



Public Participation Plan

For Transportation Planning

Adopted DATE

THE NASHUA REGIONAL PLANNING COMMISSION AT A GLANCE

The Nashua Regional Planning Commission (NRPC) is one of nine regional planning commissions in the State of New Hampshire. NRPC was created under New Hampshire Statutes in 1959 and serves as the coordinating agency for the planning initiatives of thirteen (13) communities in the Nashua region.

NRPC also serves as the Metropolitan Transportation Organization (MPO) for the Nashua, NH-MA Urbanized Area (UZA). Federal regulations stipulate that highway construction funds in urbanized areas can only be utilized by states with an MPO in place.

NRPC Communities

Amherst	Lyndeborough	Nashua
Brookline	Mason	Pelham
Hollis	Merrimack	Wilton
Hudson	Milford	
Litchfield	Mont Vernon	

Contact NRPC

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SECTION 1 - INTRODUCTION

NRPC believes that effective public involvement allows for an open exchange between the public and transportation decision makers. Understanding the importance of public involvement and participation in the planning process improves the quality and accuracy of regional plans and funding decisions. With public input, stakeholder approval, and an open, transparent process, public plans have a better chance for buy-in and implementation. The public should be involved early and often throughout the planning process.

Public involvement should be, and in many cases is required to be, used in the NRPC planning activities and processes. Any process that leads to a change in policy, an update to an existing plan, or allocates state or federal funds requires an opportunity for the public to provide input.

PUBLIC PARTICIPATION PLAN (PPP) FRAMEWORK

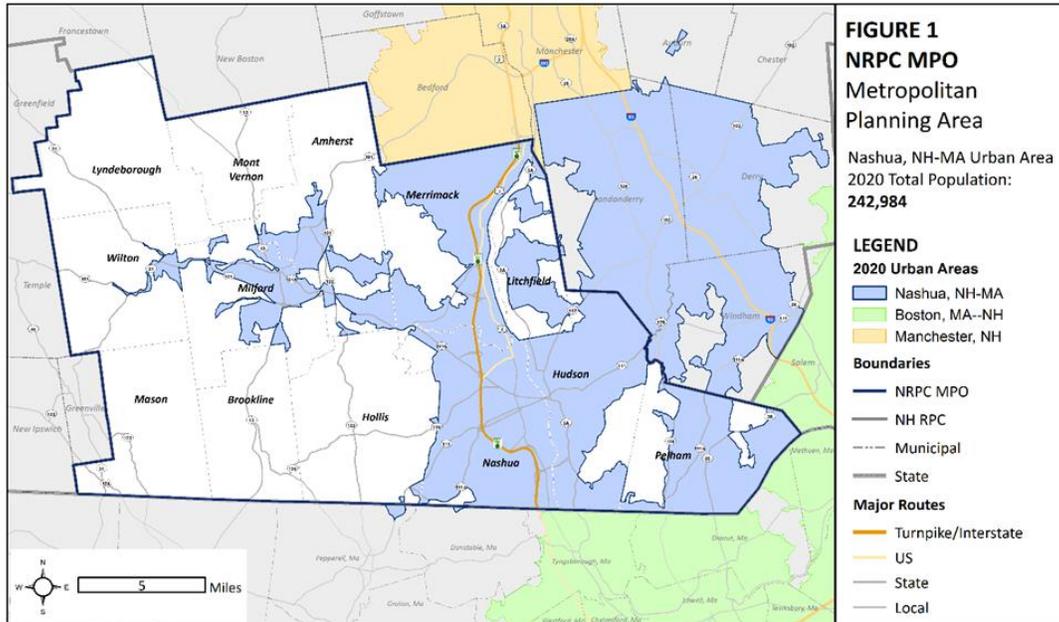
The NRPC Public Involvement Plan (PPP) provides a framework to advance meaningful public involvement in transportation planning efforts throughout the region. The PPP includes the following core components:

- Section 1 - Introduction.
- Section 2 - A list of goals and strategies to guide NRPC's public participation efforts.
- Section 3 - A summary of the MPO transportation planning process including a guide for how the public can be involved in the planning process.
- Section 4 - A description of the outreach strategies that NRPC uses to engage residents.
- Section 5 - Public outreach standards.
- Section 6 - Performance Measures to track NRPC's progress.

ABOUT THE NASHUA METROPOLITAN PLANNING ORGANIZATION

NRPC serves as the Metropolitan Transportation Organization (MPO) for the Nashua, NH-MA Urbanized Area (UZA). Federal regulations stipulate that highway construction funds in urbanized areas can only be utilized by states with an MPO in place.

Figure 1. Map of the NRPC Metropolitan Planning Area



The MPO is the transportation policy-making organization for the 13-community region and is made up of between one and four representatives from each member community together with representatives from federal, state, and local governmental agencies including the Federal Transit Administration (FTA), Federal Highway Administration (FHWA), NH Department of Transportation (NHDOT), New Hampshire Department of Environmental Services (NHDES), and the Nashua Transit System (NTS). The overall purpose of the MPO is to administer the federal transportation process and ensure that investments in transportation are based on a continuing, cooperative, and comprehensive planning process.

In 2012, the Nashua MPO was designated as a Transportation Management Area (TMA). As a TMA, the Nashua MPO has a stronger voice in setting priorities for implementing projects listed in the transportation improvement program and is responsible for additional planning products. The planning processes for MPO's and TMA's also must be certified by the Secretary of the United States Department of Transportation as complying with federal requirements.

The Nashua MPO is responsible for long-term transportation planning and for programming certain federal transportation funds in a region that is home to more than 200,000 people. The MPO coordinates key planning activities involving the Federal government, the State of New Hampshire, and other MPOs while representing the interests and priorities of the thirteen municipalities the Commission serves. The MPO maintains primary documents which integrate public involvement into the regional transportation planning and programming, including:

- Metropolitan Transportation Plan (MTP) which is a minimum 20-year plan with 5-year updates that identifies how the MPO will manage and operate transportation systems to meet the region's long-term needs, growth, and sustainability goals.

- New Hampshire Statewide Ten-Year Transportation Improvement Plan (TYP), with 2-year updates, which designates funding for all state and federal transportation projects that are advanced during the next 10-year period in New Hampshire.
- Transportation Improvement Program (TIP), which is a 4 -year plan with 2-year updates for transportation projects and improvements identified in the first 4-years of the New Hampshire TYP.
- The MPO develops other transportation plans that must undertake a meaningful level of public participation to ensure these plans and programs reflect the needs and wants of the public it serves.

This PPP includes details on how the public can be engaged in the NRPC planning process. The strategies identified within this document provide guidance for the public to be engaged early and often, with an understanding of how their feedback will be incorporated into the planning process. Active participation by a range of stakeholders improves the understanding of different viewpoints, diverse needs, and concerns, and helps to identify common goals.

The Nashua Transit System (NTS), which is the FTA 5307 applicant, has consulted with the MPO and concurs that the public involvement process adopted by the MPO for the development of the TIP satisfies the public hearing requirements that pertain to the development of the Program of Projects for regular Section 5307, Urbanized Area Formula Program, grant applications, including the provision for public notice and the time established for public review and comment.

SECTION 2 - PURPOSE, GOALS AND OBJECTIVES

The purpose of the public involvement process is to ensure that the concerns and issues of everyone with a stake in transportation decisions are identified, evaluated, and responded to in a thoughtful, thorough, and timely manner.

Figure 2. Public Involvement Process Goals



PURPOSE

Public involvement is an integral part of the transportation process which helps ensure that decisions are made in consideration of and of benefit to public needs and preferences. A core function of the MPO is to provide a forum for effective regional decision-making when it comes to matters concerning transportation. The purpose of PPP, therefore, is to ensure that the concerns and issues of everyone with a stake in transportation decisions are identified, evaluated, and responded to in a thoughtful, thorough, and timely manner. Typical transportation matters include, but are not limited to, transportation policies, allocation of transportation resources, and the prioritization of regional projects.

In accordance with [23 CFR 450.316](#), federal regulations state that every MPO must develop, adopt and implement formalized procedures for effective public involvement, participation, and

consultation to be used during the development or updating of a Metropolitan Transportation Plan (MTP) or Transportation Improvement Program (TIP). The regulation also stipulates that a public involvement process shall seek out traditionally underserved populations. The Fixing America's Surface Transportation (FAST) Act also emphasizes public involvement as the hallmark of the planning process. Similarly, the State of New Hampshire has several laws that require various types of public involvement concerning the planning process and access to government information ([RSA 91-A](#)).

In addition, the Nashua Transit System, which is the FTA Section 5307 (c) applicant, has consulted with the MPO and concurs that the public involvement process adopted by the MPO for the development of the TIP satisfies the public hearing requirements that pertain to the development of the Program of Projects for regular Section 5307, Urbanized Area Formula Program, grant applications, including the provision of public notice and the time established for public review and comment.

GOALS AND OBJECTIVES

The following section covers the principal goals and corresponding objectives for the MPO's PPP.

Goal 1: Enhance public outreach with tailored strategies.

Objectives

- Incorporate public outreach early in the planning process.
- Identify and seek input from a wide variety of individuals, groups, and organizations including traditionally underrepresented populations.
- Tailor outreach strategies that engage individuals, groups, and organizations of low-income, minorities, limited-English-proficiency (LEP) populations and the disabled.
- Adjust outreach strategies for effectiveness as needed based on public feedback.

Goal 2: Increase public involvement by utilizing community leaders and organizations.

Objectives

- Encourage public involvement early in the planning process to guide plan development.
- Clearly convey how those wanting to understand and participate in the process can be involved.
- Utilize community leaders and organizations to leverage higher levels of public involvement.
- Adjust involvement strategies for effectiveness as needed based on public feedback.

Goal 3: Respond to and Document Public Input & Comment.

Objectives

- Establish a process for properly collecting, storing, and disseminating public input.
- Uniformly evaluate public input as much as possible but allow for adaptability and case-by-case basis evaluations as needed.
- Incorporate both quantitative and qualitative evaluation methods and measures.

- Respond to public input in a consistent and timely manner.

Goal 4: Evaluate Public Involvement - Performance Measures.

Objectives

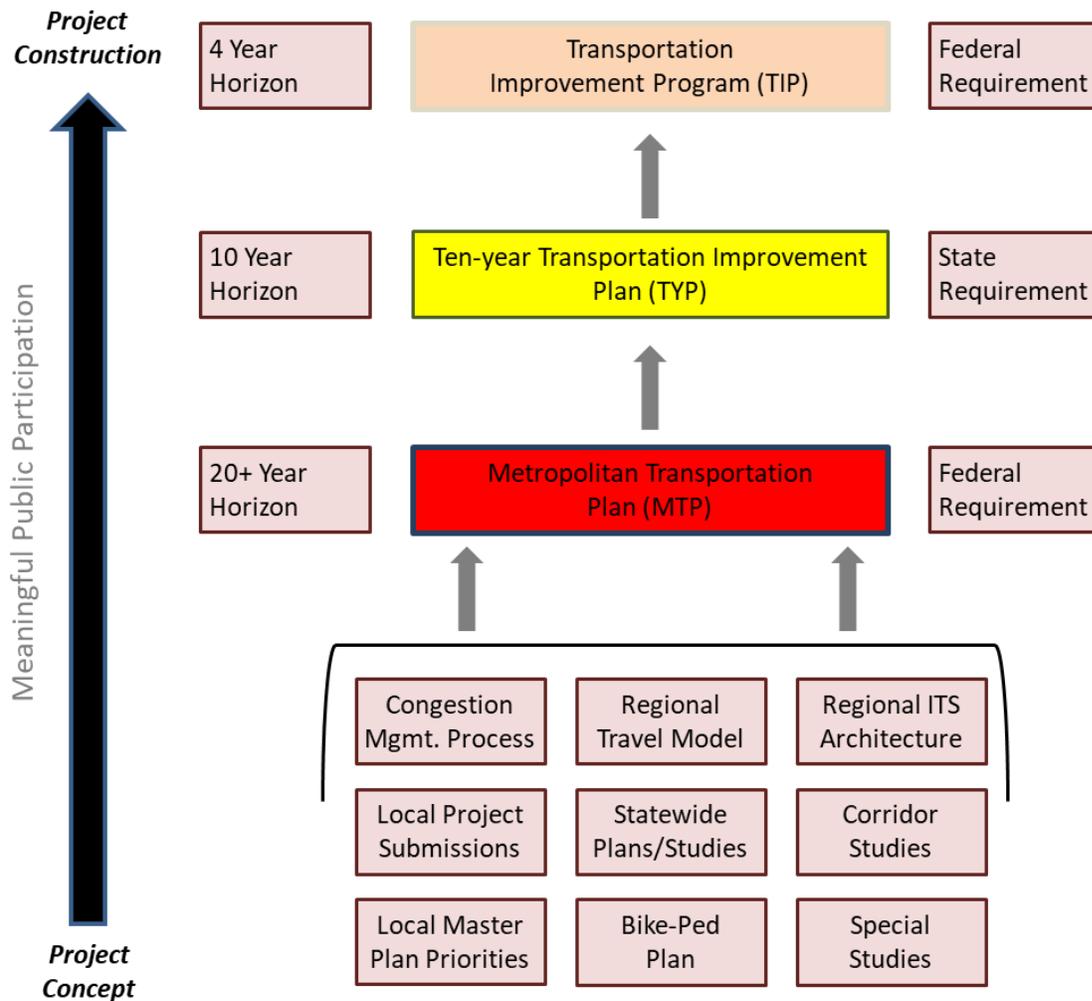
- Provide the framework for a standardized implementation schedule which guides future public outreach and involvement.
- Establish performance measures to reflect the program performance.
- Conduct regularly scheduled evaluations to monitor program effectiveness and assess public feedback.
- Utilize evaluation results to further and enhance program development.
- Synchronize the MPO's PPP with other statewide and regional public involvement processes.
- To satisfy the Nashua Transit System public participation for the Program of Projects.

SECTION 3 - PARTICIPATING IN THE NRPC PLANNING PROCESS

The goal of this chapter is to help interested parties understand the transportation planning process and the MPO procedures for public involvement and to know when and how to get involved.

NRPC continually develops and updates a range of interconnected planning documents to support continuing, cooperative, and comprehensive regional transportation planning. These documents address federal and state requirements to ensure the NRPC region can effectively program and fund a wide array of transportation improvement projects throughout the region. The graphic below shows how projects move through the transportation planning process to become eligible for funding and construction. Opportunities for public participation exist in each step in this process.

Figure 3. The Transportation Planning Process¹



¹ Adapted from the Southern NH Planning Commission Public Participation Plan

PUBLIC INVOLVEMENT STANDARDS

The federal rules governing metropolitan planning for transportation specify minimum standards that the MPO's public involvement process must strive to achieve ([23 CFR 450.316](#)). These standards form the basis of the criteria that will guide the MPO in conducting its public involvement process.

- Require a minimum public comment period of 45 days before the public involvement process is initially adopted or revised.
- Provide information about transportation issues and processes to citizens, affected public agencies, private providers of transportation and other interested parties and segments of the communities affected by transportation plans, programs, and projects.
- Provide visualizations to help describe the MTP and TIP.
- Require adequate public notice for public review and comment at key decision points, including, but not limited to, amendments to, and approval of the MTP and TIP.
- Consider the needs of those who are commonly underserved by existing transportation systems, including households with low income, minority, and disabled individuals when applicable.
- Demonstrate explicit consideration and response to the public input received during the planning and program development public hearing processes.
- Provide the opportunity for additional public comment, prior to adoption, whenever substantive changes are made to a proposed draft MTP or TIP after it is released for public comment.
- Coordinate the MPO public involvement process with the statewide public involvement process wherever possible to enhance public consideration and understanding of the issues, plans, and programs.
- Review and self-certify that this public involvement process is being followed and is effective in meeting the purpose, objectives, and criteria set forth herein.
- Ensure that all meetings concerning MPO business be open to the public and held in accessible locations that can accommodate the needs of the disabled and that the provisions of RSA [91-A](#) (Access to Public Records and Meetings) are followed.

PUBLIC INPUT VS. PUBLIC COMMENT

NRPC provides information and seeks *public input* about planning efforts through a variety of techniques including the NRPC webpage, electronic and postal mailings, electronic newsletters, informational brochures, public workshops, social media, surveys, and other methods.

- Public input is used to inform the planning process and is accepted at any time.

The purpose of *public comment* is to officially adopt a plan, program, or policy and is therefore a formal process, typically required by federal or state statute.

- Public comments are accepted only during specific publicly noticed comment periods or at publicly noticed hearings.

NRPC PUBLIC COMMENT PROCEDURES

When a draft document or planning product is developed and released, there is a defined public comment period ranging from 10 to 45 days depending on the document as detailed in Table 1.

- The announcement of the comment period is published in the region's newspaper of general circulation. Notice of public comment periods and public hearings are also published on the NRPC website (nashuarpc.org) in the NRPC News Center section. Additionally, the public notice is emailed to NRPC TTAC, Members, the NRPC MPO Policy Committee and to other stakeholders.
- For all draft documents that are subject to public comment, a summary of public comments received is reviewed by the NRPC MPO Policy Committee, which directs staff to make any necessary revisions or edits to the documents based on the comments.
- If a final planning document, including but not limited to the Metropolitan Transportation Plan and Transportation Improvement Program, differs significantly from the version released for public comment, the NRPC MPO will provide an additional opportunity for public comment no shorter than the original public comment period.

The NRPC translates all public notices for planning products into Spanish as a regular practice. Upon request, the NRPC will facilitate additional translation services for persons with Limited English Proficiency (LEP), or interpretation services for deaf, hard of hearing, and blind persons by utilizing the following resources:

- Language Bank (<http://www.thelanguagebank.org>) and Language Line Solutions (www.language.com) for translation services.
- Northeast Deaf and Hard of Hearing Services (<https://ndhhs.org/>) for deaf and hard of hearing interpretive services.
- Future in Sight (<https://futureinsight.org/>) for interpretive services for blind persons.

Table 1. Summary of NRPC Public Participation Strategies by Planning Product

NRPC MPO Planning Product	Description	Public Comment Period	Public Participation Strategies Always Employed	Public Participation Strategies Sometimes Employed
Public Participation Plan (PPP)	A plan outlining the goals, strategies, approaches, and performance measures to be utilized to advance meaningful public involvement in the NRPC's regional transportation planning efforts.	45 Days	Newspaper Notice, PublicHearing, MPO ReviewMeetings, TAC ReviewMeetings, Website Postings,Social Media Postings	Surveys, Newsletter Articles
Metropolitan Transportation Plan (MTP)	Long-Range (20+ year) plan identifying how the NRPC will achieve an effective multi-modal transportation system to meet the region's transportation, economic development, and sustainability goals while remaining fiscally constrained in accordance with anticipated transportation revenues. The final MTP includes a summary of public comments received and how the NRPC addressed those comments.	10-30 Days	Newspaper Notice, Public Hearing, MPO Review Meetings, TTAC Review Meetings, Website Postings, Newsletter Articles, Social Media Postings, Visualization Techniques.	Ad Hoc Committees, Public Forums/Workshops, Public Outreach Events, Surveys
Transportation Improvement Program (TIP)	Short-range (4 year) program of transportation improvement projects to be funded in the NRPC region in accordance with anticipated transportation revenues. The final TIP includes a summary of public comments received and how the NRPC addressed those comments	10-30 Days	Newspaper Notice, Public Hearing, MPO Review Meetings, TTAC Review Meetings, Website Postings, Newsletter Articles, Social Media Postings, Visualization Techniques	Public Forums/Workshops, Public Outreach Events
Congestion Management Process (CMP)	A plan that identifies congested locations in the NRPC region, causes of congestion, and congestion mitigation strategies to improve transportation system performance and reliability	30 Days	Newspaper Notice, Public Hearing, MPO Review Meetings, TTAC Review Meetings, Website Postings, Visualization Techniques	Ad Hoc Committees, Public Forums/Workshops, Public Outreach Events, Newsletter Articles, social media Postings

NRPC MPO Planning Product	Description	Public Comment Period	Public Participation Strategies Always Employed	Public Participation Strategies Sometimes Employed
Locally Coordinated Transportation Plan (LCTP)	A plan that identifies the transportation needs of individuals with disabilities, older adults, and people with low incomes, provide strategies for meeting these needs, and prioritize transportation services for funding and implementation	30 Days	Newspaper Notice, Public Hearing, RCC meetings, MPO Review Meetings, TTAC Review Meetings	Ad Hoc Committees, Public Forums/Workshops, Public Outreach Events, Newsletter Articles, social media Postings, surveys
Unified Planning Work Program (UPWP)	A program of all transportation planning activities to be undertaken by the NRPC during a given timeframe (typically two years)	N/A	MPO Review Meetings, TTAC Review Meetings	
Intelligent Transportation System Architecture (ITS)	A framework for the integration of technology into the NRPC regional transportation system	30 Days	Newspaper Notice, Public Hearing, MPO Review Meetings, TTAC Review Meetings, Website Postings	Ad Hoc Committees, Newsletter Articles, Social Media Postings, Visualization Techniques
Public Participation Plan (PPP)	A plan outlining the goals, strategies, approaches, and performance measures to be utilized to advance meaningful public involvement in the NRPC's regional transportation planning efforts	45 Days	Newspaper Notice, PublicHearing, MPO ReviewMeetings, TAC ReviewMeetings, Website Postings,Social Media Postings	Surveys, Newsletter Articles
Title VI Program	A plan detailing how the NRPC will conduct its planning activities in accordance with Title VI of the Civil Rights Act of 1964	30 Days	Newspaper Notice, Public Hearing, MPO Review Meetings, TAC Review Meetings, Website Postings, Social Media Postings	Surveys, Newsletter Articles
MPO Prospectus	A document that describes the organization and structure of the NRPC MPO and outlines the MPO's roles and responsibilities in the planning process in New Hampshire	30 Days	Newspaper Notice, Public Hearing, MPO Review Meetings, TAC Review Meetings, Website Posting	Social Media Postings

How to Submit Public Input

There are several options that the public can use to provide input on NRPC plans and documents:

- Participation at public outreach events or various meetings.
- Email, mail, or phone to designated contact or NRPC Office.
- Completion of questionnaires, surveys, or other data collection forms.
- Use of internet-based platforms.
- Sending a direct message via NRPC social media*.

*** Comments that are made on Facebook, X, or other social media platforms are reviewed by NRPC staff but are not handled as official public comments.**

If no specific contact information is listed on MPO distributed planning documents, please direct all public comments to the NRPC Office via mail, email, or in-person. Check the [NRPC website](#) for the most up-to-date contact information. The most current contact information listed before the publication of this document is below.

Nashua Regional Planning Commission
30 Temple Street, Suite 310
Nashua, NH 03060
Phone: (603) 417-6570

NRPC MPO public meetings and hearings are held at the NRPC office at 30 Temple Street, Suite 310, Nashua, NH typically at 7:00 pm on the 3rd Wednesday of each month (unless otherwise noted on a published public notice). Meetings are held in the NRPC conference room accessible by the main entrance. This building is ADA compliant, and the conference room is accessible by elevator. The Nashua Transit System (NTS) fixed Route 7 serves Temple Street.

When to Submit Public Comments

A Public Notice for Comment will be published to indicate the Public Comment Period and when the MPO will begin collecting and responding to public comments. Interested parties are encouraged to review the plans and submit formal, public comments for the record. Formal public comments will not be considered after the public comment period has ended – unless presented at the Public Hearing. The MPO's intention is to include public commenting periods before key decision points in the planning process.

Whenever possible, including for the MTP and TIP, the NRPC shall utilize visualization techniques to inform the public of the intent and effect of the Commission's transportation plans and programs. Much of the work at NRPC is technical and data driven, which may not always translate well to the public. Concepts that are heavily relied on in transportation planning such as ranking systems, formulas, and other measurements can be complex. Visualization techniques can help to better communicate these concepts to members of the public who may not have technical backgrounds. Visualization techniques may include maps, concept drawings, infographics, and more.

Table 2. Strategies for Getting Involved in the Public Input Process

Strategy	Action
Join the NRPC Mailing list	<ul style="list-style-type: none"> Visit the Newsletter Archive page on the NRPC website for instructions to be added to the NRPC mailing list.
Follow NRPC on Facebook, X, or Indeed	<ul style="list-style-type: none"> Visit the nashuarpc.org and click the Facebook, X, or Indeed icons.
Attend Public Meetings	<ul style="list-style-type: none"> Interested parties are encouraged to attend public meetings and to check public notices and announcements. Members of the public are welcome to attend monthly MPO and TTAC meetings. NRPC also hosts other public meetings and workshops to support a variety of planning initiatives. Everyone is welcome to attend public meetings hosted at NRPC, and there are a variety of ways to participate: <ul style="list-style-type: none"> The public can attend remotely via Zoom or telephone. Links will be posted to nashuarpc.org about a week before the meeting. The public can also attend in person at the NRPC office located at 30 Temple Street, Suite 310, Nashua NH. If taking public transit, the nearest NTD bus stop is at the corner of Temple and Spring Streets.
Attend Outreach Events	<ul style="list-style-type: none"> The public is encouraged to participate in outreach events, informational meetings, workshops, charrettes, questionnaires, and surveys. These often occur at community events such as farmers markets, neighborhood celebrations, and other community events. Interested parties should also refer to the NRPC website for the most up-to-date information about plan & project updates.
Provide Public Comment	<ul style="list-style-type: none"> The purpose of the Public Comment Period is for the MPO to clarify draft or amendment information, answer questions and gather public input. The public can provide comment via us mail, email, or by attending a public hearing.
Attend a public hearing	<ul style="list-style-type: none"> The public is encouraged to attend the public hearing and officially voice their comments. All questions and comments will be recorded in the hearing minutes.
Invite NRPC to join your meeting	<ul style="list-style-type: none"> NRPC staff are available to present information about planning projects that may be of interest to your group.
Consider joining the Commission	<ul style="list-style-type: none"> NRPC Commissioners are typically appointed by their community.

SECTION 4 - PUBLIC OUTREACH AND INVOLVEMENT

Public outreach is a critical component in the public involvement process. This chapter identifies potential stakeholders in the decision-making process and the methods the MPO may employ to reach them.

LIST OF AFFECTED AND INTERESTED PARTIES

The MPO shall develop and maintain a list of interested and affected parties whose input will be actively sought out during plan development. This list of parties will include those required by Federal Regulation [23 CFR 450.316](#) and others the MPO deems appropriate. The list includes, but is not limited to, the following:

- Boards of Selectmen and Aldermen and Town Council.
- Members of the state legislature representing NRPC communities.
- Appropriate state and federal agencies, including the NHDOT, NHDES, FHWA, FTA, FAA, EPA, and other affected public agencies.
- Representatives from adjacent MPO's.
- Planning boards, traffic committees, public works officials/road agents.
- Public and private transportation providers.
- Representatives of public transportation employees.
- Known public transportation users and advocates.
- Pedestrian and bicycle system users and advocates.
- Representatives of traditionally underserved populations.
- Human service agencies with paratransit-eligible clients.
- Organizations concerned with economic development.
- Organizations and interest groups within the region with a demonstrated interest in transportation issues.
- Existing members of the MPO Transportation Technical Advisory Committee (TTAC) not included in the above list.
- Providers of freight transportation services.
- Freight shippers.
- Contacts from the local news media.

This list will be used to keep individuals, organizations and agencies informed about the development of the transportation plans and to notify them about specific opportunities for public involvement. The list of affected and interested parties, which is regularly updated and maintained, can be found in the NRPC Outreach List – Community-based Service Organizations section of the appendices.

OUTREACH STRATEGIES

Various techniques will be used to provide information and solicit public comment, whether in-person or virtual. Some examples of participation strategies targeted to the public are briefly described below.

Electronic Mailing Lists

The MPO actively maintains an electronic mailing list database to facilitate communication with members and interested parties. Through these mailing lists, the MPO reaches target audiences with announcements of upcoming events, meeting information, newsletters, summary reports and other information about agency activities including pending plan updates or amendments and public meetings.

Electronic Newsletter

The NRPC E-Newsletter is sent monthly to 400+ recipients who have specifically requested to receive this communication. It provides an effective way to distribute planning news and information.

Web Site and Social Media

Updates will be made continually to the NRPC website (nashuarpc.org) to keep the public informed about planning activities, pending plan updates or amendments, public meetings, and hearings and to offer another way to provide comments. The NRPC website includes a calendar of meetings, agendas, and meeting minutes; links to regional demographic, and traffic data; downloadable versions of planning documents, and extensive GIS/mapping content.

The use of social media platforms, including but not limited to Facebook and X will be a key method for public outreach, involvement, and information distribution. The MPO may tailor this strategy to more effectively reach disadvantaged groups or organizations that represent or serve such populations.

NOTE: Public input collected from social media platforms such as Facebook, X, or other social media platforms, will be used to support the planning process, however, the input will not be considered official comments of record. The MPO shall direct interested parties to submit official comments to the MPO staff via email, mail, phone, in-person, or at public meetings or hearings.

Informational Brochures

Informational brochures, postcards, and other tools in print or digital form are used by the MPO to convey information regarding current planning activities and news about the region. Brochures, flyers, or postcards may be prepared for plan or program updates, or to provide an overview of planning activities.

Partnering with other agencies and events

The MPO will partner with other community organizations whenever practicable to set up public outreach displays and materials on specific planning projects at various community meetings, fairs,

or other events. This strategy emphasizes a proactive approach to outreach by going directly into communities, rather than relying solely on attracting interested parties to public MPO meetings.

Public Workshop Meetings

Public meetings using a workshop or charrette format may be used to disseminate information, provide a setting for public discussion, and gather feedback from the community. The workshops would be structured to allow participants to interact with the project or planning staff one-on-one or in small groups. Plan or project exhibits will be displayed and available for review by the public. The workshop session may be preceded or followed by a formal presentation by project or plan staff. Workshops will be held at key points in the planning or project development process. They may be tailored to specific issues or community groups and may be informal or formal.

General Media

Media strategies include the use of press releases, legal ads, newspaper articles and, when feasible, television and radio outlets may be used. Videos may be produced and distributed to local cable access channels, uploaded to various online video platforms, and made available on the NRPC website.

Surveys and Questionnaires

The MPO may use various survey platforms such as (but not limited to) SurveyMonkey or MetroQuest to gather information for major updates to planning documents and projects. The method of data collection will vary by project and may include in-person or telephone interviews, web or social media-based questionnaires, paper survey mailings and professionally administered surveys. A list of sample questionnaire questions has been included in the appendices. The use and modification of this list may change from plan to plan.

Visualization Techniques

The MPO will implement visualization techniques and media designed to convey important information to the public. This may include regional maps showing project location and anticipated changes to the transportation system. It could also include simpler techniques such as renderings or photo simulations to show a widened roadway or bridge in context for example, flow charts to clearly depict the transportation planning process, or graphs related to the distribution of project funding. Visualizations can be made available through direct mail, social media, presentations at public meetings or on the [NRPC website](#).

Official Comments from Public Representatives and Agencies

The MPO may ask for and include official comments from local, state, and federal representatives and agencies on matters directly related to specific transportation issues and matters. The inclusion of official comments is to be quoted and impartial.

STRATEGIES TO REACH UNDERREPRESENTED POPULATIONS

In addition to the outreach strategies mentioned in the previous section, the MPO will be proactive and intentional regarding public outreach to underrepresented populations, including minority, low-income, LEP and transit-dependent individuals. Specific outreach strategies intended to engage underrepresented populations are included in the PPP to create a more comprehensive and inclusionary approach to transportation planning.

Translation Services

The MPO's policy is to provide, to the extent that is practical, translation services when requested. The MPO shall provide guidance throughout the planning process to those individuals or parties who request translation services. Upon receipt of a request, the MPO shall acknowledge the request, assess the feasibility of providing translation services using either in-house capabilities or outsourced services, and notify the requesting individual or party of the way the request will be handled.

Strategic Distribution of Mailings and Multilingual Questionnaires

The MPO may strategically distribute relevant information electronically, through flyers or via direct mail to those identified in low-income, minority or LEP areas. The identification of these neighborhoods and areas of interest is central to the strategic distribution of information to traditionally underserved populations. The next subsection will further explain the basis for identifying these potential neighborhoods and areas.

The inclusion of multilingual questionnaires, via direct mail, email, phone, or hand-delivered fliers may be used as supplemental strategies to improve feedback and engagement. The MPO has previously implemented this strategy. An example survey which was translated in Spanish can be found in the appendices.

Mobility Management

The number and type of mobility management events will be tracked as well as the number of referrals received and processed.

Strategically Planned Neighborhood Meetings

The MPO may use strategically planned neighborhood meetings to provide a greater level of detail to residents of specific neighborhoods that may be impacted by a plan or project. Identification of these neighborhoods may be done by utilizing data indicators from the Census and the American Community Survey (ACS). Indicators include, but are not limited to:

- Household income
- Property values
- Employment rates
- Poverty rates
- Race and ethnicity
- Language use

- Reasonable observation
- Motor vehicle availability

Residents of specific neighborhoods may be contacted by mail, email, social media, phone, or hand-delivered fliers to notify them of a meeting. While the targeted neighborhood meetings are open to the public, a broad-based advertisement might not be used. Additionally, a more targeted approach to engage underrepresented populations may include the direct mailing to subsidized and income-restricted housing developments. A list of income-restricted housing developments can be found in the appendices of this plan. The MPO shall periodically update this list and potentially include more generalized maps that help visualize collective neighborhoods who are underrepresented.

Strategic Inclusion of Community Organizations and Programs

The MPO may reach out to community organizations and programs that purposefully interact with low-income, minority, LEP residents and transit-dependent individuals. Residents who are part of a specific organization or using a specific service can be contacted directly or indirectly through, or in coordination with, the community organization. Target organizations within the region may include those with services or expertise areas such:

- transportation
- affordable housing
- community development and resource centers
- education and child development
- health and food assistance
- senior services
- employment centers
- welfare departments
- charities, foundations, and non-profits
- immigrant and refugee programs
- human rights, civil rights, and advocacy groups
- minority business groups
- minority support programs

Specific organizations and programs which might regularly interact with low-income, minority, LEP residents and transit-dependent individuals may include, but are not limited to:

- NH Transit Association
- Nashua Transit System (NTS)
- Transit Matters (a public meeting held every other month for NTS rides)
- Souhegan Valley Transit Collaborative
- Nashua Regional Coordinating Council
- Nashua Housing Authority

- NeighborWorks Southern New Hampshire (a nonprofit providing housing and neighborhood revitalization services)
- Nashua Urban Programs (sub-division of Nashua Community Development Division)
- Arlington Street Community Center
- United Way and One Greater of Nashua
- Nashua Community College
- Southern NH Services (a nonprofit Community Action Agency)
- Nashua Soup Kitchen & Shelter
- Greater Nashua Area Branch NAACP
- India Association of New Hampshire

A list of public agencies and community organizations has been included in the appendices.

Contact Local Government Planners, Staff, and Elected Officials

The MPO will contact local government Town/City Managers, welfare administrators, planners, staff, and elected officials as needed. Local government staff and elected officials may have a better understanding of the community and be able to provide vital information for reaching underrepresented populations. Direct interaction and involvement with community leaders, groups and neighborhoods may result in an approach that is more organic, rather than data driven.

Recruit Advocates

The MPO may actively recruit advocates to participate in the planning process. The MPO's emphasized involvement with advocates within the community may lead to an increase in overall community involvement and a strengthened relationship with the MPO. This very direct, targeted approach may prove to be very effective but will greatly hinge on the abilities of the advocate.

SECTION 5 – RESPONDING TO PUBLIC INPUT AND COMMENT

The MPO has established a process for managing public input and comments and includes collecting, evaluating, responding, and documenting those comments. Public input and public comment are different in the sense that *Public Input* occurs during the early development of transportation plans, programs, and policies. Public input is accepted by NRPC staff at any time. The purpose of *Public Comments* is to officially adopt a planning document and is therefore a formal process, typically required by federal or state statute. Public comments are accepted only during specific publicly noticed comment periods or at publicly noticed hearings.

COLLECTING PUBLIC INPUT AND COMMENT

Public input happens at any time during the outreach phase when NRPC develops transportation plans, programs, and policies. During this timeframe public input is collected through informational meetings, charrettes, surveys, questionnaires, and the other techniques described in this Plan. Public input is documented as practically as possible and incorporated into the draft transportation plan, program, or policy.

The collection of public comments happens during the publicly noticed comment period and at the public hearing that happens after the public comment period has ended. The length of the public comment periods for the MTP, TIP, and PPP are established by federal requirements and announced to the public via Notice for Public Comment. Amendments to the MTP and TIP require a minimum 10-day public comment period followed by a public hearing. Full updates to the MTP and TIP require a minimum 30-day public comment period followed by a public hearing. Updates to the PPP require a 45-day public comment period followed by a public hearing. Comments received during a public comment period are reported during the public hearing and incorporated into the appendix of the associated planning document.

RESPONDING TO PUBLIC COMMENT

The MPO responds via email to all public comments received during the official public comment period. Those public comments are reported at the public hearing associated with the public comment period. Public comments received during a public hearing are responded to at the hearing. Public comments received, either during the public comment period or at the public hearing are summarized in a report that is incorporated into the appendix of the document.

DOCUMENTING OF PUBLIC INPUT AND COMMENT

The collection and storage of public comments are to be mandatory for all Comment Periods and Public Hearings. All public comments are to be directly associated with one specific planning document. The collection of public comments submitted during each plan's Comment Period, their corresponding summaries and responses, and their collective comments evaluation report are to be included in the final plan which is published.

The MPO assumes the responsibility of collecting and storing all public comments, summaries, responses, and evaluations associated with each adopted plan. The MPO will store all public

comment records until at least a new draft or amendment replaces an older one or for at least 8 years, whichever is longer, or as may otherwise be required under [RSA 91-A](#).

Meeting Minutes

All public meetings and hearings will have minutes that officially document what was discussed or what happened at the meeting or hearing. All notes, materials, tapes, or other sources used for compiling the minutes will be kept on record until the official minutes are published.

Audio or Visual Recording

The MPO may utilize audio and or video recordings during outreach sessions, public meetings, and hearings.

Various Data Collection Forms

The MPO may document public input using various data collection methods such as questionnaires, surveys, or other data collection forms. The forms can be tabulated, categorized, or organized in any sensible manner for the purpose of presenting and analyzing the results.

Public Comments

The MPO shall include all public comments, their summarizations, and responses in the final draft or report sent to be approved. All public comments collected for this PPP are in the appendices under Record of Public Comments.

General Filing for Public Input

The collection of public input – excluding official Public Comments submitted during the Public Comment Period – may be cumbersome, random or free-flowing. Given this nature of public input before the Comment Period, it is acceptable for input to be more generally filed with associated plan documents.

PUBLIC REVIEW OF PLANNING DOCUMENTS

Copies of draft plan updates and amendments are made available electronically through the [NRPC website](#). Paper copies may be available upon request or may be reviewed at local public libraries or city/town halls. Those needing translation services should reach out to the listed contact person or the NRPC office directly.

Minutes will be taken at all public meetings and hearings, and be made publicly available per [RSA 91-A](#), concerning access to public records and meetings. In addition, all meeting minutes may be accessed on the [NRPC website](#).

SECTION 6 – PROGRAM EVALUATION - PERFORMANCE MEASURES

PERFORMANCE MEASURES

A performance measure (PM) is an indicator that helps organizations track their progress toward achieving their goals. The NRPC has identified a series of performance measures to follow the progress made towards meeting the goals discussed in Section 3.

Table 4 on the following page outlines a full list of the NRPC's PMs organized by category and indicates how they support the PPP Goals discussed in Chapter 3. By regularly updating and reviewing these PMs, NRPC can gain insight into the effectiveness of outreach strategies, pinpoint potential challenges, and uncover new opportunities for enhancing public participation in our region. NRPC staff will internally review PM data on a quarterly basis, and publicly report on progress at least once a year.

Table 4. Performance Measures²

		Goal addressed by the Outreach Strategy			
Outreach Strategy	Performance Measure	Goal 1: Enhance public outreach with tailored strategies	Goal 2: Increase public involvement with communities	Goal 3: Respond to & document public input & comment	Goal 4: Evaluate public Involvement - Performance Measures
Electronic & postal mailing lists	Update the list every month	x	x		
Seek input from a wide variety of individuals, groups, and organizations	Attendance tracking at standing monthly meetings (MPO, TTAC, RCC)	x	x	x	x
	# of external committee meetings regularly attended by NRPC staff	x	x		x
Electronic Newsletter	# of subscribers	x	x		x
	# of subscribers who open at least one article.	x	x		x
Web Site and Social Media	# of posts about transportation on all social media platforms.	x	x		x
Informational Brochures	# of brochures created & distributed	x	x		x
Partnering with community organizations	Updated contact list of partner organizations	x	x		
	# of meetings attended	x	x		x
	# of advocates recruited	x	x		x

² Adapted from the Southern NH Planning Commission Public Participation Plan

		Goal addressed by the Outreach Strategy			
Outreach Strategy	Performance Measure	Goal 1: Enhance public outreach with tailored strategies	Goal 2: Increase public involvement with communities	Goal 3: Respond to & document public input & comment	Goal 4: Evaluate public Involvement - Performance Measures
Public outreach events & meetings	# and type of outreach event	x	x		x
	# of participants at outreach events	x	x		x
	# of events targeting underserved communities & advocacy groups	x	x		x
Translation Services	Maintain a standing list of translated documents	x	x		x
Surveys and Questionnaires	List of surveys conducted & # of responses	x	x		
	# of Multilingual Mailings & Questionnaires distributed	x	x		x
Media Outlets	# of press releases, newspaper articles, TV, radio, etc.	x	x		
Communicate with government & agencies	Document the responses	x		x	x
Mobility Management	# and type of mobility management outreach events	x		x	x
	# of referrals received & processed	x		x	x

APPENDIX A – LIST OF ABBREVIATIONS

ACS	American Community Survey
EPA	Environmental Protection Agency
FAA	Federal Aviation Administration
FAST	Fixing America’s Surface Transportation Act
FHWA	Federal Highway Administration
FTA	Federal Transit Administration
LEP	Limited-English-Proficiency
MPO	Metropolitan Planning Organization
MTP	Metropolitan Transportation Plan
NHDES	New Hampshire Department of Environmental Services
NHDOT	New Hampshire Department of Transportation
NRMTP	Nashua Regional Metropolitan Transportation Plan
NRPC	Nashua Regional Planning Commission
NTS	Nashua Transit System
PBP	Pedestrian and Bicycle Plan
PPP	Public Participation Process
RSA	Revised Statutes Annotated
STIP	State Transportation Improvement Plan
TIP	Transportation Improvement Plan
TTAC	Transportation Technical Advisory Committee
UZA	Urbanized Area

APPENDIX B – SPANISH LANGUAGE BROCHURE



El Consejo de Coordinación Regional del Gran Nashua (RCC7) es uno de los ocho consejos regionales que dependen del Consejo Estatal de Coordinación para el Transporte Comunitario. Juntas, estas organizaciones se esfuerzan por desarrollar un sistema estatal sostenible de transporte comunitario coordinado que proporcione una mejor movilidad local e interregional y acceso para todos.



Gestión de la movilidad

El Programa de Gestión de la Movilidad es una oportunidad para promover un transporte comunitario sostenible, coordinado y centrado en el cliente que sea accesible para todos, incluidos los adultos mayores, las personas con discapacidades, los veteranos, las personas de bajos ingresos y otras poblaciones vulnerables.

Por favor, únase a nosotros:

Reuniones: el 4º jueves de cada mes a las 10 de la mañana con opciones presenciales y online.

En la oficina de la Comisión de Planificación Regional de Nashua
30 Temple Street, Suite 310
Nashua, NH 03060
www.nashuarpc.org



Para obtener más información o asistencia con el transporte, comuníquese con:
Donna M. Marceau
Gerente Regional de Movilidad
RCC 7
(603) 417 6571
donnam@nashuarpc.org



RCC-7

Gran Nashua

Transporte

Guía de



Aprovechar los esfuerzos y recursos de muchas organizaciones e individuos diferentes para trabajar en colaboración en estrategias coordinadas para mejorar los servicios de transporte para todos los residentes que necesitan asistencia.

APPENDIX C - INCOME-RESTRICTED HOUSING DEVELOPMENTS IN THE NRPC REGION

Location Name	Address
6 Summer Street	6 Summer St, Nashua
Ahepa 35 Manor	681 W. Hollis St, Nashua
Amherst Park	525 Amherst St, Nashua
Apartments at Cotton Mill	30 Front St, Nashua
Arel Manor	57 Tyler St, Nashua
Beaver Brook Commons	21 Beaver Brook Way, Pelham
Beechbrook	80 Adams St, Milford
Brentwood Manor Apartments	18 Merrimack St, Nashua
Buttercup Hill	51 Webster St, Hudson
Casimir Place	119 Temple St, Nashua
Clocktower Place	2 Clocktower Pl, Nashua
Coliseum Seniors Residence	7 Coliseum Ave, Nashua
Darraha Village	1 Stark Ln, Litchfield
Davidson Landing	143 Ledge St, Nashua
Davidson Landing II	145 Ledge St, Nashua
Edgewater Estates	5 Howard St, Wilton
Gatewood Manor	27 Will St, Nashua
Granite Square	161 Bridge St, Milford
Harbor Avenue House	60 1/2 Harbor Ave, Nashua
Harbor Homes Group Home	3 Winter St, Nashua
Harbor Homes II	30 Allds St, Nashua
Harbor Homes III	156 Chestnut St, Nashua
Hollis Village	6 Market Pl, Hollis
Ledge McLaren	48 Ledge St, Nashua
Linsey Landing at Milford Mill	40 Bridge St, Milford
Marshall Street Apartments	4, 12, 16 and 20 Marshall St, Nashua
Mary's House	40 E Pearl St, Nashua
Maynard Homes	165 Pine St, Nashua
Milford Mill	40 Bridge St, Milford
Millette Manor	72 Vine St, Nashua
Mountain View Pheasant Run	1 Danforth Rd, Nashua
Nashua Children's Home	123 Amherst St, Nashua
Park View Apartments	31 Greeley St, Nashua
Parkhurst	2 Veterans Rd, Amherst
Pelham Terrace	25 Windham Rd, Pelham
Pine Valley Lofts	37 Wilton Rd, Milford
Pratt Homes	583 W. Hollis St, Nashua

Salmon Brook	21 Lovell St, Nashua
Streeter Shores	76 Temple St, Nashua
Village Gate	49 Spit Brook Rd, Nashua
Vine Street	65 Vine St, Nashua
Wagner Court	101 Burke St, Nashua
Wentworth Place Apartments	1 Coventry Ct, Merrimack
Xavier House	25 Morgan St, Nashua

APPENDIX D - NRPC OUTREACH LIST (COMMUNITY-BASED SERVICE ORGANIZATIONS)

Note: the following is a categorized listing, aligned with [23CFR 450.316](#), of organizations for which NRPC has a contact name AND email in the NRPC Outreach Contacts database which will allow for future email outreach.

Each organization is listed **once** and categorized by their **primary mission**—for example, an agency primary focused on medical services but also provides transportation services would be classified as medical.

Transportation Providers (includes ports and freight services)
• Souhegan Valley Transportation Collaborative
• Nashua Transit System
• First Transit
• NH Transit Association
• Gentle Care Rides
• Community Volunteer Transportation Company
• Derry-Salem Cooperative Alliance for Regional Transportation (CART)
• NH Rideshare
• NH Motor Transport Association
• Milford-Bennington Railroad
• Boston Express
• Greyhound
• Concord Coach Lines
• CSX Railways
• Nashua Express Transportation
• Massachusetts Bay Transportation Authority
• Boston-Manchester Regional Airport
• Nashua Airport – Boire Field
• Local Taxi Service Providers
Users of public transportation, pedestrian walkways, and bicycle transportation facilities
• Nashua Regional Complete Streets Advisory Committee
• NH Bike-Walk Alliance
• CommuteSmart NH
• Goodales Bike Shop
• Freewheel Cycles
• Amherst Bicycle and Pedestrian Advisory Committee
• Town of Merrimack Town Center Committee
Disabled and Elderly Service Agencies
• Council on Aging
• St. Joseph's Community Services
• Friends in Service Helping

• The PLUS Company, Inc.
• Easter Seals NH
• Hollis Seniors
• Living at Home Senior Care
• Life Coping
• Nashua Senior Activity Center
• Meals on Wheels
• NH Department of Health and Human Services Bureau of Elderly and Adult Services
• Nashua Center (for the Multiple Handicapped)
• The Care Givers
• Granite State Independent Living
• Nashua Adult Day Health
• St. John Neuman Day Away
• Toward Independent Living and Learning
Language, Cultural, and Minority and Underserved Population Advocacy
• Building Community in NH (formerly Bhutanese Community in NH)
• City of Nashua Urban Programs
• Southern NH HIV/AIDS Task Force
• India Association of NH
• Greater Nashua Branch of the NAACP
• Granite State Organizing Project
Crisis Relief (includes homeless services, emergency clothing, food pantries, domestic services)
• Nashua Soup Kitchen and Shelter
• SHARE Outreach
• Bridges Domestic and Sexual Violence Support
• Open Cupboard Food Pantry
• Anne-Marie House
• Tolles Street Mission
• Southern NH Rescue Mission
• The Front Door Agency
Non-Emergency Housing Agencies
• NH Housing and Finance Authority
• Nashua Housing Authority
• Harbor Homes
• Keystone Hall
Major Educational Institutions
• Nashua Community College
• Rivier University
Medical and Public Health
• Dartmouth-Hitchcock
• Southern NH Medical Center
• St. Joseph's Hospital

• Radiation Center of Greater Nashua
• Greater Nashua Public Health Region/Nashua Public Health
• Local Community Health/Welfare Agencies
Youth and Family Services
• Greater Nashua YMCA
• Boys and Girls Club of Souhegan Valley
• Nashua Police Athletic League (PAL)
Other
• Sothern NH Services
• Opportunity Networks
• Gateways Community Services
• Wilton Community Center
• Arlington Street Community Center
• United Way of Greater Nashua
• Salvation Army Community Center

APPENDIX E - 23 CFR 450.316: METROPOLITAN TRANSPORTATION PLANNING PROCESS: ELEMENTS

(b) In addition, the metropolitan transportation planning process shall:

(1) Include a proactive public involvement process that provides complete information, timely public notice, full public access to key decisions, and supports early and continuing involvement of the public in developing plans and TIPs and meets the requirements and criteria specified as follows:

(i) Require a minimum public comment period of 45 days before the public involvement process is initially adopted or revised;

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

(iii) Provide reasonable public access to technical and policy information used in the development of plans and TIPs and open public meetings where matters related to the Federal-aid highway and transit programs are being considered;

(iv) Require adequate public notice of public involvement activities and time for public review and comment at key decision points, including, but not limited to, approval of plans and TIPs (in nonattainment areas, classified as serious and above, the comment period shall be at least 30 days for the plan, TIP and major amendment(s));

(v) Demonstrate explicit consideration and response to public input received during the planning and program development processes;

(vi) Seek out and consider the needs of those traditionally underserved by existing transportation systems, including but not limited to low-income and minority households;

(vii) When significant written and oral comments are received on the draft transportation plan or TIP (including the financial plan) as a result of the public involvement process or the interagency consultation process required under the U.S. EPA's conformity regulations, a summary, analysis, and report on the disposition of comments shall be made part of the final plan and TIP;

(viii) If the final transportation plan or TIP differs significantly from the one which was made available for public comment by the MPO and raises new material issues which interested parties could not reasonably have foreseen from the public involvement efforts, an additional opportunity for public comment on the revised plan or TIP shall be made available;

(ix) Public involvement processes shall be periodically reviewed by the MPO in terms of their effectiveness in assuring that the process provides full and open access to all;

(x) These procedures will be reviewed by the FHWA and the FTA during certification reviews for TMAs, and as otherwise necessary for all MPOs, to assure that full and open access is provided to MPO decisionmaking processes;

(xi) Metropolitan public involvement processes shall be coordinated with statewide public involvement processes wherever possible to enhance public consideration of the issues, plans, and programs and reduce redundancies and costs;

APPENDIX F - RECORD OF PUBLIC COMMENTS

2019 Public Participation Process (PPP)					
Significant Individual Public Comments					
From Comment Period (4/26-6/10) and Public Hearing (6/19)					
Date	Organization	Individual(s)	Type of Comment	Comment Summary	Response/Actions
4/29 – 5/2	Nashua Transit System (NTS)	Julie Chizmas, Camille Pattison	Addition	Add language similar to the 2012 PPP which acknowledges that “NTS, which is the FTA 5307© applicant, has consulted with the MPO and concurs that the public involvement process adopted by the MPO for the development of the TIP satisfies the public hearing requirements that pertain to the development of the Program of Projects for regular Section 5307, Urbanized Area Formula Program, grant applications, including the provision for public notice and the time established for public review and comment.	<p>The summarized language in the Comment Summary section of this document was added section 2.1 Purpose.</p> <p>The objective: “to satisfy the Nashua Transit System public participation process for the program of projects” was added to section 2.2 Goals and Objectives (goal 4, objective 6).</p> <p>Individuals/organizations of the comment were informed of the change and the revised version was uploaded to the NRPC website.</p>

5/30	NRPC	Gregg Lantos	Verification, addition	At the Freight Planning seminar, "they" mentioned including freight interests in the PPP contact list.	<p>NRPC to verify freight industry-related organizations are mentioned in the document. NRPC to review other RPC PPP plans for reference to freight organizations and to look over the contact list and add appropriate contacts.</p> <p>DOT – no specific freight Strafford – no specific freight Rockingham – no reference to freight at all SNH – no mention of specific freight organizations within MTP or TIP</p> <p>NRPC to include the following organization (s) within Public Agencies and Community Organizations list: NH Motor Transport Association, Pan Am Railways and Milford-Bennington Railroad Co.</p>
Collective Public Comments					
From Comment Period (4/26-6/10) and Public Hearing (6/19)					
<ul style="list-style-type: none"> • It was clarified that translation services will be implemented as MPO resources allow. It is possible for the MPO to recommend third-party translation services to interested parties when requested. • It was clarified that the Public Agencies and Community Organizations list within the PPP can be adjusted and updated as needed. • It was noted that the PPP document may be too lengthy and will be considered in future amendments and updates. 					