



# NEW JERSEY STATE TRANSPORTATION INNOVATION COUNCIL

[www.NJDOTtechtransfer.net/NJ-STIC](http://www.NJDOTtechtransfer.net/NJ-STIC)

## SPRING Quarterly Meeting May 6, 2020

THIS MEETING IS BEING RECORDED



# WELCOME & OPENING REMARKS

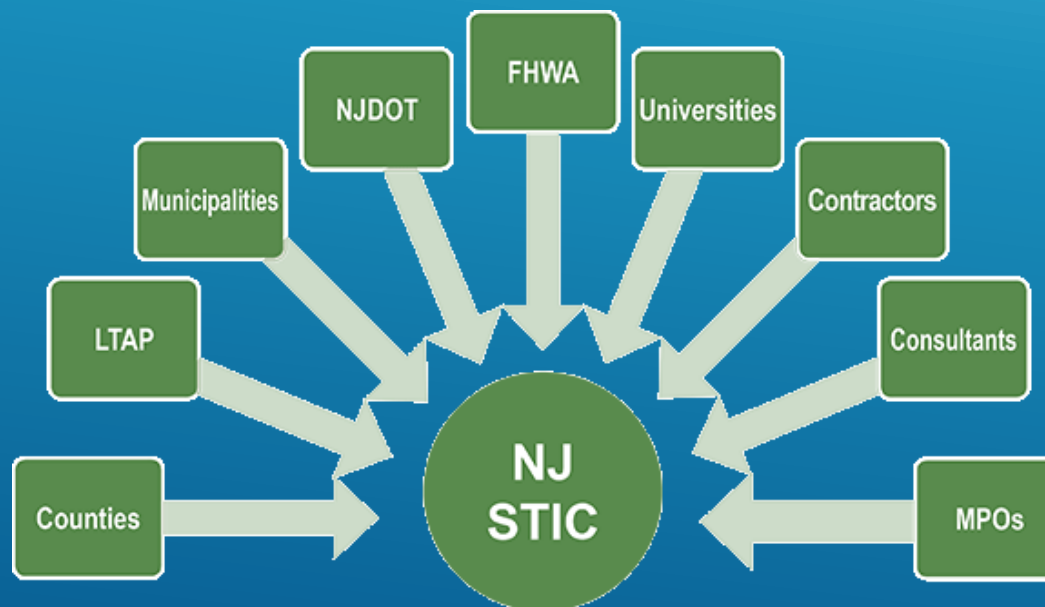
NJDOT Assistant Commissioner, Michael Russo  
NJDOT Commissioner, Diane Gutierrez-Scaccetti  
FHWA NJ Division Administrator, Robert Clark



FEATURE PRESENTATION:

# VIRTUAL PUBLIC INVOLVEMENT

BEST PRACTICES, CHALLENGES AND LESSONS LEARNED BY NJ STIC STAKEHOLDERS





<b>FHWA</b>	Jill Stark, Office of Planning
<b>DVRPC</b>	Barry Seymour, Executive Director Alison Hastings, Manager, Office of Communications & Engagement
<b>NJTPA</b>	Mary Ameen, Executive Director Melissa Hayes, Senior Manager, Outreach
<b>SJTPO</b>	Jennifer Marandino, Executive Director Alan Huff, Program Manager – Safety Initiatives & Public Outreach
<b>County</b>	Joseph M. Ettore, P.E., County Engineer, Monmouth County Martine A. Culbertson, Principal/Community Involvement Facilitator (M.A. Culbertson, LLC)
<b>Municipal</b>	Deanna Stockton, P.E., C.M.E. Municipal Engineer, Municipality of Princeton
<b>Industry</b>	Orla Pease, P.E., PTOE, Vice President, Digital & Innovation (AECOM)





U.S. Department  
of Transportation  
**Federal Highway  
Administration**

## Center for Accelerating Innovation



# Virtual Public Involvement

# Welcome!



**Jill Stark**

FHWA Office of Planning



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# VPI Tools and Techniques

# Virtual Public Involvement Tools

1. Mobile Applications
2. Project Visualizations
3. Do-It-Yourself Videos
4. Crowdsourcing Tools
5. Virtual Town Halls
6. Mapping Tools
7. All-in-One Tools
8. Digital Tools to Enhance In-Person Events

# Mobile Apps

- Suitable for larger or on-going efforts
- Reduces barriers to engagement as individuals may participate from anywhere
- Users can submit comments, photos as they experience transportation system
- Built in location technology allows for easy geotagging of comments

# Mobile Apps

## Download the DelDOT App



Recently Added Features:



EV Charge Stations  
See What's New!



Report an Issue  
See What's New!



DMV Home Screen  
See What's New!

Popular Features:



Travel Map



DART



Projects

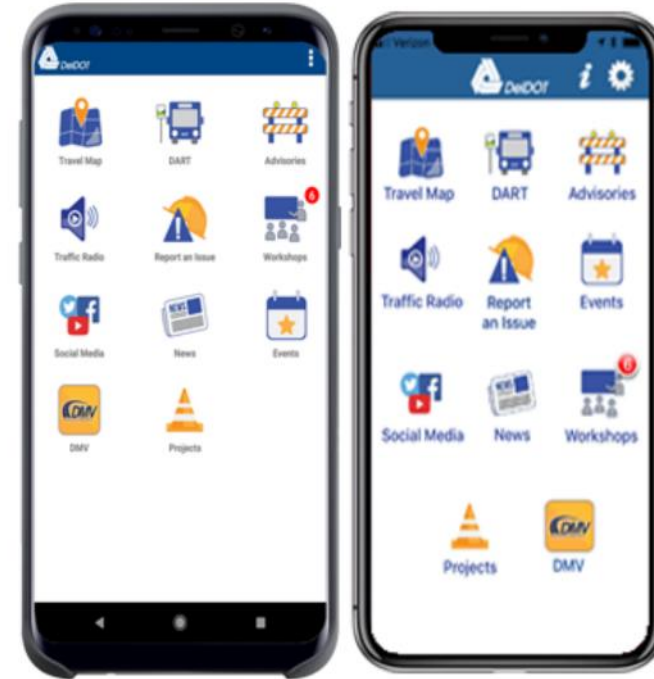


Image used with permission. Courtesy of Delaware Department of Transportation



# Mobile Apps



# Project Visualizations

- Easily spread through a variety of media channels
- Increases and enhances engagement during live meetings
- Improves the climate for conversation at in-person events
- Can explain a project to anyone regardless of background or prior knowledge

# Project Visualizations





# Project Visualizations

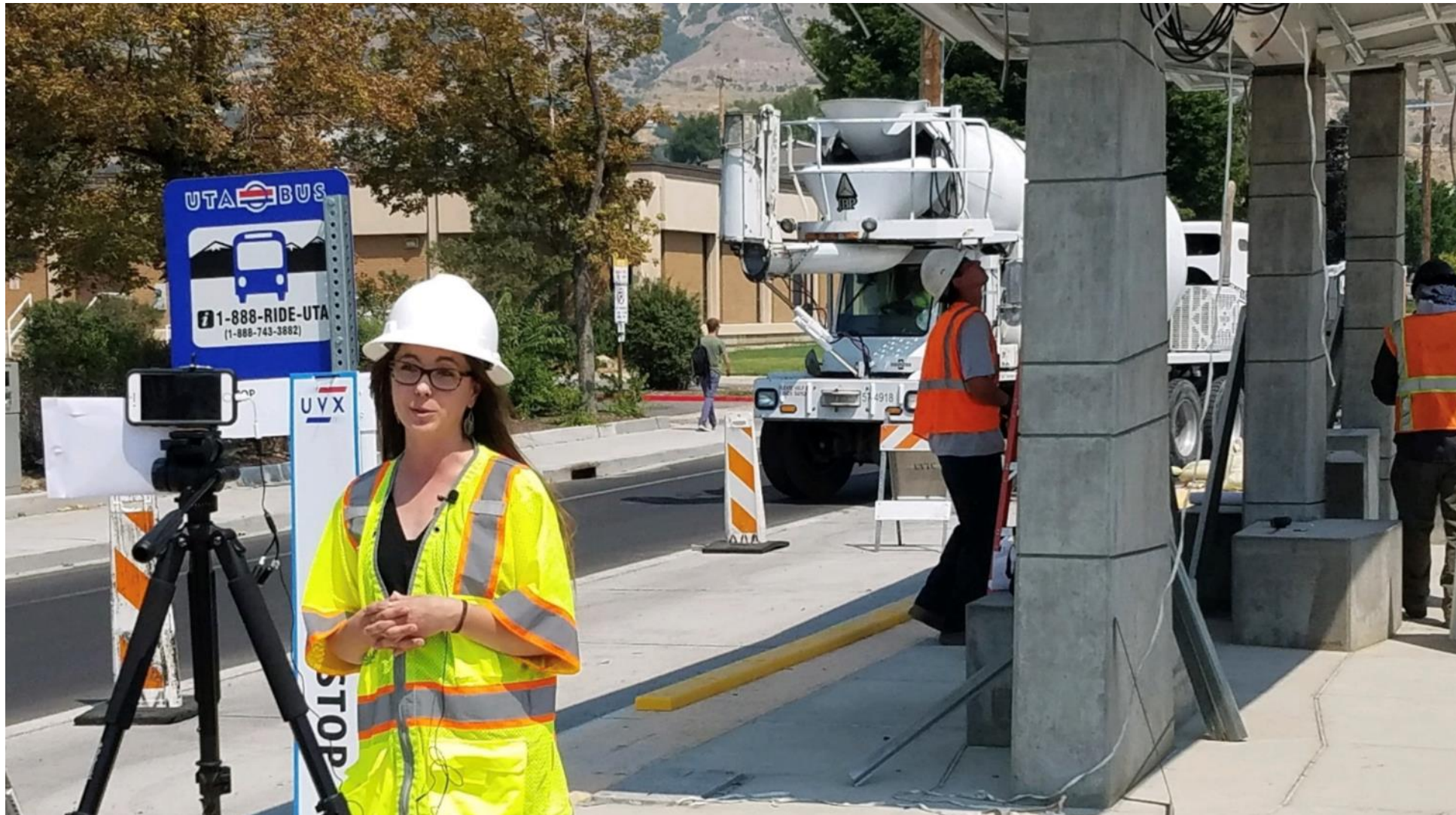


# Do-It-Yourself Videos

- Easily disseminated through a variety of media channels
- Help to reach a broader audience
- Videos often get more engagement and interest than static materials
- Effectively communicate content to diverse audiences
- Can incorporate visualizations or other digital content about proposed projects



# Utah DOT Video





# Crowdsourcing Tools


- Gather and accumulate qualitative information from stakeholders
- Allows for a larger volume of input over time
- Reduces labor burden of transcribing meetings or reviewing written submissions
- Internet users already familiar with information-sharing forums



# Crowdsourcing Tools

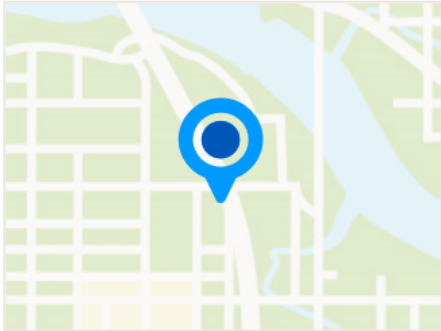


## Topics

Join the discussion and add to current topics. [View All Topics](#)

**Statewide Vision**

Posted Apr 25 6001 Interactions  Topic is now closed 





### What is your vision to improve transportation in Connecticut?


Description

Imagine getting around in Connecticut in 10 or 20 years. What do you think should change over the course of time to make it easier to get from here to there?

Where applicable, please feel free to use the map to pinpoint the location of your ideas.

 Ideas 546

 Comments 605

 Reviewed Ideas 4

[See the Ideas](#)

Image used with permission. Courtesy of the Connecticut DOT

# Virtual Town Halls

- Accessible to stakeholders unable to participate in person
- Increases engagement during live meetings
- Low-tech alternative, does not require internet access
- Can reach LEP and other populations with simulcasts

# Virtual Town Halls



**Alamo Area**  
Metropolitan Planning Organization

**#YOURMOVE**  
Help us prioritize transportation projects for the region.

## Welcome to our online public meeting!

### ¡Bienvenidos!

Haga clic aquí para participar en español.

Welcome to our online public meeting. If you found your way here, that means you know we need your feedback on 48 transportation projects competing for federal funding. You can participate in person at one of four [public meetings](#), or online using the links below.

On this page, you will find everything you need to participate in the development of our 2019-2022 Transportation Improvement Program, or short-range plan. That includes providing feedback on projects hoping to receive Surface Transportation Program-Metropolitan Mobility funding, or MPO discretionary funding.

The 48 projects total over \$400 million and our Transportation Policy Board will be making a funding decision in March 2018 to program approximately \$180-170 million worth of projects.

Help our board make these difficult decisions by:

1. Watching the presentation given at the in-person meetings.
2. Reviewing an interactive Story Map that highlights information about each of the projects as well as the applications submitted.
3. Evaluating the technical scores assigned to each of the projects
4. Participating by completing an online comment form to voice your support and concerns about any of the projects.

Questions? Get in touch with Linda Alvarado-Vela at [Alvarado-vela@alamoamapo.org](mailto:Alvarado-vela@alamoamapo.org).

**1 WATCH**

- Narrated Presentation Video (.mp4)

**2 REVIEW**

- Learn about each of the submitted projects by using this handy map application!

**3 EVALUATE**

- STP-MM Submitted Projects Scoring Sheet (.xls)

**4 PARTICIPATE**

- Comment Card

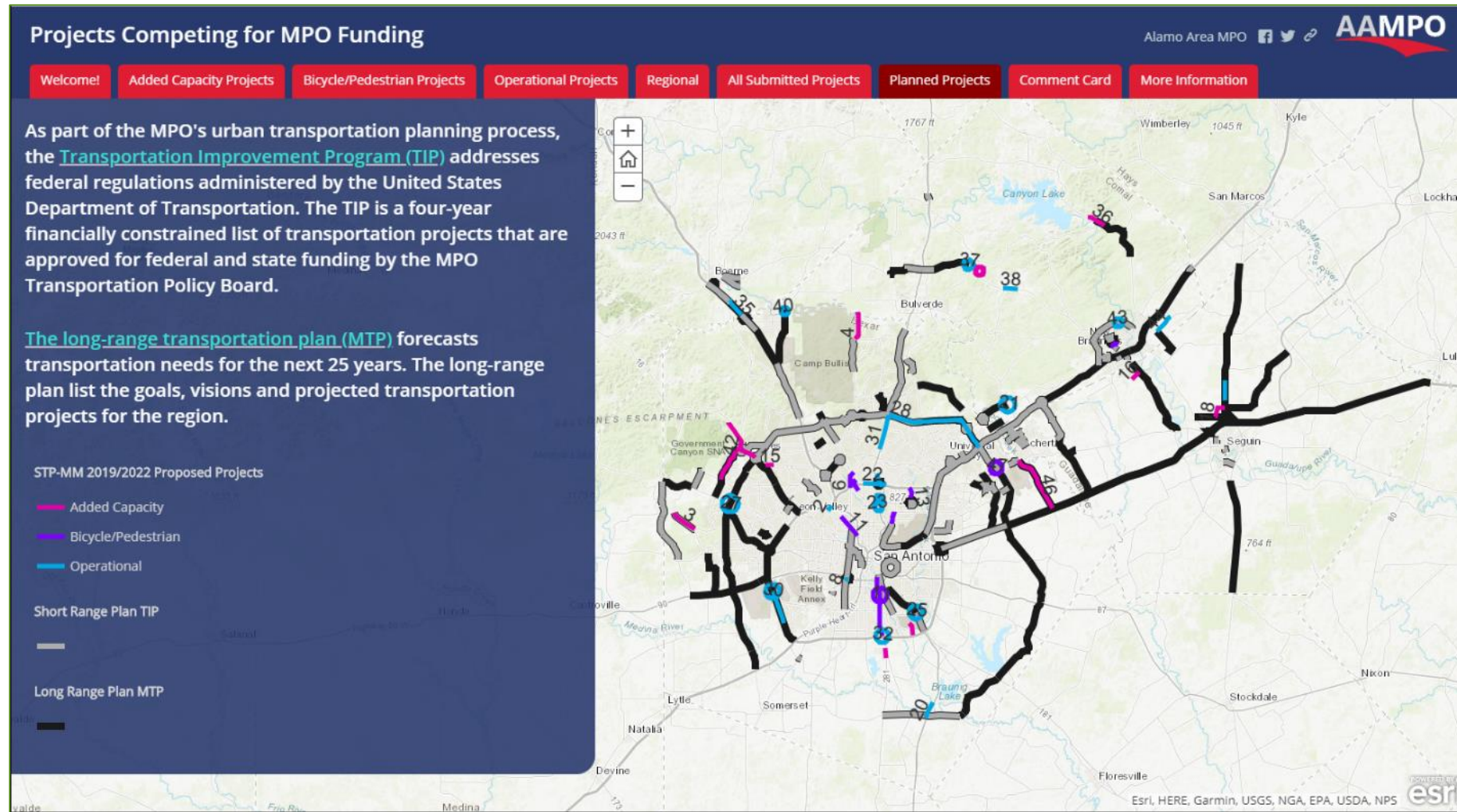
**Other Resource Information:**

- [DRAFT FY2019-2022 TIP Roadway Project Listing \(.pdf\)](#)
- [DRAFT FY2019-2022 TIP Transit Project Listing \(.pdf\)](#)
- [DRAFT FY2019-2022 TIP Transit Project Detail \(.pdf\)](#)

# Online Mapping Tools

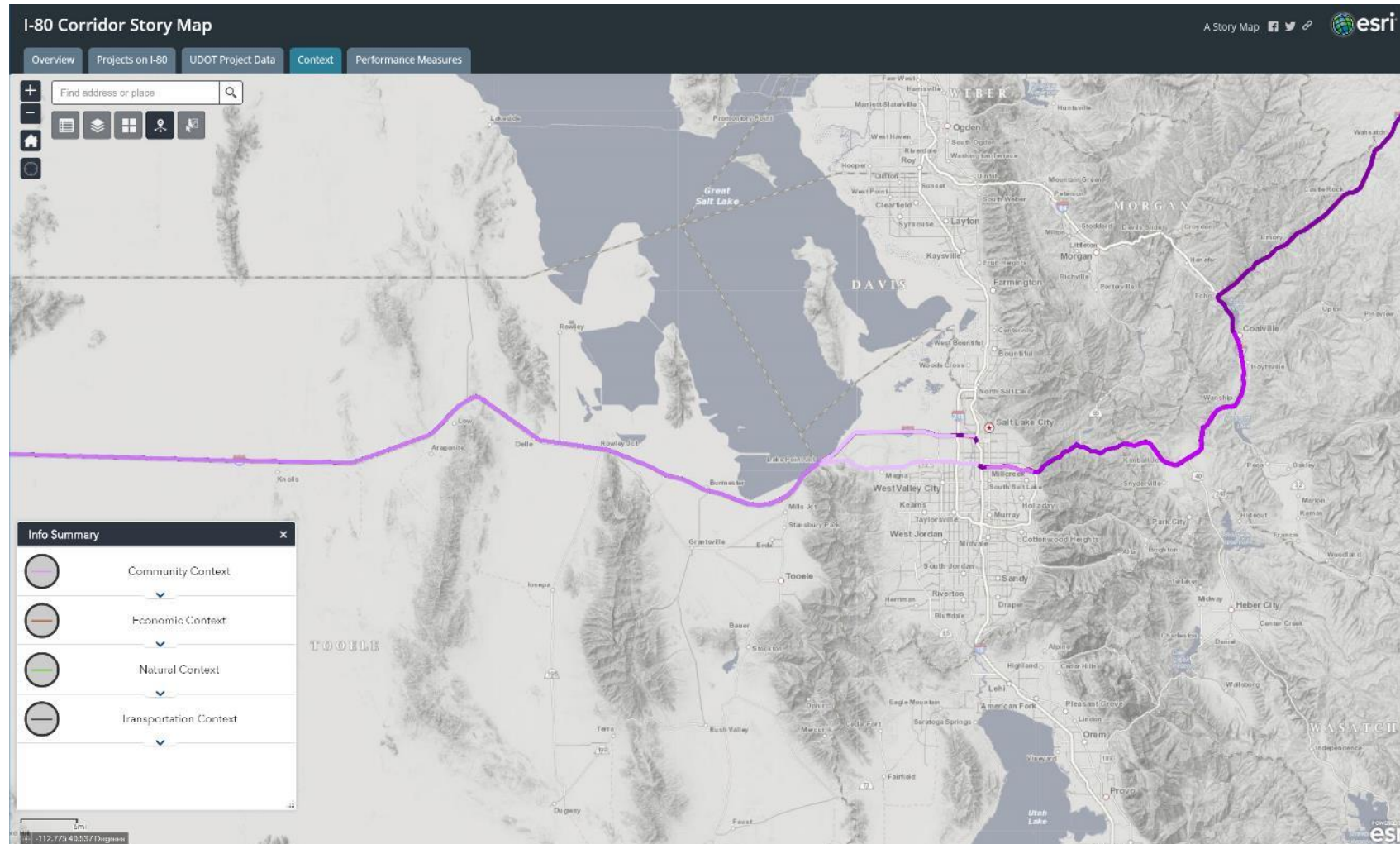
- Web-based platforms
- Display information in familiar map format
- Stakeholders provide comments and input on digital maps, marking up suggested changes or areas of concern
- Provides geographic context
- Project information is less abstract
- Can be paired with narratives, videos, and other digital information

# Online Mapping Tools

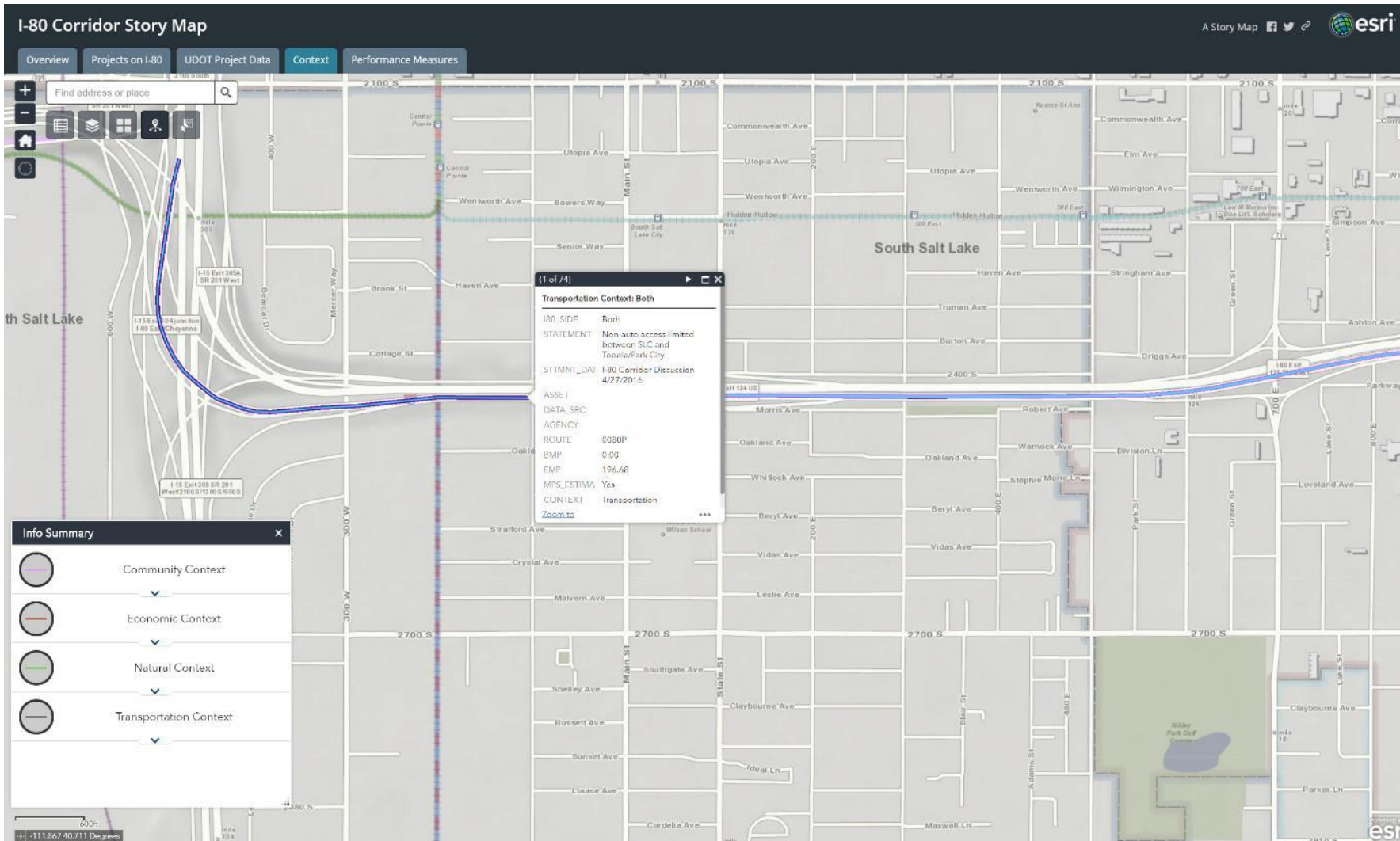




# Online Mapping Tools



# Online Mapping Tools



# All-in-One Tools

- Combination of crowdsourcing, mapping and survey functions
- Allows staff to inform the public about a project and engage stakeholders through polls, surveys, etc.
- Can offer both desktop and mobile apps in same platform

# All-in-One Tools




WELCOME

2 RANKING

3 PROJECTS

4 STAY INVOLVED





Welcome to Region C (Div 5 & 6)



**State Transportation Improvement Program 2018-2027**

North Carolina Department of Transportation invites you to provide your input, and participate in the development of the 10-year STIP document, by identifying projects throughout the state. NCDOT updates its STIP every two years.

[Begin](#)



NCDOT's STIP document programs the projects with an annual budget of approximately \$4.8 Billion. Federal funding accounts for 25% of this.

Image Courtesy of NC DOT

26



# All-in-One Tools



The screenshot shows a web application titled "Transportation Priority Ranking". The interface has a dark blue sidebar on the left with a "WELCOME" button and a question mark icon. The main content area is orange and features a "RANKING" section with a list of six items: "Multi-modal Options", "Transportation Safety" (highlighted in yellow), "Corridor Connectivity", "Consistency with Plans", "Community Growth", and "Reduce Congestion". Above this list is a prompt: "Order your top 5 items" with arrows pointing up and down, and "above this line". To the right of the list is a section titled "Making all Transportation Modes Safer" with a circular image of orange traffic barrels on a road. Below the image is a paragraph: "Promoting projects that help reduce traffic accidents, fatalities and related incidents. Such can be achieved by increasing mobility, optimizing speeds, improvements in design and the surrounding environment." At the bottom of this section is a "Comment" button. At the bottom left of the main area is a "Suggest another item" button. The top right of the main area has two buttons: "What to do" and "Next Task". On the right side of the interface is a vertical purple bar with "PROJECTS" and "STAY INVOLVED" text, and a small icon at the bottom.

Image Courtesy of NC DOT

# Digital Tools to Enhance In-Person Events

- Virtual tools and techniques add value to traditional public engagement
- Live-polling and tech-equipped street teams can solicit live feedback and input
- Agencies bring project plans directly into communities to create a physical presence





# Digital Tools to Enhance In-Person Events

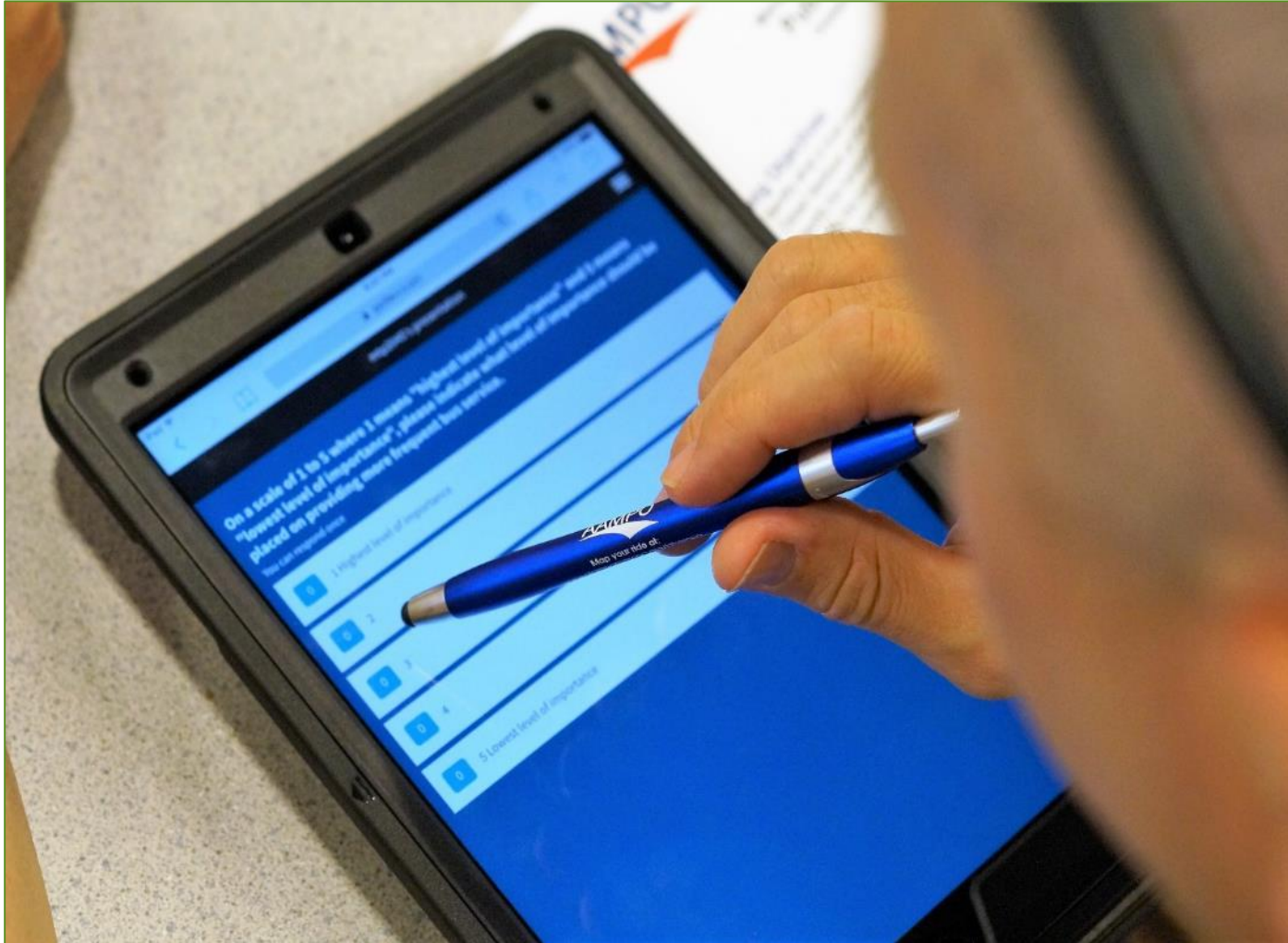


Image Courtesy Alamo Area MPO



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# Websites and Resources

# Public Involvement/Public Participation

## Public Involvement

- Authorizing Legislation
- Statute, Regulation and Executive Orders
- Case Studies
- Project Development
- Virtual Public Involvement
- Publications
- Reference Tool
- Related Links
- Other Resources
- Archive

FHWA → Planning

## Public Involvement/Public Participation

Public participation is an integral part of the transportation process which helps to ensure that decisions are made in consideration of and to benefit public needs and preferences. Early and continuous public involvement brings diverse viewpoints and values into the decision-making process. This process enables agencies to make better informed decisions through collaborative efforts and builds mutual understanding and trust between the agencies and the public they serve. Successful public participation is a continuous process, consisting of a series of activities and actions to both inform the public and stakeholders and to obtain input from them which influence decisions that affect their lives.

The public, in any one area or jurisdiction, may hold a diverse array of views and concerns on issues pertaining to their own specific transportation needs. Conducting meaningful public participation involves seeking public input at specific and key points in the decision-making process issues where such input has a real potential to help shape the final decision or set of actions.

Public participation activities provide more value when they are open, relevant, timely, and appropriate for the intended goal of the public involvement process. Providing a balanced approach with representation of all stakeholders and including measures to seek out and consider the needs of all stakeholders, especially those that are traditionally underserved by past and current transportation programs, facilities, or services.

To assist those who would like to improve public participation processes and strategies, this site provides links to relevant information and exemplary case studies and examples.

### Information for the Public on Transportation Decision Making

Have you ever wondered how decisions are made about transportation projects that affect your life? How do government officials decide where to put a bus stop, road, or bridge? How are these and other transportation projects planned? And

### Related Items

- [Transportation Planning Capacity Building](#)
  - [Public Engagement](#)
  - [Case Studies](#)
- [FHWA Resource Center Planning Team](#)
- [FHWA Office of Civil Rights](#)

### Contacts

For more information, please contact:

- Jody McCullough
- Scott Allen



# Virtual Public Involvement

U.S. Department of Transportation  
Federal Highway Administration

Office of Planning, Environment, & Realty (HEP)

Planning | Environment | Real Estate

HEP | Events | Guidance | Publications | Glossary | Awards | Contacts

## Public Involvement

Authorizing Legislation  
Statute, Regulation and Executive Orders  
Case Studies  
Project Development  
Virtual Public Involvement  
▶ Extending our Reach Video Series and Webinars  
▶ Fact Sheets  
▶ Technical Assistance  
Publications  
Reference Tool  
Related Links  
Other Resources  
Archive

Sign up for Virtual Public Involvement updates.

**Contacts**  
For more information, please contact:

- Jody McCullough
- Scott Allen
- Robert Washington
- Carolyn Nelson
- Fleming El-Amin
- Danielle Blackshear

FHWA → Planning → Public Involvement

### Virtual Public Involvement

Innovation Spotlight: Virtual Public Involvement

U.S. Department of Transportation  
Federal Highway Administration

On-Ramp to Innovation  
every day counts


### Introduction

Early, effective, and continuous public involvement brings diverse viewpoints and values into the decision-making process. Transportation agencies can increase meaningful public involvement in planning and project development by integrating virtual tools into their overall public involvement approach.

Using virtual public involvement tools enhances and broadens the reach of public engagement efforts by making participation more convenient, affordable, and enjoyable for greater numbers of people. Virtual tools provide increased transparency and access to transportation planning activities and project development and decision-making processes. Many virtual tools also provide information in visual and interactive formats that enhance public and stakeholder understanding of proposed projects and plans. By bringing more people to the table earlier in the process, transportation agencies can reduce project delays and lower staff time and costs per person engaged.

However, using virtual public involvement techniques does not change existing public involvement requirements established by statute, regulation, or executive order, and these tools are not intended to completely replace in-person public involvement opportunities, which remain an important part of a balanced public involvement approach.


# Every Day Counts - Virtual Public Involvement



## Virtual Public Involvement


**Virtual public involvement supports agencies' efforts to engage the public more effectively by supplementing face-to-face information sharing with technology.**

Innovative virtual public involvement techniques provide State departments of transportation (DOTs), transit agencies, metropolitan planning organizations (MPOs), and rural transportation planning organizations (RTPOs) with a platform to inform the public and receive feedback. These strategies create efficiencies in how information is disseminated and how input is collected and considered, which can potentially accelerate planning and project development processes.



**ENCOURAGING PUBLIC ENGAGEMENT**


Public involvement is a critical component in the transportation decision-making process, allowing for meaningful consideration and input from interested individuals. As daily users of the transportation system, the public has useful opinions, insights, and observations to share with their State DOT, MPOs, and local agencies on the performance and needs of the transportation system or on specific projects. Timely and strong public engagement has the potential to accelerate project delivery by helping identify and address public concerns early in the planning process, thereby reducing delays from previously unknown interests late in the project delivery process.



**BENEFITS**

- **Efficiency and Low Cost.** Virtual tools and platforms can efficiently be made accessible to communities, many at a lower cost than traditional public engagement methods.
- **Accelerated Project Delivery.** Robust public engagement helps identify issues early in the project planning process, which reduces the need to revisit decisions.

A heat map illustrates responses from citizens when they were asked where future subway lines should be built. Source: San Francisco Municipal Transportation Authority




## Virtual Public Involvement

- **Communication and Collaboration.** Virtual public involvement can aid in establishing a common vision for transportation and ensure the opinions and needs of the public are understood and considered during transportation planning and project development.
- **Expanded Engagement.** Virtual tools include stakeholders who do not participate in traditional approaches to public involvement. Greater engagement can improve project quality.

**STATE OF THE PRACTICE**

Virtual public involvement provides State DOTs, MPOs, and local agencies throughout the country with a platform of innovative tools and strategies for making public involvement more accessible, thus providing a better understanding of the public's concerns regarding transportation system performance and needs. The following are examples of successful virtual public involvement techniques:


- Colorado DOT held telephone town halls to conduct large-scale outreach while developing a long-range statewide transportation plan, including one town hall for each MPO and RTPO region in the State.
- Minnesota DOT targeted limited English proficiency (LEP) populations while updating the Statewide Multi-modal Transportation Plan by using tablet-based surveys in multiple languages. The tablet-based surveys allowed Minnesota DOT staff to visit LEP communities and solicit stakeholders to easily point, click, and respond.
- The City of Richmond, VA, used targeted stakeholder meetings, a "wikimap," and innovative data collection via a cloud-based data-gathering tool to gather field observations and specific information from people with first-hand experience biking and walking along Richmond's streets.



**RESOURCES**

FHWA EDC-5 Virtual Public Involvement  
[https://www.fhwa.dot.gov/innovation/everydaycounts/edc\\_5/virtual\\_public\\_involvement.cfm](https://www.fhwa.dot.gov/innovation/everydaycounts/edc_5/virtual_public_involvement.cfm)

- Delaware DOT created a mobile app that assembles project information, provides real-time traffic alerts, notifies users of project-related upcoming public meetings, and provides a way for stakeholders to contact DelDOT when issues arise.
- North Jersey Transportation Planning Authority is using real-time polling as part of live meetings and webinars.
- Texas' Alamo Area MPO is using low-cost videos in posts on social media.
- Florida DOT holds virtual public hearings for median alterations. These online meetings have improved participation, reduced costs, and elicited useful project feedback.



U.S. Department of Transportation  
Federal Highway Administration

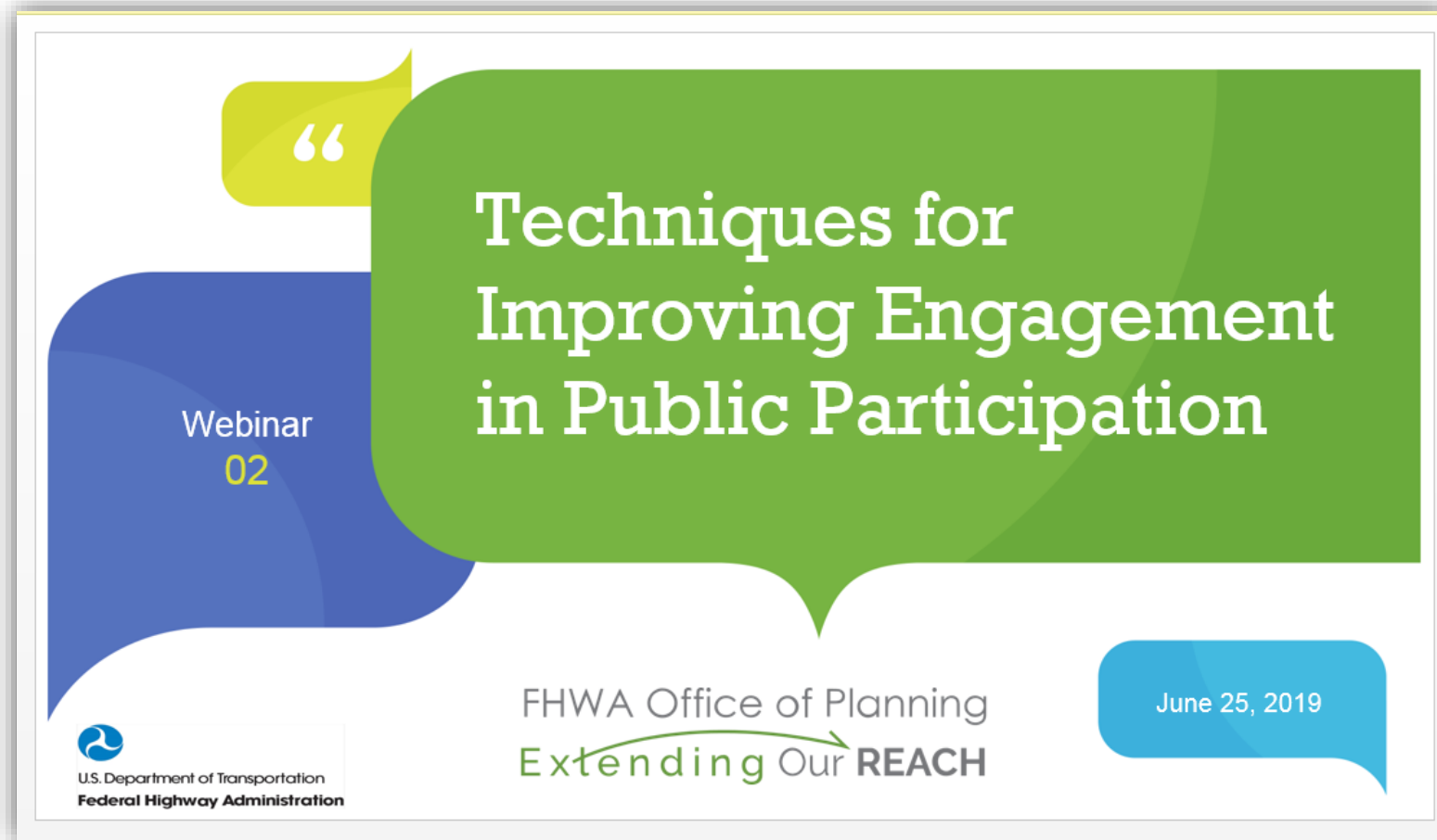
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[www.fhwa.dot.gov/everydaycounts](https://www.fhwa.dot.gov/everydaycounts)

# Resources: Videos, Fact Sheets and Webinars





# NHI- Web Based Course

## Basics of Public Involvement in Transportation Decision making



### Course Modules

Background, importance and requirements

Identify and engage the public

Techniques for involving the public

Generating using and evaluating feedback

Engaging beyond the town hall



U.S. Department  
of Transportation  
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# How can FHWA help you with Virtual Public Involvement?

# Thank you!

## FHWA Office of Planning

Scott Allen ([Scott.Allen@dot.gov](mailto:Scott.Allen@dot.gov))

Jill Stark ([Jill.Stark@dot.gov](mailto:Jill.Stark@dot.gov))

## FHWA Resource Center

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## FHWA Office of Project Development and Environmental Review

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Lana Lau ([lane.lau@dot.gov](mailto:lane.lau@dot.gov))

Robert “Bob” Washington (Robert. [Washington@dot.gov](mailto:Washington@dot.gov))

## FHWA Office of Human Environment

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Danielle Blackshere ([Danielle.blackshere@dot.gov](mailto:Danielle.blackshere@dot.gov))

# DVRPC

## Virtual Meeting Best Practices



Barry Seymour, Executive Director  
Alison Hastings, Manager, Office of Communications &  
Engagement  
May 6, 2020

# Transition to Work-From-Home

- Work-from-home structure was in place
- Many staff already telecommute
- Pre-COVID tech tools included: Remote Access licenses, Google Suite, Zoom software for conference calls, webinars, and virtual meetings
- DVRPC's upgraded bandwidth has allowed all staff to continue their work remotely

# Pivot to Virtual Board Meeting

- Our building closed March 20
- March 26<sup>th</sup> scheduled Board Meeting
- Need for very quick learning curve and Zoom training and practice
- 3 years prior, Board amended by-laws for remote voting (in case of emergency)
- Tried to follow DVRPC's Board meeting format as closely as possible, for Board members, staff and the public, using the Zoom platform



# The DVRPC Board

4/23/2020

10:00 a.m.

[Join Virtual Meeting](#)

Call in number: 1-546-248-7799  
Meeting ID: 779 551 125 Password: 716566

## AGENDA

### CALL TO ORDER and CHAIR'S COMMENTS

### PUBLIC COMMENTS ON AGENDA and NON-AGENDA ITEMS

### ACTION ITEMS

1. Minutes of Meeting of March 26, 2020
2. Transportation Improvement Program (TIP) Actions
  - a. PA19-120: Oxford Valley Road/Lincoln Highway Intersection Improvements (MPMS #13635), Bucks County
  - b. PA19-121: ADA Ramps 2020 Philadelphia (MPMS #12886), City of Philadelphia

Search results - xBoard and E xDelaware Valley xNJDOT Virtual M xRemembering E xDelaware Valley xMy Drive - Goog xIntranet xThe DVRPC Boar x

dvrpc.zoom.us/rec/play/ucF\_c-38-2k3GdXHTQSDUfZ5W9W1KqKshCEa\_fZZyknmU3gBYwKmMLBDZbBGXi9S8YzkNYZjLCP8H1MD?startTime=1587648016000&x\_zm\_rtaid=iKXOqTieS2...

zoomBoard and Executive Committee - Shared screen with speaker view

DVRPC's Board Meeting is set to start in five minutes, at 10:00 am

DELAWARE VALLEY

**dvrpc**

REGIONAL PLANNING COMMISSION

Mike Russo

Chat Messages

Shoshana Akins28:28

Elizabeth, if you click the up arrow in the lower left corner next to the microphone mute/unmute button and select the option "Switch to Phone Audio", you can call in using that number and not worry about getting audio feedback.

Alison Hastings54:31

Good morning, everyone. We're starting close to 10:00 AM.

Alison Hastings54:59

We'll be following the standard Board meeting format as closely as possible.

Alison Hastings57:24

General public are signing on as attendees. And Voting and Advisory Board Members will be "Panelists".

Robert Graff01:04:56


I believe users can correct their display names via the three dots in the upper RH corner of their image.

Type here to search

e

3:28 PM

4/29/2020



**AGENDA**

**CALL TO ORDER and CHAIR'S COMMENTS**  
**PUBLIC COMMENTS ON AGENDA and NON-AGENDA ITEMS**

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1. Minutes of Meeting of March 26, 2020
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  - b. [PA19-121: ADA Ramps 2020 Philadelphia \(MPMS #12886\), City of Philadelphia](#)
3. [FY21 MAP and TMA Assistance Budget Approval](#)
4. [Request to Open a Public Comment Period for the Draft FY 2021 Transportation Improvement Program \(TIP\) for Pennsylvania; amendments to the Connections 2045 Long-Range Plan \(LRP\); and the Draft Conformity Finding of the LRP and TIP](#)
5. **Appointment of Nominating Committee for Fiscal Year 2021 DVRPC Board Officers**  
 A Nominating Committee will be selected to appoint candidates for Board Chair, Vice Chair, Secretary, and Treasurer for Fiscal Year 2021 (July 1, 2020 through June 30, 2021).


**PRESENTATION ITEMS**

6. **Gateway and its Impacts on Greater Philadelphia**  
 A single two-track tunnel provides the only rail link between New Jersey and New York City, serving both NJTransit and Amtrak.

**DISCUSSION ITEMS**

7. **One Minute Reports**
8. **Executive Director's Report**
  - a. TCDI Program
  - b. NJ CMAQ Funding
  - c. Regional Trail Counts
  - d. Resources for Retail Districts
  - e. Transition of RideECO Program
  - f. RFP for Transportation Funding Options in SEPA
9. **Committee Reports**
  - (1) Regional Technical Committee
  - (2) Public Participation Task Force
  - (3) Regional Safety Task Force

**OLD BUSINESS**  
**NEW BUSINESS**



Rev. Glen Benson

**Chat Messages**

regular board meeting.

Alison Hastings 01:11:19  
If you'd like to speak, please raise your hand.

Alison Hastings 01:11:45  
Thanks, Rev. Benson. We see you.

Alison Hastings 01:12:00  
When we get to that part of the agenda, Barry or the chair will recognize you.

Alison Hastings 01:53:56  
That concludes the Action Items for today's Board meeting.

Alison Hastings 02:28:00  
SEPTA's public notices are available here:  
<http://www.septa.org/notice/>

Alison Hastings 02:34:49  
From NJDEP: <https://nj.gov/rggi/>

Alison Hastings 02:36:13  
From PA DCED:

# Results to Date

- Board meetings held March 26 and April 23
- Board members asked questions, made motions, approved actions, and shared individual reports
- Included both staff and remote guest presentations
- Enabled public access and participation, via phone, online, and even through live camera feed
- Some of our highest attendance at these meetings
- Looking to continue ability for remote access, even when we are back in the office

# Remote Meeting Attendance

3/25 -- All-Staff Meeting: 120+ attendees (nearly all staff and interns)

3/26 -- March Board Meeting: 88 attendees

3/31 -- Regional Safety Task Force: 100+ attendees

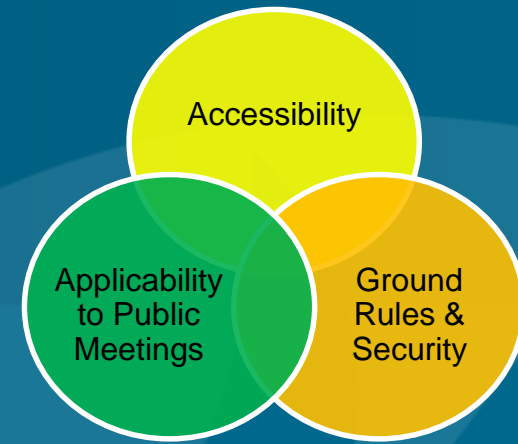
4/7 -- April Regional Technical Committee: 67 attendees

4/13 -- Regional Incident Management Task Force: 150+ attendees

4/23 -- April Board Meeting: 87 attendees

5/1 -- All-Staff Meeting: 100+ attendees

# Public Participation



- Reaching under-represented communities... **Just got harder**
- Bridging the Digital Divide (those not connected to the internet, don't have access to devices, or don't have broadband)... **Just got harder**
- Reaching more people and meeting their special needs... **Maybe a little bit easier?**
- Remote meeting attendance is higher than in person... so far



# Public Participation

## Tech Accessibility within Zoom Meeting Platform

- Enable users to use **both phone** and computer audio
- **Publish call-in number** with event details/legal notices
- **Zoom App** for smartphones and tablets
- Enable “**join from your browser**” in user settings
- Recommend participants **turn off video and/or use phone** for audio to help with broadband speed

# Public Participation

## Ability to make accommodations within Zoom:

- Disabilities (e.g. Deafness) - Closed captioning
- English as a second language (or Limited English Proficiency) - creating “audio” channels with live translators

# Staff Trainings for Virtual Meetings

- Rather than a “how-to” for Zoom, we focused on transitioning DVRPC meetings online using the tools we have access to (Zoom and Google Meets)

Search results x DVRPC Zoom Board and Ex Delaware Vall NJDOT Virtua Remembering Delaware Vall Presentations intranet The DVRPC B

dvrpc.zoom.us/rec/play/v8Eud7yhpm83S9KUsgSDVvQvW9S\_f\_ms0nlW8vMEz0zgAXdSOWGiN7VHZ-lwxfcjP7ixmk8G\_Vq126ik?continueMode=true&x\_zm\_rtaid=iKXOqTieS2eHAo...

zoom

DVRPC Zoom Training #2 - Shared screen with speaker view

Download (3 files)

### Pre-Survey Responses: Used Zoom Features

The most used tools were recording a meeting, using the Q&A function, using in-meeting/webinar polling, and set up a waiting room for meeting/webinar.

As the Zoom Host, have you used any of the following Zoom features in a meeting or webinar?  
Check all that apply.  
21 responses

Feature	Count	Percentage
Employed breakout rooms	1	4.8%
Used in-meeting/webinar polling	7	33.3%
Used the Q&A feature	9	42.9%
Set up closed captioning	0	0%
Enabled participants to submit question...	6	28.6%
I have not yet been a Zoom Host.	1	4.8%
I have not yet been the host	1	4.8%

Shoshana Akins

Chat Messages

co-host must have Zoom license? Is that what I heard?

Shawn Megill Legendre

31:23

Does re-launching a poll restart it or does it just allow those who didn't vote before to vote? Or, in other words, does it keep and add to the previous results or does it erase the previous results?

Jackie Davis

31:39

I was able to transfer hosting ability to a non-DVRPC, non-Zoom license person

Derek Lombardi

32:00

I voted for Sheetz! French fryz (their spelling)

Alison Hastings

32:50

Yes... Relaunching a Poll will clear the results

Elise Turner

32:58

Thanks Alison

Kelsey McElduff

34:03

Type here to search

3:54 PM

4/29/2020



# Staff Trainings for Virtual Meetings

- **Advanced features of the tools we have access to:**
  - Meeting platforms (Zoom, Google Meets)
  - Surveys (SurveyMonkey, Google Forms, Typeform)
  - Social media (Twitter, FB, IG, LinkedIn, YT)
- **Facilitation skills** (agenda building, roll calls, getting comfortable being uncomfortable)
- An opportunity to learn & invest in new skills

# Thank You!



# Virtual Public Engagement

## State Transportation Innovation Council Meeting

May 6, 2020

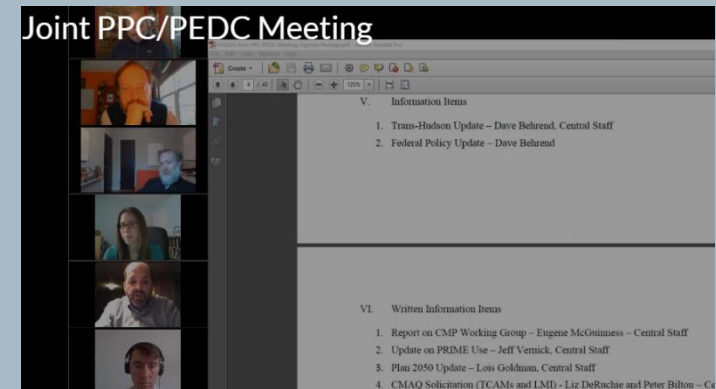


Mary D. Ameen & Melissa Hayes  
**North Jersey Transportation Planning Authority**

# Working Remotely

## Virtual Committee Meetings

- Regional Transportation Advisory Committee
- Project Prioritization and Planning & Economic Development committees
- Freight Initiatives Committee



# Engaging the Public





# Virtual Public Engagement

- Know your audience
- Keep it brief
- Multiple feedback channels
- Make it mobile-friendly



Available at [njtpa.org](http://njtpa.org)



# UpNext North Jersey

## Lessons Learned

- Narrow the topic
- Keep it simple
- Be able to adapt



We are living through an unprecedented disruption. Like Hurricane Sandy and 9-11 before it, the current COVID-19 pandemic will change the way we think about our future.

Join us online to discuss the implications of these disruptions, including how we can plan for increased uncertainty and find opportunities to build a more adaptable society.

# Going Live

The screenshot shows a Facebook live stream interface. On the left, a browser window displays a survey titled "Cuestionario Público - Estudio de Desarrollo de Conceptos Locales para la Avenida Main (entre las calles Monroe St y Gregory Ave) (Versión en Español)". The survey text is in Spanish and asks for information about walking and biking experiences on Main Avenue. It mentions that some questions were adopted from the Walkability Checklist of the Pedestrian & Bicycle Information Center (PBIC). The survey is currently at 0 of 29 answered. On the right, the Facebook live stream shows a video of Mayor Hector Lora. The stream has 49 likes, 43 comments, and 1.2K views. The comments section shows two comments: one from Kenneth J Lucianin and another from Pedro Bonilla. The bottom of the screen features the NJTPA logo.

Share | Main Ave Passaic LCD | Cuestionario Público - Estudio de... | (9) Facebook

surveymonkey.com/r/MainAveLCDStudy\_Spanish

Spanish

Google Translate

Mayor Hector...

### Cuestionario Público - Estudio de Desarrollo de Conceptos Locales para la Avenida Main (entre las calles Monroe St y Gregory Ave)

(Versión en Español)

Tome este quiz para darnos más información acerca de su experiencia caminando, andando en bicicleta, manejando, y/o tomando transporte publico en la Avenida Main (entre las calles Monroe Street y Gregory Avenue), y para saber si usted puede caminar en sus calles seguramente. Algunas preguntas fueron adoptadas del Walkability Checklist del Centro de información de Peatones y Bicicletas (Pedestrian & Bicycle Information Center [PBIC])

Este cuestionario toma alrededor de 10 minutos. Por favor, tómese su tiempo para contestar las preguntas de manera adecuada y que reflejen su opinión acerca de la Avenida Main

**IMPORTANTE:** Cuando esté respondiendo por favor limite sus respuestas específicamente a la Avenida Main entre las calles Monroe Street y Gregory Avenue

0 of 29 answered

zoom

Hector Carlos Lora was live.  
22 hrs · 🌐

49 43 Comments 1.2K Views

Like Comment Share

Comments Hide

Most Relevant

Kenneth J Lucianin · 0:47  
I am just going thru.....hope the three of you well! You look 29 Joe!


Like · Reply · 21h 1

1 Reply

Pedro Bonilla · 37:25  
Trees and a area where you can rest and enjoy the day put a water fountain in the middle the sound of the water fountain combined with beautiful flowers how about a wishing well where folks can throw a penny and make a wish this would go very well for ... See More

# Approaches for Public Meetings

- Present during an existing public meeting
- Pre-record and share a presentation
- Host a virtual event with interactive Q&A




*Jersey City has launched a year-long parking study to understand how to better manage parking in your community.*

## JOIN US!

The JC Parking Plan project team is presenting draft final recommendations for improved parking management. This update will be provided during the regularly scheduled virtual City Council Caucus Meeting.

**Please tune in to view the presentation and share your input!**

### VIRTUAL COUNCIL CAUCUS

 Monday, May 4, 2020  
Virtual Caucus Meeting at 4:00 PM\*  
\*Presentation will be last item on the agenda

To view the presentation live, visit: [jcnj.org/vcm](https://www.jcnj.org/vcm)

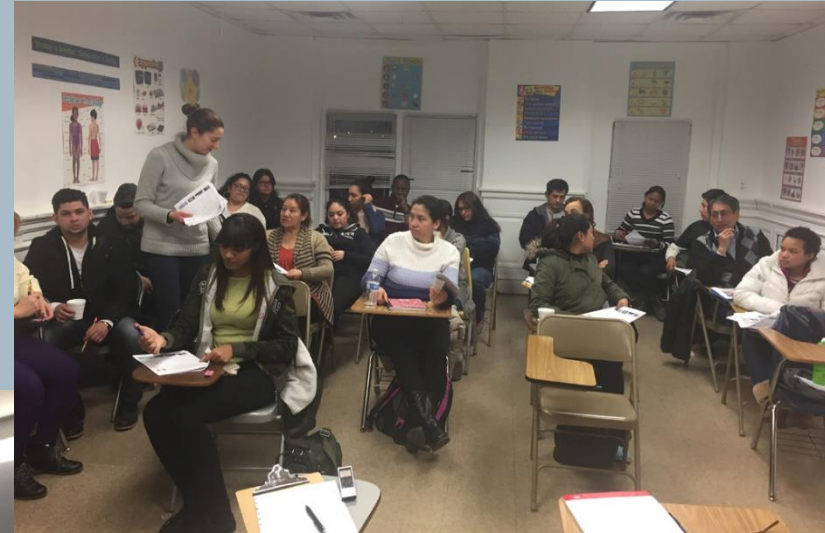
Written comments will be accepted in the comments section of the virtual meeting. Comments will also continue to be accepted at [cityplanning@jcnj.org](mailto:cityplanning@jcnj.org). Live closed captioning will be available in the following languages: Arabic, Filipino, Hindi, Polish, Spanish, Vietnamese.

Parking studies examine how parking works in a specific geography, whether it be for a site, neighborhood, or entire city. This public presentation follows six listening sessions held between August and October 2019 as well as a public workshop held in February 2020. Input received from those meetings as well as the results of the public survey will be shared.

Want to find out more information or get involved?  
Visit [www.jerseycitynj.gov/parkingplan](https://www.jerseycitynj.gov/parkingplan) or email us at [cityplanning@jcnj.org](mailto:cityplanning@jcnj.org)



# Specialized Outreach





# Thank You

*Defining the Vision. Shaping the Future.*



# NJTPA

**NORTH JERSEY  
TRANSPORTATION  
PLANNING AUTHORITY**

One Newark Center, 17th Floor  
Newark, NJ 07102  
(973) 639-8400  
[www.njtpa.org](http://www.njtpa.org)



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TO OUR CHANNEL

# Virtual Outreach During COVID-19

In the SJTPO Region

South Jersey  
Transportation  
Planning Organization



# SJTPO Going Digital

- Evaluated virtual public meetings tools  GoToMeeting
- April Special Meeting of Technical Advisory Committee and Policy Board
  - Legal Advertisement as teleconference meetings with call-in information posted publicly
  - Use of social media / email distribution lists
- All other planned meetings have been postponed as we evaluate options and re-plan

**POSTPONED**



# Big Concerns

- Ability to devote attention to planning efforts as they are focused on major issues
- However, the major concern is internet access...

NOISE



# Overview of SJTPO Internet Access

- Households with Internet\*: **US: 85.3%** **NJ: 88.2%** **SJTPO: 79.7%**
- Over 43,000 SJTPO Households have **Little or No Internet Access**
- Low-income and communities of color are vastly over-represented in lack of internet access
  - Atlantic City
  - Bridgeton
  - Pennsville
  - Millville
  - City of Salem
  - Vineland
  - Wildwood

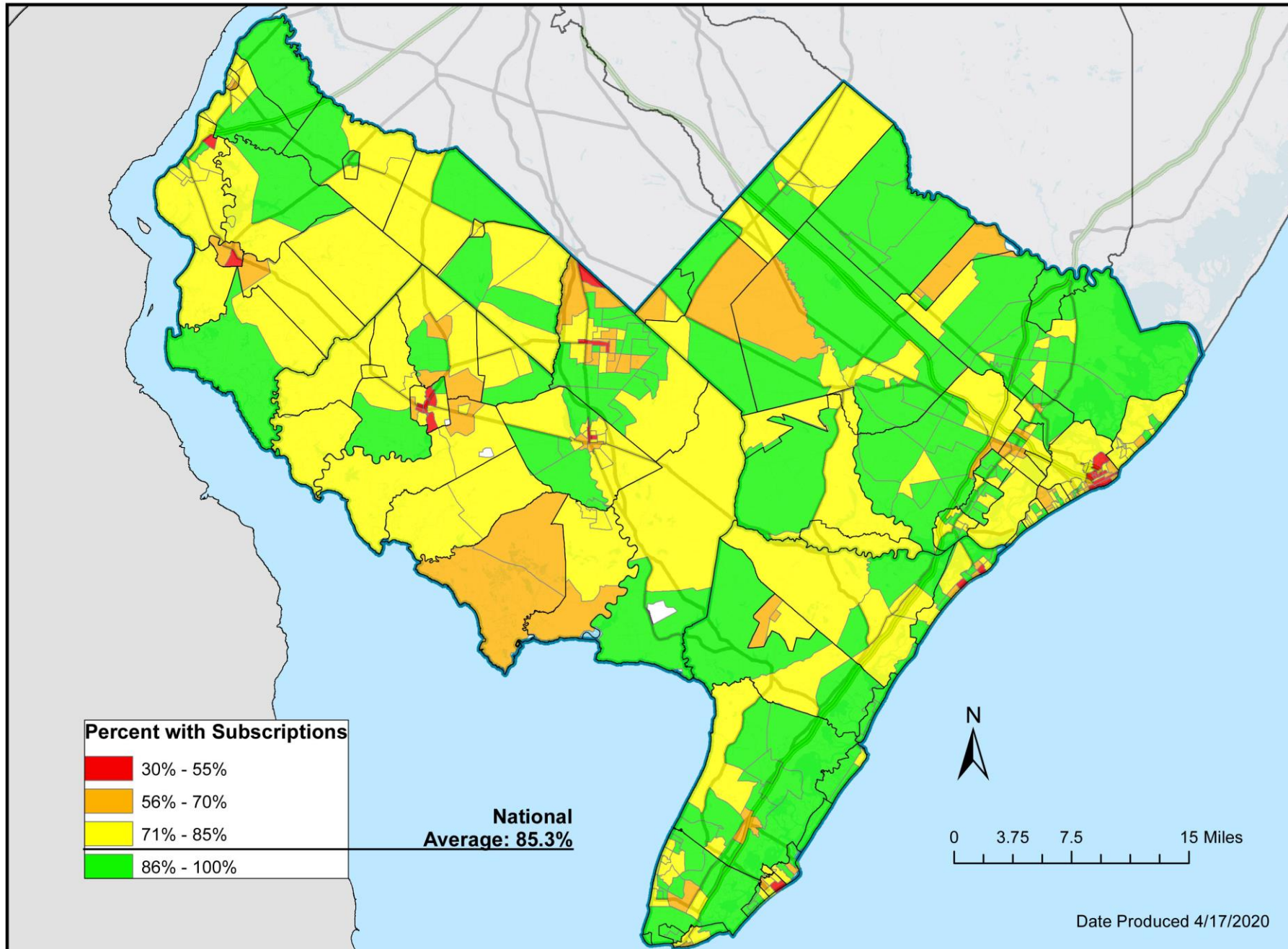
\* ACS 2018, Table B28002, Households with Internet Subscription





# Percent of Total Households with Access to Internet Subscription

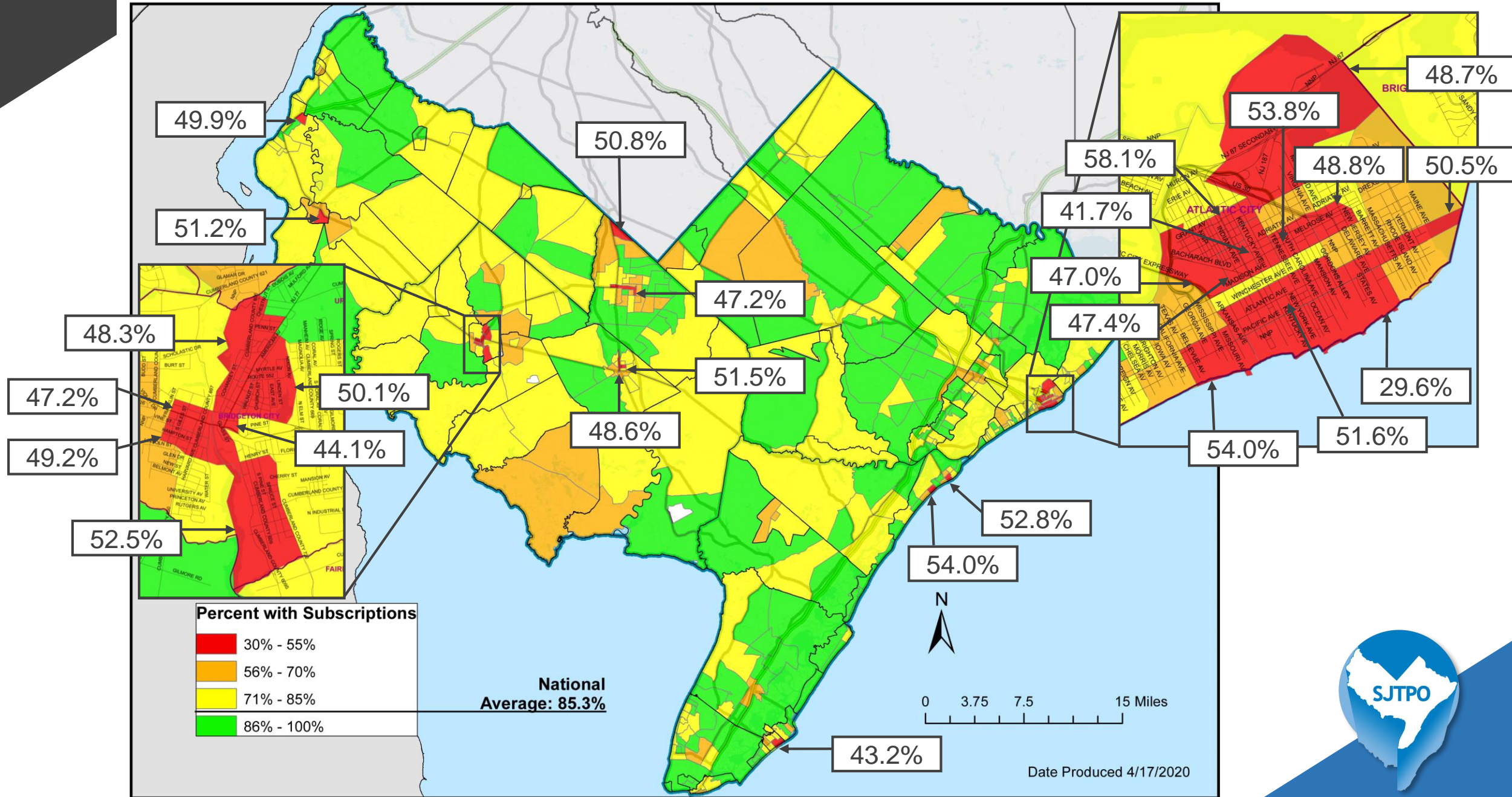
SJTPO Region | ACS 5-Year Data (2018)



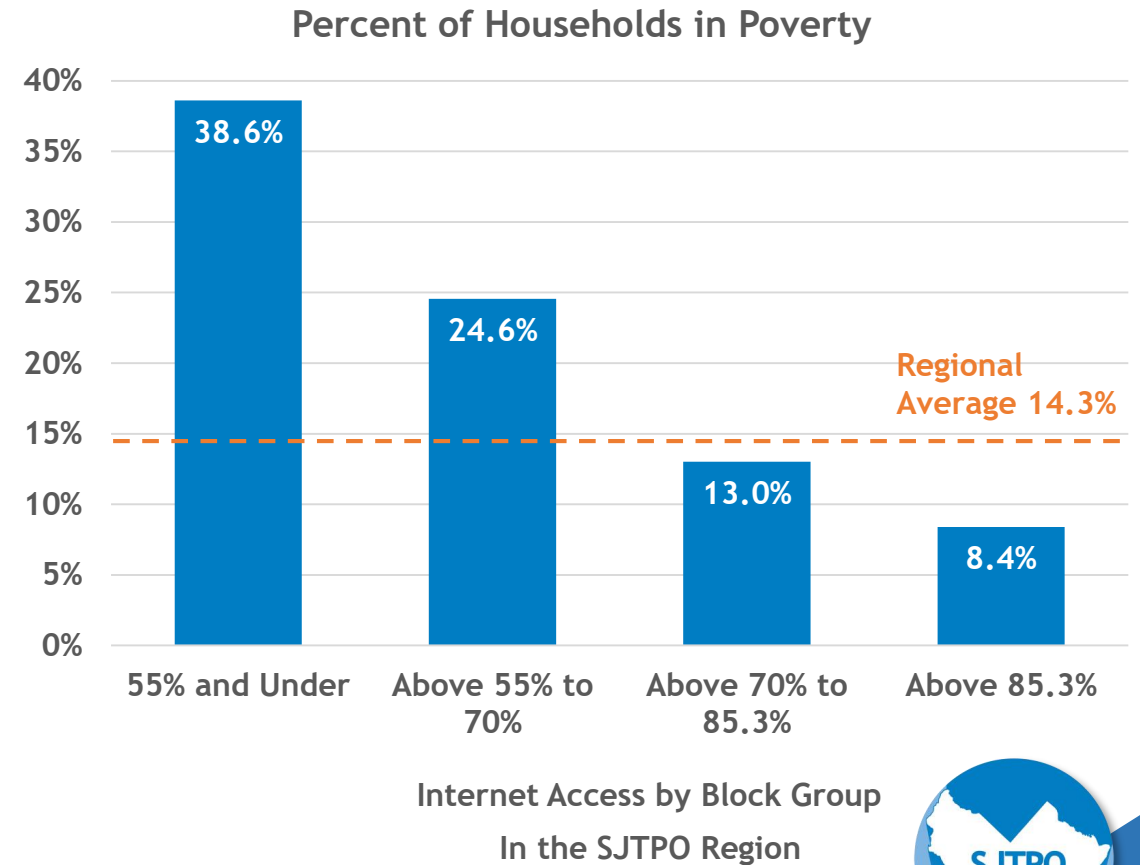
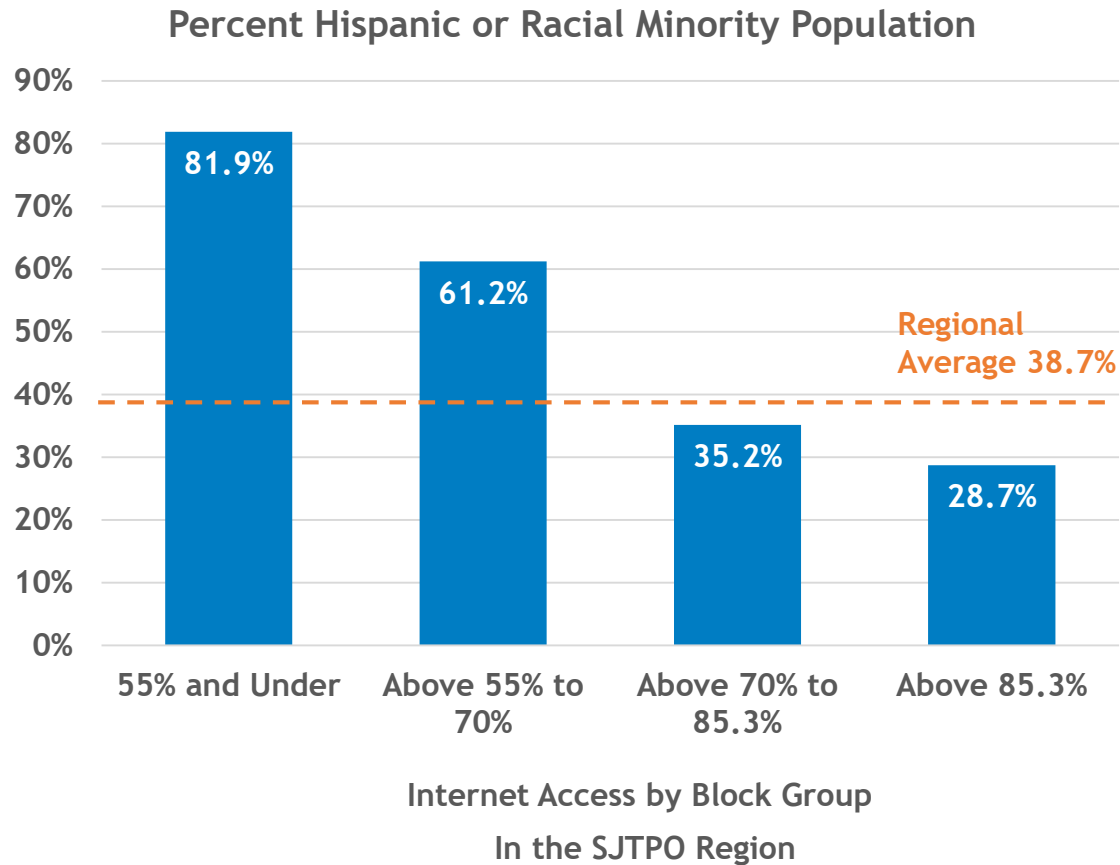


# Percent of Total Households with Access to Internet Subscription

## SJTPO Region I ACS 5-Year Data (2018)



# Major Disparities in Internet Access



# How Can We Provide Equitable Input Opportunity in a Virtual-Only Environment?

We can't



# What We Can Do

- Be as flexible as possible
  - Some efforts may need to advance now, others **CAN NOT**
- Delay outreach on issues of great importance or that have major implications for disadvantaged communities
  - Regional Transportation Plan
  - Multilingual Outreach for LEP Language Assistance Plan
  - Cumberland County Bike/Ped Safety Action Plan
  - (SJTPD is currently advancing 6-month extensions to each)
- Remember virtual involvement is a compliment to traditional involvement





# What We Can Do

- Where virtual-only outreach may be acceptable
  - In areas with uniformly high internet access
  - When there is no choice but to move forward
- How to do the best we can
  - Spread the word through as many partners as possible
  - Continue Newspaper Legal Advertisement
  - Provide toll-free telephone options
  - Unstaffed information kiosks or handouts, as appropriate
- Keep looking for best practices, innovative approaches
- What else can we do?

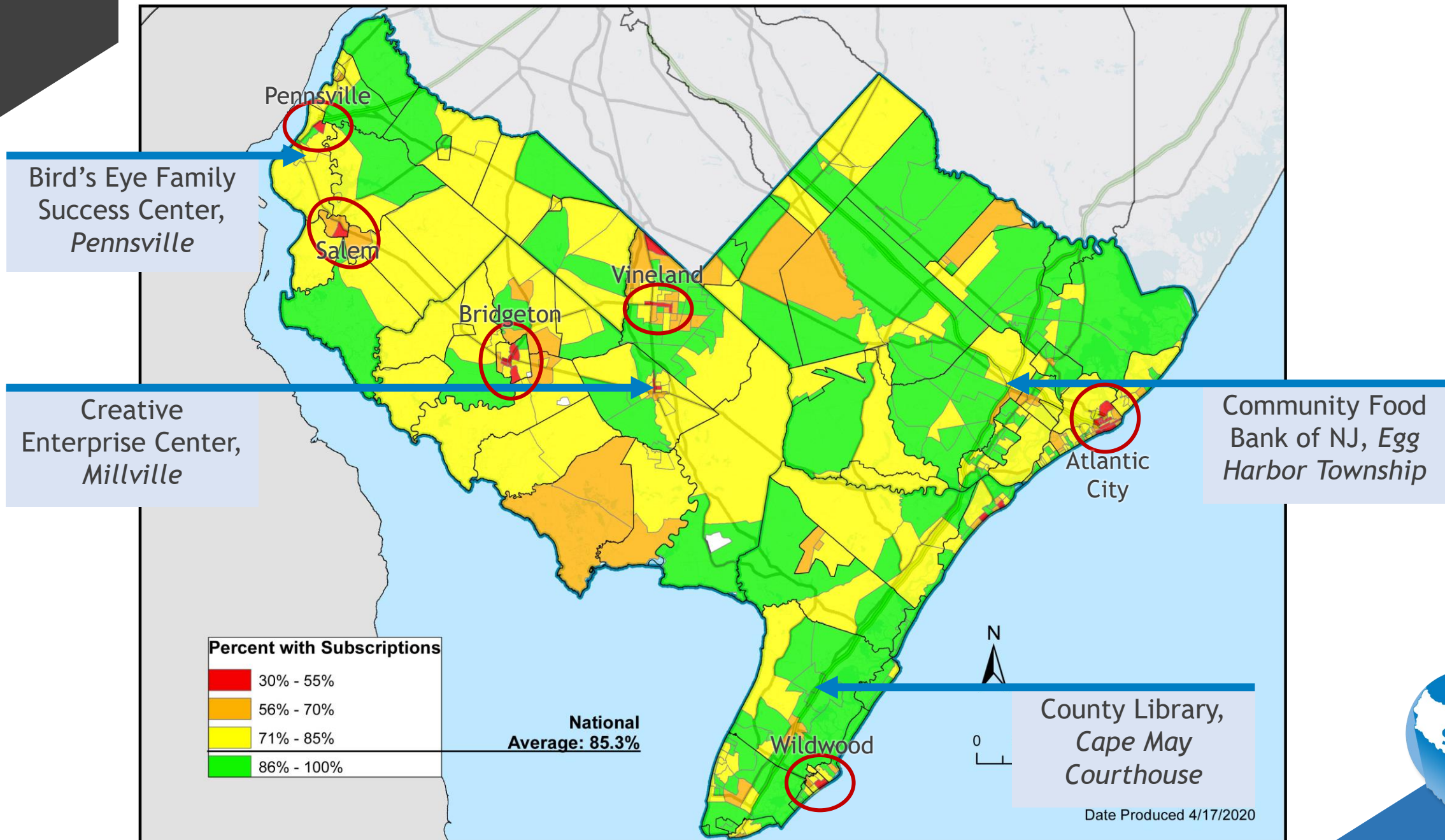


# This Will Make SJTPO Better

- We had not committed to a virtual meeting tool (only teleconferencing)
- This prompted a deep dive into internet access
- We can now target physical outreach to disadvantaged communities with low internet access
- Our Public Involvement Plan will need to be updated
- When RTP outreach starts up, we will need to improve access beyond our originally-planned locations



# Originally-Planned RTP Public Meetings | Opportunity for Improvement



# Thank You

## **Jennifer Marandino**

Executive Director

[jmarandino@sjtpo.org](mailto:jmarandino@sjtpo.org)

## **Alan Huff**

Program Manager - Safety Initiatives & Public Outreach

[ahuff@sjtpo.org](mailto:ahuff@sjtpo.org)

## **Melissa Melora**

Public Outreach Planner

[mmelora@sjtpo.org](mailto:mmelora@sjtpo.org)

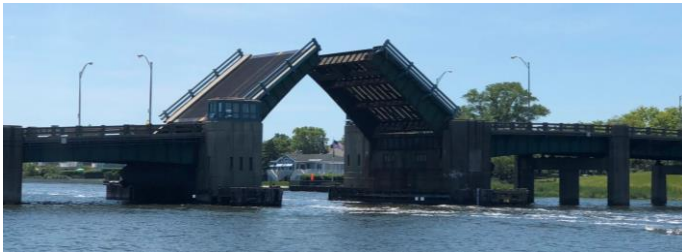




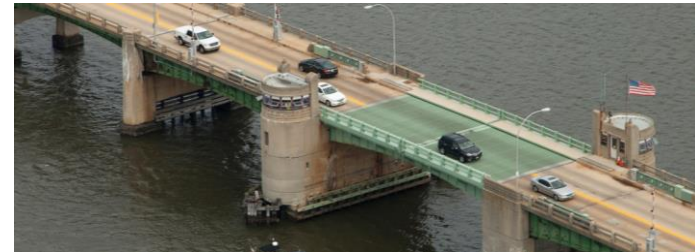
QUARTERLY NJ STIC MEETING – SPRING 2020  
PANEL DISCUSSION: VIRTUAL PUBLIC INVOLVEMENT  
BEST PRACTICES, CHALLENGES AND LESSONS LEARNED BY NJ STIC

---

## Monmouth County Bridge Replacement Projects Virtual Public Meetings



Final Design Phase  
Rumson-Sea Bright Bridge (S-32)  
Borough of Rumson and Borough of Sea Bright



Local Concept Development Study  
Oceanic Bridge (S-31)  
Borough of Rumson and Township of Middletown

Joseph Ettore, P.E., Monmouth County Engineer  
Martine Culbertson, M.A. Culbertson, LLC Facilitator Public Outreach



# RUMSON-SEA BRIGHT BRIDGE (S-32)

## Final Design Phase for Rumson-Sea Bright Bridge S-32 on Rumson Road (CR 520) over the Shrewsbury River



**Community Stakeholders Meeting No. 2**  
February 18, 2020



U.S. Department of Transportation  
**Federal Highway  
Administration**



# RUMSON-SEA BRIGHT BRIDGE (S-32)

## Project Overview

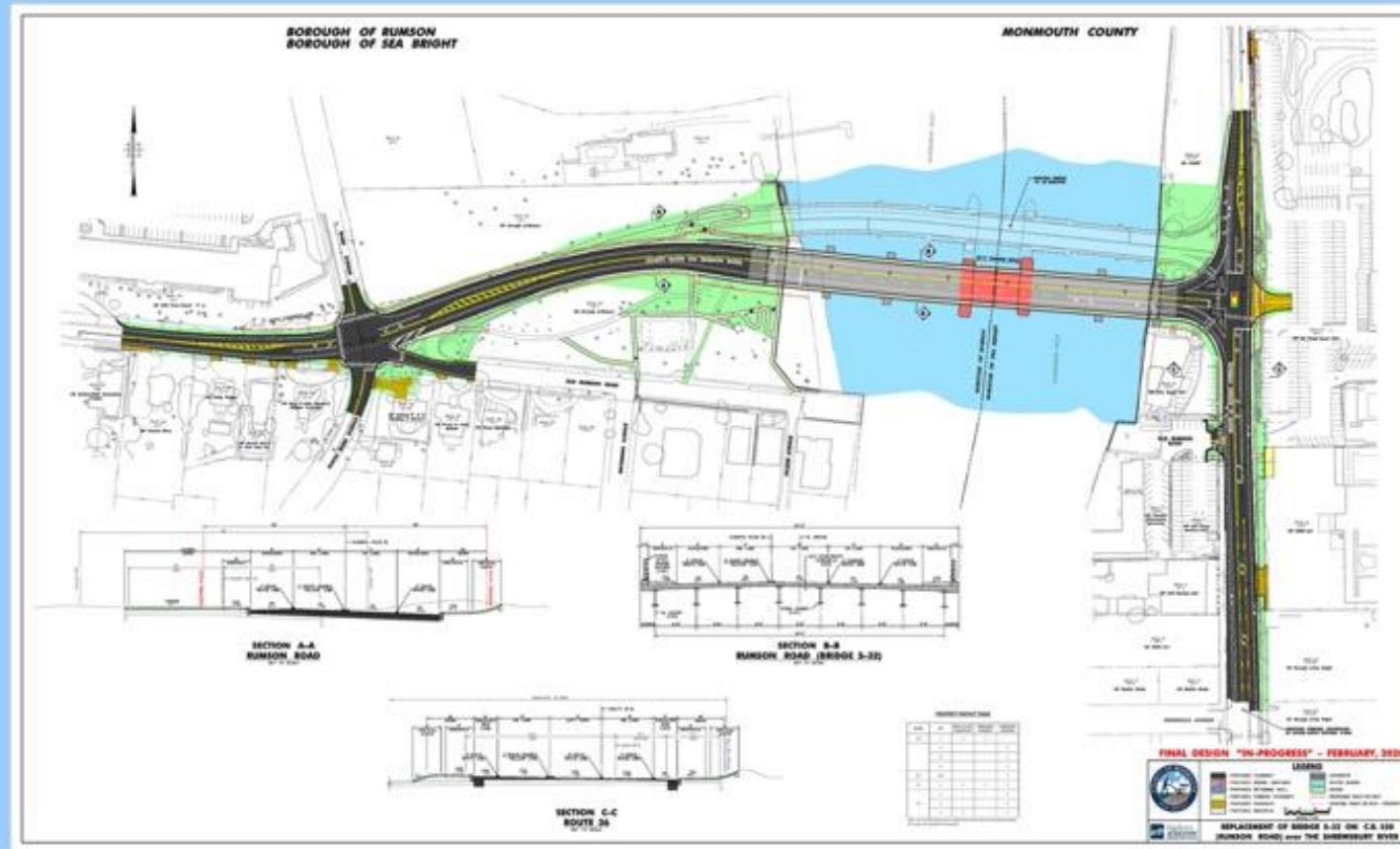


### Project Schedule (Phases)

Local Concept Development (LCD) Phase	2011-2013 completed
Local Preliminary Engineering (LPE) Phase	2014 – 2017 completed
Final Design (FD) Phase	2018 - 2020
Construction Phase	2021-2024

# RUMSON-SEA BRIGHT BRIDGE (S-32)

## Rumson-Sea Bright Bridge S-32 Project Plan





# OCEANIC BRIDGE (S-31)



# OCEANIC BRIDGE (S-31)

---

## Project Schedule

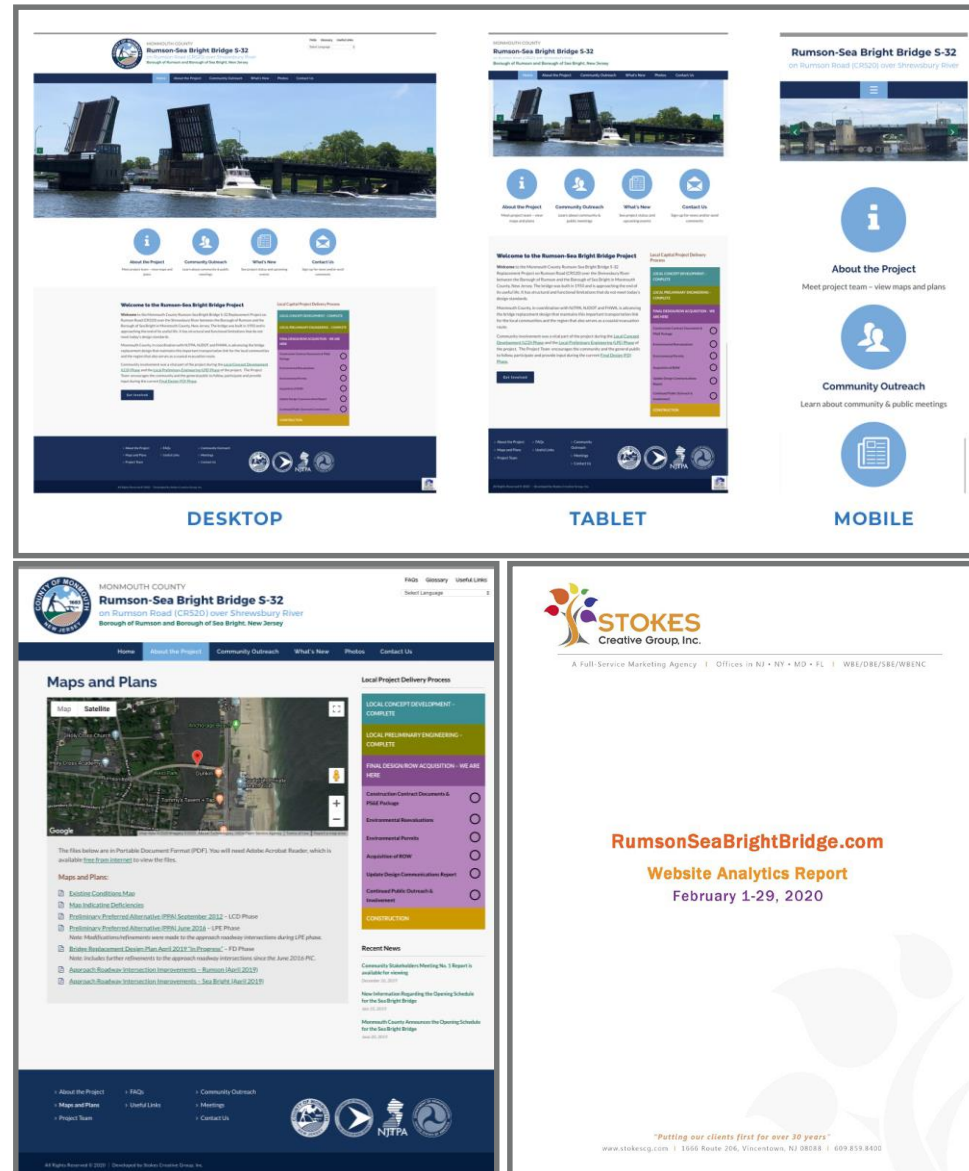
- **Public Information Center # 3**  
Mid-Summer 2020
- **Obtain Resolutions of Support**  
Late Summer 2020
- **Draft Concept Development Report**  
Fall 2020
- **Advancement to Next Phase**  
Winter 2020/2021






# RUMSON-SEA BRIGHT BRIDGE (S-32) INNOVATIVE WEBSITE

- ▶ **Responsive Website**  
Developed for optimal viewing on any device
- ▶ **Ease of Updating Site**  
Straightforward publishing and editing;  
scheduled posting
- ▶ **Multiple Languages**  
Multi-lingual, machine-translated text
- ▶ **Opportunity to Add Rich Media**  
Embed YouTube videos, surveys, pop-up  
panels
- ▶ **Google Analytics Report**  
Track visitors and their demographics
- ▶ **Embed Social Media (e.g., Twitter)**  
Updates from the source feed appear  
automatically



# RUMSON-SEA BRIGHT BRIDGE (S-32) WEBSITE



MONMOUTH COUNTY

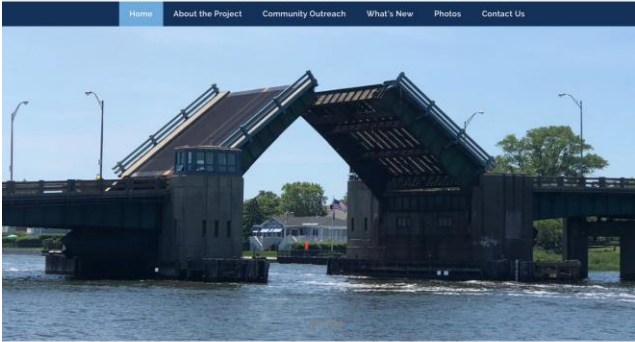
**Rumson-Sea Bright Bridge S-32**


on Rumson Road (CR520) over Shrewsbury River

Borough of Rumson and Borough of Sea Bright, New Jersey

[FAQs](#)
[Glossary](#)
[Useful Links](#)


[Home](#)
[About the Project](#)
[Community Outreach](#)
[What's New](#)
[Photos](#)
[Contact Us](#)






**About the Project**

Meet project team - view maps and plans




**Community Outreach**

Learn about community & public meetings



**What's New**

See project status and upcoming events



**Contact Us**

Sign-up for news and/or send comments

**Welcome to the Rumson-Sea Bright Bridge Project**

Welcome to the Monmouth County Rumson-Sea Bright Bridge S-32 Replacement Project on Rumson Road (CR520) over the Shrewsbury River between the Borough of Rumson and the Borough of Sea Bright in Monmouth County, New Jersey. The bridge was built in 1950 and is approaching the end of its useful life. It has structural and functional limitations that do not meet today's design standards.

Monmouth County, in coordination with NJTPA, NJDOT and FHWA, is advancing the bridge replacement design that maintains this important transportation link for the local communities and the region that also serves as a coastal evacuation route.

Community involvement was a vital part of the project during the [Local Concept Development \(LCD\) Phase](#) and the [Local Preliminary Engineering \(LPE\) Phase](#) of the project. The Project Team encourages the community and the general public to follow, participate and provide input during the current [Final Design \(FD\) Phase](#).

[Get Involved](#)

Local Capital Project Delivery Process


- LOCAL CONCEPT DEVELOPMENT - COMPLETE
- LOCAL PRELIMINARY ENGINEERING - COMPLETE
- FINAL DESIGN/ROW ACQUISITION - WE ARE HERE
- Construction Contract Documents & PS&E Package
- Environmental Reevaluations
- Environmental Permits
- Acquisition of ROW
- Update Design Communications Report
- Continued Public Outreach & Involvement
- CONSTRUCTION

[About the Project](#)
[FAQs](#)

[Community Outreach](#)
[Meetings](#)

[Maps and Plans](#)
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MONMOUTH COUNTY

**Rumson-Sea Bright Bridge S-32**

on Rumson Road (CR520) over Shrewsbury River

Borough of Rumson and Borough of Sea Bright, New Jersey

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## Contact Us

Monmouth County and the cooperating agencies of NJTPA and NJDOT encourages community members to voice their concerns and contribute suggestions to the Project Team. To provide input, attend public meetings or submit comments online, use the form below or contact Monmouth County Division of Engineering.

Please select what you would like to do:

- [+ Send a General Comment / Question](#)
- [+ Sign Up for the Mailing List](#)
- [+ Sign Up for the Email List](#)

## Project Contacts

Joseph Estore, P.E.  
Monmouth County Engineer

Andres Roda, P.E.  
Monmouth County Project Manager  
732-431-7740  
[Info@rumsonseabrightbridge.com](mailto:Info@rumsonseabrightbridge.com)

Monmouth County Division of Engineering  
Hall of Records Annex, 1 East Main Street,  
3rd Floor  
Freehold, NJ 07728

For more information, visit

[WWW.RUMSONSEABRIGHTBRIDGE.COM](http://WWW.RUMSONSEABRIGHTBRIDGE.COM)



MONMOUTH COUNTY

**Rumson-Sea Bright Bridge S-32**

on Rumson Road (CR520) over Shrewsbury River

Borough of Rumson and Borough of Sea Bright, New Jersey

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**Attend Public Meeting**

May 26 – June 26, 2020

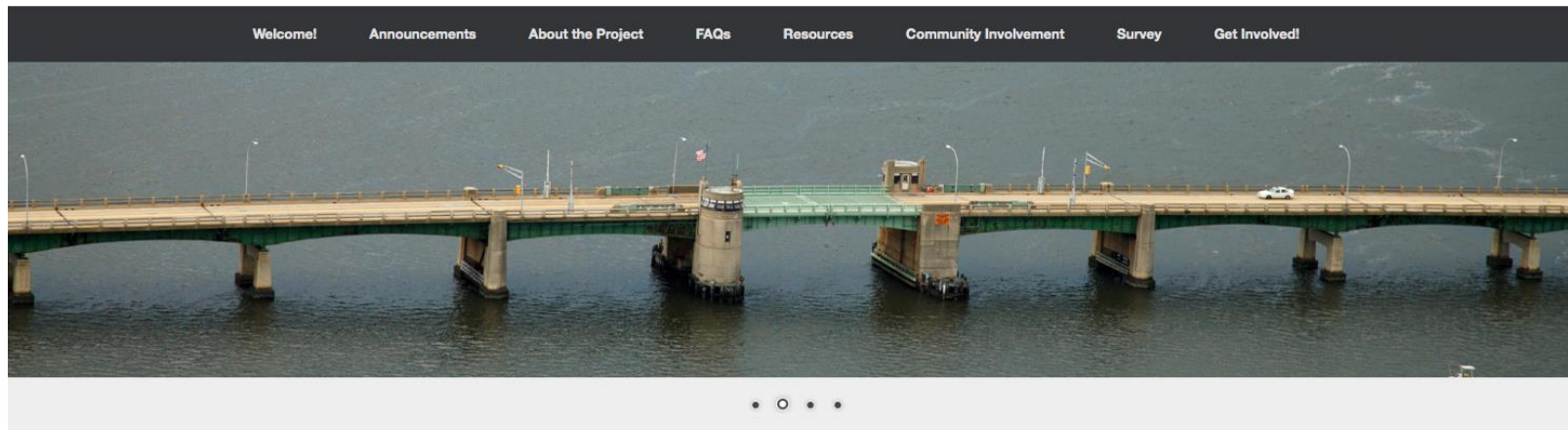
[click here](#)



# OCEANIC BRIDGE (S-31) WEBSITE

LOCAL CONCEPT DEVELOPMENT STUDY FOR  
**MONMOUTH COUNTY OCEANIC BRIDGE (S-31)**  
ON BINGHAM AVENUE - LOCUST POINT ROAD (CR8A) OVER THE NAVESINK RIVER  
BOROUGH OF RUMSON & TOWNSHIP OF MIDDLETOWN



Welcome to the Monmouth County Oceanic Bridge (S-31) Local Concept Development (LCD) Study website!

Monmouth County is in the Local Concept Development (LCD) Study phase to identify improvement alternatives for the existing Oceanic Bridge (S-31) over the Navesink River between the Borough of Rumson and Township of Middletown.

Constructed in 1939, the Oceanic Bridge is in need of a major rehabilitation or replacement. The County is conducting this study in conjunction with the North Jersey Transportation Planning Authority (NJTPA) and the New Jersey Department of Transportation (NJDOT).

Community involvement is an important part of the LCD Study phase, and we encourage the community and general public to participate and provide input during the study.

## What's New?

- [POSTPONED – Public Information Center \(PIC\) Meetings](#)

For more information, visit  
[WWW.MONMOUTHCOUNTYOCEANICBRIDGE.COM](http://WWW.MONMOUTHCOUNTYOCEANICBRIDGE.COM)



# BEST PRACTICES & INNOVATIVE TOOLS

## RUMSON-SEA BRIGHT BRIDGE (S-32) FD AND OCEANIC BRIDGE (S-31) LCD

### BEST PRACTICES - *SUCCESSFUL STRATEGIES*

	S-32	S-31
➤ Invitation Letters & Public Meeting Notice Mailings	✓	✓
➤ Legal Postings to Newspapers & Websites	✓	✓
➤ Email Blast of Public Notice	✓	✓
➤ Public Comment Forms	✓	✓



### INNOVATIVE TOOLS - *EFFECTIVE METHODS*

	S-32	S-31
➤ Flyers & Banners	TBD	TBD
➤ Enhance Communication Links	✓	TBD
➤ Pre-Recorded Voice Line	✓	TBD
➤ Online Engagement Software	TBD	TBD

# CHALLENGES - VIRTUAL PUBLIC MEETINGS



## Technology Catch-up

Learning Curve

## Level Participation Field

Equal Access

## Communication Limitations

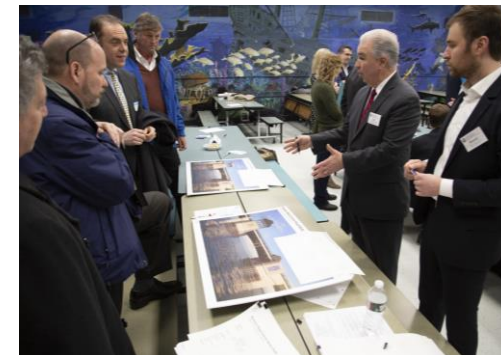
60% to 90% is Non-verbal

## Q&A Sessions

With Opposing Public Opinions

## Security, Control of Message & Glitches

Live Meetings





# NEXT STEPS - VIRTUAL PUBLIC MEETINGS

**Bridge S-32 Public Meeting**  
Implementation: May – June 2020



**Bridge S-31 Public Meeting**  
Implementation: July – August 2020





# Virtual Public Involvement: *A Municipal Perspective*

May 6, 2020



Deanna Stockton, P.E., C.M.E  
Municipal Engineer



"The term "essential" challenges me because I believe what local governments do for their communities is essential, but we know health and safety must come first during a pandemic. Don't let a label keep you from adding value because that is always essential."

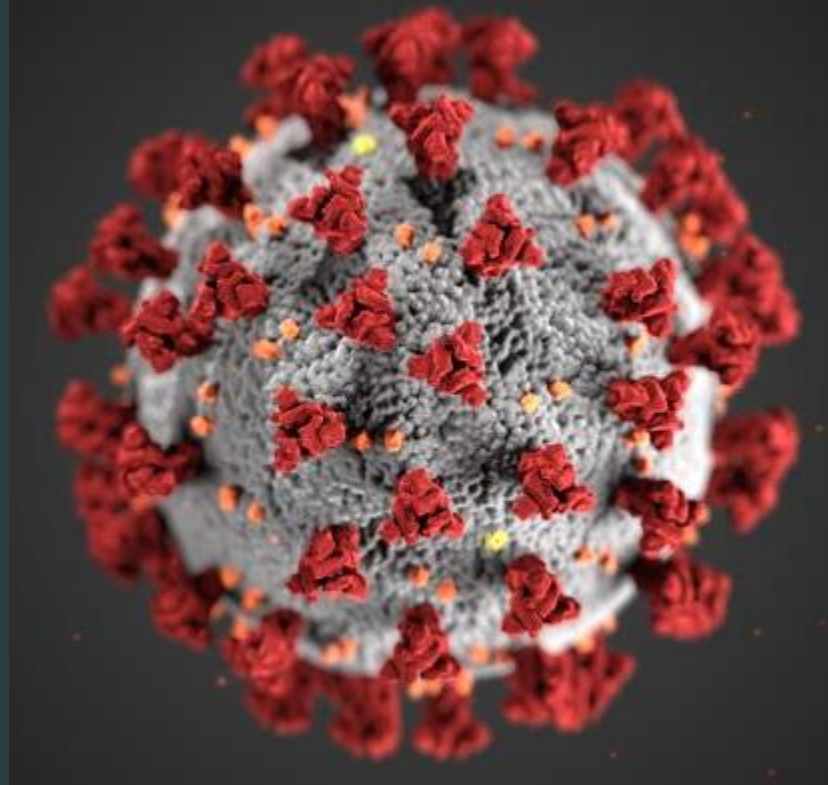
-Julia D. Novak



# VPI Municipal Applications

## Pre COVID19

- Meeting Agendas
- Resident via IQM2
- Complaints via SeeClickFix and Seamless Documents
- Reverse 911
- Everbridge Emergency Alerts
- Social Media
- Capital Projects / Webpages
- Planning Studies



## COVID19

- Pre COVID19 List +
- Council Meetings
- MLUL Meetings
- Meet the Mayor
- Board and Committee Meetings
- Pre/Construction Meetings
- FaceTime Building Inspections

# Capital Improvements and Planning Studies

- Tools to provide information
  - Webpage
  - Facebook, Twitter, Next Door
  - Tools to gather feedback
  - See Click Fix
  - Seamless Documents
  - Wikimaps
  - Survey Monkey

Do you feel that crossing a roadway with an exclusive pedestrian phase (EPP) is safer than one with a lead pedestrian interval (LPI) ?

Answered: 402 Skipped: 1 First: 6/10/2019 Zoom: Apr 2019 to Jan 2020

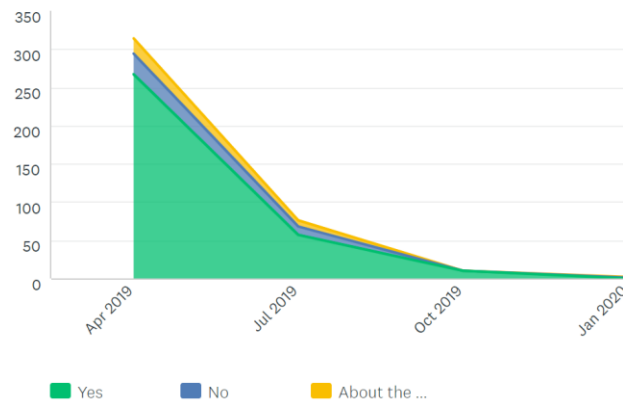
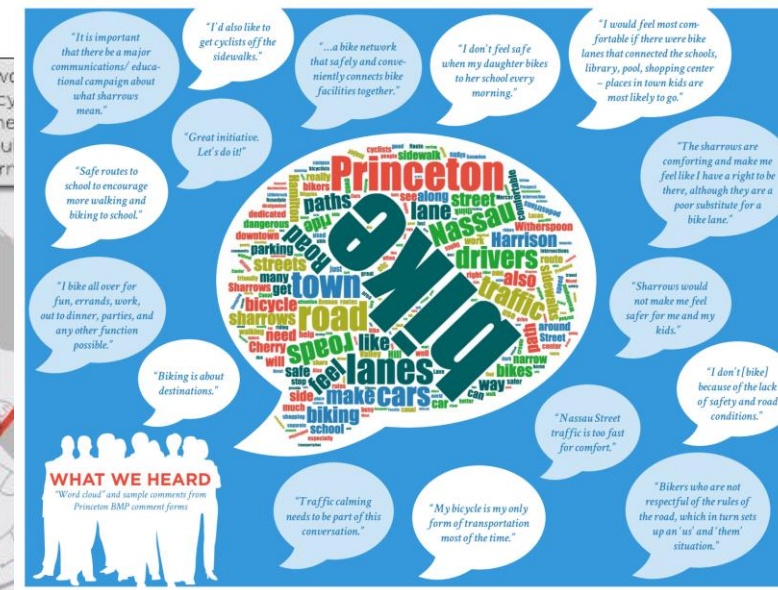
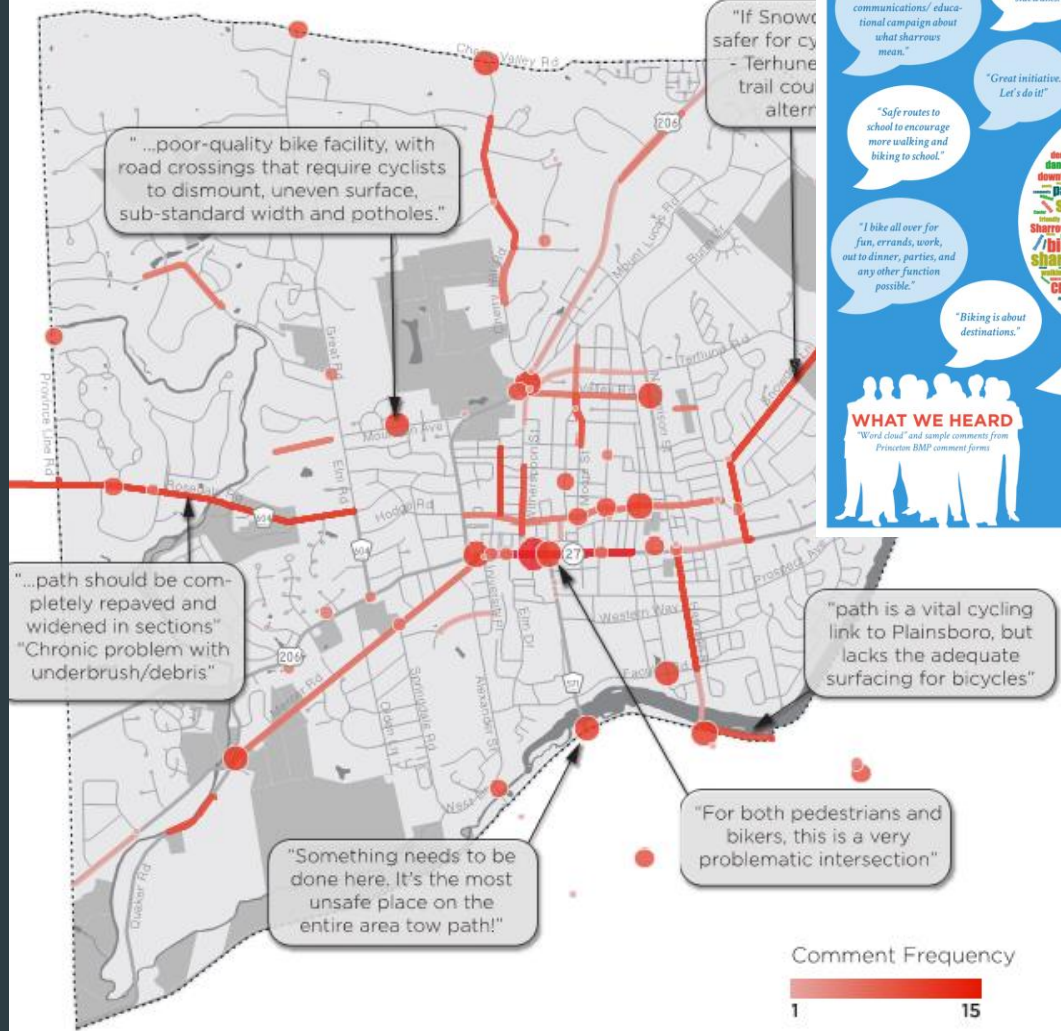


Figure 2.2 | Heat Map Indicating Frequency of Comments on Problem Corridors (line) and Spot Locations (circle), and Sample Wikimap Comments



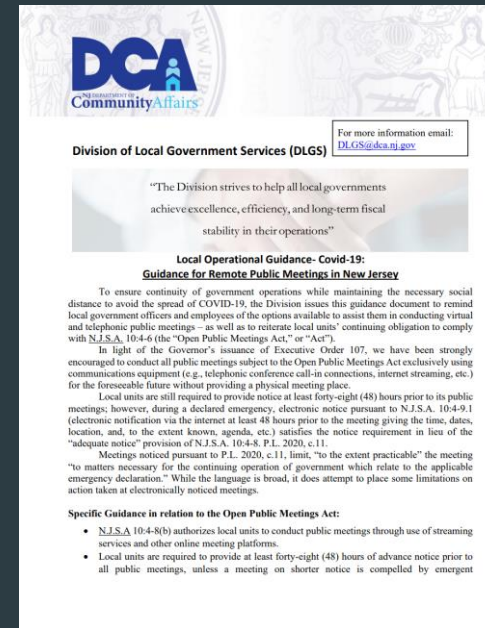


# COVID19 Bid Openings

- ▶ Bid distribution
  - ▶ In-person review / distribution of documents by appointment only
  - ▶ Online project software
- ▶ Bid delivery - use on-site drop box or mail
  - ▶ Consider certified mail if USPS is inconsistent
- ▶ Addenda to be faxed and posted on website
- ▶ Bid Opening
  - ▶ In person bid opening in front of municipal building
    - ▶ Limited to 10 people max, first come first served, 1 rep per company
    - ▶ Social distance / masks / gloves
  - ▶ Zoom bid opening
  - ▶ In person bid review is not allowed
    - ▶ Scanned copies will be emailed upon request

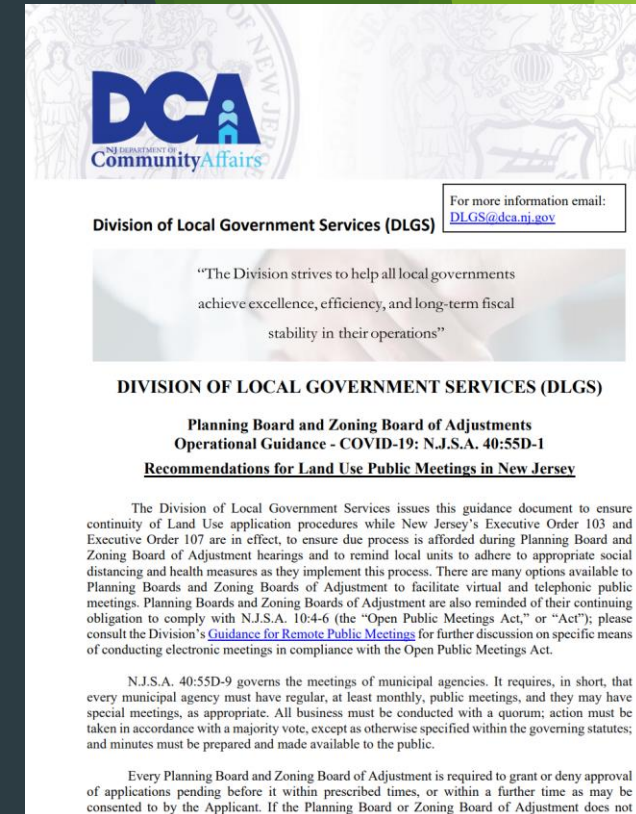
# COVID19 Council Meetings

- ▶ Plan and practice, then repeat!
- ▶ Zoom is a popular platform among many options
  - ▶ Use the Webinar platform
- ▶ Identify a host (other than the Chair) to manage the platform
  - ▶ Establish a special email address for comments (disable the chat feature)
- ▶ Use the waiting room feature
- ▶ Livestream meeting on YouTube (replaces the live feed on Community TV Channel)
- ▶ Provide phone access
- ▶ Provide more than 1 public comment period
- ▶ Utilize share screen feature



# COVID19 Planning and Zoning Meetings

- ▶ Municipal Land Use Law (MLUL) Requirements and Deadlines must be met
- ▶ Familiarize your board members with the technology
- ▶ Creation of a permanent digital file to replace in-person file review
  - ▶ Website storage capacity
  - ▶ Size of files for downloads and viewing
  - ▶ Requirement for access to technology
  - ▶ Redactions of private information
- ▶ Printing service for paper copies



# Municipal VPI Resources



## ► SJ Resources

- Running Effective Virtual Meetings webinar and post meeting document:  
<https://docs.google.com/document/d/1wM0Uq0VyjJSbTb3jZL0H7CanIdl89LV5S2creaAjg9U/edit#>
- Free technical assistance
- Public Information and Engagement Catalog  
[https://docs.google.com/spreadsheets/d/1jQFnjFlZYS1MiQxDrjB1no3tNdMloupu11cAu\\_IMc6Q/edit#gid=948765804](https://docs.google.com/spreadsheets/d/1jQFnjFlZYS1MiQxDrjB1no3tNdMloupu11cAu_IMc6Q/edit#gid=948765804)

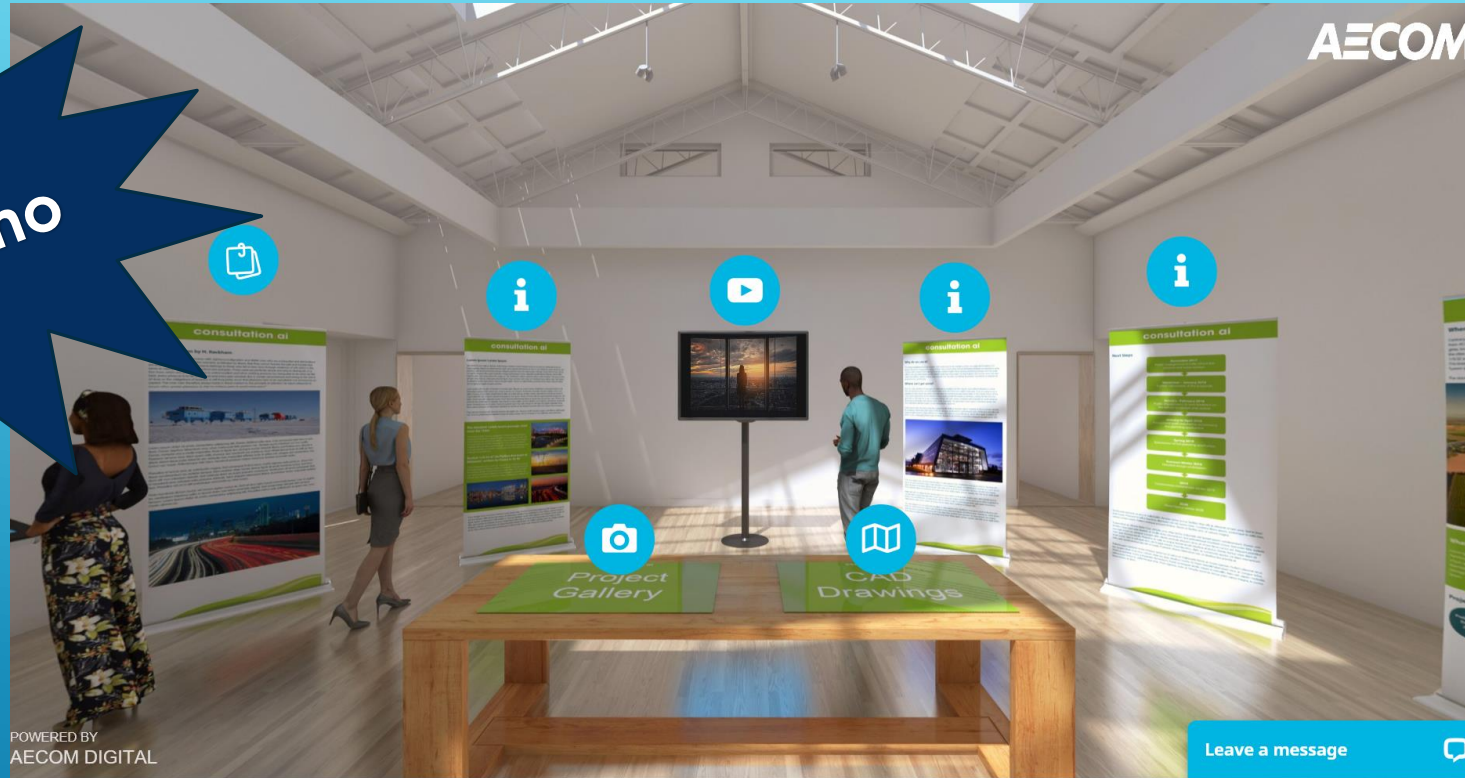
## ► NJLM COVID Resource

## ► NJSME Chat Platform



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Live Demo



<https://consultation.ai/demo/>

**Órla Pease, PE, PTOE**  
Vice President, Digital & Innovation  
DCS Americas

# QUESTIONS & ANSWERS



Moderator: **Helene Roberts**  
Performance Manager  
FHWA-NJ Division



# THANK YOU!

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