</tr>
<tr>
<td>David Hutchison</td>
<td>City of Springfield</td>
</tr>
<tr>
<td>Bradley Jackson</td>
<td>City of Ozark</td>
</tr>
<tr>
<td>Jerany Jackson</td>
<td>Great River</td>
</tr>
<tr>
<td>Dan Jessen</td>
<td>City of Springfield</td>
</tr>
<tr>
<td>Chris Johns</td>
<td>City of Springfield</td>
</tr>
<tr>
<td>Cara Jones</td>
<td>City of Ozark</td>
</tr>
<tr>
<td>Kirk Juranas</td>
<td>MoDOT D8</td>
</tr>
<tr>
<td>Jared Keeling</td>
<td>City of Republic</td>
</tr>
<tr>
<td>Joel Keller</td>
<td>Greene County</td>
</tr>
<tr>
<td>Scott Kosky</td>
<td>OATS, Inc.</td>
</tr>
<tr>
<td>Mary Kromrey</td>
<td>ORYMCA</td>
</tr>
<tr>
<td>Kevin Lambeth</td>
<td>City of Battlefield</td>
</tr>
<tr>
<td>Dewayne Long</td>
<td>National Alliance on Mental Illness</td>
</tr>
<tr>
<td>Stephanie Lutes</td>
<td>The Arc of the Ozarks</td>
</tr>
<tr>
<td>Diane May</td>
<td>SMCOG</td>
</tr>
<tr>
<td>Name</td>
<td>Organization</td>
</tr>
<tr>
<td>-----------------------</td>
<td>---------------------------------------------------</td>
</tr>
<tr>
<td>Leslie McCafferty</td>
<td>Burrell Behavioral Health</td>
</tr>
<tr>
<td>Steve McIntosh</td>
<td>Congressman Blunt’s Office</td>
</tr>
<tr>
<td>Brad McMahon</td>
<td>Federal Highway Administration</td>
</tr>
<tr>
<td>Frank Miller</td>
<td>MoDOT D8</td>
</tr>
<tr>
<td>Lori Minor</td>
<td>Safe Kids Springfield</td>
</tr>
<tr>
<td>Jason Mitchell</td>
<td>The Workshop 308</td>
</tr>
<tr>
<td>Duffy Mooney</td>
<td>Greene County</td>
</tr>
<tr>
<td>Jon Mooney</td>
<td>Jordan Valley Community Health</td>
</tr>
<tr>
<td>Ryan Mooney</td>
<td>Springfield Area Chamber of Commerce</td>
</tr>
<tr>
<td>Kent Morris</td>
<td>Greene County</td>
</tr>
<tr>
<td>Andy Mueller</td>
<td>MoDOT D8</td>
</tr>
<tr>
<td>Sidney Needem</td>
<td>Sherman Avenue Project Area</td>
</tr>
<tr>
<td>Margi Ness</td>
<td>United We Ride</td>
</tr>
<tr>
<td>Earl Newman</td>
<td>City of Springfield</td>
</tr>
<tr>
<td>Daniel Nguyen</td>
<td>Federal Transit Administration</td>
</tr>
<tr>
<td>Jim O’Neal</td>
<td>City of Springfield</td>
</tr>
<tr>
<td>Lisa Officer</td>
<td>City Utilities</td>
</tr>
<tr>
<td>Joseph Pandolfi</td>
<td>Eden Heritage Foundation</td>
</tr>
<tr>
<td>Harry Price</td>
<td>City of Springfield</td>
</tr>
<tr>
<td>David Rauch</td>
<td>Senator McCaskill’s Office</td>
</tr>
<tr>
<td>Ann Razer</td>
<td>City of Springfield</td>
</tr>
<tr>
<td>Jeff Reinold</td>
<td>Greene County</td>
</tr>
<tr>
<td>Shirley Robbins</td>
<td>West Central Neighborhood Alliance</td>
</tr>
<tr>
<td>Keith Roberts</td>
<td>Interested Citizen</td>
</tr>
<tr>
<td>Bill Robinett</td>
<td>MoDOT</td>
</tr>
<tr>
<td>Joni Roeseler</td>
<td>Federal Transit Administration</td>
</tr>
<tr>
<td>Ralph Rognstad</td>
<td>City of Springfield</td>
</tr>
<tr>
<td>Mark Roy</td>
<td>Springfield/Branson National Airport</td>
</tr>
<tr>
<td>Janell Royal</td>
<td>Willard School District</td>
</tr>
<tr>
<td>John Rush</td>
<td>City of Springfield</td>
</tr>
<tr>
<td>Mark Schenkelberg</td>
<td>Federal Aviation Administration</td>
</tr>
<tr>
<td>Bob Scheid</td>
<td>City of Springfield</td>
</tr>
<tr>
<td>John Schmidt</td>
<td>Federal Transit Administration</td>
</tr>
<tr>
<td>Jamie Schoolcraft</td>
<td>City of Willard</td>
</tr>
<tr>
<td>Shawn Schroeder</td>
<td>Springfield/Branson National Airport</td>
</tr>
<tr>
<td>Andrew Seiler</td>
<td>MoDOT D8</td>
</tr>
<tr>
<td>Matt Seiler</td>
<td>MoDOT D8</td>
</tr>
<tr>
<td>Dan Smith</td>
<td>Greene County</td>
</tr>
<tr>
<td>Tim Smith</td>
<td>Greene County</td>
</tr>
<tr>
<td>Name</td>
<td>Organization</td>
</tr>
<tr>
<td>-----------------------</td>
<td>---------------------------------------------------</td>
</tr>
<tr>
<td>Gary Snavely</td>
<td>Missouri State University</td>
</tr>
<tr>
<td>Judy Stainback</td>
<td>City of Battlefield</td>
</tr>
<tr>
<td>Linda Starr</td>
<td>Springfield Workshop</td>
</tr>
<tr>
<td>Rick Stephenson</td>
<td>Eldercare Transit</td>
</tr>
<tr>
<td>Robert Stephens</td>
<td>City of Springfield</td>
</tr>
<tr>
<td>Lori Tack</td>
<td>Ozark Greenways</td>
</tr>
<tr>
<td>Mike Tettamble, Jr</td>
<td>O&amp;S Trucking, Inc.</td>
</tr>
<tr>
<td>Marc Thornsberry</td>
<td>City of Springfield</td>
</tr>
<tr>
<td>Robert Torp</td>
<td>Mission Hills Property Owners Association, Inc.</td>
</tr>
<tr>
<td>Tom Vicat</td>
<td>City of Strafford</td>
</tr>
<tr>
<td>Dan Watts</td>
<td>SMCOG</td>
</tr>
<tr>
<td>Steve Weimer</td>
<td>Mid-Town Neighborhood Association</td>
</tr>
<tr>
<td>Terry Whaley</td>
<td>Ozark Greenways</td>
</tr>
<tr>
<td>Carol Williamson</td>
<td>Interested Citizen</td>
</tr>
<tr>
<td>Cari Wright</td>
<td>Southwest Center for Independent Living</td>
</tr>
<tr>
<td>Dean Young</td>
<td>Ravenwood South</td>
</tr>
<tr>
<td></td>
<td>American Freightways</td>
</tr>
<tr>
<td></td>
<td>CF Motor Freight</td>
</tr>
<tr>
<td></td>
<td>Charter Express</td>
</tr>
<tr>
<td></td>
<td>Cox Medical Centers</td>
</tr>
<tr>
<td></td>
<td>Federal Express</td>
</tr>
<tr>
<td></td>
<td>Missouri and Northern Arkansas Railroad</td>
</tr>
<tr>
<td></td>
<td>O&amp;S Trucking, Inc.</td>
</tr>
<tr>
<td></td>
<td>Prime, Inc.</td>
</tr>
<tr>
<td></td>
<td>Roadway Express</td>
</tr>
<tr>
<td></td>
<td>St. John’s Medical Center</td>
</tr>
<tr>
<td></td>
<td>United Parcel Service</td>
</tr>
<tr>
<td></td>
<td>United States Custom Services, Port Director</td>
</tr>
<tr>
<td></td>
<td>United States Post Office</td>
</tr>
<tr>
<td></td>
<td>Westside Community Betterment Association</td>
</tr>
<tr>
<td></td>
<td>Yellow Cab Company</td>
</tr>
<tr>
<td></td>
<td>Yellow Freight System</td>
</tr>
</tbody>
</table>
APPENDIX C

PUBLIC PARTICIPATION SURVEYS

STAKEHOLDER SURVEY

CONTACT INFORMATION
PPP Stakeholder Survey

About this survey

Your participation in this survey will help OTO to evaluate and improve its public outreach strategies.

The survey should take you about 10 minutes to complete.

OTO is committed to confidentiality; therefore, all information provided to us will remain anonymous.

Please respond by: Monday, October 26, 2009 before 5:00 p.m.

If you have any questions or suggestions regrading this email, please call us at:
(417) 836-5442 or email us at help@ozarkstransportation.org

Thank you for participating!
PPP Stakeholder Survey

How much do you know about Ozarks Transportation Organization (OTO)?

Are you familiar with OTO?

- Yes
- Somewhat
- No
## OTO Publications

**Indicate which of the following OTO programs and publications you are familiar with:**

<table>
<thead>
<tr>
<th>Program</th>
<th>Familiar</th>
<th>Somewhat Familiar</th>
<th>Not Familiar</th>
</tr>
</thead>
<tbody>
<tr>
<td>Long Range Transportation Plan</td>
<td>jn</td>
<td>jn</td>
<td>jn</td>
</tr>
<tr>
<td>Transportation Improvement Program</td>
<td>jn</td>
<td>jn</td>
<td>jn</td>
</tr>
<tr>
<td>Public Involvement Plan</td>
<td>jn</td>
<td>jn</td>
<td>jn</td>
</tr>
<tr>
<td>Unified Planning Work Program</td>
<td>jn</td>
<td>jn</td>
<td>jn</td>
</tr>
</tbody>
</table>
### Please rate the following statements:

#### OTO’s Website

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly disagree</th>
<th>No opinion</th>
</tr>
</thead>
<tbody>
<tr>
<td>OTO’s website makes key publications available to the public</td>
<td>j a</td>
<td>j a</td>
<td>j a</td>
<td>j a</td>
<td>j a</td>
</tr>
<tr>
<td>Web site is maintained and updated regularly</td>
<td>j a</td>
<td>j a</td>
<td>j a</td>
<td>j a</td>
<td>j a</td>
</tr>
<tr>
<td>I find OTO’s website useful</td>
<td>j a</td>
<td>j a</td>
<td>j a</td>
<td>j a</td>
<td>j a</td>
</tr>
</tbody>
</table>

#### Public Comment Periods

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly disagree</th>
<th>No opinion</th>
</tr>
</thead>
<tbody>
<tr>
<td>OTO allows enough time to provide comments</td>
<td>j a</td>
<td>j a</td>
<td>j a</td>
<td>j a</td>
<td>j a</td>
</tr>
<tr>
<td>OTO makes publications under the public comment period available to the public</td>
<td>j a</td>
<td>j a</td>
<td>j a</td>
<td>j a</td>
<td>j a</td>
</tr>
<tr>
<td>When appropriate, OTO provides responses to the comments</td>
<td>j a</td>
<td>j a</td>
<td>j a</td>
<td>j a</td>
<td>j a</td>
</tr>
<tr>
<td>Public comments are taken into consideration on final plans</td>
<td>j a</td>
<td>j a</td>
<td>j a</td>
<td>j a</td>
<td>j a</td>
</tr>
</tbody>
</table>

#### Meeting Notice

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly disagree</th>
<th>No opinion</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adequate notice of meetings is provided</td>
<td>j a</td>
<td>j a</td>
<td>j a</td>
<td>j a</td>
<td>j a</td>
</tr>
</tbody>
</table>

#### Diversity

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly disagree</th>
<th>No opinion</th>
</tr>
</thead>
<tbody>
<tr>
<td>OTO does a good job including under-served populations; including but not limited to: minorities, elderly, persons with disabilities, low-English proficiency, and low-income households</td>
<td>j a</td>
<td>j a</td>
<td>j a</td>
<td>j a</td>
<td>j a</td>
</tr>
</tbody>
</table>

#### Overall OTO’s Performance on Public Participation

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly disagree</th>
<th>No opinion</th>
</tr>
</thead>
<tbody>
<tr>
<td>OTO does a good job involving the public in the planning process</td>
<td>j a</td>
<td>j a</td>
<td>j a</td>
<td>j a</td>
<td>j a</td>
</tr>
<tr>
<td></td>
<td>Yes</td>
<td>No</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>-----</td>
<td>----</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Have you attended an OTO meeting?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
PPP Stakeholder Survey

If you have never attended an OTO meeting

I have never attended an OTO meeting because (mark all that may apply):

- I have never been notified
- Inconvenient meeting date/time or location
- Not directly affected
- Not interested
- Opinion would not count
- Meeting provisions (lack of child care, transportation, food, translation or interpretation services, etc.)
- No opinion

Other (please specify)
### PPP Stakeholder Survey

#### If you have attended an OTO meeting

**Rate the following statements regarding PRESENTATIONS AND MATERIALS:**

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly disagree</th>
<th>No opinion</th>
</tr>
</thead>
<tbody>
<tr>
<td>Supporting materials and visuals presented are relevant and helpful for participating in the planning process</td>
<td>jn</td>
<td>jn</td>
<td>jn</td>
<td>jn</td>
<td>jn</td>
</tr>
<tr>
<td>Oral presentations are educational, clear and concise</td>
<td>jn</td>
<td>jn</td>
<td>jn</td>
<td>jn</td>
<td>jn</td>
</tr>
</tbody>
</table>

**Rate the following statements regarding FACILITATED DISCUSSIONS at meetings:**

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly disagree</th>
<th>No opinion</th>
</tr>
</thead>
<tbody>
<tr>
<td>I understand the areas that are open to discussion vs. those that are not</td>
<td>jn</td>
<td>jn</td>
<td>jn</td>
<td>jn</td>
<td>jn</td>
</tr>
<tr>
<td>A quality discussion takes place</td>
<td>jn</td>
<td>jn</td>
<td>jn</td>
<td>jn</td>
<td>jn</td>
</tr>
<tr>
<td>My questions are answered and my concerns addressed</td>
<td>jn</td>
<td>jn</td>
<td>jn</td>
<td>jn</td>
<td>jn</td>
</tr>
<tr>
<td>OTO does a good job facilitating the discussion</td>
<td>jn</td>
<td>jn</td>
<td>jn</td>
<td>jn</td>
<td>jn</td>
</tr>
</tbody>
</table>

**Have you ever made a public comment at an OTO meeting?**

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>jn  Yes</td>
<td></td>
</tr>
<tr>
<td>jn  No</td>
<td></td>
</tr>
</tbody>
</table>
### Why haven't you commented at an OTO meeting (mark all that may apply)?

- [ ] Did not know how or did not understand the process
- [ ] Opinion would not count
- [ ] Not directly affected
- [ ] Lack of translation services or sign language interpretation
- [ ] No opinion

Other (please specify)

```
General questions

**Rank the best way to notify you about a meeting or current projects:**

(Rank order from 1 to 9, with 1 being the best)

- Email
- OTO's website
- Community or organization site with event listings
- Newsfeeds (like Twitter or RSS)
- Phone
- Postcard
- Newspaper
- Television
- Radio

Other (please specify)

**Which of the following methods would help you express your views at a meeting (mark all that may apply)?**

- A "How to Participate" fact sheet
- Questionnaires, surveys, or comment cards
- Translated material; interpretation services
- Facilitated discussion
- No opinion

Other (please specify)
Other than a meeting, which other methods would help you to express your views (mark all that may apply)?

- Online survey
- Mail survey
- Phone survey
- Focus group
- Blog
- Writing a letter to OTO
- Participating on an advisory committee

Other (please specify)

How would you identify yourself?

- Concerned citizen
- Elected official
- Government agency
- Community or advocacy group
- Transportation provider
- Business person
- Decline to answer

Other (please specify)
### PPP Stakeholder Survey

**Open ended questions**

<table>
<thead>
<tr>
<th>Question</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>How can OTO improve public involvement?</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Do you have any other comments regarding OTO’s public involvement process?</strong></td>
<td></td>
</tr>
</tbody>
</table>
**PPP Stakeholder Survey**

### Demographics (optional)

OTO strives to include the broad diversity of the Ozarks community in its public involvement process. The following demographic questions (although optional) will help OTO better analyze and improve its public outreach strategies.

**Home zip code:**

**My age group is:**

- Under 18
- 18 - 21
- 22 - 34
- 35 - 54
- 55 - 64
- 65 and over

**Gender identity:**

- Female
- Male

**Ethnic background:**

- White
- Hispanic
- African American
- Asian or Pacific Islander
- Native American

Other (please specify)

**Do you have any disabilities according to the Americans with Disability Act?**

- Yes
- No
PPP Stakeholder Survey

Is your primary language English?

- Yes
- No

If "No", please specify

Estimate your household’s total combined yearly income before taxes:

- Under $10,000
- $10,000 - $20,000
- $20,000 - $30,000
- $30,000 - $40,000
- $40,000 - $50,000
- $50,000 and above
- Don’t know
PPP Stakeholder Survey

Final page

Thank you for your participation! Upon completing this survey, you will be redirected to a page where you can sign up to be added to OTO's meeting notice and publication distribution list. This information will not be tied to your responses to this survey.

If you have any questions about the survey or any other concerns, please call us at (417) 836-5442 or email us at help@ozarktransportation.org

Any Additional Comments?
### Contact info

**Sign up for OTO contact list and receive e-mail notices:**

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name:</td>
<td></td>
</tr>
<tr>
<td>Company/Organization:</td>
<td></td>
</tr>
<tr>
<td>Address:</td>
<td></td>
</tr>
<tr>
<td>Address 2:</td>
<td></td>
</tr>
<tr>
<td>City/Town:</td>
<td></td>
</tr>
<tr>
<td>State:</td>
<td></td>
</tr>
<tr>
<td>ZIP/Postal Code:</td>
<td></td>
</tr>
<tr>
<td>Country:</td>
<td></td>
</tr>
<tr>
<td>Email Address:</td>
<td></td>
</tr>
<tr>
<td>Phone Number:</td>
<td></td>
</tr>
</tbody>
</table>
Thank you for your interest in the Ozarks Transportation Organization.

If you have any questions, other concerns, or would like to be added to or removed from the OTO distribution list in the future, please call us at (417) 836-5442 or email us at help@ozarkstransportation.org
Please let us know if you would like to be contacted by OTO regarding meeting and publication notices.

**Would you like to receive OTO’s e-mail notices?**

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td></td>
<td>No</td>
<td></td>
</tr>
</tbody>
</table>
APPENDIX D

AGENDA AND MEETING SUMMARY FOR PUBLIC PARTICIPATION FOCUS GROUP

OCTOBER 27, 2009
OZARKS TRANSPORTATION ORGANIZATION

PUBLIC PARTICIPATION COMMITTEE

October 27, 2009
5:30 p.m. to 6:46 p.m.
The Library Station
2535 N. Kansas Expressway
Springfield, Missouri

Agenda

1. Welcome and Introductions
2. Review of Public Participation Survey Results
3. Discussion of Results
4. OTO Public Participation Strengths
5. OTO Public Participation Weaknesses
6. OTO Public Participation Opportunities
7. Strategies for overall OTO Public Participation
8. Other Business
9. Adjourn
PUBLIC PARTICIPATION PLAN FOCUS GROUP

27 October 2009
5:30 p.m.
The Library Station
2535 N. Kansas Expressway, Springfield, Missouri

ATTENDANCE

Tim Conklin, OTO
Howard Fisk, OTO BOD Citizen-at-Large
Ivis Garcia Zambrana, OTO
Natasha Longpine, OTO
Yolanda Lorge, Grupo Latinoamericano
Linda Starr, Springfield Workshop, Inc.

1. WELCOME AND INTRODUCTIONS

Introductions were made of everyone in attendance.

Tim Conklin reviewed the background of the Public Participation Plan and the update process.

Ivis Garcia Zambrana described the performance measures by which public participation has been measured for the review process.

2. REVIEW OF PUBLIC PARTICIPATION SURVEY RESULTS

3. DISCUSSION OF RESULTS

4. OTO PUBLIC PARTICIPATION STRENGTHS

5. OTO PUBLIC PARTICIPATION WEAKNESSES

6. OTO PUBLIC PARTICIPATION OPPORTUNITIES

7. STRATEGIES FOR OVERAL OTO PUBLIC PARTICIPATION

In order to have a more complete discussion, these agenda items were combined. As Natasha Longpine reviewed the survey results, attendees were encouraged to comment on OTO's strengths, weaknesses, and opportunities relating to the results. OTO used a matrix to apply this discussion to the performance measures.
The following recommendations and comments came out of the discussion:

- Elected officials/Board members have the opportunity to not know about OTO’s documents.
- Press releases should also be used for announcements and not just notices. This will allow for continual education of the public, as well as to let OTO tell its story.
- Within documents, staff should be conscious of color and pattern, in regards to how that document might print.
- A public log should be kept of comments received.
- The small negative response in regards to adequate e-mail notice might be related to the fact that most notice is given by e-mail and not everyone regularly uses e-mail.
- OTO should take part in community activities where people are apt to be.
- There might be a psychological barrier to attending a Board meeting.
- For those who thought their opinion wouldn’t count, this is probably related to an overall government trust issue.
- Staff should have a form for public input. This would be helpful for those who do not wish to speak in public on an issue and instead can then remain anonymous.
- OTO should have a factsheet on its website describing how to get involved. This can later be linked with meeting and public comment notices.
- Pertinent information should be included in e-mail subject lines.
- Umbrella organizations can be used to reach more people. Their members would recognize an announcement from them, rather than something directly from OTO.
- Overall staff does a good job communicating and is accessible.
### Comments in Accordance with Performance Measures:

<table>
<thead>
<tr>
<th>Performance Measure</th>
<th>Strengths</th>
<th>Weaknesses</th>
<th>Opportunities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reach</td>
<td></td>
<td>Turnover of Board members</td>
<td>Press Releases (&quot;tell the story&quot;), columns in the paper, use date of meeting as subject line, reach out to ADA providers, umbrella organizations</td>
</tr>
<tr>
<td>Access</td>
<td></td>
<td>Government building is intimidating</td>
<td>Meet in a more “accessible” place</td>
</tr>
<tr>
<td>Effective Communication</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Input</td>
<td></td>
<td></td>
<td>Anonymous comment cards, how to get involved information on website</td>
</tr>
<tr>
<td>Impact</td>
<td></td>
<td></td>
<td>Public response log</td>
</tr>
<tr>
<td>Diversity &amp; Equity</td>
<td></td>
<td>Be part of community events, multicultural festival</td>
<td></td>
</tr>
</tbody>
</table>

### 8. Other Business

None.

### 9. Adjourn
APPENDIX E

REFERENCES


The Mecklenburg-Union Metropolitan Planning Organization (MUMPO), Retrieved September 8, 2009, from Public Involvement Plan Web site: http://www.mumpo.org/Public_Involvement_Plan.htm

Metropolitan Planning Organization, Pinellas County, Florida, Retrieved April 6, 2009, from Pinellas County Metropolitan Planning Organization: http://www.pinellascounty.org/mpo/docs/PPP.pdf


