



Public Participation Plan

Updated January 2010



"Unless someone like you cares a whole awful lot,
nothing is going to get better. It's not."

- Dr. Seuss (Theodor Seuss Geisel)

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ACKNOWLEDGEMENTS

The Public Advisory Committee (PAC) guided the development of the Draft Public Participation Plan. The PAC is an advisory committee to the Council on public participation strategies and it provides a forum for community concerns. It is made up of representatives for New Castle and Cecil Counties, business people, community leaders, environmental activists, and interested residents. Organizations represented on the public advisory committee include:

- ◆ AARP Delaware
- ◆ Cecil County
- ◆ Cecil County Board of Realtors
- ◆ Cecil County Chamber of Commerce
- ◆ City of Newark
- ◆ City of New Castle
- ◆ City of Wilmington
- ◆ Claymont Community Coalition
- ◆ DE Greenways
- ◆ Delaware State Chamber of Commerce
- ◆ Delmarva Rail Passenger Association
- ◆ Elderly & Disabled Transit Advisory Community
- ◆ Latin American Community Center
- ◆ League of Women Voters
- ◆ Milltown-Limestone Civic Alliance
- ◆ Neighborhood House, Inc.
- ◆ NCC Chamber of Commerce
- ◆ Pike Creek Valley Civic League
- ◆ Southern New Castle County Alliance
- ◆ The Committee of 100
- ◆ Urban Environmental Center

"An effective public involvement process provides for an open exchange of information and ideas between the public and transportation decision makers."

- Federal Highway Administration guidelines (FHWA Docket No. 94-27)

PREFACE

The idea of involving the public in transportation planning and decision making is not a new one. However, the Intermodal Surface Transportation Efficiency Act (ISTEA) of 1991 and the subsequent Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU) of 2005 created huge improvements in the way Metropolitan Planning Organizations (MPOs) involve stakeholders in planning their efforts. The “decide, announce, and defend” approach to transportation decision making was frequently used in the past. Innovative and new uses of technology are now helping agencies to transition away from one-way communication techniques.

Today’s residents expect to be involved in decisions that affect their daily lives. The Wilmington Area Planning Council (WILMAPCO) strives to create meaningful two-way communication that allows learning by the public and by planning professionals so that innovative decisions have the full support of elected officials, Council members, and the region’s residents.

Weaving meaningful public involvement into the technical work of transportation planning is a challenge. WILMAPCO strives to develop high-quality reports, plans, and programs that maintain strong public support while utilizing new and creative ways to engage the public at all phases of the transportation planning process.

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INTRODUCTION

This section of the Public Participation Plan explains the purpose and need for the plan, describes WILMAPCO's decision-making body, addresses federal requirements for the plan, and describes the target audience to be reached. Section II contains the goals, objectives, and actions for the plan. Section III describes the major products of Metropolitan Planning Organizations (MPOs) and the public outreach process for each. Section IV explains the major WILMAPCO committees and their roles in decision making. Section V describes WILMAPCO outreach efforts to traditionally underserved communities. Section VI explains the measures that are used to evaluate the success or failure of the plan.

What is a Metropolitan Planning Organization (MPO)?

The transportation system not only provides a means of moving people and goods from place to place, but it also helps to shape economic health and quality of life. How well the transportation system meets regional goals affects public policy concerns such as air quality, social equity, land use, urban growth, economic development, safety, and security. Transportation planning requires developing strategies for operating, managing, maintaining, and financing the transportation system while furthering long-range goals.

A Metropolitan Planning Organization, or MPO, is a transportation decision-making body comprised of representatives from local governments and transportation agencies. The purpose of an MPO is to ensure that transportation expenditures are based on a continuous, cooperative, and comprehensive (3-C) planning process. MPOs plan all federally-funded transportation investments while providing a forum for local officials, public transportation providers, state agency representatives, and the general public to cooperatively work together to meet the region's transportation needs.

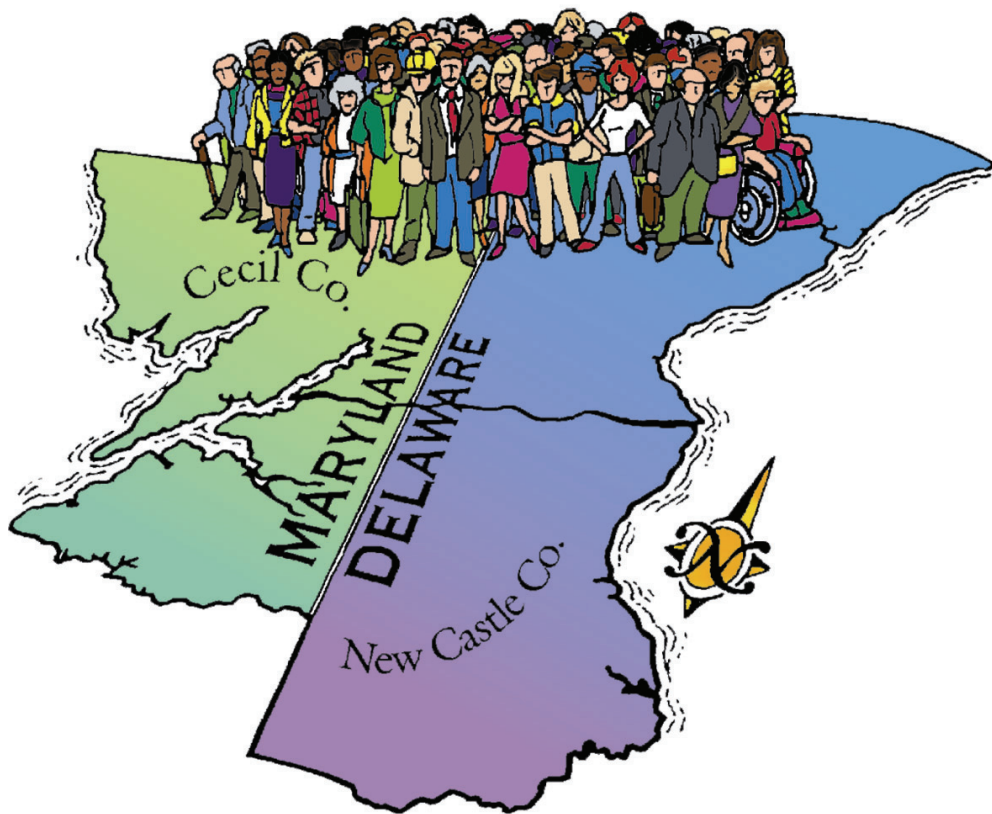
Who is WILMAPCO?

The Wilmington Area Planning Council (WILMAPCO) is the regional transportation planning agency for the Cecil County and New Castle County area, known as the Wilmington Metropolitan Region. WILMAPCO is the MPO federally-designated to develop and implement a coordinated, comprehensive, and continuing planning process that addresses issues related to the transportation systems of New Castle and Cecil counties. As the federally designated MPO, WILMAPCO is charged with planning and coordinating the many transportation investments proposed for this region. WILMAPCO is governed by a Council made up of elected officials from the jurisdictions within our region. Our nine-member Council consists of:

- ◆ Delaware and Maryland departments of transportation
- ◆ Delaware Transit Corporation
- ◆ New Castle and Cecil counties

- ◆ Appointee of the Delaware Governor
- ◆ City of Wilmington
- ◆ Municipal representatives from New Castle and Cecil counties

The WILMAPCO Council provides the region a valuable forum in which to consider the issues, develop coordinated strategies, and recommend prudent investments in our system to solve the transportation challenges we face in the region.



Importance of Public Input

Public involvement is a key component of the transportation planning and programming process. A proactive public involvement process is one that provides complete information, timely public notice, and full public access to major transportation decisions, and supports early and continuing involvement of the public in developing transportation plans and programs.

We are also asked to reach out to people who are traditionally underserved by transportation projects, such as low-income and minority households. In addition to ensuring that community members are involved, we must show that transportation investments are not adversely impacting these populations and that improvements are equitably distributed.

Purpose of the Public Participation Plan (PPP)

The purpose of the Public Participation Plan is to ensure that all our regional transportation plans, programs, and studies include adequate public involvement prior to action by the Council. The Safe, Accountable, Flexible, and Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU), enacted in 2005, requires that organizations like ours utilize “proactive” public involvement procedures that go beyond merely providing notice of decisions. Rather, it requires us to provide opportunities for “early and continuing involvement throughout the transportation planning process.” The Public Participation Plan also serves to explain and describe how the public can be involved in the transportation planning process.

Public Participation Plan Requirements

The Federal regulations related to participation in transportation decision-making can be found in *Title 23; Section 450.212, Code of Federal Regulations*. These regulations leave the methods for carrying out participation to the discretion of each MPO; however, participation processes must provide:

- ◆ Early and continuous opportunities for involvement
- ◆ Public meetings at convenient and accessible locations and times
- ◆ Timely information on transportation issues, processes, and procedures
- ◆ Reasonable access to technical and policy information
- ◆ Electronic accessible and available public information via the Web
- ◆ Adequate notice of involvement opportunities at key decision points
- ◆ Methods for considering and responding to public input
- ◆ A course of action for seeking out and considering the needs of traditionally underserved groups
- ◆ Periodic review and evaluation of the participation process

The Americans with Disabilities Act of 1990 (ADA) states that “no qualified individual with a disability shall, by reason of such disability, be excluded from participation in or be denied the benefits of the services, programs, or activities of a public entity.” Sites for participation activities and the information presented must be accessible to persons with disabilities.

Title VI of the Civil Rights Act of 1964, together with related statutes and regulations, provide that “no person shall on the ground of race, color, or national origin be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal funds. The entire institution, whether educational, private or governmental, must comply with Title VI and related Federal civil rights laws, not just the program or activity receiving federal funds.”

Executive orders regarding environmental justice and outreach to persons with limited English proficiency are also regulated under Title VI of the Civil Rights Act.

Executive Order 12898, Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations, 1994, states that “each Federal agency shall make achieving environmental justice part of its mission by identifying and addressing, as appropriate, disproportionately high and adverse human health or environmental effects of its programs, policies and activities on minority populations and low-income populations.” Traditionally underserved groups such as low-income and minority populations must be identified and given increased opportunity for involvement in order to ensure effective participation.

Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency, 2000, requires that recipients of federal financial aid must ensure that the programs and activities normally provided in English are accessible to persons with limited English proficiency.

Target Audience

- ◆ General public
- ◆ Directly affected public
- ◆ Elected officials
- ◆ Public agency staff
- ◆ Providers and users of freight transportation
- ◆ Providers and users of public transportation
- ◆ Providers and users of pedestrian and bicycle transportation facilities
- ◆ Representatives of Transportation Justice communities (elderly, disabled, and zero-car households)

- ◆ Representatives of Environmental Justice communities (minority and low-income communities)
- ◆ Non-English-speaking and low-literacy public

GOALS, OBJECTIVES, AND ACTIONS

This chapter of the Public Participation Plan defines the goals, objectives, and actions that govern the implementation of public outreach for WILMAPCO. In order to ensure that these goals directly reflected those of the publics affected by this plan, WILMAPCO took the following actions:

- ◆ Held a professionally-facilitated public workshop with the Public Advisory Committee and the general public
- ◆ Conducted a web-based public opinion survey regarding WILMAPCO's public outreach efforts
- ◆ Included public outreach questions in the annual telephone public opinion survey
- ◆ Conducted a workshop with the PAC chairs and WILMAPCO Council
- ◆ Conducted a 45-day public comment period

GOAL ONE: Widely disseminate, clear, complete, and timely information to residents, affected agencies, and interested parties.

Objective 1: *WILMAPCO will identify organizations and individuals representing a broad spectrum of community interests and encourage their participation in transportation planning processes.*

Action 1: WILMAPCO will seek participation and comment from all segments of the public.

Action 2: WILMAPCO will work to identify new stakeholders interested in or affected by the transportation planning process.

Action 3: WILMAPCO will work to identify traditionally underserved populations within the region, including minority, low income, elderly, disabled, and zero car households.

Objective 2: *WILMAPCO will develop relationships and form partnerships with organizations in the communities WILMAPCO serves and use these partnerships to develop a better understanding of WILMAPCO's mission and activities among their members and constituents.*

Action 1: WILMAPCO will make presentations at civic, municipal, county, and other stakeholder group meetings to provide pertinent information regarding its efforts.

Action 2: WILMAPCO will participate in activities such as festivals, workshops, and summer camps conducted by partner organizations.

Action 3: WILMAPCO will distribute and make literature available at other agencies' locations and events.

Objective 3: *Coordinate public involvement activities with other similar programs to make best use of staff and resources while minimizing public time demands.*

Action 1: WILMAPCO will coordinate and, where possible, collaborate with the public involvement efforts of other jurisdictions and agencies, particularly those focused on transportation.

Action 2: WILMAPCO will participate in local conferences and events by exhibiting display booths to increase awareness of specific projects and general WILMAPCO activities.

Action 3: WILMAPCO will conduct seminars and conferences to educate the public and our members on design, development, and technology advances that will help further our goals.

Objective 4: *Information will be disseminated through a variety of media.*

Action 1: WILMAPCO will develop and use visualization techniques including: PowerPoint presentations, display boards, maps, Google interactive mapping, video, and its website to assist in communicating with the public.

Action 2: WILMAPCO will use its website to publish and make available its plans and studies and to inform the public about opportunities to participate.

Action 3: WILMAPCO will produce a quarterly printed newsletter, the *Transporter*, which will be mailed to interested residents.

Action 4: WILMAPCO will produce a monthly electronic newsletter that will be distributed to interested residents.

Action 5: WILMAPCO will provide press releases to local media (radio, TV, and newspapers) and local civic organizations to promote meetings, events, major policy issues, and document changes.

Objective 5: *Transportation planning information will be conveyed in language and in a context that is understandable to the lay citizen.*

Action 1: Acronyms, abbreviations, and jargon will be kept to a minimum in information prepared for the public.

Action 2: WILMAPCO will provide the necessary background information in the documents it prepares to help residents understand the transportation planning process and programs.

GOAL TWO: Create an open and ongoing two-way public involvement process that ensures full resident, agency, and interested party participation in, and input into, regional transportation planning.

Objective 1: *WILMAPCO will conduct surveys to better understand concerns and interests and use this information to target message more effectively.*

Action 1: WILMAPCO will administer its Public Opinion Survey for New Castle and Cecil counties in concurrence with Regional Transportation Plan (RTP) updates every four years. The results will be used to monitor public concerns and opinions on RTP strategies and awareness of WILMAPCO.

Action 2: A Cecil County telephone public opinion survey will be conducted on an annual basis to provide transportation mode data specific to Cecil County. New Castle County data will be gathered annually utilizing existing survey information collected by other agencies.

Action 3: WILMAPCO will conduct surveys using web and mail-in methods as specific projects require.

Objective 2: *WILMAPCO will seek to exceed federal requirements for public outreach in developing the Regional Transportation Plan (RTP), the Transportation Improvement Program (TIP), the Unified Planning Work Program (UPWP), and Public Participation Plan (PPP).*

Action 1: WILMAPCO will engage stakeholders in setting new priorities.

Action 2: WILMAPCO will seek public guidance when developing policies, identifying issues, gathering ideas, developing alternatives, setting evaluation criteria, and selecting the best alternatives.

Action 3: WILMAPCO will provide a minimum of 30 days for review of and comment on draft planning documents (RTP and amendments, TIP and major

amendments, and recommendations associated with any major regional transportation study) prior to consideration by Council for final adoption.

Action 4: WILMAPCO staff will make all draft documents available through its website for public comment.

Action 5: WILMAPCO staff will seek to make major planning documents available in public libraries.

Action 6: WILMAPCO will use a variety of visualization techniques to solicit public comment on major planning documents.

Action 7: Public comments will be received, reviewed and, when appropriate, incorporated into planning documents. When producing the Public Participation Plan, Regional Transportation Plan, and Transportation Improvement Program, comments will be recorded and included in the final document.

Objective 3: *WILMAPCO will work with community stakeholders and land use and transportation agencies to coordinate transportation and land use planning activities through program development and community/area plans and studies.*

Action 1: Staff will participate in the development and scoping of a variety of plans and studies that help implement the goals and strategies of the long-range plan.

Action 2: Legislative briefings for area elected officials will be held as determined by community and area planning advisory committees. Major policy or funding changes could trigger this need.

Action 3: A variety of public outreach formats will be used, including: public meetings, workshops, walking workshops, and charrettes to promote events and documents.

Action 4: Meetings will be held in a variety of locations to reach a wider audience. Meetings will be held in locations that are multi-modal and accessible under the Americans with Disabilities Act (ADA).

Action 5: Each project will use a variety of public event formats to meet the needs of the community.

GOAL THREE: Achieve early and continuous involvement of the public in the development of transportation plans, projects, and programs.

Objective 1: *Increase public understanding of the processes used to make transportation planning decisions and increase the public's willingness to get involved by convincing them they can make a difference.*

Action 1: WILMAPCO staff will develop easy-to-understand materials that break down and explain steps in decision making processes and typical timelines involved.

Action 2: In its literature, WILMAPCO will use real examples and success stories to demonstrate how public ideas have influenced planning outcomes.

Action 3: WILMAPCO will use its literature to promote awareness of its achievements and capabilities.

Action 4: WILMAPCO staff will create incentives for public participation, such as giveaway items that will be distributed at WILMAPCO's outreach activities.

Objective 2: *Public participation strategies will be tailored to fit the audience and the issues, rather than using a "one size fits all" approach.*

Action 1: WILMAPCO will strive to understand the interests and concerns of target audiences in order to determine the most relevant content and most effective ways to communicate with each segment.

Action 2: WILMAPCO will target specific audiences, go where the people are, and create or participate in events targeted to those audiences.

Action 3: WILMAPCO will ensure a professional look and feel for communications and tailor content and format for ease of use and understanding.

Action 4: WILMAPCO will develop a better understanding of appropriate communications strategies for low-literacy individuals and non-English speaking communities.

Objective 3: *WILMAPCO will promote events and connect with each audience through a variety of channels and media.*

Action 1: Prior to a major public meeting or event, flyers will be mailed to interested individuals and organizations. News media will be contacted to provide press coverage. Details will also be provided on WILMAPCO's website and in its monthly electronic newsletter, *E-News*.

Action 2: A calendar of events will be posted quarterly in *The News Journal*, the *Cecil Whig*, and WILMAPCO's *Transporter* to advise the public of upcoming meetings.

Action 3: WILMAPCO meeting dates and agendas will be published on its website.

Objective 4: *WILMAPCO will seek to improve its public participation program by regularly reviewing this plan and its outreach activities.*

Action 1: WILMAPCO will regularly survey the public on the best ways to provide information, increase engagement, and utilize public input, and will incorporate resulting recommendations into the Public Participation Plan.

Action 2: WILMAPCO will periodically update this Public Participation Plan. The public will have 45 days to review and comment on proposed updates before they are considered for adoption by the WILMAPCO Council.

Action 3: If the initial public review results in major proposed changes, a second 45-day public comment period will be held to review and comment on the latest version before it is sent to the Council for adoption.

TRANSPORTATION PLANNING AND PUBLIC PARTICIPATION PROCESS

This section provides specific guidelines for how WILMAPCO will encourage the public and interested parties to participate in the development, adoption, amendment, and review of the major MPO plans, including: the Public Participation Plan, the Regional Transportation Plan, the Transportation Improvement Program, and the Unified Planning Work Program.

WILMAPCO is responsible for setting the direction in transportation planning within its region. Federal law requires public outreach during the production of three mandated documents: The long-range Regional Transportation Plan (RTP), the Unified Planning Work Program (UPWP), and the Transportation Improvement Program (TIP). WILMAPCO provides numerous opportunities for public participation in the process of creating these plans.

The Regional Transportation Plan (RTP)

The Regional Transportation Plan sets out a plan for the WILMAPCO region spanning at least 20 years. It is updated every four years to incorporate new trends and demographic data. It lists goals WILMAPCO will strive to achieve and strategies WILMAPCO will use to accomplish them. Projects that are identified in the RTP are included in the TIP to be implemented.

The Transportation Improvement Program (TIP)

The Transportation Improvement Program is a document that describes the funding for projects to be undertaken in our region over the next four years. It is updated every year to add a fourth year's worth of projects and make adjustments to previously scheduled work. WILMAPCO solicits project ideas from agencies, municipalities, and the public throughout the year, which are then submitted to DelDOT and MDOT. Comments are solicited at several key times during the process before the final document is adopted by the WILMAPCO Council. TIP submission forms are available year-round through our office or online at www.wilmapco.org.

Unified Planning Work Program (UPWP)

The Unified Planning Work Program is a twelve-month document (running from July 1 to June 30) that specifies what planning activities WILMAPCO staff and member agencies will undertake in the coming year. It serves as a programmable budget and spells out the operating needs for WILMAPCO and its staff.

Drafts of the RTP, TIP, and UPWP and major amendments to those documents are distributed to several libraries in New Castle County and one in Cecil County. These documents are also distributed to the planning offices of:

- ◆ The State of Delaware
- ◆ The State of Maryland
- ◆ Cecil County
- ◆ New Castle County
- ◆ The City of Wilmington
- ◆ The City of Elkton
- ◆ The City of Newark
- ◆ Delaware Department of Transportation
- ◆ Maryland Departments of Transportation

Documents are also made available at our office and on our website for at least a thirty-day public comment period prior to their adoption. Generally, a public workshop is also held during the public comment period to provide additional opportunity for public review and comment. The WILMAPCO Council will consider each plan for adoption after all comments are received, documented, evaluated, and addressed.

- ◆ Public Participation Plan – Forty-five (45) day public review and comment period
- ◆ Regional Transportation Plan – Thirty (30) day public review and comment period
- ◆ Transportation Improvement Plan – Thirty (30) day public review and comment period

- ◆ Unified Planning Work Program – Thirty (30) day public review and comment period

Community and Area Planning

WILMAPCO's community and area planning efforts work to address the need to improve coordination between transportation and land use decision-making. Community planning encompasses strategies that link land use and transportation, systematically working through neighborhood-based problems. Coordinated transportation and land use plans for our communities support WILMAPCO's goals and implement the 2030 Regional Transportation Plan. These studies and plans link land use and transportation, seek to improve quality of life, strengthen our existing communities, and improve intergovernmental relations between the state and local levels. This is accomplished by providing local assistance in comprehensive plans, providing training and workshops, planning and hosting charrettes and workshops, and conducting community studies and plans.

Each major WILMAPCO community study is directed in partnership by a Management Committee of senior officials from WILMAPCO, DOT(s), county(ies), and affected municipalities. The Management Committee responsibilities include overall direction and management of the work effort. A Technical Committee made up of staff planners and engineers from the above agencies provides technical review of all study data and products. The Technical Committee also provides input and carries out technical analysis as requested by the Management Committee. The Steering Committee includes civic association representatives, residents, builders and developers, businesses, area elected officials, the Transportation Management Association of Delaware, and other interested groups. The steering committee provides input to the study process at periodic meetings and reviews materials for public workshops and meetings before such events are held.

WILMAPCO is currently working on several community studies and plans. Some of these include:

- ◆ The Claymont Transportation Plan
- ◆ Maryland I-95 Corridor Study
- ◆ Town of Elkton Transit Oriented Design (TOD) Feasibility Study
- ◆ Southern New Castle County Master Plan
- ◆ City of New Castle Comprehensive Plan Update
- ◆ Town of Bellefonte Zoning and Subdivision Ordinance Updates
- ◆ City of New Castle Transportation Plan
- ◆ Southbridge Area Management Plan
- ◆ Southbridge Circulation Study
- ◆ Wilmington Bicycle Plan
- ◆ East Coast Greenway Plan
- ◆ New Castle County Greenway Plan

More information regarding community and area planning can be found on WILMAPCO's website.

Interregional Coordination

As an MPO, WILMAPCO is responsible for actively seeking the participation of all relevant agencies and stakeholders, ("partners" in the planning process) and for coordinating programs with them. WILMAPCO also works together with partners for more effective outreach activities. Because outreach activities are so important to WILMAPCO's mission, WILMAPCO reserve the right to refuse to participate in meetings or projects that do not provide adequate public involvement. Coordination with partners includes:

- ◆ Providing accurate and timely technical support to partners
- ◆ Offering data services to municipalities, communities, and organizations
- ◆ Reaching out to municipalities by seeking TIP and UPWP submissions, offering planning services, and soliciting suggestions when updating the RTP
- ◆ Coordinating on issues that extend beyond the WILMAPCO region's borders

MAJOR PLANNING COMMITTEES

WILMAPCO functions under a committee structure comprised of a Council, a Technical Advisory Committee (TAC), a Public Advisory Committee (PAC), and WILMAPCO staff. The WILMAPCO staff works under the leadership of the Executive Director to provide professional transportation planning services and ongoing administration of projects.

WILMAPCO Council

The WILMAPCO Council is composed of representatives of state and local governments and public agencies responsible for transportation and land use policies and services. It consists of six Delaware members and three Maryland members and meets at 6:30 p.m. on the second Thursday of every other month. Council adopts transportation plans and studies, to set policy, and approves funding for transportation projects throughout our region.

Technical Advisory Committee

The Technical Advisory Committee (TAC) is an advisory committee to the Council that represents federal, state, and local planning agencies in Delaware and Maryland. The TAC is responsible for overseeing the technical work of WILMAPCO staff and developing recommendations to Council on projects and programs. TAC members include representatives from transportation agencies, environmental agencies, federal

agencies, state, county, and municipal representatives. The TAC meets on the third Thursday of every month at 10 a.m.

Public Advisory Committee

The Public Advisory Committee (PAC) is an advisory committee to the Council, representing a diverse group of organizations and residents, including: representatives from New Castle and Cecil Counties, business people, community leaders, environmental activists, and interested residents. Their mission is to advise the Council on public participation strategies and to provide a forum for community concerns. PAC assists the Council with public outreach through the following tasks:

- ◆ Recommending public outreach and involvement strategies
- ◆ Reviewing and critiquing WILMAPCO publications for clarity, effectiveness, and user friendliness
- ◆ Serving as a liaison between Council and the public for the distribution of WILMAPCO publications and information
- ◆ Relaying public comments to Council and identifying new areas and groups for public outreach
- ◆ Advising Council on the needs for public education regarding WILMAPCO and regional transportation policies
- ◆ Advising Council on the effectiveness of public outreach for Action Items, by utilizing an outreach checklist, which includes the following questions:
 - ◆ What public outreach strategies were utilized?
 - ◆ Were these strategies effective?
 - ◆ What additional strategies (if any) should have been performed?
 - ◆ Was information taken back to organizations?
 - ◆ Were any comments received?
 - ◆ Was sufficient time allotted for review?
 - ◆ Did PAC understand the agenda items and associated materials?
 - ◆ Does PAC need more information?

The PAC meets on the third Monday of every month at 7:00 p.m.

All meetings of the WILMAPCO Council, Technical Advisory Committee (TAC), Public Advisory Committee (PAC), and their Subcommittees are open to the public. Meeting information can be found on our website.

TRANSPORTATION AND ENVIRONMENTAL JUSTICE

Transportation Equity, often referred to as Environmental Justice (EJ), is based in Title VI of the Civil Rights Act of 1964 and a 1994 Presidential Executive Order making

equity part of the mission of every federal agency. To comply with the Transportation Equity initiative, WILMAPCO has:

- ◆ Identified residential, employment, and transportation patterns of low-income and minority populations so that their needs can be identified and addressed, and the benefits and burdens of transportation investments can be fairly distributed
- ◆ Enhanced analytical capabilities for use in the RTP and the TIP to ensure Title VI requirements are met
- ◆ Evaluated and, where necessary, improved public involvement processes to eliminate participation barriers and include low-income and minority populations in transportation decision making

WILMAPCO has met and exceeded the federal requirements in the following ways:

- ◆ WILMAPCO staff has completed a “Transportation Justice” Plan, looking at areas with concentrations of elderly, disabled persons, and zero-car households
- ◆ In developing this plan, WILMAPCO distributed more than 1,000 transportation surveys; 304 completed surveys were returned. Planning staff also made field visits to each of the high concentration areas and identified infrastructure in need of improvement
- ◆ When holding meetings in environmental justice areas, extra efforts are made to involve residents in a way convenient to work schedules and at locations that are transit accessible. Recent projects have included the Wilmington Initiatives, Southbridge Circulation Study, and the Southbridge Walkable Community Workshop

Additional items WILMAPCO plans to accomplish include:

- ◆ Participate in a festival from one of the following major minority groups each year: Hispanic, African American, and Asian
- ◆ Utilize address distribution of the Transporter Newsletter list to identify and track EJ and TJ area representation and gauge performance of this section of the Plan
- ◆ Seek out and utilize news media organizations related to EJ and TJ communities
- ◆ Continue to build relationships with organizations, such as the Latin American Community Center, that represent underserved populations

EVALUATION OF THE PUBLIC PARTICIPATION PLAN

This section deals with evaluation of this plan. Evaluation involves objective ways to measure whether public involvement tools meet the objectives under each goal. Establishing evaluation criteria and performance targets provides a framework for assessing the effectiveness of public involvement activities. The evaluation provides information to use in improving the public involvement program, such as discontinuing activities that are ineffective and modifying activities. The Public Participation Plan will be reviewed periodically using the criteria in this section.

2009 Public Participation Plan Evaluation – Adopted January 2010

	Tools Used	Evaluation Criteria	Result	Performance Target	Target Status	Chart Reference	Notes
GOAL ONE: Widely disseminate, clear, complete, and timely information to the residents, affected agencies, and interested parties.							
Objective 1: <i>WILMAPCO will identify organizations and individuals representing a broad spectrum of community interests and encourage their participation in transportation planning processes.</i>	Public Advisory Committee	Number of names/addresses in WILMAPCO's database	Database = 3% increase Transporter = 7% increase E-news = 23% increase	3 - 5% of target population reached	Target Not Met	Chart A Page 1	Note data base was purged of hundreds of bad addresses
	EJ/TJ population identification	Geographic distribution of addresses in WILMAPCO's database	See Transporter Distribution Map			Transporter Dist. Maps Page 7-8	Revise target to 3-5% increase in # WILMAPCO information
	WILMAPCO's annual public opinion survey questions regarding familiarity with WILMAPCO	Number of E-news recipients	23% increase			Chart A Page 1	
	DVRPC's annual air quality awareness survey question regarding familiarity with the Air Quality Partnership of Delaware	Number of different sources of comment on documents	8			Chart A Page 1	
Objective 2: <i>WILMAPCO will develop relationships and form partnerships with organizations in the communities WILMAPCO serves and use these partnerships to develop a better understanding of WILMAPCO's mission and activities among their members and constituents.</i>	Public Advisory Committee	Number of new partnerships formed	2	1 new partnership developed	Target Met		Two new partnerships with AARP and Nemours have been formed.
	Presentations to civic, municipal, county, and other stakeholder groups	Number of presentations made	19	2 community events/festivals attended	Target Met	Chart B Page 2-3	
	Literature distributed at other agencies and at events	Number of documents distributed	1,707	1 of the major minority group's festivals attended (Hispanic, African American, Asian)	Target Met	Chart B Page 2-3	Attended MLK Day, IndiaFest, Hispanic Festival, and August Quarterly
	Partner with other agencies	Number of events/festivals participated in	30 Community Event/Festivals	1 event attended for the elderly population	Target Met	Chart B Page 2-3	Attended Platinum Picnic in NCC and Senior Expo in Cecil.

	Tools Used	Evaluation Criteria	Result	Performance Target	Target Status	Chart Reference	Notes
Objective 3: <i>Coordinate public involvement activities with other similar programs to make best use of staff and resources while minimizing public time demands.</i>	Local conferences/seminars arranged by other agencies	Number of conferences/seminars attended	19	1 "Our Town" conference arranged biannually	Target Met	Chart B Page 2-3	
	Seminars/conference arranged by WILMAPCO	Number of conferences arranged by WILMAPCO	DE Bike Summit Ozone Kickoff Event DE APA Conf. Regional Planning Roundtable Underground RR Workshop Asthma Awareness Day 3 Walkable Community Workshops Several workshops and webinars	Participation in 2 local transportation-related events/conferences	Target Met	Chart B Page 2	Participated in Wilmington Trust Transit fair, 2 CTP Public Hearings, Cecil County Tour, 4 Transportation in the Classroom sessions, Speed Management Workshop, Wilmington Grand Prix, Cecil Transportation Forum, several webinars and public workshops
		Number of other agencies/groups participating in WILMAPCO events	16			Chart B Page 2-3	
	Use a variety of visualization techniques, including: PowerPoint, maps, Google mapping, graphs, display boards, videos, giveaway incentive items, and WILMAPCO's website	Number of documents disseminated	22			Chart C Page 4	Techniques used: Website, E-News, Transporter, Press Release, Public Workshop, Presentation, PAC, Meetings, Google Mapping, Legal Notices, Community Events/Festivals, Survey
Objective 4: <i>Information will be disseminated through a variety of media.</i>	All documents posted to the web page	Number of different techniques used to disseminate information	11	Documents produced will be posted to the website, written about in the newsletter and e-newsletter, and a press release will be sent out as necessary	Target Met		
	Quarterly printed newsletter	Number of website visits received	4% Increase			Web Stats Graph Page 9	
	Monthly electronic e-newsletter	Frequency of media contacts	One Press Release Per Month resulted in 50 articles about WILMAPCO			Chart D Page 5	
	Press releases	Number of minority media sources contacted	El Tiempo Hispano				
		Number of incentive items distributed	3,660			Chart B Page 2-3	

	Tools Used	Evaluation Criteria	Result	Performance Target	Target Status	Chart Reference	Notes
Objective 5: <i>Transportation planning information will be conveyed in language and in a context that is understandable to the lay citizen.</i>	Documents that are easily understood by the general public	Number of documents reviewed by PAC for clarity and understandability	11	All documents reviewed by PAC	Target Met	Chart C Page 4	
	PAC critique	Number of positive comments received from PAC	6	Jargon and acronyms minimized in public documents	Target Met	Chart C Page 4	
	PAC checklist						
GOAL TWO: Create an open and ongoing two-way public involvement process that ensures full citizen, agency, and interested party participation in, and input into, regional transportation planning.							
Objective 1: <i>WILMAPCO will conduct surveys to better understand concerns and interests and use this information to target message more effectively.</i>	Annual Public Opinion Survey	Number of surveys conducted	POS, Ozone Transit Pass, Cecil TMA Feasibility, AQP Survey, Bicycle Summit, DCS, Post Summit Survey, Chesapeake Parking Study Survey, 5 Poster board surveys	10% of contacted persons participate in survey or 3% of mail recipients return survey	Target Met	Chart E Page 6	POS = 600 Ozone Transit Pass = 3486 Cecil TMA = 15 AQP = 45 Bicycle Summit = 295 DCS = 6 Post Summit = 98 Chesapeake Parking Survey = 75 Various Poster Board Surveys = 221 Total Participate in Survey = 4,944
	Periodic web-based and mail-in surveys	Number of responses received	4,974			Chart E Page 6	Average 27% response rate on all WILMAPCO surveys
	Display board surveys						

	Tools Used	Evaluation Criteria	Result	Performance Target	Target Status	Chart Reference	Notes
Objective 2: <i>WILMAPCO will seek to exceed federal requirements for public outreach in developing the Regional Transportation Plan (RTP), the Transportation Improvement Program (TIP), the Unified Planning Work Program (UPWP), and the Public Participation Plan (PPP).</i>	Minimum of 30-day public comment periods on major planning documents	Number of comments received on draft documents	607	3-5% of affected population reached	Target Not Met	Chart C Page 4	Revise target to 3-5% increase in number of comments received
	All draft documents posted to website for comment and review	Number of web hits received on draft documents	See Graph	Web hits increased 10% each year	Target Not Met	Web Stats Graph Page 9	Revise target to 3-5% increase in web traffic
	Documents provided to public libraries	Number of libraries displaying documents	6 of 22	One letter mailed out to all municipalities and civic organizations in the WILMAPCO region to solicit UPWP and TIP submissions for studies or plans	Target Met		
	Review of public comments	Number of public meetings/workshops and presentations held to solicit comment	2 TIP/CTP (2/23, 9/9) 1 TIP (8/17)	1 new location for document distribution utilized per year	Target Met	Chart C Page 4	TMA Delaware
	Public meetings and workshops	Number of newsletter articles and press releases sent	TIP = 5 Press Releases, 3 Newsletter, 5 E-news RTP=n/a UPWP=1 Newsletter, 2 E-news PPP=1 Newsletter, 1 E-news			Chart D Page 5	specify target = 1 newsletter and 1 e-news article
	Press releases	Number of E-news articles read	7,798 E-news sent 1,796 Opened (23.8%) 351 links clicked	Specify target 3-5% increase			Revise criteria to: # of people opening e-news or # of people receiving e-news (note - switched to new e-news software in February and no previous data is available)
	WILMAPCO newsletter/e-news	Number of new locations for document distribution developed	TMA Delaware				
	Presentations		2 TIP/CTP Workshops TIP workshops			Chart C Page 4	
	Public opinion surveys		2009, 80% fair or poor 2008, 77% fair or poor 2007, 82% fair or poor	Specify target 3-5% decrease			

	Tools Used	Evaluation Criteria	Result	Performance Target	Target Status	Chart Reference	Notes
Objective 3: <i>WILMAPCO will work with community stakeholders and land use and transportation agencies to coordinate transportation and land use planning activities through program development and community/area plans and studies.</i>	Legislative briefings	Number of community and area plans developed	8	Strive to accommodate all communities requesting a study	Target Met		FY 2009 UPWP
	Various public outreach formats, including: public meetings, presentations, and documents	Number of comprehensive plans supported by WILMAPCO	18	Certification of comprehensive plans	Target Met	Page 10	Progress Report
	Varied meeting locations		As Needed	Endorsement of community transportation plans	Target Met		Website
	Advisory committees established where necessary		3				Advisory Committee Established: WI Tech Steering, DCS, Elkton TOD
	Staff participation in development and scoping of plans and studies		31 Plans and studies participated in FY 09				FY 2009 UPWP
GOAL THREE: Achieve early and continuous involvement of the public in development of transportation plans, projects, and programs.							
Objective 1: <i>Increase public understanding of the processes used to make transportation planning decisions and increase the public's willingness to get involved by convincing them they can make a difference.</i>	Materials, publications, and literature	Public advisory committee attendance and comment	See PAC attendance chart	A quorum of PAC members in attendance at each meeting	Target Not Met	PAC attendance chart Page 11	Of the last 12 meetings 6 had quorum
	Giveaway incentives	Number of comments received indicating an understanding of the transportation planning process	?	60% of comments received indicate understanding of process	Target Not Met	Chart A Page 1	Revise criteria: # of documents produced that increase public understanding of the process
		Number of publications distributed	1,707	10% of meeting attendees receive WILMAPCO materials or publications	Target Met	Chart C Page 4	13% of meeting attendees received WILMAPCO documents
		Number of attendees at meetings and events	13,571	PAC members volunteer 2 hours per year to help WILMAPCO with outreach activities	Target Not Met	Chart B Page 2-3	4 PAC volunteered 2 hrs each Revise target to 3-5% increase in total PAC volunteer hrs.
		Number of incentive items given away	3,660			Chart B Page 2-3	

	Tools Used	Evaluation Criteria	Result	Performance Target	Target Status	Chart Reference	Notes
Objective 2: <i>Public participation strategies will be tailored to fit the audience and the issues, rather than using a "one size fits all" approach.</i>	Demographic analysis	Number of events conducted	35	1 event attended annually for the elderly population	Target Met	Chart B Page 2-3	Attended Platinum Picnic in NCC and Senior Lifestyle Expo in Cecil
	Events	Number of low literacy or foreign language documents created	DART How to Ride Guide	Surveys available in Spanish when appropriate	Target Met		Hispanic Festival Spanish survey
	Publications			Documents available in Spanish or other languages upon request	Target Met		Spanish translation available on website of all documents
	LEP and low literacy documents			Maps and graphics used to assist LEP populations	Target Met		EJ Report
Objective 3: <i>WILMAPCO will promote events and connect with each audience through a variety of channels and media.</i>	Flyers, press releases, website, E-news and other promotion techniques	Number of different media channels used to promote events	Website, print, radio, flyer, newsletter/e-news, direct mailing, events	Appropriate use of press releases, PowerPoint presentations, website, graphic images and maps, flyers, its website, the Transporter Newsletter, E-news, print media, radio and others whenever possible	Target Met		Additional criteria: # of articles written about WILMAPCO # of press releases sent
	Calendar of events posted in major newspapers and the Transporter	Number of people in attendance at events	13,571			Chart B Page 2-3	
		Number of items produced for each event	hide-a-key, slap bracelet, magnets, frisbee, pens				
Objective 4: <i>WILMAPCO will seek to improve its public participation program by regularly reviewing this plan and its outreach activities.</i>	Evaluation criteria	PAC endorsement		80% of Public Participation Plan objectives met	Target Met		Total Targets = 28, Targets Needed = 22, Targets Met = 22
	Surveys	Council adoption					
	Public comment						

APPENDIX

GLOSSARY OF TERMS

Complete Streets. Streets that provide for safe, convenient, efficient, and accessible use by pedestrians of all ages and abilities, bicyclists, transit vehicles and motor vehicles. Communities with complete streets policies are making sure that their streets work for drivers, transit users, pedestrians, and bicyclists, as well as for older adults, children, and persons with disabilities.

Congestion Management System (CMS). Systematic process for managing congestion. Provides information on transportation system performance and finds alternative ways to alleviate congestion and enhance the mobility of people and goods, to levels that meet state and local needs. This is required in larger metropolitan areas (populations of 200,000 or more).

Department of Transportation (DOT). When used alone, generally indicates the U.S. Department of Transportation. In conjunction with a place name, indicates state, city, or county transportation agency (e.g., Illinois DOT, Los Angeles DOT).

Environmental Justice (EJ). Identifying and addressing disproportionately high and adverse human health or environmental effects of transportation programs, policies, and activities on minority populations and low-income populations.

Federal Highway Administration (FHWA). The agency within the U.S. Department of Transportation that administers the Federal-Aid Highway Program, principally providing financial assistance and technical and programmatic support to states to construct and improve highways, urban and rural roads, and bridges.

Federal Transit Administration (FTA). The agency within the U.S. Department of Transportation that provides financial and other resources to transit agencies (known as transit providers) in developing and improving public transportation equipment, facilities, services, techniques, and methods.

Fiscal Constraint. Making sure that a given investment program or a specific project can reasonably expect to receive funding within the time allotted for its implementation.

Intelligent Transportation Systems (ITS). The application of advanced technologies to improve the efficiency and safety of roads and transit services.

Intermodal Surface Transportation Efficiency Act of 1991 (ISTEA). Federal law that restructured funding for transportation programs; authorized an increased role for regional planning agencies/MPOs in funding decisions; required comprehensive regional and statewide long-term transportation plans; and provided for a uniform federal match for highway and transit projects.

Regional Transportation Plan (RTP). A multi-year transportation plan developed by state DOTs and MPOs in collaboration with a range of stakeholders that defines a vision for the region's or state's transportation systems and services. For metropolitan areas, it includes all transportation improvements proposed for funding over the next 20 years.

Metropolitan Planning Organization (MPO). A regional policy agency established by the state to serve urbanized areas with populations over 50,000. The MPO is responsible for cooperating with the state and other transportation providers in carrying out the metropolitan transportation planning requirements of federal highway and transit legislation.

Public Participation. The active and meaningful involvement of the public in the development of transportation plans and programs.

State Strategic Highway Safety Plan (SHSP). A new requirement under SAFETEA-LU requiring state DOTs to prepare a highway safety plan focused on strategies to reduce fatalities and injuries, including how HSIP funds are to be expended.

State Transportation Improvement Program (STIP). A multi-year, statewide, intermodal program of transportation projects, consistent with the statewide transportation plan and planning processes as well as metropolitan plans, TIPs, and processes.

Safe, Accountable, Flexible, Efficient Transportation Equity Act—A Legacy for Users (SAFETEA-LU). New federal surface transportation law enacted in August 2005 that continues most ISTEA reforms but places added emphasis on safety, security, and freight issues.

Transit Oriented Development (TOD). is a mixed-use residential or commercial area designed to maximize access to public transport, and often incorporates features to encourage transit ridership.

Transportation Equity Act for the 21st Century (TEA-21). Enacted in 1998, TEA-21 renewed the 1991 ISTEA law and authorized a significant increase in federal funding commitments for fiscal years 1998–2003.

Transportation Improvement Program (TIP). A document prepared by a metropolitan planning organization that lists projects to be funded with FHWA/FTA funds over a four- or five-year period.

Transportation Justice (TJ). Identifying and addressing disproportionately high and adverse human health or environmental effects of transportation programs, policies, and activities on seniors, the disabled, and households without an automobile.

Transportation Management Area (TMA). An urbanized area over 200,000 in population.

Unified Planning Work Program (UPWP). The management plan for the metropolitan planning program. Its purpose is to coordinate the planning activities of all participants in the planning process.

PUBLIC PARTICIPATION WEB SURVEY RESULTS

In preparation for the public participation plan update, a brief web-based survey was conducted from April 2007 through August 2007. Respondents were asked to answer questions about public outreach and what methods they felt were most effective. Respondents were also asked their opinion on how good of a job WILMAPCO has been doing at reaching out to the public. The majority stated that articles in various print publications are the most effective method of informing people about opportunities to participate in planning, and fifty percent of respondents felt somewhat satisfied with the job WILMAPCO has done at reaching out.

Results: Public Participation Survey

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6/5/2008

1. What is the most effective method of informing people about opportunities for involvement in transportation decisions?

10	66.67%	Newspaper articles
7	46.67%	Internet
7	46.67%	Newsletters
7	46.67%	Radio
6	40.00%	Other:
6	40.00%	Public Meetings
6	40.00%	Television
5	33.33%	Public notices in newspapers

2. Have you participated in public meetings or public workshops in the past?

9	64.29%	Yes
5	35.71%	No

3. What do you like or dislike about them?

1	12.50%	Having experts on hand to answer specific questions.
1	12.50%	I liked you could fill in a survey & turn it in I did not like that it seemed my concerns did not matter in the big scheme of things. Also it seems that If one neighbor says no, the other 20 who say yes don't matter.
1	12.50%	Liked to be able to speak about the items on the adjenda and hear other points of view.
1	12.50%	Poorly set - up, lack of follow-thru, false promises, unfamiliar with many subjects, territories and issues - too many low-level people - who never "get back to you" Very ineffective - as most complaints still continue - years after they have been brought to attention! Extremely medocre at best - lacking in Management Excellence & Quality! Appear to try to "get it over with as soon as possible" Hearings are downtown - where many refuse to go - the lack of Outreach to key centers such as Trolley Square is noticeable - Promises to do "walk thrus" into Congested areas & High-Tech "Beltway" have not come about - no reasons, no re-scheduling, no CONSIDERATION! '
1	12.50%	Sometimes move slowly if a small group dominate discussion. But can give Wilmapco/DelDOT good feedback if well managed.
1	12.50%	Too long, information often too broad-based and not localized, information frequently presents Cecil County as an after thought, little to no significant change or impact acknowledged with upcoming BRAC
1	12.50%	Too much DedDot slanted - dislike. Too much road building - DelDot influence. I can't believe Wilmapco ignores the need for rail commuter service Middletown - Wilmington and Newark - Maryland with the large population increase predicted at Aberdeen Proving Ground! GET WITH IT!!!!
1	12.50%	WILMAPCO's public meetings are a good learning opportunity, but, the material presented is often so large and complex that it is difficult for a general member of the public to understand how it may affect them or their community. Or, how their comments would be incorporated. Its daunting.

6/5/2008

4. How did you find out about the meeting or workshop?

- | | | |
|---|--------|---|
| 1 | 12.50% | I am on the wilmapco mailing list. |
| 1 | 12.50% | I am on your mailing list. |
| 1 | 12.50% | Involvement in a different but related project. |
| 1 | 12.50% | Newspaper |
| 1 | 12.50% | Sign in front of school & newsletter |
| 1 | 12.50% | Various Ways - too bad I wasn't warned about the poor quality & poor service! |
| 1 | 12.50% | Wilmapco News Letter |
| 1 | 12.50% | WILMAPCO Newsletter, newspaper announcement in Cecil Whig |

5. What would be the best way to inform the people in your community about a public outreach event?

- | | | |
|---|-------|---|
| 1 | 7.69% | Announcements at Town Meetings, advertisements in Cecil Whig, announcements through Chamber of Commerce (Cecil, Port Deposit, Perryville, Rising Sun, North East & Elkton Alliance) website & newsletter |
| 1 | 7.69% | Direct mail (postcard OK), email. |
| 1 | 7.69% | Direct mailing. Newspaper. |
| 1 | 7.69% | Flyers and newspaper articles, word of mouth |
| 1 | 7.69% | Lawn signs in public places a week in advance in one color and then more signs another color a day or two ahead of the event. |
| 1 | 7.69% | Local newspapers, as well as email and community association newsletters |
| 1 | 7.69% | Newspaper article/ |
| 1 | 7.69% | newspapers,radio, TV.posters,&cmtly officials, kiosks with brochures,flyers in electric,etc. bills |
| 1 | 7.69% | Post flyers in apartment building lobbies. |
| 1 | 7.69% | Put notices in the ACME, Logan House, Trolley Square Shoppes, Banks, Senior High-Rise Apartment Lobbies, Churches & where there are DART signs! Have a Representative stand @ the front door of the ACME & @ Happy Harry's/Walgreen - don't all our key Lawmakers do that @ each election???? |
| 1 | 7.69% | Signs on street in front of building where it is to be held one week ahead of time. Also article in News Journal or Brandywine Community News. Radio 1050 announcement. |
| 1 | 7.69% | Targeted emails, local newsletters. |
| 1 | 7.69% | TV |

6/5/2008

6. How did you initially learn about WILMAPCO?

2	14.29%	Newspaper
1	7.14%	A friend of my brother told me about a spunky little MPO.
1	7.14%	Colleagues.
1	7.14%	drove by building, wondered what it meant
1	7.14%	Harvey Road Traffic Calming project
1	7.14%	I am a member of DelMarVa Rail Passenger Association.
1	7.14%	I learned about WILMAPCO when the widening of Shipley Rd was about to commence, then for some reason stopped. All of my neighbors were happy except 1 because finally we could bike & ride somewhere. No one knew the project had terminated until it was too late. People, dogs & bikes come within inches of moving cars everyday because we're forced to walk to parks via Shipley to Wilson Rd or Rockwood or WAWA on this dangerous road. Sidewalks would greatly improve quality of life & house desirability & prices. However I gather from the meetings it may be a hopeless dream because of a small minority. To me it seems a necessity.
1	7.14%	Media - Rising Sun Herald Newspaper
1	7.14%	Member DelMarVa Rail Assoc.
1	7.14%	Newsletter.
1	7.14%	On the Urban Bike Project website.
1	7.14%	papers, then brochures
1	7.14%	When I started to look for the Responsible Agency for our Well-Being as the Top Demographic Area in this Third Wave VIP World Class HQ!

7. How satisfied are you with WILMAPCO's efforts to solicit public participation?

7	50.00%	Somewhat satisfied
3	21.43%	Not at all satisfied
2	14.29%	Very satisfied
1	7.14%	Don't know
1	7.14%	Not very satisfied

6/5/2008

8. Do you feel that WILMAPCO has provided reasonable public access to technical and policy information used in the development of plans and TIPs. Why or why not?

- | | | |
|---|--------|---|
| 3 | 23.08% | yes |
| 1 | 7.69% | don't know well enough to comment |
| 1 | 7.69% | I feel that if more people were reached and made aware the minority would not be taken as the only voice. |
| 1 | 7.69% | I think WILMAPCO has done an excellent job. |
| 1 | 7.69% | No - I've never received acknowledge of my comments that were submitted via letter to Wilmapco. |
| 1 | 7.69% | No. WimMapCo is too beholden to DelDot road proposals. WilMapCo needs to have leadership that thinks for themselves and make proposals not necessarily originally proposed or sponsored by DelDot. |
| 1 | 7.69% | Not sure. I've lived in Wilmington three years, am an avid cyclist, and this is the first I've heard of WILMAPCO. |
| 1 | 7.69% | Probably. Limitation is simply time to look at it. |
| 1 | 7.69% | Too many acronyms in newsletter, including "WILMAPCO." Internet access to plans and proposals is very good, since most proposals and plans seem to be on the site. But the jargon is still heavy. For example: under "Community and Corridor Plans" there are two plans for "Newark." One of them appears alphabetically in the right place, because it happens to be titled "Newark Bicycle." But the other report, also about Newark, appears under the letter "O" because it's titled "Old Newark Traffic Calming." That report should be listed alphabetically under "Newark," of course. |
| 1 | 7.69% | WILMAPCO has been "Cited" more than once for lack of Outreach by the Federal Highway Administration; I have spent more than 2 years trying to get a copy of the Port of Wilmington Service Area - which is on the wall @ the Newark HQ! There is a SEVERE lack of info - which I consider to be an INSULT to the High Level Gurus in this area of Scientists, PhDs, Patent Holders, Board Gurus, Third Wave Leaders and Multi-Dimensional Super-Experienced "Smart Community" members. |
| 1 | 7.69% | Yes--I get the e-news and there is always tons of information and meetings to attend |

9. Do you feel that WILMAPCO has disseminated clear, concise and timely information to citizens?

- | | | |
|---|--------|--------|
| 7 | 53.85% | Yes |
| 5 | 38.46% | No |
| 1 | 7.69% | Other: |

10. Do you feel that WILMAPCO has provided timely responses to issues, concerns and comments raised by the public?

- | | | |
|---|--------|--------|
| 6 | 46.15% | Yes |
| 5 | 38.46% | No |
| 2 | 15.38% | Other: |

6/5/2008

11. Do you have any other suggestions how WILMAPCO can improve its public participation process.

- | | | |
|---|-------|--|
| 1 | 9.09% | Employ ISO 9000 Excellence Councils for more adequate management and End-user participation - isn't this a requirement for any entity having obligations with the Federal government? |
| 1 | 9.09% | Flyers in Community paper. Community Notification of opposition to a planned improvement prior to its termination and a petition process to allow the possibility that it can move forward. |
| 1 | 9.09% | Focus on the target community. Come out on rides. Walk some of the relevant streets. Put up a table in an area where people are walking, cycling, driving. |
| 1 | 9.09% | Have aggressive leadership to solve transportant transportation problems other than to build roads! PUBLIC TRANSPORTATION. Rail service Middletown - Wilmington - Philadelphia. Relieve Del 1 and I - 95 congestion - give Middletown residents a choice! |
| 1 | 9.09% | Have newspaper articles about issues discussed at public meetings. I look upon Wilmapco as an operating arm of DelDot. Wilmapco gives short shift on views that differ from DelDot plans. |
| 1 | 9.09% | If only people had more time! You do what you can. |
| 1 | 9.09% | Its a hard thing to get public input while also keeping things balanced and consistent with professional practice - it cannot always be clear that the comment you do get is really representative of "the public" and not a vocal minority. You seem to do your best. |
| 1 | 9.09% | Keep on keeping on |
| 1 | 9.09% | Reports and plans seem often to arrive in the mail after much of the public information process is complete. Maybe this is just my perception. But I always seem to have the feeling that "it's too late" to find out/comment upon something underway. |
| 1 | 9.09% | start in elementary schools with demographic geography etc. of region & links to national/regional marketing & security preparedness.Games,events, competitions,awards |
| 1 | 9.09% | There seems to be less public involvement than in past years. And WILMAPCO seems to have less influence on decision makers to help the public get what they want. Plus, there's fewer community projects that provided small but beneficial changes for bike ped. |