



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

Center for Accelerating Innovation



Virtual Public Involvement

Welcome!



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FHWA Office of Planning



U.S. Department
of Transportation
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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

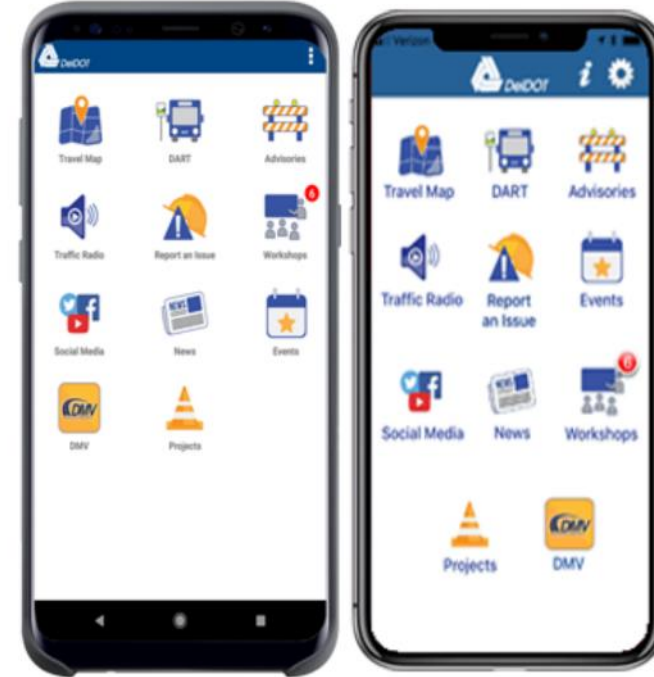


Image used with permission. Courtesy of Delaware Department of Transportation

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



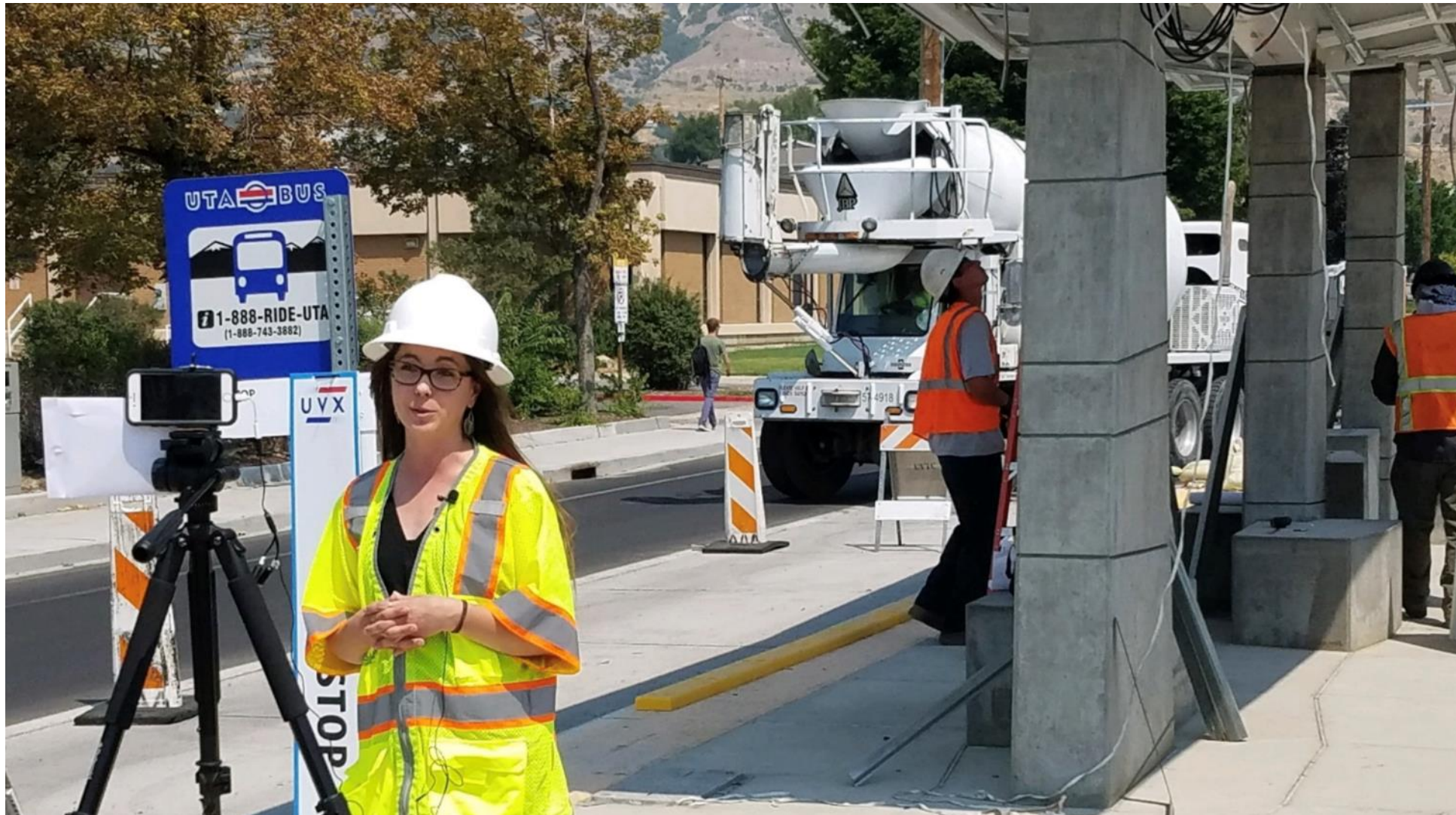
Project Visualizations



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

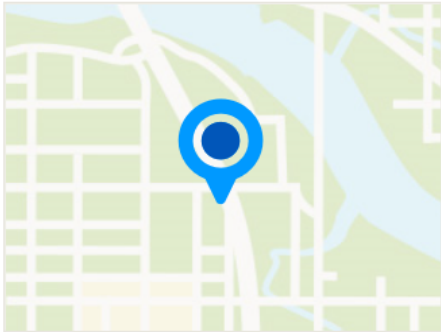


Topics

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.

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

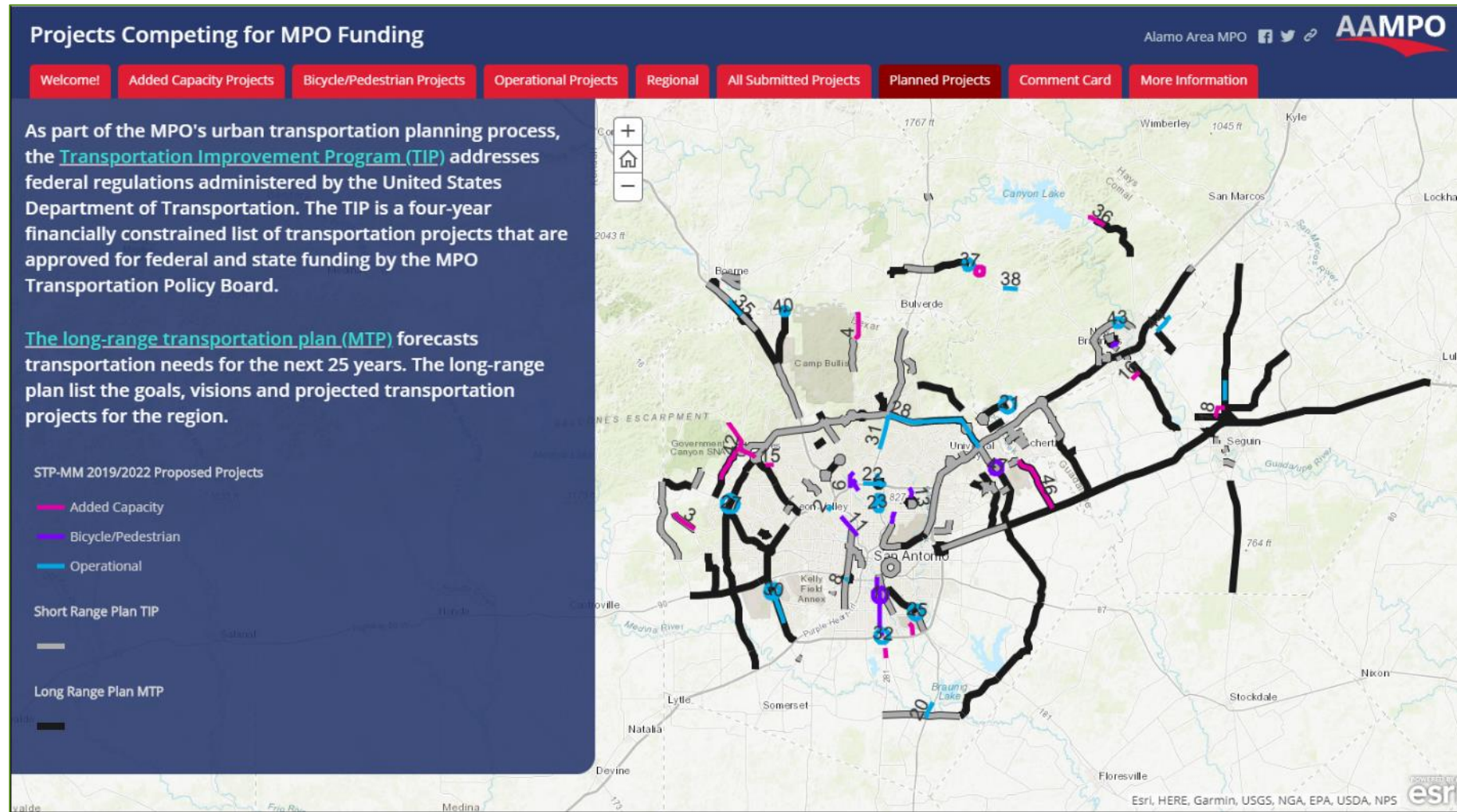
Other Resource Information:

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

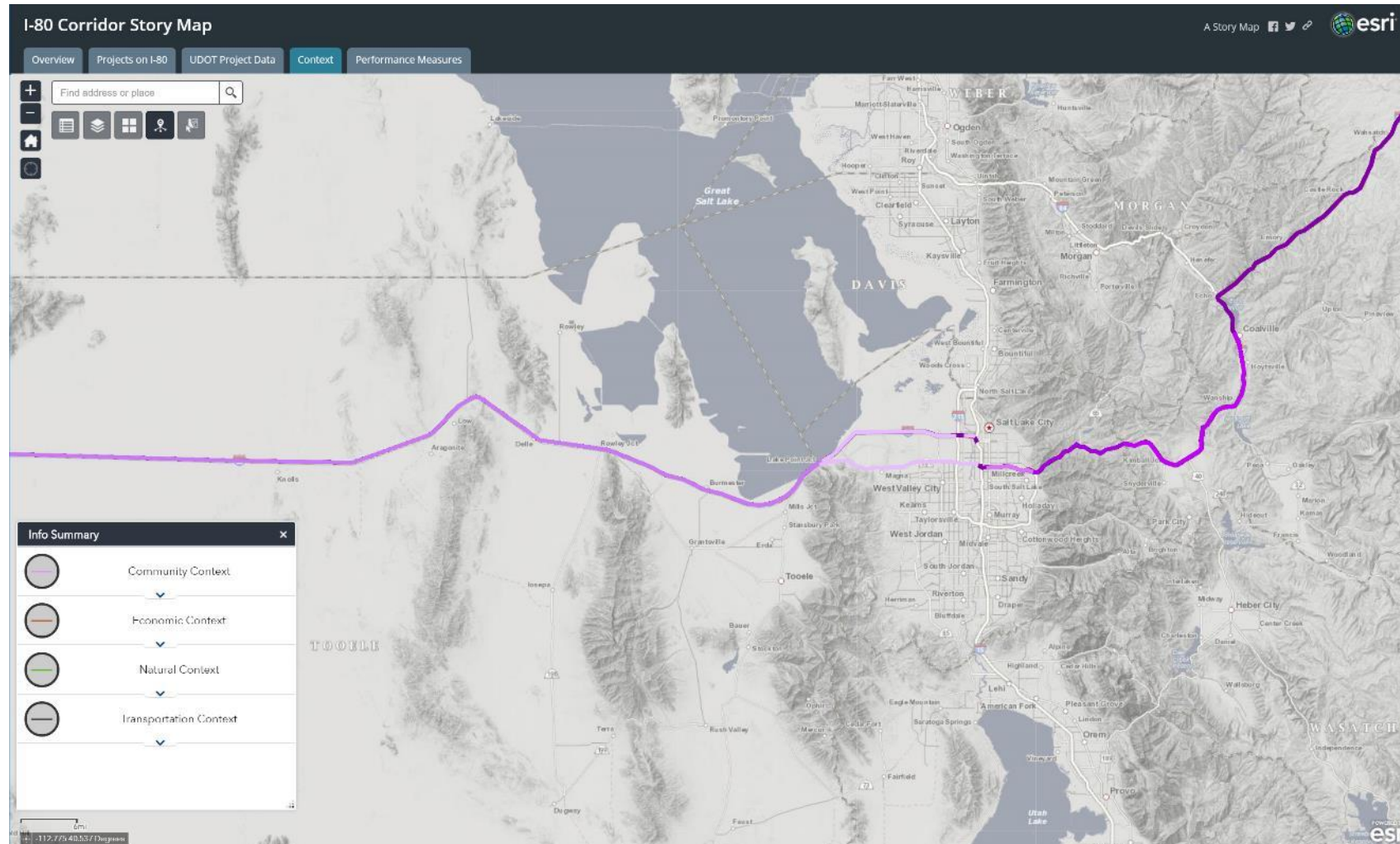
Online Mapping Tools

- 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

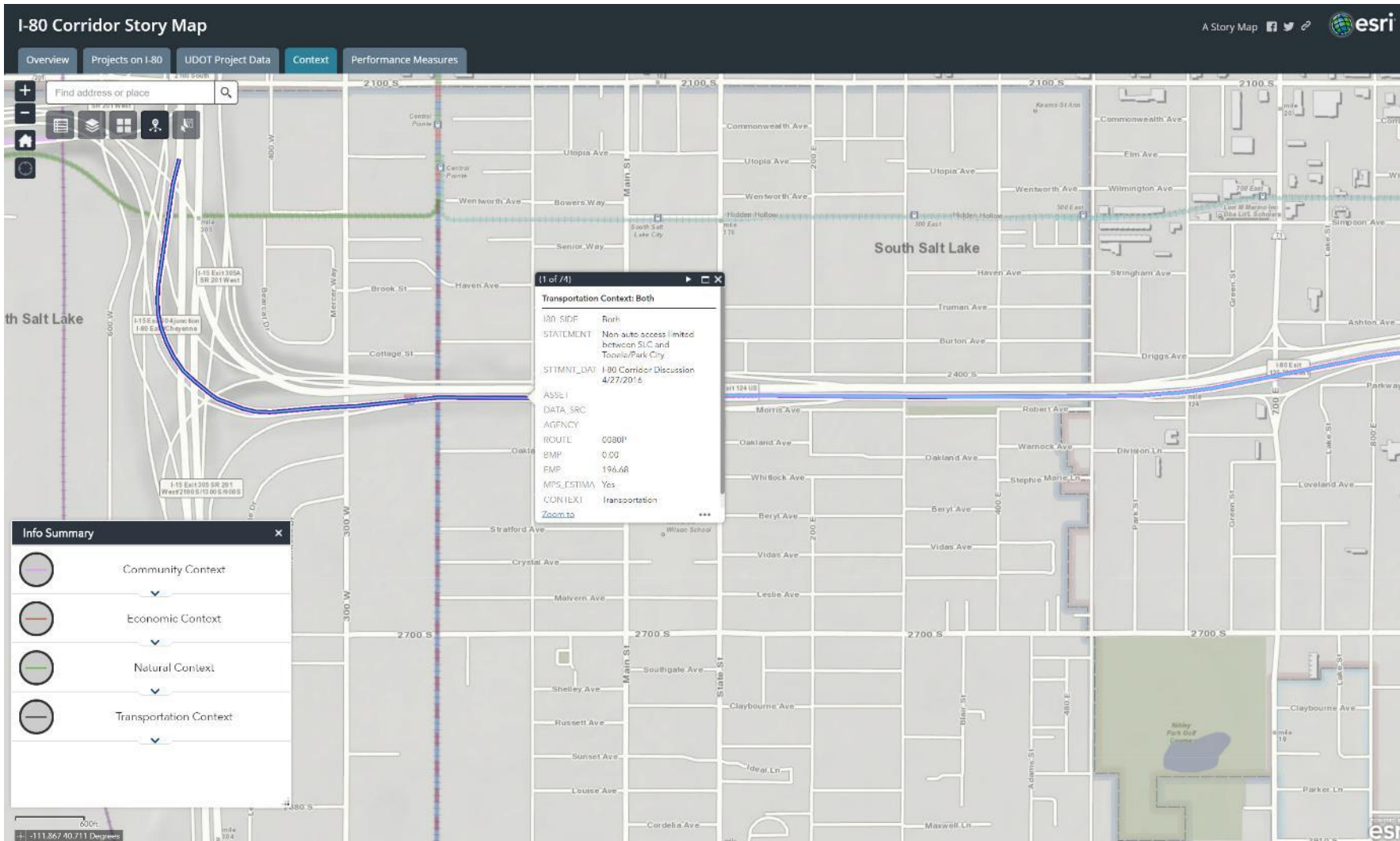
Online Mapping Tools



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

3

4

1

2

3

4


Ranking

Projects

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.

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 right sidebar is purple and contains a "PROJECTS" section with a "STAY INVOLVED" button and a question mark icon. The top of the interface has a navigation bar with a question mark icon, "What to do", "Next Task", and a "3" in a circle.

2 Transportation Priority Ranking

What to do Next Task

WELCOME

RANKING

Order your top 5 items
↑ above this line ↓

- Multi-modal Options
- Transportation Safety
- Corridor Connectivity
- Consistency with Plans
- Community Growth
- Reduce Congestion

Making all Transportation Modes Safer



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.

Comment

Suggest another item

PROJECTS

STAY INVOLVED

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

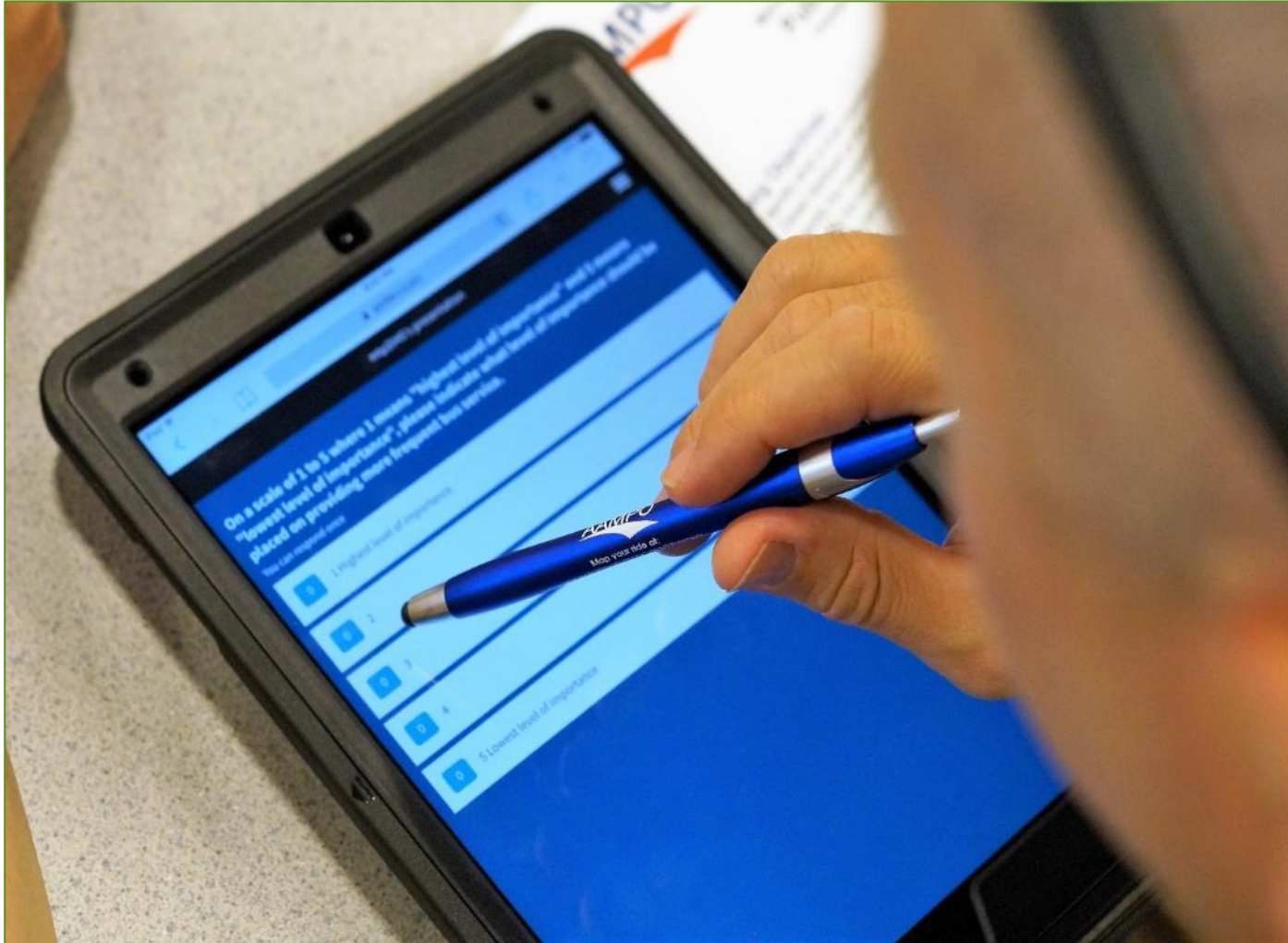


Image Courtesy Alamo Area MPO

Center for Accelerating Innovation



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
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Public Involvement

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

Innovation Spotlight
Virtual Public Involvement

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.


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


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

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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



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How can FHWA help you with Virtual Public Involvement?

Thank you!

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